

Tour Guiding

Level – II

Based on October, 2021 Curriculum version-I



Module Title: - Providing Arrival and Departure Assistance

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Introduction to the Module

This module describes the performance outcomes, skills and knowledge to offer arrival and departure assistance to customers between transport terminals and accommodation. It requires the ability to check the customer's arrival and departure information, reconfirm all operational aspects of the transportation and accommodation, and provide customers with accurate information.

This module is designed to meet the industry requirement under the tour guiding occupational standard, particularly for the unit of competency: **Providing Arrival and Departure Assistance.**

This module covers the units:

- Conduct arrival transfers for visitor
- Deliver arrival information to visitors
- Check in and Check-out accommodation
- Conduct departure transfers for customers
- Checking Complete documentation

Learning Objective of the Module

- Conduct arrival transfers for visitor
- Deliver arrival information to visitors
- Check in and Check-out accommodation
- Conduct departure transfers for customers
- Check Complete documentation

Module Instruction

For effective use this modules trainees are expected to follow the following module instruction:

1. Read the information written in each unit
2. Accomplish the Self-checks at the end of each unit
3. Perform Operation Sheets which were provided at the end of units
4. Read the identified reference book for Examples and exercise

Unit one: Conduct arrival transfers for visitor

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Checking customer arrival information.
- Providing arrival services
- Preparing Passenger lists.
- Manage transport baggage and lost luggage procedure
- Performing loading and unloading procedures.
- seat rotation procedures

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Check customer arrival information.
- Provide arrival services
- Prepare Passenger lists.
- Manage transport baggage and lost luggage procedure
- Perform loading and unloading procedures.
- Apply seat rotation procedures

1.1 Checking customer arrival information

Customer arrival information: Prior to any activity and before we book/ reserve any services and contact with any of the service providers (restaurants, hotels, transportation companies such as: railway stations, airlines and surface transportation companies) the customer must first confirm the tour program. Once the customer agrees on the terms and prices of the total tour cost, the tour Operation Company or Travel agency can book/reserve the different services. Check customer arrival information Check itinerary of arriving passengers may be related to:

- Identifying names and carriers of incoming passengers
- Comparing known itinerary against known changes to scheduled transportation, such as delays, cancellations and re-routing
- Determining whether or not changes need to be made to scheduled transportation
- Contacting carriers to make appropriate changes on behalf of the passenger
- Noting possible options for changes to scheduled transportation to present to passenger.

It is your responsibility that all arrival details for visitors are noted and detailed. You must obtain confirmation from the transport terminal agent. This will require you to contact the carrier your visitors are travelling with/on, be it cruise liner, ferry, airport, coach, bus, train, taxi or limousine. As a tour operator it is important that you are aware of the terminal layout, locations of arrival halls and facilities such as the rest room, prayer room, Wi-Fi hotspots or even baby changing rooms You will then be able to guide your visitors accurately and punctually through the arrival process and assist in providing correct information to complete tour documents before arriving to the transport terminal check:

1. **Visitors' name list:** The only way for you to know who your visitors are is through the visitor name list or passenger list. Ensure that the information is accurate and a proper headcount has been done before proceeding out of the terminal.

2. Arrival time, delays and cancellations: There are various modes of checking the arrival time such as online, or contacting the industry partner or carrier concerned via telephone or email. Never rely on initial details as there is a high possibility of changes. Always double check to ensure you are well informed and have suitable time to reorganize transport or schedules in the event of a delay, cancellation, change in itinerary or re-routing of transport travel.

This could potentially take quite a lot of time as it may involve contacting several companies to alter details which in-turn may impact tariffs, discounts, vouchers, transport connections, location arrival times etc.

Should changes need to be made you will need to present this to visitors upon greeting them and assess satisfaction levels. Once again tact and diplomacy are required to ensure your visitors, who may well be tired and hungry at this point remain as happy as possible.

3. Terminal and Gate number: Obtaining the vehicle or flight number is insufficient. You also require the terminal and gate numbers to receive your guests. Sometimes, for example due to bad weather, there will be a change of gate number. You need to ensure you know these details so you are not in the wrong place or give an impression to visitors you are not informed. This would cause them to lose trust in you.
4. Baggage Claim Belt Numbers: This is usually applicable when it is at the airport terminal. Remember to keep track of how many baggage pieces each visitor has. Ensure that all baggage has been tagged and counted. Familiarize yourself with the baggage claim policy provided by the transport terminal.
5. Select the Type of Tour: what kind of tour they want participate:
 - A. Escorted Tour: is the most popular type and is usually conducted by a tour director who takes care of all services from the beginning to end of the tour. Services usually include flights, hotels, transportation, airport/hotel transfers, meals and sightseeing. Often no more than two nights are spent in a single location. Often there are many locations to visit and the tour can be at quite a fast pace.
 - B. Independent Vacation: only a few locations visited with generally two or three nights at each. A tour guide is not usually included but there is a host available to answer questions and make sightseeing suggestions. Some meals and sightseeing are typically included with a lot of free time available to explore as the visitor wishes. This vacation is ideal for independent travelers who look to set their own pace.
 - C. Guided/Hosted Tour - is somewhat similar to an escorted tour but visitors are greeted by a

local representative rather than a tour director and will not be escorted to all activities and functions. Local guides will be available to answer questions throughout the duration of the tour. Some meals, accommodation and sightseeing may be included. This type of tour is ideal for people who want to have some freedom but be guided on local points of interest or attractions.

6. **Length of Tour:** The length of tour depends mostly on the type of tour that the visitors have purchased, however, last minute changes to extend the stay are common nowadays especially because of offers or discounts offered by the hotels.
7. **Time Schedule:** It is important that the itinerary has a clear time schedule. However unexpected delays and incidents may occur which will require you to make allowances or amendments to these schedules and you will need to notify your visitors accordingly. This may trigger dissatisfaction with some people so ensure you have considered your customer service approach to dealing with such situations.

Confirm transport arrangements, where applicable will include:

- Contacting carrier
- Verifying that scheduled transportation is confirmed by date, time and departure destination.

When aiming to build rapport and friendship with the transport representative especially the drivers, you are required to contact and brief them on the arrangements for the arrival of visitors. Information required is:

- Your name
- Profile of visitors
- Arrival information
- Tour route and destination.

You and any drivers should be updated with information such as:

- Who are the visitors and to who are they to liaise with
- Where do we receive the visitors and what is the location of their luggage
- What is the terminal layout
- When will the visitors arrive
- Why do we need to choose this route or location to handle the visitor's arrival, and
- How are we going to ensure that all visitors' luggage is collected and safely placed in the transportation vehicle?

- Confirming with the driver if there are any known delays or detours to tour routes or if indeed the route chosen is not advisable for some other reason
- The driver should have printed details to refer to including an attendance list as a record. Brief the drivers that at every stop off whether it is for a toilet break, custom checkpoint or any other reason, all visitors' attendance is to be checked and reported back to the travel agency. Any emergencies or issues faced while transporting visitors to the accommodation or while on tour is also to be reported. This is to ensure safety of visitors and eliminate potential incidents.

Direct passengers to appropriate transport location for transfer

Types of transport locations

Wherever you are, ensure that familiarize yourself with the layout of the transport locations you deal with and never expect any of them to be the same as the other. In particular note the following at each point and create a database for yourself that will potentially be constantly upgraded by you in order to stay informed. Restrooms, Wi-Fi hot-spots, luggage belt locations or collection areas, customer service centers, airline or travel company check-in counters, meeting points, Customs check-points, prohibited items, transfer points, platform numbers, gate numbers, parking bays or terminal numbers. There may also be other specific details for your local area are:

- A. Airports:** will vary based on their location and the amount of air traffic they handle. You will need to be familiar with the airport you are collecting visitors from so that you can direct them correctly. They may consist of one or many terminals. Terminals may be under one roof or individual building in which case bus transfer is often required.
- B. Bus and coach terminals:** are often located at airports, train stations, ferry and cruise line terminals. They may be as simple as an office with one or two undercover areas for passenger pick-up or a large operation with many check-in counters, numbered bus parking bays with destination signage and arrival/departure times.
- C. Taxi ranks/stands:** may be anything from a single sign post on a sidewalk to a covered waiting area at a hotel with a bell attendant to assist you. At busy locations they may have barriers and an attendant to assist with traffic flow and passenger movement.
- D. Train stations:** may also be very small in the case of remote locations or quite large in the case of city stations with high traffic volume. From one platform to several with minimal attendants to many and associated check-in counters and possible customs officers when travelling to other countries.
- E. Shipping ports:** can often be located on small islands in which case there may only be one platform

which becomes a hive of activity when a cruise liner is scheduled to arrive. Customs agents and officials arrive for duty to make-shift customs desks or offices. There are limited facilities of any kind. Sign boards are a key method to communicate with arriving passengers to ensure they join the correct tour or transfer bus.

Alternatively, in a large city the shipping terminal may be large and have many fixed facilities similar to an airport. Some destinations receive multiple cruise liners on a regular basis. The terminals may be busy operations if they facilitate ferry transfers between islands, cities or even countries.

1.2. Providing arrival services

You may be required to use a variety of facilities when meeting arriving passengers. You will need to become familiar with them so that you maintain your professional image and passenger confidence.

Communication equipment/options Public address systems.

The basic in-house public address system is hard wired into the venue and your job is simply to use the system as it has been installed and set up.

