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SELF-ASSESSMENT GUIDE

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

• 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.		
Candidate's Name and Signature:	Date:	