

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

SELF-ASSESSMENT GUIDE

Qualification	TOUR GUIDING SERVICES NC III		
Unit of Competency	<ul style="list-style-type: none"> • Research Information Relevant to The Locality and The Tour Itinerary • Oversee Regional Tour Arrangements for Clients • Accompany And Guide Clients In Accordance With The Regional 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 DESTINATION AND TOUR ITINERARY			
Source Information			
1. Select research sources and appropriate methodologies based on the types of information sought			
2. Identify essential information on the regional destination			
3. Identify sites, sensory experiences, events, and features of the region in consultation with other tour guides, colleagues and company officials			
4. Assess sites and sensory experiences for client suitability			
Arrange and File Information			
5. Combine and integrate multiple topic components to create maximum value and interest			
6. Classify and files researched information in a logical and systematic manner			
7. Inform company officials of changes in costs of tour components			
8. Present revised cost structures to include full details of all changes, inclusions, exclusions, and add-ons to company officials			
9. Review and adjust changes in response to feedback from visitors and colleagues			
10. Check and incorporate legal requirements in the files based on national and local statutes			

Develop Tour Scripts and Commentaries Relevant to the Tour Itinerary and/or the Interest of the Clients		
11. Develop tour spiels in accordance with requirements of specific tour itineraries or specific clients		
12. Prepare appropriate commentary and tour spiels based on the research conducted		
13. Tailor-fit tour scripts to the interest of the clients on a case-to-case basis		
14. Develop factual and impartial commentaries and tour scripts		
15. Present tour script and itineraries prior to implementation		
OVERSEE REGIONAL TOUR ARRANGEMENTS FOR CLIENTS		
Perform Pre-Arrival Checks		
16. Determine inclusions of the tour itinerary as to the clients requirements		
17. Determine tours components that are for the visitors' personal account based on the company policy		
18. Verify reserved tour components and changes affected as necessary		
19. Collect required tour documents and cash advances as necessary		
Coordinate Regional Tour Arrangements		
20. Supervise arrangement of tour components in accordance with the itinerary		
21. Checks the delivery compliance by suppliers of reserved tour components		
22. Conduct monitoring and recording of money paid or account due to and from visitors and/or suppliers based on enterprise instructions and procedures		
23. Provide relevant information on the suppliers' services, amenities, and facilities		
24. Facilitate optional visitors' requests from suppliers		
25. Remind visitors to pay for all expenses which are not part of the tour package		
Resolve Complaints and Emergency Situations		
26. Give assistance to resolution of complaints with suppliers and other concerns based on enterprise policy with the local guide		
27. Handle emergency situations as deemed necessary and determines and applies appropriate solutions		
28. Notify government authorities concerned about the crisis situation whenever necessary		

29. Notify tour operator or tour organizer about the emergency situation		
30. Document all incidents in the final report		
Evaluate Performance of Service Provider's Staff		
31. Conduct staff performance assessment		
32. Relay staff performance feedback to individual		
Performs Post-Departure Activities		
33. Report revision and cancellation of services rendered in accordance with enterprise guidelines and procedures		
34. Account additional revenues or expenses incurred		
35. Report complaints and commendations based on enterprise policy		
36. Prepare and submit financial and administrative reports in connection with tour itinerary		
GUIDE AND ESCORT VISITORS IN ACCORDANCE WITH THE REGIONAL TOUR ITINERARY		
Meet and Assist Visitors Upon Arrival at the Destination		
37. Determine the role and responsibilities of the tour guide as per company policies and procedures		
38. Check arrival details		
39. Double check reservations of the itinerary with the local guide when applicable		
40. Check tour itinerary for compliance with the visitors' requirements		
41. Meet and greet the visitors at the destination's gateway		
42. Position visitors properly to give welcome briefing before boarding, whenever possible		
43. Check and ensure visitors' baggage is boarded		
44. Accompany visitors to the place of lodging		
45. Provide assistance in the registration formalities at the place of lodging during check-in, when applicable		
46. Remind visitors on the next activity		
Guide and Escort Visitors While on Tour in the Region		

47. Ensure that appropriate attire are worn for different activities or occasions		
48. Observe and practice personal hygiene per accepted social norms		
49. Brief tourist driver local guide on the pick-up points, route, and stop-over		
50. Provide summary of the day's activities to visitors		
51. Provide assistance to visitors and addresses questions and concerns		
52. Manage or monitor visitors' movements during stop-over and walkabouts with the local guide when applicable		
53. Coordinate tour arrangements with suppliers		
54. Promote and encourages optional tours for clients to avail		
55. Observe and follows safety at all times		
56. Check vehicles for belonging left behind after every tour		
57. Practice situation awareness at all times to prevent accidents and other unforeseen situations		
Deliver Information, Tour Spiels, and Commentaries		
58. Provide relevant and timely commentaries and instructions		
59. Maintain posture and safe positioning at all times		
60. Deliver commentaries with proper voice modulation and pronunciation		
61. Use appropriate terminologies and provides updated information at all times		
62. Develop positive interaction and establishes rapport with visitors		
Resolve Complaints and Emergency Situations		
63. Attend to complaints and refers them to persons concerned		
64. Ensure visitors' safety and comfort during the entire tour		
65. Avoid stressful situations and handles them tactfully		
66. Adopt damage control in unforeseen situations		
67. Apply best solutions to unforeseen situations with company's approval		

68. Notify tour operator on the remedial measures in unforeseen situations		
69. Handle emergency situations		
Provide Send-Off Assistance and Hotel Departure Formalities		
70. Provide assistance with check-out formalities at the place of lodging		
71. Supervise collection and boarding of visitors' baggage		
72. Accompany visitors to the place of departure		
73. Provide relevant information en route to the place of departure		
74. Deliver appropriate closing spiel		
Maintain Harmonious Working Relationship with Tour Driver		
75. Establish rapport with the tour driver		
76. Check cleanliness of tour vehicles and working order of seats and public address system including first aid kit and fire extinguisher		
77. Familiarize tour driver with the itinerary, route, and stop-over		
78. Observe driver's attitude and protocol to passengers and gently corrects these if the driver has an attitude problem		
79. Check driver's meals and physical condition especially during long trips		
80. Provide assistance to the driver whenever possible and gives recognition to the bus driver for a job well done when warranted		
Establish Good Working Attitude with the Local Guide		
81. Coordinate with the local guide for itinerary and inclusions		
82. Establish rapport with the local guide		
83. Provide assistance to the local guide whenever necessary		
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:	