Terminal facilities may include:

- Public address systems
- Airside access
- Designated group meeting areas
- Internal communication systems between terminal and parking facilities

You may use this option for and for addressing passengers as they arrive. The basic components you need to familiarize yourself with are:

- The microphone –the piece you speak into and often referred to as a ‘mic’ (or ‘mike’)
- Speakers – attention should be paid to identifying where the speakers are located so you know where any public announcements will be heard
- Control buttons, switches or knobs – which control volumes, selection of speakers and turn systems on and off.

Public address systems are installed and set up to deliver optimum results in terms of coverage, and voice quality and clarity. This means you should just 'use' the system rather than alter settings and volumes.

A. Portable system

Portable public address systems are smaller, light-weight versions of the in-house system. They may comprise speakers and speaker stands, microphones, a podium, and mixing capacity. They may be powered by battery or electricity. The component parts can be taken to locations within a venue and used as required

– time to set up the equipment and test it must be factored into its use. Most modern portable equipment is 'wireless' meaning it is less cumbersome to set up, looks more attractive and is safer (due to the absence of cords and cables).

Portable public address systems you will need to know:

- How to turn the system 'on' – where battery-powered portable systems are used they are only turned on when they are to be used: they are not left 'on'
- How to turn the microphone 'on' and 'off'
- How to adjust the volume – when portable PA systems are set up by the maintenance department, they will normally test the system and pre-set the volume. Only adjust this where people indicate they cannot hear you.

B. Megaphones

Megaphones remain a popular choice for communicating with tour groups in an outside location and while on tour. They are relatively inexpensive, simple to operate and effective. Various options are available:

- Megaphone with hand strap
- Megaphone with separate microphone and shoulder strap
- Megaphone with pistol-style hand-grip.

Some manufacturers produce a 'megaphone' where a small speaker is worn on the shoulder, and the user talks into a microphone.

Megaphones able to:

- Turn them 'on' – they are never left 'on' or 'open'
- Adjust the volume – note some megaphones do not have a volume adjustment facility: they are either 'on' or 'off' and there is no ability to adjust volume
- Use (or 'key') the microphone – where fitted
- Adjust the shoulder strap – where the megaphone can be carried across the shoulders.

Identifying controls for the public address system

In-house systems have limited controls you need to learn about:

- Button to turn the microphone 'on' and 'off' – the system itself is usually left 'on' at all times but the microphone is always closed when not in use
- Volume control – it is a standard operating procedure at most venues and sites that you never alter the volume control that has been set by the venue: which will have been set to optimize coverage and

clarity – turning the volume up only increases the chance of the announcement becoming distorted and people will not be able to understand it

- Buttons or switches to control the speakers to which the announcement will be sent – most systems allow you to address the entire venue or to select certain areas within a property.

Portable public address systems you will need to know:

- How to turn the system 'on' – where battery-powered portable systems are used they are only turned on when they are to be used: they are not left 'on'
- How to turn the microphone 'on' and 'off'
- How to adjust the volume – when portable public address systems are set up by the maintenance department, they will normally test the system and pre-set the volume. Only adjust this where people indicate they cannot hear you.

Practical microphone operational protocols apply the following tips to optimize effective use of microphones:

- Reviewing the operating procedures ('reading the Instruction/User/Operator manual for every type of PA system/microphone you are expected to use – this may involve:
 - One sort of in-house system for the tour review/briefing
 - A different system on the coach
 - Another system while walking at the destinations
 - Still different systems at various venues/sites which are part of the tour
- Checking batteries for battery-powered units are new – or showing as having sufficient charge (via relevant indicator light)
- Practicing with each system/model – to gain experience, from which you will gain confidence. Have a colleague listen to you, and provide supportive/corrective feedback to help you become more competent and proficient in system and microphone use
- Doing a sound check each time you use a microphone for the first time on every tour
- Speaking at normal rate or pace when talking into the microphone – avoid deliberate change of pace
- Switching the microphone 'off' when not actually talking into it – develop the habit of not leaving the microphone 'open' as this can be annoying for tour group members and has been

known to lead to very embarrassing moments

- Thinking before you speak – plan what you intend saying before opening the microphone
- Not providing access to the microphone for tour group members – doing so relinquishes your control.
- Not using microphone in certain places – such as museums, places of worship or other sites where management/owners have asked you to refrain
- Talking at normal volume – do not shout: allow the system to amplify your voice
- Varying the tone, pitch and inflection of your voice – to avoid sounding mono-tonal (flat) and boring
- Keeping your mouth a short distance from the microphone at all times [distances vary depending on types of microphones] – avoid moving your mouth closer to, or further away from the microphone
- If you move your head when speaking into a microphone, remember to move the microphone in sync or your voice will be lost
- Asking people to move so they can hear you rather than increasing (pre-set) volumes – which may only distort your voice and result in fewer people being able to understand you
- Avoid equipment feedback by:
 - Not pointing the microphone towards speakers
 - Keeping the microphone out of the main coverage area of the speakers
 - Keeping the microphone near your chin – instead of ‘too far’ from your

C. Airside access

This refers to meeting passengers after they have exited the plane but before they clear customs/immigration control. This may be a service provided to or requested by VIP’s or specific tour groups. The aim to provide additional service and assist with completing required documentation and clearing customs efficiently. It is a service known to be offered in Bahrain, Dubai, Bali and Thailand and possibly other locations however it needs to be specifically requested and there may be a fee.

D. Designated group meeting areas

This is a dedicated area for tour groups to meet. It allows time for passengers to gather belongings, use wash rooms or other facilities and listen to the tour representative’s instructions before departing for onward destinations. As there may be many groups of people on different tours with a variety of companies using the meeting area, it is necessary to have a clear signboard to provide reassurance to the

passenger they are with the correct group.

E. Internal communication systems between terminal and parking facilities

This applies to communications between tour representatives and the driver of the transfer vehicle arranged for the visitors to their accommodation or next location. The method of communication may be two-way radio, walkie-talkie or mobile phone.

Transport terminals generally have too many arrivals and departures to be concerned about communication with external transfer transport which is privately arranged between passengers or companies. Transfer transport may be car hire, chauffeur, coaches or buses.

1.3. Checking passenger list

Record passenger arrivals may include:

- Using internally generated documentation, such as an Arrivals List, to verify actual arrival of passenger
- Noting time of arrival, where required
- Recording passengers who do not arrive as a No Show
- Including details of reason for No Show, where known
- Noting accompanying baggage for each passenger, where required.

Below is a sample arrivals list showing important information that should be available to you. These documents would be generated internally so they can be designed to specific requirements of the tour operator or facility. They are a vital record and need to be completed accurately as evidence the tour operator has acted safely and professionally.

- Additional columns that may need to be added to your arrival list may include:

Accurate time of arrival

- Attendance
- No show
- Details for 'no show' where known
- Number of baggage pieces checked
- Number of baggage pieces carry-on.

Table 3.1 checking passenger list

S/N	Full Name	Passport Number	Sex	Travel Agency	Transport Number
1	David Lee Chong Wei	G7873921Z	M	WTS Travel	CX234
2	Martha May	F2350009M	F	WTS Travel	CX234
3	Marie Jacobs Louise	S2929292H	F	Chan Brothers	CX234

When conducting any type of tour, transporting people from one location to another or recording arriving or departing visitors' head counts are vital to ensure everyone is accounted for and no one is left behind.

Always remember to:

- Have the name list with you at all times
- Remember the total number of visitors you should have
- Physically count the number of visitors
- Get to know the visitors so that it is
- easier for you to remember them

1.4 Manage transport baggage and lost luggage procedure

Upon arrival at the transport terminal, visitors will be provided details on luggage transport arrangements. They will need to identify, tag and transfer their luggage to the pickup area so it can be loaded into the transport. Each visitor is to declare all luggage, whether it be carryon or check- in luggage and its contents to ensure that everything is recorded.

Facilitate movement of baggage may include:

- Establishing transport arrangements for baggage
- Supervising the movement of baggage
- Matching movement of baggage to locations in accordance with schedules/passenger movement
- Using checking procedures to ensure the correct baggage is transported for the appropriate passenger, including baggage tagging and recording.

Establishing transport arrangements

Tour operators will distribute a luggage tag from the tour agency to each visitor as a form of identification.

Information on a luggage tag:

- Agency name and contact details
- Color codes for specific purposes (these may vary depending on tour operator)
- Name of visitor
- Destination for luggage to be transported to
- Special requirements such as 'Fragile – Handle me with care', 'Heavy' notifications.

Transporting Luggage

Tour operators may be required to perform verification such as:

- Ensuring carry-on luggage does not exceed 7kg per person
- Any declaration of fragile or valuable items
- Any handling or miscellaneous fees.

Inform visitors it is their responsibility to exercise caution at all times when transporting their belongings. This should also be indicated in the company policies and procedures.

Supervising movement of baggage

After identifying luggage and tags, you are required to conduct a physical count of all luggage's that will be placed and transported in the luggage storage compartment of the transport vehicle. You need to ensure the area of storage is sufficient, well maintained and secure.

Check luggage storage compartment

Before the arrival of your visitors, you are to conduct a quick check on the luggage storage compartment at the loading bay. Ensure that it is secure and you have the details of the representative in-charge of the compartment. The route, location, space and size of the compartment should be safe to enter, if indeed you are required to enter it. There should not be any toxic or chemical materials in the compartment that will risk visitors' safety.

