SELF-ASSESSMENT GUIDE

Qualification	**TOURISM PROMOTION SERVICES NCII**
PROJECT:	**PROMOTE TOURISM PRODUCT INFORMATION**

Instruction:
- 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**
• Identify information requirements correctly*		
• Access required information on an automated system*		
• Download required information according to system procedures and company requirements*		
• Organize and present information in a suitable format*		
• Identify and access appropriate information sources*		
• Identify and obtain destination information which can meet customer needs*		
• Provide a range of current and accurate information and advice in a timely manner*		
• Present information and advice in an appropriate format and style*		
• Select appropriate sources of product information to meet a particular sales or operational need*		
• Interpret and apply product information accurately to meet the particular sales or operational need*		
• Identify specific customer needs and preferences accurately, including cultural needs and expectations*		
• Identify customer requirements which may breach ethical and legal commitments *		
• Establish rapport with the customer to promote goodwill and trust*		
• Tailor product options and suggestions to meet both customer needs and enterprise preferences*		
• Present options in an appropriate format and style suitable to customer needs and enterprise requirements and in a timely manner *		

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 Signature:	**Date:**