

Reference. No.

SELF-ASSESSMENT GUIDE

Qualification	TOURISM PROMOTION SERVICES NC II		
Unit of Competency Covered	<ul style="list-style-type: none"> • Operate technology-based information system • Provide information and advice on a destination, product or service • Promote tourism products and services 		
<p>Instruction:</p> <ul style="list-style-type: none"> • Read each of the questions in the left-hand column of the chart. • Place a check in the appropriate box opposite each question to indicate your answer. 			
Can I?	YES	NO	
OPERATE TECHNOLOGY-BASED INFORMATION SYSTEM			
<input type="checkbox"/> Identify sources of information and Information requirements as to relevance and accessibility			
<input type="checkbox"/> Access identify information sources with the automated system in an efficient manner			
<input type="checkbox"/> Select appropriate search methods for the type of information required			
<input type="checkbox"/> Use key words and phrases to search for required information			
<input type="checkbox"/> Select other source of information – electronic or otherwise - in accordance with enterprise policy, commercial agreements and other specific need that meet sales and operational needs			
<input type="checkbox"/> Use and manipulate features of the system to access the full range of system information			
<input type="checkbox"/> Access information to meet the required scope and purpose			
<input type="checkbox"/> Conduct further search if information is insufficient			
<input type="checkbox"/> Select required information correctly			
<input type="checkbox"/> Place order for any information that requires purchase			
<input type="checkbox"/> Download/print information in accordance with system procedures and company requirements			
<input type="checkbox"/> Interpret and classify downloaded information to meet any particular need			

<input type="checkbox"/> Interpret and select specific information correctly to meet specific operational needs		
<input type="checkbox"/> Interpret specific technical terms or jargon correctly to facilitate delivery of accurate information		
<input type="checkbox"/> Classify information in a suitable format for use		
<input type="checkbox"/> Store/ file information in accordance with company policies		
PROVIDE INFORMATION AND ADVICE ON A DESTINATION, PRODUCT OR SERVICE		
<input type="checkbox"/> Identify and access information sources for current and accurate information on a destination, product or service		
<input type="checkbox"/> Obtain information on features of the destination and the general type of tourism products and services available		
<input type="checkbox"/> Identify and obtain information on the different tourism products and services available which can meet customer needs.		
<input type="checkbox"/> Record and store information for future use in accordance with enterprise systems.		
<input type="checkbox"/> Use informal and formal research to update destination and general product and services knowledge		
<input type="checkbox"/> Sought feedback on experience with destinations from both colleagues and customers and this is provided to other organizations where appropriate.		
<input type="checkbox"/> Share update information with colleagues in accordance with enterprise procedures.		
<input type="checkbox"/> Identify specific information and advice needs of the customer accurately		
<input type="checkbox"/> Provide range of current and accurate destination and general product information and advice in a timely manner and in accordance with company procedures		
<input type="checkbox"/> Address customer needs by ensuring appropriate scope and depth of information		
<input type="checkbox"/> Present information and advice in an appropriate format and style		
PROMOTE TOURISM PRODUCTS AND SERVICES		
<input type="checkbox"/> Identify specific customer needs and preferences accurately including cultural needs and expectations.		
<input type="checkbox"/> Identify customer requirements which, if met, would breach ethical and legal commitment immediately.		
<input type="checkbox"/> Establishes rapport with the customer to promote goodwill and trust.		
<input type="checkbox"/> Conduct research when required, to source information to meet specific customer needs		
<input type="checkbox"/> Tailor product options to the specific needs of the customer		

<input type="checkbox"/> Made customers aware of additional products and options which may enhance their itinerary		
<input type="checkbox"/> Provide all options within the appropriate or agreed timeframe		
<input type="checkbox"/> Present all options in a format and style most appropriate to the particular customer and in accordance with enterprise procedures		
<input type="checkbox"/> Identify specific product information and advice needs of the customer accurately		
<input type="checkbox"/> Provide current and accurate product information and advice in a timely manner		
<input type="checkbox"/> Made scope and depth of the information appropriate to customer needs		
<input type="checkbox"/> Present information and advice in an appropriate format and style		
<input type="checkbox"/> Explain and promote features and benefits clearly to the customer		
<input type="checkbox"/> Create customer interest according to established sales guidelines		
<input type="checkbox"/> Create and execute suitable sales pitch/ presentation regarding tourism-related products and services		
<input type="checkbox"/> Observe and address customer's reactions to sales pitch accordingly		
<input type="checkbox"/> Identify and resolve customer's issues and problems proactively		
<input type="checkbox"/> Apply appropriate sales closing techniques according to established sales guidelines		
Candidate's Name and Signature:	Date:	

<p>Evaluated by:</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">AC Manager</p> <p>Date:</p>	<input type="checkbox"/> Qualified for Assessment <input type="checkbox"/> Not yet Qualified for Assessment
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