Ensure that all visitors' luggage is being tracked and handled correctly

Before loading, each luggage piece should be checked, tagged with the information required and declared by the authorized party. You then need to ensure it has been counted before storing or loading it into the

transport vehicle. In some countries, a tighter procedure for handling luggage is conducted such as taking photographs of each visitor's declared luggage with a tracking number issued to them for their reference. Upon arrival at your final destination you may be required to personally re-count and cross check your recorded luggage details before permitting the transport driver to sign off or depart. And similarly, allowing passengers or Bell Attendants to transfer luggage to any accommodation. This is to ensure everything is accounted for.

Indemnity form: An indemnity form is completed between three parties (the tour operator, transport company and passenger) to declare the number of luggage pieces that will be transported. It essentially details that whilst all care is taken to ensure luggage is handled correctly and delivered to the specified destination the tour company will not be held liable in the event any luggage is lost, damaged or stolen.

Follow lost baggage procedures may include:

- Recording details and description of baggage claimed to have been lost
- Capturing details of the passenger, including their next destination, duration at that location and immediate ongoing itinerary
- Conducting immediate search for the baggage
- Notifying other staff to involve them in the baggage search
- Apologizing to passenger
- Providing passenger with host enterprise on-the-spot compensation, where applicable
- Advising passenger regarding claims procedure against the company
- Advising passenger regarding insurance claims, where applicable
- Advising passenger regarding applicable terms and conditions
- Comforting passenger.

Visitors should be advised on the process and any regulations for the handling of their luggage. Prior to arrival visitors should be informed to declare any valuable, fragile or perishable items at the point of luggage check-in. In the event that there is damage or luggage is lost, appropriate procedure is to be followed. For example:

Identify the arriving terminal and its handling agent

Before you begin procedures for identifying damaged or lost luggage, you are required to identify the arriving terminal and its handling agent.

You will also need to know the relevant contacts details for the visitor as well as the luggage tracking reference number Two examples from Change airport Singapore regarding Lost Luggage Policy and Procedures are listed below.

Transport Terminal Air: Lost and Damaged Luggage Procedures

Procedures based on Singapore Airlines when it comes to handling lost/damaged luggage are based on these factors:

- **Tracing:** Using the Baggage Tracer System
- **Baggage Delivery:** Once located, SIA (Singapore International Airlines) will inform you on the selected contact mode to reimburse transport cost
- **Damaged Baggage:** Within 7 days of lodgment, SIA and their appointed agent will make necessary arrangements

Baggage Liability:

- Working with their external vendors, a liability fee will only be charged if applicable
- Unacceptable liabilities will include: Wear and tear

Over packing:

- Unsuitably packed baggage
- Baggage accepted under the condition of “Limited Release” Tag.

Lost or damaged luggage

Baggage handling and delivery is the responsibility of the airlines from the point of check-in to the point of collection. In the unlikely event that your baggage is damaged or lost, please proceed to the Lost and Found counter at the baggage reclaim area for assistance. You can also contact the handling agent representing the airline you travelled with. The contact numbers are as follows:

Table 5.4. Lost and Damaged Luggage Procedures

ARRIVAL TERMINAL	HANDLING AGENT	CONTACT NUMBER
Terminal 1	dnata Singapore	(65) 6511 0459
	SATS	(65) 6541 8554 / 8555
Terminal 2	dnata Singapore	(65) 6511 0459
	SATS For Singapore Airlines For Other Airlines	1800 2244 243 (65) 6541 8872 / 8875
Terminal 3	dnata Singapore	(65) 6247 5714
	SATS For Singapore Airlines For Other Airlines	1800 2244 243 (65) 6541 8872 / 8875
Budget Terminal	SATS	(65) 9665 3046

Conduct immediate search with agency and other staff

In the event of lost luggage, you need to notify other staff and request an immediate search ensuring all relevant possibilities are followed up and personnel contacted. It will be your responsibility to inform the visitor about this situation and obtain details and a description of the piece or pieces of luggage. As many details as possible is helpful in these situations.

This would also be the case should luggage be damaged.

You will need to inform the tour agency as other arrangements may need to be made with industry partners.

In addition to the luggage description you need to record passenger details, accommodation details, length of stay and on-going itinerary details in the event the luggage is located and can be delivered en-route.

Remember the visitor is likely to be upset or angry at this point. Be tactful and apologetic that the situation has occurred.

Conduct an investigation

An investigation may be required and an incident report to address the possible cause. The Handling Agent will need to conduct their own set of company procedures including perhaps the contents of the luggage, size, shape, color etc. All details need to be recorded.

Assist with insurance claim

Many travelers will purchase insurance to cover themselves for any unplanned incidents, damage, or loss of belongings. Insurance policies vary greatly and you cannot be expected to know the features of each traveler's policy. However, you should have enough knowledge that you can assist them within the terminal with their initial enquiries. For example, there may be an on-the-spot compensation claim you can make on behalf of the visitor? In the case of private insurance claims the claim may be against the carrier or company and you may have knowledge on applicable terms and conditions relevant to certain types of policies. Furthermore, ensure you assist and comfort the visitor i.e.; let them know how you can help them, take them to the Customer Service Centre, or perhaps there are insurance agents on site who can help.

Complete an incident report

You will need to generate an incident report to place on file to support or provide evidence for any claims. Ensure you are familiar with the form and fill in all the details correctly as this indicates that you have followed company procedure and acted professionally. Ask for a photocopy of the form or if this is not possible take a photograph of each page for your records.

The report will be submitted to the Handling Agent or Authority to investigate. Any responses to claims generally take a minimum of three working days. Inform the visitor that the Handling Agent will be in contact with them; ensure you have the visitor's correct contact details. Provide the visitor concerned with the personnel or department contact details so that they may also follow.

1.5. Performing loading and unloading procedures.

Loading and unloading operations are common in industries such as logistics and transport. To prevent injuries among workers carrying out these operations, proper securing and safe loading and unloading practices are crucial.

Some common hazards related to loading and unloading from vehicles include:

- Toppling of improperly stacked or secured cargo;
- Breaking or failure of lashing and danger equipment;
- Unsafe access to and egress from the lorry or trailer bed; and
- Falling off the loading platform.

Safe Loading and Unloading

In general, loading and unloading operations should be carried out at designated areas as much as possible. All personnel involved must adhere to work instructions given by the person in charge of the operation. Refer below for some examples of good practices:

Task Examples of good practices

- | | |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Parking | <ul style="list-style-type: none"> • Park on firm and level ground. • Ensure parking brakes are fully engaged. • Extend all stabilizers fully. • Put on wheel chocks. |
| Loading | <ul style="list-style-type: none"> • Don't overload the vehicle. • Stack lighter loads on top of heavier loads. • Spread the loads out evenly for balanced weight distribution. • Secure and lash the loads properly. • Ensure that the stacking arrangement is stable. |
| Unloading | <ul style="list-style-type: none"> • Ensure that the loads have not shifted during transportation before unloading. • Ensure that all equipment used for unloading are in good working condition. • Perform unloading on flat and firm ground. |

Employer's Role You should:

- Provide the right vehicle for the job.
- Provide the necessary resources for the operation (e.g. lashing/securing devices, PPE).
- Ensure that risk assessments are conducted for all loading and unloading operations.
- Ensure that competent personnel are appointed to carry out the operation.
- Give clear instructions to drivers for each operation.

Employee's Role As a driver, you should:

- Check that the vehicle and equipment are in good condition and able to perform the intended task (e.g. check lashings for damage before use).
- Follow all safe operating instructions and procedures.
- Ensure that the cargo is properly loaded on the vehicle.
- Carry out loading and unloading at designated areas (e.g. loading and unloading bay).
- Take necessary precautions to prevent the vehicle from moving during loading and unloading.
- Not leave the loading site without checking stowage and securing.
- Report any unsafe condition, loading/unloading issue, incident or near miss to your supervisor.

1.6. Seat Rotation procedures

Seat Rotation stands on tour in which passengers are moved from seat to seat so as to give all travellers equal access to the good seats.

Advantage of seat rotation

- To communicate each other's
- To share experience
- To get opportunity watch land scape
- To get equal advantage of seat

Self-check -1

Part I: Chose the correct answer among the following alternatives.

1. Which one is odd about transport location?

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---------------	--------------------------------------------------	-----------------------------------------------	-----------------------------

- A. Airport
B. Bus & coach
C. Train station
D. all
E. none
2. Which one is odd about visitor list?
D. A. visitor profile
B. Arrival information
E. C. Currency
D. visitors name
3. Which one is customer service center?
A. portable system
B. Mus. and coach terminal
C. mega phone
D. all

Part II: Give short answer for the following statements

1. Before you contact your arrival transfer, what information do you need to know?
2. What is the purpose of passenger list?
3. Why is it necessary to re-confirm the terminal and gate number?
4. What information might be recorded on a luggage tag?

Unit two: Conducting arrival transfers for visitor

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- customers Greeting
- Provide information and advice

This guide will also assist you to attain the learning outcomes stated in the cover page.

Specifically, upon completion of this learning guide, you will be able to:

- Understand how to Greeting customers
- Provide information and advice

2.1 customers greeting

Customer greeting is give you the chance to make a positive first shows willing to help employing appropriate interpersonal skills. Generally, we would wave or say welcome to our friends or relatives when welcoming them at the airport. Formally welcoming visitors to our country needs to be done with professionalism and genuine warmth. Every company will have their own standards regarding methods and procedures to be used however you should always include when you first see your visitors. Rete passengers may include:

- Welcoming passengers
- Encouraging feelings of goodwill
- Building rapport with the passengers
- Employing appropriate interpersonal skills.

