

Tourist Guide

CU 05

TOUR ITINERARY
EXECUTION

HT-023-3:2012



Work Activities

1. Analyse tour itinerary content and its arrangement
2. Carry out tour itinerary
3. Carry out alternative arrangement for contingencies
4. Adhere to safety, security and emergency procedures
5. Report tour itinerary execution

3D2N Langkawi - Melaka

Group : GEO LANGKAWI

Tour Leader : Mr Fadhil

Itinerary

Day 1 :

12.00 : Arrival KLIA
12.30 : KLIA - Melaka
14.00 : RNR Ayer Keroh (Lunch Free & Easy & Solat)
15.00 : Check in Hotel Melaka.
19.00 : Dinner Free & Easy & Solat
21.00 : Melaka River Cruise

Day 2 :

07.00 : Breakfast
09.00 : Melaka heritage trail tour (3 hours)
12.30 : Lunch Free & Easy
14.00 : Melaka City Tour (3 hours)
17.00 : Return to Hotel
19.00 : Dinner Free & Easy
20.00 : Student Evening Activities

Day 3 :

07.00 : Breakfast & Check Out
09.00 : Visit Putrajaya
12.00 : Group Lunch & Solat
14.00 : KLIA

End



Finalize Contents of Tour Itinerary:

1. Group INFO

- Tour Leader Contact No
- No. of pax
- Guestlist / Rooming List
- Date of arrival
- Date of departure
- Flight details - Flight No , ETA, ETD

2. TRANSPORT INFO

- Driver Name & Contact
- Bus Plate Number

3. ACCOMMODATION INFO

- Hotel Name
- Rooming List
- Bus Parking

4. ITINERARY

- Visiting places
- Time frame

5. Meals / Any Special request

CONTINGENCY PLAN

▶ Options

- ▶ Arrange Alternative Transport Facilities
- ▶ Arrange Alternative Tour Itinerary
- ▶ Arrange Alternative Accommodation
- ▶ Arrange Alternative Meal Arrangements
- ▶ Arrange Alternative Time Schedule
- ▶ Recommend New Itinerary
- ▶ Organize Optional Tour
- ▶ Organize Optional Recreational Activities



DISCUSSION

Why Contingency?

Why Contingency?

- ▶ Transport breakdown
- ▶ Road accident
- ▶ Cancellation
- ▶ Delays
- ▶ Emergency cases
- ▶ Death
- ▶ Unforeseen circumstances etc..

5. REPORT TOUR ITINERARY EXECUTION

- ▶ By Call
- ▶ By whatsapp / social media
- ▶ By sms

Question

What is the difference between Tour Itinerary and Tour Arrangement?

Tour Itinerary & Tour Arrangement

- ▶ **Tour Itinerary** is a Program with time schedule
 - ▶ 9.00 Briefing
 - ▶ 9.15 Start of Tour
 - ▶ 9.30 Cable Car
 - ▶ 11.30 Underwater World
- ▶ **Tour Arrangement** is the activities you need to carry out at each destination. It is also a guideline of information you need to deliver before arriving at each destination. Tour arrangement is usually not written on the itinerary. It is the tour guide's initiative to do it, so that the journey will be smooth.

END of CU5



Tourist Guide

CU 6 : TOURIST HEALTH, SAFETY,
SECURITY AND EMERGENCY
HANDLING

HT-023-3:2012



TOURIST HEALTH, SAFETY AND EMERGENCY HANDLING



Competency Unit Descriptor

Handling of tourist health, safety, security and emergency is a vital task to observe and execute in performing tour job assignment in accordance with MTGC's Code of ethics. The TG who is competent in this modules shall be able to analyse relevant risk, analyse the risk, minimise risk and hazard, conduct emergency situation, brief and report the case accordance.

