

Reference. No.																			
----------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

## SELF-ASSESSMENT GUIDE

Qualification	<b>LOCAL GUIDING SERVICES NC II</b>		
Unit of Competency	<ul style="list-style-type: none"> <li>• Research Information Relevant to the Locality and Tour Itinerary</li> <li>• Coordinate Tour Arrangements for Clients</li> <li>• Accompany and Guide Clients in Accordance with the Tour Itinerary</li> </ul>		
Instruction: <ul style="list-style-type: none"> <li>• Read each of the questions in the left-hand column of the chart.</li> <li>• Place a check in the appropriate box opposite each question to indicate your answer.</li> </ul>			
<b>Can I?</b>	<b>YES</b>	<b>NO</b>	
<b>RESEARCH INFORMATION RELEVANT TO THE LOCALITY AND TOUR ITINERARY</b>			
• Select appropriate research sources and methodologies based on the type of information sought			
• Identify essential information on the Philippines and the locality/destination ***			
• Identify local sites, sights and events in the itinerary in consultation with other tour guides, colleagues and company officials ***			
• Assess sites and sights for visitor suitability based on the visitors' profile and feedback from other guides ***			
• Classify, arrange and file research in a logical manner for reference and according to visitor profiles***			
• Combine and integrate multiple topics/components to create maximum value and interest ***			
• Inform company officials of changes in cost of tour components			
• Present revised costs structures including full details of all changes			
• Review and adjust changes in response to feedback from visitors/colleagues ***			
• Check and incorporate legal requirements in the files based on national and local statute			
• Prepare and present appropriate commentary and tour spiels based on research conducted ***			
• Tailor-fit the tour spiel to the interest of the visitors (when applicable)			
• Develop commentary and tour spiel that are acceptable to the visitors***			

<ul style="list-style-type: none"> <li>• Present tour spiel and itinerary to the tour operator for information prior to implementation</li> </ul>		
<ul style="list-style-type: none"> <li>• <b>COORDINATE TOUR ARRANGEMENTS FOR CLIENTS</b></li> </ul>		
<ul style="list-style-type: none"> <li>• Determine inclusions of the tour itinerary according to client's requirements</li> </ul>		
<ul style="list-style-type: none"> <li>• Determine tour components for the visitor's personal account based on enterprise policy</li> </ul>		
<ul style="list-style-type: none"> <li>• Verify reserved tour components and effect changes if necessary</li> </ul>		
<ul style="list-style-type: none"> <li>• Collect the required tour documents and secure cash advances</li> </ul>		
<ul style="list-style-type: none"> <li>• Supervise delivery of tour components and check for compliance in accordance with tour arrangements</li> </ul>		
<ul style="list-style-type: none"> <li>• Conduct proper accounting of money paid/ account dues to and from visitors/suppliers based on enterprise instructions and procedures</li> </ul>		
<ul style="list-style-type: none"> <li>• Provide relevant information on the suppliers' services, amenities, and facilities</li> </ul>		
<ul style="list-style-type: none"> <li>• Remind visitors to pay for all expenses of a personal nature</li> </ul>		
<ul style="list-style-type: none"> <li>• Give assistance on resolution of complaints and other emergencies</li> </ul>		
<ul style="list-style-type: none"> <li>• Evaluate nature of complaint with supplier concerned and apply appropriate solutions</li> </ul>		
<ul style="list-style-type: none"> <li>• Notify tour operator or organizer about the situation and document all incidents in final report</li> </ul>		
<ul style="list-style-type: none"> <li>• Report revisions and cancellations of services rendered or not rendered in accordance with enterprise guidelines and procedures</li> </ul>		
<ul style="list-style-type: none"> <li>• Account additional revenue or expenses incurred and report in connection with submitted tour itinerary</li> </ul>		
<ul style="list-style-type: none"> <li>• Report client's feedback based on enterprise policy</li> </ul>		
<p><b>ACCOMPANY AND GUIDE CLIENTS IN ACCORDANCE WITH THE TOUR ITINERARY</b></p>		
<ul style="list-style-type: none"> <li>• Determine composition and responsibility of the local tour guide in accordance with company policies and procedures</li> </ul>		
<ul style="list-style-type: none"> <li>• Check arrival schedules and tour itinerary in compliance with client's requirements</li> </ul>		
<ul style="list-style-type: none"> <li>• Meet and greet clients at the gateway and segregate from the general crowd to give welcome briefing before boarding</li> </ul>		
<ul style="list-style-type: none"> <li>• Check and board client's baggage</li> </ul>		
<ul style="list-style-type: none"> <li>• Accompany clients to the place of lodging and deliver welcome spiel and relevant commentary</li> </ul>		
<ul style="list-style-type: none"> <li>• Provide assistance with the registration during check-in and remind clients of the next activity</li> </ul>		

• Wear attire that is appropriate to the tour activity and observe personal hygiene and proper posture at all times		
• Provide clients with a summary of the day's activities		
• Manage clients' movements during tour stop over and walkabouts		
• Practice situation awareness and presence of mind to prevent accidents and unforeseen situation		
• Provide and deliver relevant commentaries and instructions with proper voice modulation and pronunciation		
• Practice and develop positive interaction and rapport with visitors		
• Ensure visitors' comfort throughout the tour and handle stress situations tactfully		
• Determine best solution to abnormal situations and apply with the company's approval		
• Provided assistance with check-out formalities at the place of lodging in accordance with establishment procedures		
• Accompany visitors to the departure place and provide relevant information en route		
• Develop tour guide - tour driver work relationship (teamwork)		
I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.		
<b>Candidate's Name and Signature:</b>	<b>Date:</b>	