When well come customers we must concerned below this:

Greet: We must always greet our visitors when we first notice them. Welcome them warmly and openly and say for e.g. Good Morning Mr. and Mrs. Chan. Welcome to (State your location). I am (name of agent) and will be your guide for the day. Take note of your diction, clarity, pitch and tone of voice. You would not want to offend people at this important first impression stage.

Smile: Touch the visitors' heart with your smile. A smile works wonders and will even affect their moods. Be genuine with your smile and practice smiling in the mirror. Avoid smiling in any sort of odd way or too wide as visitors may feel that you are mocking or making fun of them. Be professional in your smile.

Thank: Thank your visitors for choosing your city/country as their tour destination and selecting your agency as the preferred partner. Check with your organizational procedures if hand shaking is allowed as handshaking may be offensive to certain nationalities, races or religions especially a foreign man shaking hands with a Muslim married woman. Take note of your handgrip pressure too. You would not want to give a flimsy handshake or crushing your visitors' hand.

Take note of your communication skills and self-projection. Remember to:

- Practice your diction, pitch and tone of voice
- Practice active listening

- Try to use open-ended questions such as “How may I assist you?” rather than close-ended questions such as “Can I help you?”
- Check your body posture. Are you projecting a positive image to your visitors?
- Check your personal grooming; cleanliness of your uniform and ensure no strong body smell
- Use appropriate language. The choice of words used such as “Hey!” “Hello”, “Hi”, “Good morning” is important. Different people will form instant opinions about you and your country based on their own personal
- Expectations. It is best to always go with a professional

2.2, Providing information and advice

Now that you have received your visitors, what is next? Briefing and providing key information to your visitors is crucial. They need to know where the restroom is and how to access Wi-Fi etc. You will also need to update them on the tour itinerary and some local news and information. Provide local information may include:

- Supplying local map and set of tourism information brochures and leaflets
- Advising details of transfers from the terminal to the accommodation venue
- Providing details and arrangements regarding sight-seeing tours and side-trips that are included as part of the stop-over at this destination
- Explaining the local time, currency, exchange rates and money changing facilities
- Providing advice on tipping and the accommodation venue
- Advising on the layout of the local area, the accommodation venue and the immediate vicinity
- Providing an overview of destination information
- Providing verbal advice regarding specific needs, wants and preferences
- Advising passengers of options and making suggestion.

Terminal Transfer: Provide details on when and how visitors are being transported to their accommodation and any meeting point details.

Location of washrooms: The most crucial place for anyone after a long flight or travel. Give clear instructions to visitors on the location of washrooms and the alternatives.

Documentation required upon arrival: Ensure that all documentation required such as their disembarking card, visas and tour itinerary are given to all visitors upon their arrival.

Check of personal belongings and luggage to ensure that all items are accountable for: Get all visitors to declare all personal belongings and luggage that they possess and ensure that all these are

being recorded down for easy referral. Inform the visitors the rules and regulations if there is any missing item.

Meeting points to prepare for boarding coach/car: Inform visitors the exact location or standing/meeting point when boarding the coach or car. Remember to choose a convenient and visible place for the visitors to notice you.

Provide local information:

Local map and tourism brochures: Visitors need to be able to familiarize themselves with the location and have sufficient information provided regarding any sight-seeing tours or other trips. A range of brochures, booklets or other handouts will assist with meeting their personal wants and needs in this area. If tours have been pre-arranged then details should be provided to visitors so they are fully informed and can relax and enjoy their holiday time.

Time and Date: Different countries have different time zones. Check everyone has adjusted their time pieces so they do not arrive at locations at the wrong time. Ensure the date is confirmed as well.

Climate, weather forecast; Provide details of the location climate and predicted weather for the next 3-7 days to allow visitors to consider if their planned activities will be possible.

Geography: Provide the geographical location and whether the area borders other countries, regions or villages. Provide population of these areas to give an indication of density.

Government: Political updates provide important information for visitors as this may affect their safety while travelling.

Economy: Whether the country's economy is declining or prospering, this will affect the cost that the travel agency has set and the visitors' spending power.

History: Key historical facts will be of interest to some visitors. Provide enough information to ignite interest without providing a history lecture as this will cause your visitors to lose interest in what you are saying.

Culture: What makes a country unique is its culture. Many different races, languages and religions make up a culture. Provide information about what is particular to the culture and customs you are sharing with your visitors.

Heritage: Heritage refers to something that has been inherited from the past such as cultural, natural or industrial heritage. Share information on historical walking trails, popular landmarks, museums, churches and any other information that may be relevant to your location.

Self-check -2

Part 1. Write true the statement is correct and false if it is incorrect.

1. When greet visitors we most show serious face
2. Time and date don't have difference in the countries.
3. Economy is not local information's

Part 2. Write sort answer for the following questions

4. How to greet your customer?
5. Provide local information for visitors?
6. Why important to go with a professional greeting rather than a relaxed one?

Unit three: Conducting arrival transfers for visitor

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- check-in & check out procedures
- Liaise staff during check-in.

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Briefs customer's on check-in procedures
- Liaise staff during check-in.

3.1. Briefing customers on check-in procedures

Many hotel properties are laser-focused on doing whatever it takes to ensure guests enjoy every moment of their stay. However, what they may not realize is that two of the most important experiences for the average traveler are at the beginning and end of their stay. The check-in and check-out procedures in hotels are critical for building a strong and lasting impression of your business. Typically, anyone with a reservation must arrive at the front desk after a set time to check-in, usually in the afternoon to allow for the room to be cleaned and prepared. During check-in, hotel staff will typically provide information about the property and verify the guest details. The guest is then handed a key to his or her room. At the end of the stay, guests check-out before a specific time in the late morning and head to the front desk once again to settle any outstanding payments and return the keys

Accommodation is where you live or stay, especially when you are on holiday or when you are staying somewhere for a short amount of time

Types of accommodation

Hotels, motels and guest houses

- Resorts and bed and breakfast providers
- Caravan parks and camping grounds.
- Advise passengers regarding check-in procedures

Advice passengers regarding check-in procedures may include:

Providing venue details and information

- Explaining booking details
- Describing documentation required by the venue at check-in in relation to personal identification and security for the room
- Describing details of the check-in process including details of any pre-registration that has occurred
- Issuing vouchers, where applicable.

Travelers have a wide range of accommodation options open to them across a large number of price points, offering a diverse array of facilities, features and luxury. This section identifies basic accommodation options. Hotels and resorts are popular accommodation venues which can often be evaluated with reference to their star rating – the higher their star rating the better the type and number of facilities, the higher the overall quality and service of the property, and the more expensive the rooms are.

- A range of accommodation options – such as single, twin, double, suites, executive rooms

- Dining facilities
- Car parking
- Entertainment
- Sports, leisure and recreation – depending on their style and location this may include casino, boating, tennis, gymnasium, swimming pool, and sauna.

Room rates vary depending on

Guest status: most venues have differential pricing (‘room rates’) for different classifications of guests. Regular guests, members of in-house loyalty programs and certain other classifications (such as air crew, business people, groups, members of nominated clubs/associations, industry personnel) frequently attract a discounted rate

Season: many venues charge premium rates during their high season and offer discount rates out-of-season

Time of the week: some properties offer heavily discounted packages to attract guests during their traditional quiet time (such as, for some venues, weekends).

Hotels and resorts may offer package deals on their own right, and may also work with tour operators or carriers to be part of packages offered by them.

Additional services (some of which may also be part of package deal) can include:

- Room service
- Spa and massage
- Internet connection
- Business centers.

Serviced apartments: Serviced apartments are similar to hotel rooms but often more spacious and feature more bed rooms, a kitchen and laundry.

They may be used by the day or for longer stays.

The venue may also offer hotel-like facilities such as conference rooms, dining rooms, bars, pool etc.

Rooms are serviced daily – meaning beds are made and rooms tidied/cleaned. For more information, visit:

Hostels: Hostels provide budget-priced accommodation with ‘basic’ facilities.

They are popular with the growing band of pack-packers, students and itinerant workers.

Accommodation may be in (relatively) small rooms, or in dormitories (where some provide bunks rather than beds).

Hostels are appreciated by those seeking a social experience and new friends as well as the company of others.

See the following for more information:

There are shared eating areas and other communal facilities (rest, relaxation). Toilets and bathing facilities are shared

Homestays/Bed and Breakfast (B and B)

Homestays refer to the use of private dwellings to provide accommodation to visitors. A private individual elects to offer their home to others who ‘pay to stay’.

Cost of accommodation may include some/all meals.

Bed and breakfast venues are examples of homestay properties.

Homestays are popular with visitors who want to connect with local people and gain a better insight into the culture, customs, food and way of life of the local people.

Prices vary and are not necessarily more expensive, or less expensive, than hotel rooms but there are significantly fewer facilities or services available.

Visit the following for more information:

Motels: A motel is accommodation for motoring tourists that provides parking. Essentially it is a motorist’s hotel. They were first established in the United States for people travelling the long distances across highways who needed to rest. They are generally a series of rooms connected by a single roof with the door facing the car parking area. Motels are not found throughout S.E Asia but are common in the USA, Canada, Australia and New Zealand.

Caravan parks and camping grounds: Not found in S.E Asia, caravan parks are an Australian term that provides a site to position your caravan which has a power supply to it. There is a minimal cost to the visitor and this allows for longer stay in one place at a more economic cost. There is a site office that generally has basic supplies available for purchase as well as tourist brochures. In the United States and Canada, they are referred to as Trailer Parks for mobile homes, motor homes or Winnebago’s which is in fact a popular recreational vehicle brand name originating.