TOURIST HEALTH, SAFETY AND EMERGENCY HANDLING



Work Activities

- Analyse relevant health, safety, security and emergency information
- Minimise risk and hazard
- Conduct health, safety, security and emergency briefing
- Report health, safety, security and emergency incidence

DISCUSSION

IDENTIFY SAFETY ISSUES AT EACH DESTINATION

GROUP ACTIVITIES

3D2N Langkawi - Melaka

Group : GEO LANGKAWI

Tour Leader : Mr Fadhil

Itinerary

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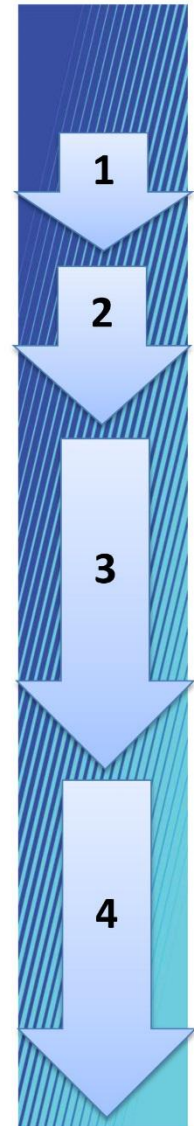
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14.00 : KLIA

End



Analyse relevant health, safety, security and emergency information



Check Tour Route

Analyse relevant health, safety, security and emergency information



TOUR SAFETY AND SECURITY

- a. Check the tour route. The route must be free from danger such as falling rocks, landslide and wild or dangerous animals. The route must be suitable for the type of transport the guest will be travelling in.
- b. Check the weather condition. Tour must be delayed or cancelled should there be an extreme weather condition such as strong wind or heavy thunderstorm
- c. Check that the agent is covered by public indemnity insurance and it is valid.
- d. Relief course of actions in the case of an accident must be clearly defined, established and be understood.
- e. Be sure to have all emergency numbers such as the police, hospital etc
- f. Ensure the vehicle used is safe, suitable for the type of journey and equipped with safety accessories
- g. Safety briefing must be delivered to the guest prior the tour. This includes the do's and don'ts at a place
- h. Check whether the places they are visiting practice standard safety procedures
- i. Ensure the places guests are visiting are free from public disorder such as riots, extremists etc..

Analyse relevant health, safety, security and emergency information

► Falling Rocks



Tourist Guide Health and Safety Preparations

1. Be Proactive

- ▶ Take steps to anticipate any issues that could arise during your trip. The information in this section will help you plan for a safe and healthy trip.
- ▶ Learn about your destination.
- ▶ See a doctor before you travel.
- ▶ Think about your health status.

Tourist Guide Health and Safety Preparations

2. Be Prepared

- ▶ No one wants to think about getting sick or hurt during a trip, but sometimes these things happen. You may not be able to prevent every illness or injury, but you can plan ahead to be able to deal with them.
- ▶ Plan ahead for illnesses or injuries during your trip.
- ▶ Know what to do if you become sick or injured on your trip.
- ▶ Know and share important information about your trip.

Tourist Guide Health and Safety Preparations

3. Be Protected

- ▶ It is important to practice healthy behaviours during your trip and after you return home. This section outlines how you can protect yourself and others from illness during your trip.
 - ▶ Pay attention to your health during your trip.
 - ▶ Use sunscreen and insect repellent as directed.
 - ▶ Wear protective gear when doing adventure activities.
 - ▶ Pay attention to your health when you come home.

Tourist Guide Health and Safety Preparations

4. Respecting Wildlife and code of Conduct

- ▶ The wild animals are not like those found in theme parks – they are not tame.
- ▶ Many camps are unfenced and dangerous animals can (and do!) wander through the camps. Many of the animals and reptiles you will see are potentially dangerous. Attacks by wild animals are rare. However, there are no guarantees that such incidents will not occur.
- ▶ Please listen to the lodge and camp staff and guides. The safety precautions need to be taken seriously, and strictly adhered to.

