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## SELF-ASSESSMENT GUIDE

<b>Qualification:</b>	<b>TRAVEL SERVICES NC II</b>		
Units of Competency covered:	<ul style="list-style-type: none"> <li>Record, capture and respond to travel service requirements &amp; requests</li> <li>Create travel-related reservations and transactions</li> <li>Provide assistance in travel documentation preparation</li> <li>Process the issuance of passage tickets and other travel related documents</li> </ul>		
<b>Instruction:</b> Read each question and check the appropriate column to indicate your answer.			
<b>Can I?</b>	<b>YES</b>	<b>NO</b>	
<b>RECORD, CAPTURE, AND RESPOND TO TRAVEL SERVICE REQUIREMENTS &amp; REQUESTS</b>			
• Identify and record information pertaining to client details, travel requirements and special requests, following existing enterprise appropriate information collection and logging methods, forms and procedures. *			
• Identify and note the required documents for travel purposes following existing enterprise forms, policies and procedures.*			
• Review and recap details, requirements and special requests for completeness and accuracy pursuant to the existing enterprise forms, policies and procedures. *			
• Identify and evaluate client's travel requirements and requests.*			
• Identify and access information on travel products and services that would match the clients' travel requirements and requests.*			
• Identify and select travel products and services that would best fit client's travel requirements and requests. *			
• Identify and select additional and alternative travel products and services.*			
• Determine the type and mode of response to the client's requirements or requests. *			
• Construct the content of the response according to existing enterprise forms, procedures and standards. *			
• Deliver the appropriate response according to existing enterprise standards, policies and procedures. *			
• Secure acceptance and collect payment where applicable from clients pursuant to existing enterprise policies and procedures if response is accepted by clients. *			
• Revise, amend and resubmit response if not accepted by clients. *			
<b>CREATE TRAVEL-RELATED RESERVATIONS AND TRANSACTIONS</b>			
• Create new booking record per enterprise form.*			
• Identify products and services that will be booked according to customer's requirements and requests.*			
• Select suppliers according to client's requirements and request and any pre-negotiated enterprise arrangements.*			
• Check clients' required documents for travel purposes based on enterprise policies and procedures.*			

• Check client's financial record in accordance to existing enterprise polices and procedures.*		
• Request from suppliers the products and services required in accordance to existing enterprise policies and procedures.*		
• Provide the suppliers the details required for the booking to ensure that the customer will receive the correct product or services. *		
• Request for multiple services simultaneously from suppliers in the most practical and sequential order.*		
• Request for alternative choices if desired bookings are not available.*		
• Identify changes made to original reservations and adjust bookings with all suppliers accordingly.*		
• Revise bookings and adjust other arrangements as requested or required.*		
• Collect and accept payments from clients according to existing enterprise policies and procedures.*		
• Issue proof of payment to client in accordance to existing enterprise policies and procedures.*		
• File records of bookings and confirmations in accordance with existing enterprise policies and procedures.*		
• Monitor files to ensure all confirmations have been received and follow up pending bookings/reservations.		
• Make and record booking amendments and adjustments in accordance with existing enterprise policies and procedures.*		
• Verify clients' payment with appropriate department		
• Process payments required by the suppliers at the appropriate time in accordance with existing enterprise procedures.*		
• Relay to suppliers booking changes made in accordance with agreed procedures and any contractual arrangements.*		
• Finalize client's set details and requirements with suppliers in accordance to existing enterprise policies and procedures. *		
<b>PROVIDE ASSISTANCE IN TRAVEL DOCUMENTATION PREPARATION</b>		
• Collate information and documentary requirements of client's passport application in accordance with existing enterprise policies and procedures and appropriate national and foreign government authorities.*		
• Check for accuracy and completeness of passport application documents and identifies discrepancies that should be corrected or referred back to client where necessary *		
• File passport application documents with the proper authorities (DFA) and pay the corresponding fees. *		
• Log and release passport to client according to existing enterprise policies and procedures. *		
• Determine visa requirement for client's country of destination. *		
• Inform visa applicant of the requirements and fees by the country of destination. *		
• Assist visa applicant in paying fees, securing appointments and in filling up and submitting the accomplished forms required by the country of destination and/or transit points, where applicable. *		
• Collect and arrange visa documentary requirements from the clients according to the requirements of the country of destination. *		
• File the documents collected with the concerned embassy/consulate.*		
• Inform the visa applicant of the date of personal appearance or interview at the embassy, where applicable.*		

• Inform the visa applicant on how and when the visa is to be released by the embassy or the visa processing entity in accordance to embassy and/or enterprise policies and procedures.*		
• Release visa and other supporting documents to clients according to existing enterprise policies and procedures.*		
• Determine the necessary supporting travel documents from other government agencies where applicable.*		
• Assist applicants in filling up forms required by the concerned authority and collect the required fees, where applicable.*		
• File document with the concerned authority*		
• Inform the applicant when the required travel documents will be released by the concerned authority.*		
• Log and release the document to the client according to existing enterprise policies and procedures.*		
<b>PROCESS THE ISSUANCE OF PASSAGE TICKETS AND OTHER RELATED DOCUMENTS</b>		
• Encode travel details through electronic or manual means*		
• Validate travel details and other travel related information with clients in accordance with existing enterprise policies and procedures.*		
• Clear with client supplementary information and record in accordance to existing enterprise procedures.*		
• Check total cost of travel requirements to ensure accuracy based on updated local and/or international rates.*		
• Reconfirm travel information to supplier.*		
• Issue purchase order (PO) to transport companies and other travel-related suppliers in accordance with existing enterprise procedures.*		
• Make payment to transport companies and other travel-related suppliers.*		
• Issue the passage tickets and other travel related documents upon receipt of confirmation from suppliers.*		
• Check passage tickets and other travel related documents for accuracy and recap/reiterate travel information to client prior to release.*		
I agree to undertake assessment with 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>	

NOTE: \*Critical aspects of competency