Camping grounds provide a space for visitors to pitch a tent and stay overnight outdoors. They are not (at this point) a type of accommodation found in S.E Asia.

Advising passengers on check-in procedures

Upon reaching the destination, the tour operator will brief visitors providing information on the venue and check-in procedures. Visitors will require:

- Passports
- Any relevant pre-registration details arranged by the visitor. Alternatively, the tour operator will supply this information to the Front Desk staff
- A credit card as room security for damage, theft or consumption of minibar items.

A reminder regarding safety of belongings and personal safety within the accommodation is also recommended. Once check-in has been completed it is time for another briefing to provide accommodation information. This briefing would include:

Wake-up calls: The timing for the wake-up calls will vary according to your tour itinerary. However generally speaking the assembly point is the main lobby as guests will have to go for their breakfast. There are some visitors whose package may consist of such tours as watching the sunrise which may require them to meet at 4am. It is impossible for you to go knocking on every visitor's door to give a wake-up call, so encourage visitors to use the hotel's wake-up call service

Locations and use of hotel facilities: Give a quick brief guide of the hotel premises and facilities. Inform them of hotel rules and regulations when using the facilities

Use hotel keys, safety boxes, telephones and minibars: In every hotel room, there is a safety box, telephone and minibar and usually there are simple instructions provided on their operational or associated charges. Inform visitors to read such material if they wish to use the facility as the tour agency will not accept any responsibility for payment of charges

Breakfast venues and use of breakfast coupons: Tour agencies will always collaborate with the hotels on providing complimentary coupons such as international breakfast buffet, happy-hour drinks, 2 for 1 offers etc. You are required to explain the Terms and Conditions of these vouchers or coupons to your visitor to avoid any misunderstandings or complaints

billing procedures: Inform visitors on the billing procedures that the hotel accepts. There are various common payment methods. Most common today are credit cards, POS and cash. Ensure visitors are aware of which credit cards are accepted. Check are generally only accepted by prior arrangement. Ensure that all visitors are aware of tour inclusions and exclusions to eliminate misunderstandings and complaints.

3.2. Liaising staff during check-in

- Give Opportunities within the business and facilitate customer satisfaction. Would you proactively initiate relationships with other inter and intra- sectoral professionals and organizations Rotating employees in different departments to improve the interaction between all employees. Initiating activities or events where employees and employers interact and perform teamwork.

Liaise with staff from other businesses

Liaise with staff from other businesses may include:

- Notifying other businesses that passengers have arrived at the terminal and/or that they have departed the terminal en-route to their business
- Providing group details as appropriate for individual business types, which may include names, numbers, age, profile, identified issues and requirements, baggage, time restrictions, and confirmation of payment/deposits already made.

You are unable to fulfill your duties without the services of other businesses and staff. In order for visitor's travel arrangements to run smoothly it is vital clear communication be maintained between the parties concerned:

- Any details that are arranged with any supplier should be confirmed in writing to eliminate any confusion particularly in situations where you are required to communicate with a different contact person for some reason
- Ensure you have the full name and position of the person you are communicating with and their phone and email contact details
- In addition to this have a second name and number (preferably a landline) as a backup if for any reason you are unable to get through on the original number. This is important where a mobile phone for example may be flat, lost or on silent mode. Also, many do not ring when they are charging
- Ensure you have a full printed copy of visitor numbers, entitlements, costs, timings, destinations, any deposits paid or sums of money outstanding, payment methods accepted any special or individual arrangements. Your company will potentially have a checklist of details to ensure this is sufficiently covered to eliminate incidents and visitor dissatisfaction.

Similarly, you need to provide suitable details to the supplier or service provider with whom you are doing business. Such things as;

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- Notifying them when passengers have arrived
- What time you will be expecting to arrive with the visitors to the location
- Quantities of luggage pieces
- Time frame for service of any refreshments or departure for tours
- Any time restrictions or alterations required etc.

It cannot be underestimated that double-checking details are vital to creating a trouble-free tour and enhancing the reputation of you as a tour representative and that of your company.

3.3. Briefing customers on check out procedures

Checking out of the hotel should be a quick and effortless affair, especially if there is a large group. You need to make sure that customers know what is expected of them so that things will run smoothly and one customer does not hold up the whole check out process. You want minimum disruption to occur in the lobby or reception area.

On the day of departure, the following should occur:

- The wake-up call wakes the customer.
- Customers fix the group baggage tags to their suitcases and put them outside their rooms (individuals will not have to affix group baggage tags) if there is a porter at their accommodation.
- The customers have breakfast in their rooms or in the restaurant.
- The porters collect the bags or customers take them downstairs to the lobby or reception area.
- The tour guide or escort is in the lobby making sure that all the bags are brought down and assists customers if necessary. Customers should be directed to assemble and place their baggage in an appropriate area as per the hotel's requirements. It is important that your group does not assemble in the main walkway and disrupt other guests, or leave baggage in a place which causes a safety risk, such as a tripping hazard to other guests or blocking a fire escape.
- The guide should conduct a head count and check their list of customers to ensure that everyone on the list is present.
- Once all customers are assembled, the guide needs to make an announcement for customers to check that they have all of their belongings, including all their travel documentation (tickets, passports and outgoing passenger cards if applicable) as well as reminding them to ensure they have returned their room keys, settled their accounts for food, drink or other services, and emptied their safety deposit boxes if they have used them.

- The bags are then transported from the lobby to the front of the hotel ready to be loaded into the coach or mini-bus while the guide double-checks that nothing is left behind.
- The customers board the coach or mini-bus and the guide should then count the number of people on board before departing the accommodation. It is important your customers move from the lobby to the coach or mini-bus without standing around on the footpath near roads and vehicle traffic.
- The coach departs for the airport, train/bus station or port.
- On the way, the customers are informed of the procedures they will need to follow when they get there, such as what will happen to their baggage, departure tax (if they have not paid for it already), duty-free requirements and where they can buy duty free as well as a description of the general procedures of checking in.

Self-check -3

Part 1. Choose the correct answer

1, Room rate depending on

- | | |
|--------------------|------------|
| A. Guest states | D. all |
| B. Spa and massage | E. a and c |
| C. Seasonality | |

2, which one is odd

- | | |
|-----------|----------|
| D. Resort | C. motel |
| E. Hotel | Caravan |

Part 2. Answer the following questions.

1. What is the importance of liaising staff during check in?
2. What is accommodation?
3. Identify differences between a resort and a hostel?
4. Why should details be confirmed in writing when communicating with suppliers?

Unit four: Conducting departure transfers for visitor

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Verifying and Organizing customer departure
- Checking baggage and prior to departure.
- Assisting with transport check-in procedures.
- Obtaining feedback on products and services

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Verify and Organize customer departure
- Check baggage and prior to departure
- Assist with transport check-in procedures
- Obtain feedback on products and services

4.1 Verifying and organizing customer departure

It is your responsibility that all departure details for visitors are noted and detailed. You must obtain confirmation from the transport terminal agent. This will require you to contact the carrier your visitors are travelling with or on whether that is a cruise liner, ferry, plane, coach, bus, train, taxi or limousine. Note that the carrier refers to the company your visitors are travelling with: for example, Singapore airlines, or Cunard Line.

As a tour operator it is important that you are aware of the terminal layout, locations of departure halls and facilities such as the rest room, prayer room, Wi-Fi hotspots or even baby changing rooms You will then be able to guide your visitors accurately and punctually through the departure process and assist in providing correct information to complete documents before arriving to the transport terminal or check-in counters.

- Check itinerary of departing passengers may include:
- Identifying names of departing passengers and carriers
- Comparing known itinerary against known changes to scheduled transportation arrangements, such as delays, cancellations, re-routing
- Determining whether or not changes need to be made to scheduled transportation
- Contacting carriers to make appropriate changes on behalf of the passenger
- Noting possible options for changes to scheduled transportation to present to passenger
- Confirming with carriers that scheduled transportation arrangements still apply and are ‘good to go’.

Departure list: The Departure List will provide you with the details of each visitor scheduled for departure. Ensure that the information is accurate and a proper headcount has been done before proceeding to the terminal.

Passenger and baggage check-in: Assist passengers by providing clear details on documents required for departure and ensure they have been completed correctly before approaching the check-in counter. Ask visitors to check their personal belongings and ensure they have all of the carry-on and check-in luggage with them.

Departure time, delays and cancellations: There are various modes of checking the departure time such as online, or contacting the industry partner or carrier concerned via telephone or email. Never rely on initial details as there is a high possibility of changes. Always double check to ensure you are well informed and have suitable time to reorganize transport or schedules in the event of a delay, cancellation or re-routing of transport travel.

This could potentially take quite a lot of time as it may involve contacting several companies. Should changes need to be made you will need to present this to visitors. Tact and diplomacy are required to ensure your visitors remain as satisfied as possible.

Terminal and Gate number

Obtaining the vehicle or flight number is insufficient. You also require the terminal and gate numbers for your guests. Sometimes, for example due to bad weather, there will be a change of gate number. You need to ensure you know these details so you are not in the wrong place or give an impression to visitors you are not informed. This would cause them to lose trust in you.

Organize the departure of passengers from their location may include:

- Advising passengers of pick-up time for transfer from the accommodation venue, or other location
- Specifying the exact pick-up point
- Explaining personal identification needed for the transfer

Liaising with the venue to minimize disruption to their standard operating procedures, including arrangements for pre-payment of stay to speed up check-out, payment of outstanding charges by tour captain rather than individual passengers, scheduling the transfer at a time that does not coincide with a busy time at the venue and if necessary, using agency staff to assist with procedures such as baggage handling

Advising passengers to undertake standard departure checks, such as returning room keys, checking to ensure no items left in rooms, recovering items left in safety deposit boxes, checking to make sure they have tickets, passports and visas.