Tourist Guide Personality

a. PROFESSIONALISM

b. ADHERE TO STANDARD DRESS FORM

c. ADHERE TO THE CODE OF ETHICS

d. DEVELOP ESPRIT DE CORP

- ▶ Esprit de corp is a French word meaning spirit of co-operation. Tour guiding is a job involving meeting people all the time. A tour guide needs to be flexible, patient and cheerful all the time. He/she must be able to handle various types of situations and be able to handle his emotion professionally. He must be seen as a person who is co-operative and has great social values



CONDUCT HEALTH, SAFETY, SECURITY AND EMERGENCY BRIEFING

► Shopping Mall

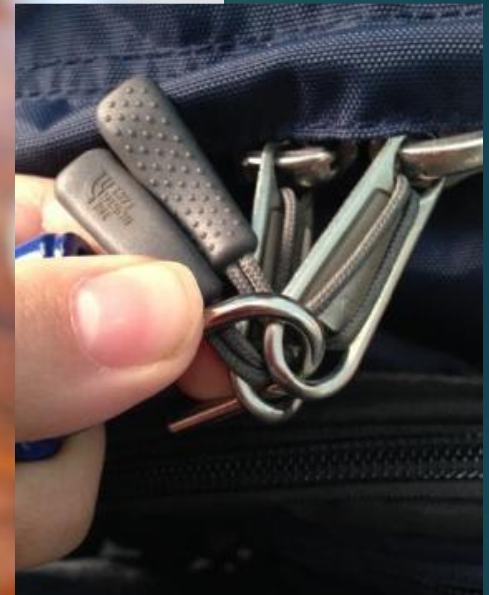


CONDUCT HEALTH, SAFETY, SECURITY AND EMERGENCY BRIEFING

► Snatch Thief



CONDUCT HEALTH, SAFETY, SECURITY AND EMERGENCY BRIEFING



Safety Precaution During Travel

- ▶ a. Don't flash valuables
- ▶ b. Keep money concealed
- ▶ c. Realize that you are a target
- ▶ d. Give off a strong and confident demeanor
- ▶ e. Remember that tourists are not called on for help
- ▶ f. If you are mugged? – Just Give..
- ▶ g. Always remember: you are not a tough guy
- ▶ h. Plan for disaster
- ▶ i. Get or carry a mobile phone
- ▶ j. Collect contact numbers



4 REPORT HEALTH, SAFETY, SECURITY AND EMERGENCY INCIDENT

Report all unanticipated incidence and also all related accidents

- Place, person, what happened.. etc

Post mortem and search for causes and prevention



End of CU6



Tourist guide CU7

HT-023-3:2012

TOURIST DEPARTURE EXECUTION



TOURIST DEPARTURE EXECUTION

Competency Unit Descriptor

Execute tourist departure arrangement in a precise manner so that the TG shall execute departure arrangement effectively and smoothly in accordance with departure procedures and industry's requirements. The TG who is competent in performing tourist departure shall be able to ascertain tourist departure details, plan tourist departure arrangement, inform tourist in advance of departure details and arrangement, coordinate departure arrangement, execute accommodation check-out, transfer tourist to departure point and execute boarding arrangement activities at the departure point

Work Activities

- ▶ Ascertain tourist departure details
- ▶ Plan tourist departure arrangement
- ▶ Inform tourist in advance of departure details and arrangement
- ▶ Coordinate departure arrangement
- ▶ Execute accommodation check-out
- ▶ Transfer tourist to departure point
- ▶ Execute boarding arrangement activities at the departure point

Preparation And Planning Of Departure

▶ **ASCERTAIN TOURIST DEPARTURE DETAILS**

- ▶ Tourist departure details confirmed according to tour itinerary
 - ▶ Verify ETD, which airport/departure
 - ▶ Verify Any meals prior departure
 - ▶ Verify any tour other arrangement before departure
- ▶ Tourist identification confirmed according to departure name list
- ▶ Verify names
 - ▶ Update latest information if there are any changes.

