

## Higher Nitec in Tourism

HF3TS

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3 month IA Duration

TS43108FPE

1. Apply communication skills to workplace tasks
2. Respond to customer/ stakeholder request and enquiry
3. Produce business document using software
4. Build relationship with customers/ stakeholders
5. Provide information on products and services
6. Manage service breakdown and recovery
7. Coordinate business meeting/ appointment/ activity
8. Manage and maintain documents and data, and prepare report
9. Display professional image
10. Assist with queue and crowd control
11. Recommend travel/attraction products to customers
12. Perform pre- and post-shift activities

HF3TSATO, HF2TSATO, HFXTSATO

Higher Nitec in Tourism

Specialisation / Option: Attraction Operations

6 month IA Duration

TS53205FPE|TS53206FPE

1. Display professional image
2. Respond to customers' requests and enquiries

3. Establish rapport with customers from diverse backgrounds
4. Manage customers' needs, wants and expectations
5. Sell tourism products and services
6. Manage service breakdown and recovery
7. Handle customers' feedback
8. Maintain workplace safety
9. Apply appropriate digital services to enhance customer experience
10. Carry out digital marketing /communication
11. Perform pre- and post-shift activities
12. Provide visitor/guest services (visitor information, equipment rental, membership registration etc.)
13. Handle reservations and sales of tickets and packages
14. Assist with queue and crowd control
15. Handle ride operations
16. Handle event-day activities

HF3TSTVO, HF2TSTVO, HFXTSTVO

Higher Nitec in Tourism

Specialisation / Option: Travel Operations

6 month IA Duration

TS53105FPE|TS53106FPE

1. Display professional image
2. Respond to customers' requests and enquiries
3. Establish rapport with customers from diverse backgrounds
4. Manage customers' needs, wants and expectations
5. Sell tourism products and services

6. Manage service breakdown and recovery
7. Handle customers' feedback
8. Maintain workplace safety
9. Apply appropriate digital services to enhance customer experience
10. Carry out digital marketing /communication
11. Prepare tour proposal
12. Provide information on tour packages
13. Make travel recommendations to customers
14. Handle tour package bookings
15. Make tour arrangements
16. Assist with logistical coordination for events