It is important that you are fully aware of your current organizational procedures for briefing visitors on departure information such as flight or cruise details, hotel check-out procedures, claiming tax refunds and custom regulations. To help you to make the check-out process smooth and efficient you should develop a standardized checklist incorporating the following:

- Pick-up time and location for visitors, the transport driver and hotel representative. (This is generally the hotel lobby, but as this may be a large space you should be specific where necessary to eliminate confusion)
- Contacting the transportation driver and provider at least two hours before the actual departure from the hotel and liaise on information regarding:

- Driver and transport details: Contact the driver regarding arrival time to the hotel. Confirm with him the transfer vehicle identification number if necessary and number of people he can safely transport in the vehicle in case you need to arrange for an additional vehicle. Check with him that the vehicle is clean and mechanically sound
- Time of departure from the hotel: Confirm with the transport provider and driver on the exact time of departure from the hotel. Ensure that there is a time allowance for any delay or detour
- Location point of pick up visitors: Generally, this would be the accommodation lobby, Porte Cohere (undercover drive way entrance) or car park. However, you cannot make assumptions about this so ensure you confirm the exact location so visitors are not confused
- Travel time and route to terminal: Confirm this with the driver and use a map to confirm the proposed route to be taken. Also consider an alternative route with additional time allowance in the event of traffic delays or route detours.

Ensure you have a visitors' list containing full names, passport numbers and flight details so this information can be confirmed with necessary parties before departure.

Liaising with the hotel front desk staff to:-Coordinate check-out procedures at an appropriate time to minimize waiting times and lobby congestion for visitors and assist with efficient service by hotel staff. Ensure the bell staff/or porter has collected all luggage from respective rooms and transferred it to the designated transport vehicle luggage compartment. Ensure payment of individual visitor's personal hotel bills for use of facilities, services or consumption of food or beverage classified as an additional expense. Confirm return of hotel keys or access cards based on your visitors' list. Briefing visitors on departure papers and personal identification documents required for transfer from accommodation to departure location. And reminding them to check their belongings to ensure nothing has been left in rooms or safety boxes (safe).

It's important you liaise closely with the Front Desk or Concierge Manager to ensure all procedures are completed.

Remain alert so you can troubleshoot potential problems such as:

- Miscommunication
- Missing items
- Inaccurate bill settlement.

Should such a situation occur you need to investigate the cause immediately and check your agreement letter with the hotel particularly regarding the Lost or Liabilities clause should you need to seek any assistance, charges or reimbursements from the hotel?

Verify departing passengers using a departures list

Verify departing passengers may include:

- Checking departing passengers against documentation, such as a Departures List and/or Passenger Manifests
- Confirming the identity of departing passengers
- Checking the documentation of departing passengers
- Passing on information regarding changes made to scheduled itinerary, including
- the reasons for those changes and the knock-on impacts, if any, those changes will have to other itinerary arrangements
- Confirming baggage details.

A Departure List may be known by a different name in your workplace. Some tour guides refer to it as a Passport List as it contains the visitors name and passport details for the purposes of checking in and out of accommodation and at departure point when leaving the country. It eliminates the responsibility of the tour guide to provide security for passports. The holding of personal documentation is now not a common practice as this creates liability for the tour operator. It is not the same as a manifest which has many more details about each visitor.

Before departing each accommodation venue for the next destination, you need to gather your group together to verify everyone is in attendance and luggage and documents are in order for the next destination. Use your Departure List to cross-check attendance, accommodation check-out and departure check-in.

Details that you are required to record depend upon policy and procedure for your company. However, they are likely to include the following:

Departure list: Cross check visitors names against the Departure List. Ensure you have the correct details for your visitors and you are handling the correct tour group Identity, documents and luggage: If you are unfamiliar with the tour group passengers you could verify identity by asking them to produce their passport so that you can cross check their name against your list. This would also give you the opportunity to check any other departure documentation is correctly completed and confirm luggage pieces ensuring it has been positioned in the correct location for transfer to transport vehicle Conduct a manual head count

and react immediately if anyone is missing. Ask the hotel staff to assist by calling their hotel rooms in case they are still in the room. You are to ensure that all visitors are at the assembly point safe and well.

Itinerary update: Once you have confirmed the identity and attendance of all passengers you can provide a briefing to the group regarding tour arrangements. In particular any delays, alterations or cancellations that may have occurred and what changes the company has set in place to adjust itineraries. Often alterations have a ‘knock on’ or ‘follow on’ effect to other arrangements and can cause many problems. It is important you are tactful and sympathetic when informing passengers about changes to itineraries and aim to bring about the most satisfactory outcome possible to maintain visitor happiness.

4.3, Checking baggage and prior to departure

Facilitate movement of baggage from departing passenger location to terminal may include:

- Advising passengers of details in relation to their baggage for transportation/transfer, including identification, security, maximum allowable and weight limitations
- Identifying the location where baggage is to be placed for pick-up
- Making arrangements with baggage carriers
- Making payments, as applicable
- Encouraging passengers to check rooms to ensure no baggage is left behind
- Making physical inspections of sites to check for baggage
- Using bag tags to identify baggage by passenger.

The tour has come to an end and now it is time to assist visitors with their departure. How efficient this process is will leave a lasting impression so it is important you are fully prepared. You should conduct a pre-departure briefing to provide necessary details and instructions.

Baggage transfer details.

When gathering at the designated assembly point e.g. hotel main lobby, remind visitors to check personal belongings thoroughly.

Ensure they do not place any valuable items such as mobile phones, jeweler or cash in their luggage as the Tour Agency will not accept liability. Visitors should keep valuables with them. Distribute luggage tags for easy identification and tracking of each visitor’s luggage. Ask visitors to double check they have all of the luggage items with them and have not left any items in rooms or safe deposit boxes.

Baggage Carrier: When contacting the transportation or luggage van company, you are required to confirm the departure and transportation details. For instance:

- ✓ Day and Date
- ✓ Departure time
- ✓ Name of luggage or transport company personnel
- ✓ Contact number (at least two)
- ✓ Pickup time of luggage
- ✓ Pickup location of luggage
- ✓ Luggage van number
- ✓ Terminal number
- ✓ Charges (collection and delivery).

Ensure you are aware of the:

- Insurance policy and fees
- Lost and found policy and procedures.

You can use an external agent such as Luggage Free to collect and transport visitors' luggage for a fee.

Booking: You can arrange services 24/7 by phone or online. They are able to pick up your orders within 48 hours

Preparation: You have to ensure that all luggage is tagged, recorded and fully documented as you are responsible for it. Remind visitors to pack and lock their luggage if possible

Retrieval: All luggage will be tracked and properly packed through Luggage Free customized practices.

Transit: During transit, they will deliver the items to the scheduled destination as you have agreed

Billing: They will inform you about charges and ensure that you have contacted and informed the Tour Agency about this. If there are any additional charges, take immediate action. Remember to record and inform the Tour Agency as well when liaising and confirming any transportation details during the departure of the visitors. Contact your regular transport company if you have one however if you don't and you are engaging hotel concierge services you will need to inform them about the requirement for this service at least 2 working days beforehand so that details can be arranged accordingly.

Terminal arrival

Once you have arrived at the terminal, ask all passengers to collect their luggage from the coach luggage compartment and to assemble at the designated meeting point. You will also need to:

- Instruct visitors to transport their own luggage from the transport compartment however if you are assisting a small private group you may arrange to have luggage transported by a porter or even yourself. You must ensure the visitors check that all luggage's' is accounted for before checking-in
- Conduct a physical check from the coach/car or luggage van before proceeding to the check-in counter to ensure that no luggage or personal belongings have been left behind.

4.4, Assisting with transport check-in procedure

Advice departing passengers may include:

- Providing information regarding departure and other similar host country government requirements
- Assisting passengers in relation to their duty-free entitlements and other arrangements, such as claiming back the Goods and Services Tax (GST) for monies spent within the country
- Assisting with advice in relation to completing out-going passenger cards and general procedures applicable at the terminal

Describing security related requirements, including restrictions on items that may be packed and carried.

Providing information and advice regarding their next destination.

You need to ensure there is proper submission of required documents at the departure counter such as valid passport, visa and boarding pass to ensure smooth check at the transport terminal.

As tour operator you should be familiar with the layout of transport terminal departure hall and be able to guide or advise visitors on the location of its facilities. Your role is similar to being a brand ambassador and your knowledge and information you provide will be able to make the departure process efficient and trouble free for the visitors.

How to claim taxes:

In most countries visitors are able to claim back taxes (GST) on items purchased prior to departing that country.

There would be a tax refund form the visitors have to complete when claiming refunds. Any invoices or receipts need to be attached. These may have been stamped or endorsed by the store or trader at point of sale.

The visitor must be present at the claim point and may be asked to provide their passport and boarding pass for identification and verification.

Declare duty-free items: Duty-free goods in duty free shops are local or imported goods free of local taxes or import duties and taxes. There are generally strict regulations associated with their purchase such as quantity limitations per person, ensuring the item remains sealed during transit and that the item is for

personal consumption only. It would be an offence if the visitor were to sell the item or give it away. Duty-free shops that are under Customs control are generally located in a seaport or airport; however you may also see specific Duty-Free shops in city locations. Purchases at these stores are collected at the airport prior to boarding transport to leave the country.

