

Task List for Internship-Tour Services (AS)

A. Greetings and basic office functions.

1. Demonstrate ability to use basic computer skills and handle telephone systems.
2. Make bookings in the hotel, restaurant, flight reservation and all other attractions.
3. Arrange for ground transportations and service for guests/visitors.
4. Construct itinerary and price structured based on the number of participants.
5. Welcome, and greet the guests at the airport, sea port and dock.
6. Anticipate ahead of time possible delays due to weather conditions, boats, and alertness of guests and cancellations of activities.
7. Understand the tour business policy on cancellations of bookings and convey that to guests as soon as possible.
8. Understand the entire itinerary, read and know the map.
9. Visualize the actual operation of the tour.
10. Know the timing in travel to and from the sites, dining and sightseeing information.
11. Explain the tour package components.
12. Understand how a traveler makes his/her travel reservations.
13. Understand various types of classes of travel offered by airlines.
14. Examine different fares for the same class of ticket.
15. Explain how hotels cater to groups and tour wholesalers.
16. Discuss guidelines of organizing a tour itinerary.
17. Understand and discuss types of room rates.

B. Knowledge of Safety and Security of Guests on land and sea.

1. Prepare and ready the boat for a tour.
2. Illustrate the steps of getting guests into or out of the boat & water
3. Understand the weather information and sea conditions.
4. Understand the basic first aid and CPR.
5. Go over Safety and security tips, including areas that guests should avoid after dark and be safe.

C. Successful Tour Guide or Operator Responsibilities.

1. Check /call the arrival terminal to confirm the actual arrival time at the airport and dock.
2. Have a ready-made Tour Guide Check List of guests & to do tasks.
3. Greet the guest and do briefings at the hotel or tour office.
4. Go over the dress code or appropriate clothing, sunscreen and insect propellant.
5. Lead a tour in a tourist attraction and/or inter-destination.
6. Determine promotional and marketing strategies of tour products.
7. Give an overview of environmental protection guidelines.
8. Provide the list of do's & don'ts of snorkeling, kayaking and diving.
9. Go over the emergency procedures,
10. Make use a first aid kit is available.
11. Able to organize and assist in various diving emergencies.
12. Recognize signs that a diver is distressed and in need of assistance.
13. Talk about unusual customs, taboos or helpful suggestions about an area.