Tour Delivery

- ▶ Organize Tour Delivery according to itinerary
- ▶ Carry out tour delivery
- ▶ Delivery Method
 - ▶ Introduce yourself
 - ▶ Deliver Relevant Information



Preparation And Planning Of Departure

▶ **ASCERTAIN TOURIST DEPARTURE DETAILS**

- ▶ Tourist departure details confirmed according to tour itinerary
 - ▶ Verify ETD, which airport/departure
 - ▶ Verify Any meals prior departure
 - ▶ Verify any tour other arrangement before departure
- ▶ Tourist identification confirmed according to departure name list
- ▶ Verify names
- ▶ Update latest information if there are any changes.

▶ **PLAN TOURIST DEPARTURE ARRANGEMENT**

- ▶ Tourist departure activities arrangement planned and confirmed
- ▶ Confirm transportation reservation

Departure Details

- ▶ Registration Number of the Coach
 - ▶ Driver contact details
 - ▶ Pick up time
 - ▶ Pick up venue
 - ▶ Number of passengers
 - ▶ Drop off venue
 - ▶ Duration of usage
 - ▶ Emergency contact of person in charge
-
- ▶ **INFORM TOURIST IN ADVANCE OF DEPARTURE DETAILS AND ARRANGEMENT**
 - ▶ Brief tourist departure arrangement a day earlier
 - ▶ Departure information delivered to tourist on departure day
-
- ▶ **CO-ORDINATE DEPARTURE ARRANGEMENT**
 - ▶ Service providers and relevant parties communicated and updated on departure arrangement according to the Code of Ethic

Guest Reminder a day before departure

- ▶ Ensure counting of luggage
- ▶ Best method is to display tag with code at each tourist bag. Record the code for reference.
- ▶ Use easy numbers such as : 101, 102, 103
- ▶ Verify items which are not supposed to be carried such as :
 - ▶ Radioactive materials
 - ▶ Mercuric and magnetic items
 - ▶ Hair spray

OTHER REMINDERS

- ▶ Remind the reception about departure and check out
- ▶ Ensure porters are available to carry luggage
- ▶ Plan and inform tourist about time of luggage collection
- ▶ Remind tourist about extra charges that they will need to pay such as use of telephone, mini bars etc
- ▶ Remind tourist about valuables that they keep at safety boxes of the hotel
- ▶ Arrange earlybreakfast to avoid delay

Execute accommodation check out

▶ LUGGAGE

- ▶ Tourist luggage handling coordinated, tourist personal documents and belongings reminded
- ▶ All luggage including hand carry are placed in the coach
- ▶ Count tourist luggage

▶ GUESTS

- ▶ Numbers of check out tourist confirmed as per name list
- ▶ Count number of tourist

▶ REMINDERS

- ▶ Ensure bills have been settled
- ▶ Ensure keys have been returned
- ▶ Leave address and contact numbers in case there are things which have been left behind
- ▶ Ensure transportation is in neat, clean and presentable manner



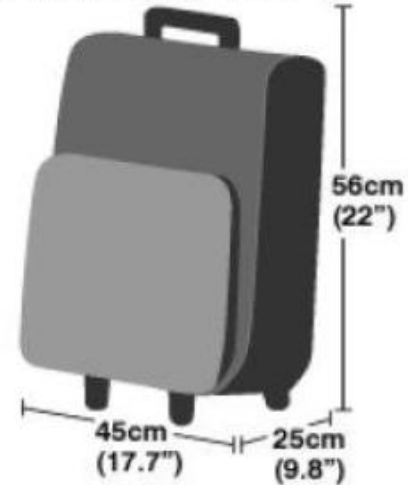
TRANSFER TOURIST TO DEPARTURE POINT

- ▶ It is Tourist Guide's responsibility to ensure the coach is on time.
 - ▶ General verification on tourism transportation (usually carried out by bus driver);
 - ▶ CusAudio Visual aids are working;
 - ▶ First Aids Box- contents are checked and refilled.
 - ▶ Conduct transfer briefing



Hand luggage specification

MAX HAND LUGGAGE SIZE



Dimensions include wheels, handles, pockets, etc.



Departure Procedure



End of CU7