There are different laws in each country so be sure you become familiar with what applies to your local area. For example, there is no duty-free concession on liquor products if visitors are arriving from Malaysia into Singapore, whether by air, sea, road or rail.

Completing documents: Ensure that each visitor does their part by clarifying and verifying their passports against supporting documents. If there is any discrepancy such as incorrect spelling of names, it should be brought to the attention of the tour operator immediately for amendments. If visitors require an immigration card to travel, ensure that it is completed accurately and attach together with the passport.

Again, ensure that:

- Passports are valid – at least 6 months before expiry date
- All data entered on documents such as visa, disembarkation card and boarding pass are accurate.

Restricted items: Transport terminals have strict requirements relating to prohibited items for both checked luggage and carry-on items. Remind visitors when checking in their luggage to ensure they have considered requirements of that country. Some items that may not be permitted in carry-on bags may be permitted to be packed in checked luggage.

Travelers are generally now familiar with security requirements that may require them to remove and present the following for x-ray scanning:

- Watches, belts and shoes
- Personal toiletries to a maximum 100ml and packed in clear plastic bags
- Communication devices (phones), gaming devices, laptops or tablets.

These are some of the standard list of items that are prohibited on board transport:

- Firearms of any type
- Explosives
- Gases
- Flammable materials
- Poisons
- Corrosive substances

- Knives of any sort
- Other dangerous goods.

Next destination: Before departure you may need to provide a briefing to passengers on their next destination. You may have maps or brochures to issue which will allow passengers time to consider while in transit or perhaps you need to provide details of who may be meeting them (if you are not to continue the Journey) and confirmation of itinerary details. Should there be any known changes to itinerary this should be passed onto passengers as soon as possible with suitable adjustments made and presented.

Facilitate check-in of departing passengers may include:

Organizing terminal facilities to support efficient group departure, including arranging for extra staff such as interpreters, sufficient trolleys, putting barriers and tapes in place to create appropriate lane marking and meeting spaces/areas for incoming group transfers for check-in prior to departure

- Notifying carriers of verification of passenger details based on data captured during transfer from accommodation to terminal
- Pre-preparing departure documentation and procedures to the greatest extent possible prior to check-in of departing passengers
- Verifying with passengers that they have, or have completed, the required documentation to facilitate their departure
- Verifying and assisting passengers in complying with host country or carrier departure requirements.

Pre-departure arrangements

Before arriving to the departure terminal, it may have been necessary for you to have prearranged additional support to facilitate the smooth check-in of your tour group. This may be particularly important in the case of visitors who do not speak your language in which case the arranging of interpreters would be required. This type of customer service approach will provide a great sense of relief to your tour group as there is often elevated emotion from people at departure points concerned that they are at the correct place and location at the correct time with the correct papers.

At most terminals' luggage trolleys are readily available however you should be familiar with your local area and if this is not the case then you could arrange to pre-book a fixed number of trolleys to be available at your transfer vehicle unloading point to assist passengers with luggage transfer.

Check-in documents

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It may be necessary at this point to have a meeting point pre and post check-in to ensure all members of the group are assisted. This would enable you to provide a briefing on check-in requirements:

- Where check-in will take place, what documents need to be completed and supplied. This is generally an ‘embarkation card’ or ‘out-going passenger card’ along with passport and ticket or pre-printed boarding pass
- Items that cannot be carried on in hand luggage can be identified and either disposed of or possibly transferred to check-in luggage.

Complete a head count and provide a copy of the completed passenger list to the check-in counter for verification.

If you are assisting a large group it may be necessary to arrange rope barriers to maintain traffic flow and order to the check-in process. Remind passengers to return to the meeting point after check-in to ensure all passengers are accounted for.

Beyond Customs clearance

The final briefing needs to provide details for beyond the Customs clearance check point and

Confirm:

- Passengers have the correct time on their time piece (watch or phone) and know their boarding time and gate number. Indicate how long it may take to walk to the gate lounge (as they can at times be a very long walk from the check-in counter)
- Arrangement of wheelchairs and a terminal porter or customer service agent for passengers where necessary
- Details on food and beverage options available the range of stores available,
- Facilities such as lounges, prayer room, smoking area, children’s play area and Wi-Fi hotspots
- How to claim duty-free purchases
- How to claim tax refund
- If they do not arrive to board in time further arrangements will be at the passengers expense.

4.5, Obtaining feedback on products and services

Your visitors are the driving force of your business so it is important to realize that there may be times where what you think is best for the visitors may not be what they think is best for them. You need constant feedback to ensure that you continue to meet their wants and needs. When you collect feedback, be prepared that it is likely to be both positive and negative and that it is all valuable and to be taken seriously. Feedback from departing guest may include:

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- Verbal or written feedback
- Formal and informal feedback
- Notifying passengers of 8post tour options for providing feedback.

Feedback may be solicited to:

- Gauge satisfaction levels
- Identify changes in customer wants and needs
- Identify promotional opportunities
- Monitor the effectiveness of service providers
- Assess the capability of tour guides.

Feedback may be obtained in a variety of ways.

- 1. Informal:** Informal feedback does not provide any hard evidence to refer back to. It is listening to comments made by visitors about whether or not they enjoyed the various aspects of their tour and the products and services supplied and reporting that back to management.

Informal feedback can give you an indication that you are generally making people happy or alternatively that there is sufficient indifferent or negative comment to warrant formal feedback procedures to be implemented to find out where the issues are that need addressing.

- 2. Formal:** Formal feedback provides hard evidence to refer to in the form of direct feedback – this is where you directly ask the visitor about satisfaction levels of products and services provided and record their answers and comments. Feedback form – these can be very simple or more detailed depending on the depth of information to be obtained.

A ‘happy sheet’ might be 5-10 reasonably simple questions with tick-a-box answers to gauge the happiness level of the visitor at the end of the tour.

More detailed questionnaires might require a visitor to provide written answers to questions. On-line – many companies now use email to send questionnaires after the visitor has returned home and encourage participation by offering incentive. For example, entries into a prize draw. Alternatively, it may be a discount or bonus offers upon booking the next tour. This also allows the company the opportunity to promote upcoming tours.

Whatever method your company chooses it is important that the feedback is conducted at an appropriate time and not 5 minutes before you farewell the visitors. You need to aim to have Thoughtful answers so the information is of use to you in your evaluation. Distribute the form with a positive attitude, provide suitable time for completion and thank people for their feedback.

Also important is:

- The number of questions – don't have too many or people will lose interest
- The construction of the question – it is ineffective to ask two questions in one as often people will only supply an answer to one part. Therefore, reducing relevant feedback
- The layout of the question – aim to have a maximum of three type of answers so as not to confuse people. Perhaps:
 - Yes, No, Not sure/Not applicable
 - Space for a short-written answer
 - Scale - as a rule 3 or 5 answers to choose from is most common – for example:
 - 1 being the lowest and 5 being the highest
 - Never, sometimes, always
 - Needs improvement, fair, good, very good, excellent.

Once feedback has been compiled it is important to take action with regard to the outcomes. Thank tour guides, suppliers, staff and departments for their efforts when responses are positive. Put procedures in place to alter, fix or eliminate products or services that elicit negative comments

Self-check -4

Part 1. Write true the statement is correct and false if it is incorrect.

1. Departure list is the scheduled of visitors for arrival time
2. Baggage carrier including pick up time of luggage and contact no.
3. Informal feedbacks are written feedback.

Part 2. Give short answer

4. How to collect feedback from departing guests?
5. What are restricted items for x-ray scanning?
6. How to declare duty free items?

Unit five: Check equipment and supplies, complete documentation

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Selecting and checking equipment and supplies
- Safe methods of packing equipment and supplies
- Standard customer travel documentation

This guide will also assist you to attain the learning outcomes stated in the cover page.

Specifically, upon completion of this learning guide, you will be able to:

- Selecting and checking equipment and supplies
- Safe methods of packing equipment and supplies
- Standard customer travel documentation

5.1, Selecting and checking equipment and supplies

Camping is an outdoor activity involving overnight stays away from home, either without shelter or using basic shelter such as a tent, or a recreational vehicle. Typically, participants leave developed areas to spend time outdoors in more natural ones in pursuit of activities providing them enjoyment or an educational experience. The night spent outdoors distinguishes camping from day-tripping, picnicking, and other similarly short-term recreational activities. Camping equipment including:

Carrier Bag: A carrier bag or backpack is the first piece of camping gear that must be assembled. This item helps accommodate, transport, and store equipment and other camping necessities.

The carrier bag was selected because it is easy to transport to various locations in addition to being able to hold numerous objects.



Clothing: Clothing is an essential camping item that must be brought along. The clothes you wear differ from the clothes you wear regularly.

When camping, you should wear sweat-wicking, durable clothing and, if necessary, long pants to prevent insect bites.

Additionally, don't forget to carry sleepwear for nighttime rest or sleep. Also, carry a spare set of clothing and a change of clothes in case the ones you wear become soiled or damp.



Shoes and Socks: When traveling or wandering about a campsite, shoes are worn to protect the feet from injury.

Ensure that the footwear has sturdy soles and does not cause slipping when standing on slick ground.

Remember to wear socks before putting on shoes. Socks are also necessary at night to prevent frostbite when the air temperature drops or becomes chilly. When camping, it is a good idea to have an extra pair of socks in case the ones worn become soiled or damp.



Gloves: Gloves are worn to protect the hands from chilly weather. Additionally, gloves are essential for shielding the hands from things that can cause hand injuries, such as tree branches, rocks, etc.



Hat: There are numerous varieties of hats available on the market. However, camping, you should use a jungle-style hat (bucket hat) or a beanie (beanie).

The brim of the jungle hat is designed to shield the face and neck from the sun. Since the beanie hat is created from an elastic and soft material, it is ideal for chilly weather. Both continue to serve the same purpose, which is protecting the head. Modify it to suit your needs.



Sleeping Bag: A sleeping bag is a bed used primarily for camping or outdoor camping. In addition to serving as a bed, a sleeping bag protects the body from the chilly air and keeps it warm at night.



Cooking Equipment: When camping, cooking is something that must be considered. It is common knowledge that purchasing food during camping activities will be extremely tough. Therefore, cooking is the only way to obtain food.

Numerous camping cooking utensils are currently available. Camping cooking items have been designed to be portable without compromising their functionality



Toiletries: even if you are outdoors while camping, it is crucial to maintain good personal hygiene.

It is, therefore, essential to have toiletries when camping. Toothpaste, toothbrush, soap, and tiny towels are examples of toiletries that may be carried along.



Lighting Tool: When camping, it is also essential to bring lighting equipment to illuminate the area around the tent. Flashlights and emergency lights that are easy to transport are examples of usable lighting instruments.



Raincoat: Outdoor activities are challenging, especially when the weather is unfavorable. When camping, it never hurts to bring a raincoat as a precaution. Choose a poncho-style raincoat to make it more comfortable to wear. In addition, when it rains, this raincoat style can be utilized to cover a tent.



Tent and Mat: Tents and beds are essential camping essentials that cannot be omitted. There are numerous tent sizes and mattress varieties available on the market. Ensure that the tents and beds chosen are appropriate and can accommodate the number of campers.



Lighter: A lighter is an additional camping need that should not be overlooked. This little device serves a crucial purpose, particularly regarding creating fire. In the wilderness, fire is necessary, especially for constructing campfires, igniting stoves, and providing illumination.



Plastic bags: Who would have imagined that plastic bags serve such a crucial purpose? Many people undervalue this fact. Plastic bags are not only used as containers or packaging but also as garbage cans. However, when camping, you must maintain a clean campsite and properly dispose of rubbish once camping activities have concluded



Food, Beverage: In addition to the equipment mentioned above, several other essential items must be carried when camping. This equipment consists of the following:

Groceries

Food ingredients are essential camping gear that must be considered. The food ingredients transported do not need to be complete as they would be at home. Cooking when camping involves simple, easy-to-prepare, quick, and healthful items.

Drinking water

Water is an essential piece of camping gear that should never be neglected. Even if a water source or stream is nearby, bottled water must be accessible at the campsite. As needed, bring bottled drinking water.



Medicine: It is essential to maintain a healthy body state while camping. However, the body can experience pain when camping under specific conditions, such as illness, injury, etc. Therefore, personal medications such as fever reducers, allergy medications, antiseptics, and wind oil are essential. These were some of the necessary camping equipment and supplies. Ensure that your camping gear is complete before you leave, so there are no complications.



5.2. Safe methods of packing equipment and supplies

There are different types of packaging and loading equipment to ensure that cargo is secure during transit. Major carriers to transport air and sea freight.

Shipping Hazards: The choice of loading and shipping equipment depends on whether different hazards are present, including altitude, extreme weather conditions, compression, vibration, and shock. Shock, for instance, occurs when items fall down or shift or are struck by other items during transit. When cargo is under load, compression may occur in the aircraft, ocean containers, railcars, and trailers.

Weather may also cause damage to cargo because of humidity levels and extreme temperatures. Assess shipping hazards in order to choose the most appropriate loading and packing equipment and mode of transportation. Special equipment may be used for irregular items, especially cargo that can be a health hazard. The same goes for configurations and labeling that prevent stacking and for cargo with odd

dimensions that is at risk of damage during handling. Different handling methods can be used to handle cargo while in transit, including automatic, mechanical, and manual handling.

Types of Loading Equipment: Loading equipment comes in different types and varies in dimensions or size. Examples of loading equipment include large and small wood stacking frames, large and small covers, expendable pallets, Euro pallet cages, and Euro pallets. Euro pallet cages, for instance, make maneuvering easier and safer for staff and absorb bumps and knocks in logistics and retail locations. Euro pallets are also used for loading and weigh between 20 and 25 kg. Pallets help ensure worker safety, stable and secure storage of cargo, and smooth transit.

Types of Packing Equipment

Carriers use different types of materials for corrosion protection, including bags. Corrugated paper is usually used as a separation material and paper padding. Cushion packaging is also suitable for cargo protection. Boxes on expendable pallets and non-palletized boxes are used as well, along with expendable pallets that are fitted with wooden stacking frames. Other types of packing equipment are wooden planks and crates that are made to measure and safe to transport abroad. Carriers also use timber saddles to move large items and oversized cargo.

Packing

Different packing methods and processes are used depending on the mode of transportation. For overland transport, carriers choose fitting cardboard box sizes and interior trays, based on the weight and quantity of cargo. Plastic film can be used to line up items and prevent boxes from soaking through in case that any oil remnants are left.

When products are shipped in layers, corrugated paper and honeycomb boards are used to protect cargo. In addition, strapping film may be used to ensure that the items are firmly affixed to the tray and placed into boxes. Plastic bands are widely used to seal boxes before shipping. When multiple products are transported in a single crate, padding is placed between them to prevent damage from occurring

5.3. Standard customer travel documentation

If you thought that passengers traveling with the incorrect documentation was a minor issue for the world's carriers, think again. The 60,000 travelers turned back at destination or transfer points by immigration authorities each year cause stressful and frustrating situations for travelers. They also cost the world's airlines a substantial amount of money in fines and associated costs whether it is rules implemented at a short notice or papers presented in the wrong format or language, passengers and airlines can struggle to keep up with ever changing requirements. This is why it's more important than ever to be well prepared for your trip and to make sure that you have the correct travel documents, especially when traveling internationally.

What Documents Do you Need when Traveling to Another Country?

The travel and health documents required for your trip can vary based on your itinerary and personal situation. This is why it is important to prepare in advance and use tools such as the IATA Travel Centre to get personalized travel advice. The IATA immigration specialists consistently update this information, but rules and regulations change on a daily basis. Nonetheless, you can be certain that these documents will be useful for any trip:

Passport, Travel Visa and National ID card: Proper identification is the foundation of international travel. As a result, you should ensure to always have an official identification document with you. You can even consider having multiple documents such as your passport, national ID card or driver's license. If you don't feel comfortable bringing several documents, you can consider bringing copies. These can be especially useful if you lose your passport and must take steps to prove your citizenship at your country's embassy or consulate.

When traveling abroad, it is also essential to have a valid passport. Many travelers don't realize that most countries apply rules in regard to the passport expiration date. For most countries, visitors must have a valid passport for six-months after they plan to arrive at their destination, however this period can vary. Either way, if you are planning a trip abroad, always make sure to check the passport validity requirements and the expiry date of your passport. This will help avoid unfortunate issues at the airport or at immigration at your destination country.

Health Travel Documents: Health travel documents are not new to international travel. Certain countries have long lasting entry requirements such as yellow fever vaccination certificates; however this was limited to specific countries whereas the COVID-19 travel document entry requirements have been enforced by the majority of countries around the world. Currently, we are seeing a reduction in Covid-19 travel restrictions; however it's still important to check the latest rules before your departure as some might be implemented at a short notice.

Travel Itinerary Details

Flight ticket details, accommodation reservations, car rental confirmation, all are important for your trip. Keeping up with all your reservations can be difficult and having copies of your itinerary and reservations with you can make your trip go much smoother. It can help sort out any issues during check-in at the airport or hotel and it's a simple way of helping you keep track of your travel plans. You can have these as printed copies or use one of the several Travel Planner apps or tools that you can find online. You can even set yourself a reminder to do your check-in or to book a taxi to the airport in advance.

Medical and Travel Insurance Proof Unforeseen situations can occur and they can be especially stressful when you are abroad. That is why travel insurance is important. Travel insurance can be summed up in two main categories:

Insurance for medical expenses and Insurance for trip cancelations.

It is important to have a copy of your travel insurance certificate with you. Insurance companies often provide a printer-friendly card or summary that includes emergency contact details which you should always have with you or you can use their mobile app so that you have all the required information at your fingertips. It is also recommended to contact your insurance provider to verify what exactly is covered under your insurance plan.

Other Documents

- ❖ Passport requirements and recommendations
- ❖ Visa requirements and recommendations:
- ❖ Health requirements and recommendations
- ❖ Airport tax information
- ❖ Customs regulations concerning the import and export of goods and small pets
- ❖ Currency regulations
- ❖ News on regulation change

Self-check- 5

Give short answer

1. List and explain comp site equipment's?
2. How to safe packing equipment &supplies?
3. What is the importance of documentation?

Reference

- Singapore Standard SS 663 : 2020 Code of practice for safe loading on vehicles
- WSH Guidelines on Safe Loading on Vehicles (English) (PDF)
- WSH Guidelines on Safe Loading on Vehicles (Chinese) (PDF)
- WSH Guidelines for Services Allied to the Transport of Goods (PDF)
- ABC Checklist – Safe Loading of Materials
- <http://www.goseeaustralia.com.au/caravanparkspage.asp>
- <http://www.homestaybooking.com>

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