HT-023-3:2012

TOURIST GUIDE COURSE

By

GEO TRAINING STUDIO

Introduction & CU 1

TOUR JOB ASSIGNMENT ACCEPTANCE

City Guide Course HT-023-3

► Human Resource Ministry

  ► Jabatan Pembangunan Kemahiran

► MOTAC

  ► Ministry of Tourism, Arts and Culture

The functions of 2 Ministries

- JPK – Jabatan Pembangunan Kemahiran
  - Syllabus - NOSS
    - (National Occupational Skill Standard)
    - 11 Modules (500 hours)
  - Code Registration HT-023-3:2012
  - PPL (Pengesah Pegawai Luar)

NEED TO PASS PPL

Then MOTAC Exam

- MOTAC (Ministry of Tourism, Arts and Culture)
  - Motac Examination
    - Written (ONLINE 60 QUESTIONS)
    - Practical
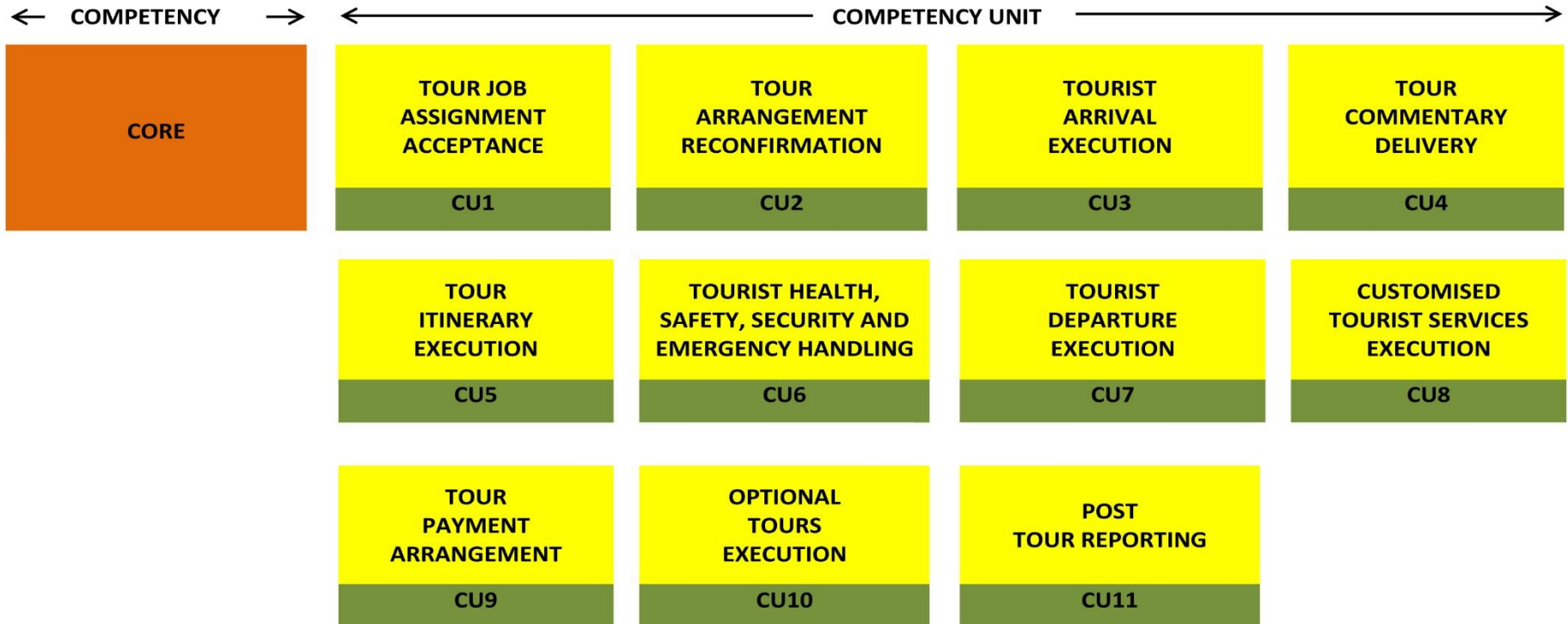
Trainers

- Cikgu Ray
  - PPB (Pengajar NOSS JPK & MOTAC)

- Zoher
  - PPD (Peggawai Penilai Dalaman)

- Zaidi Mohamad / Shaiful Adli
- Fariza Abu Bakar / Mazeman
  - PP (Pegawai Penilai)

Job Profile Chart (Syllabus)

JOB PROFILE CHART (JPC)

SECTOR	HOSPITALITY AND TOURISM		
SUB SECTOR	TOURIST GUIDE		
JOB AREA	TOURIST GUIDE (CITY GUIDE)		
JOB LEVEL	THREE (3)	JOB AREA CODE	HT-023-3:2012

← COMPETENCY → ←———————————— COMPETENCY UNIT ————————————→

CORE	TOUR JOB ASSIGNMENT ACCEPTANCE	TOUR ARRANGEMENT RECONFIRMATION	TOURIST ARRIVAL EXECUTION	TOUR COMMENTARY DELIVERY
	CU1	CU2	CU3	CU4
	TOUR ITINERARY EXECUTION	TOURIST HEALTH, SAFETY, SECURITY AND EMERGENCY HANDLING	TOURIST DEPARTURE EXECUTION	CUSTOMISED TOURIST SERVICES EXECUTION
	CU5	CU6	CU7	CU8
	TOUR PAYMENT ARRANGEMENT	OPTIONAL TOURS EXECUTION	POST TOUR REPORTING	
	CU9	CU10	CU11	

Competency Units (Syllabus)
Theory : 174 hrs, Practical 354 hrs
TOTAL : **500 hours**

1. Job Tour Assignment Acceptance *(16 hrs)*
2. Tour Arrangement Reconfirmation *(12 hrs)*
3. Tour Arrival Execution *(12 hrs)*
4. Tour Commentary Delivery *(300 hrs)*
5. Tour Itinerary Execution *(91 hrs)*
6. Tourist Health, Safety, Security & Emergency Handling *(22 hrs)*
7. Tourist Departure Execution *(15 hrs)*
8. Customized Tourist Services Execution *(17 hrs)*
9. Tourist Payment Arrangement *(17 hrs)*
10. Optional Tours Execution *(17 hrs)*
11. Post Tour Reporting *(6 hrs)*

Schedule : ZOOM MEETING

▶ **TUESDAY (9.00 – 10.30pm) Theory Part1**

▶ **WEDNESDAY (9.00-10.30pm) Theory Part2**

  ▶ **W1 : Introduction & Assignment**

  ▶ **W2 : CU2 - Job Tour Assignment Acceptance**

  ▶ **W3 : CU2 - Tour Arrangement Reconfirmation**

  ▶ **W4 : CU3 - Arrival Execution**

  ▶ **W5 : CU4 - Tour Commentary (Motac)**

  ▶ **W6 : CU5 - Tour Itinerary (Motac)**

  ▶ **W7 : CU6 - Tourist Health & Safety**

  ▶ **W8 : CU7 - Tourist Departure**

  ▶ **W9 : CU8 - Customized Service**

  ▶ **W10 : CU9 - Tourist Payment Arrangement**

  ▶ **W11 : CU10 - Optional Tours**

  ▶ **W12 : CU11 - Post Tor Reporting**

PREPARE ASSIGNMENT CU 4 & 5

3 X SLIDES 1 X COACHING

Assessments

ASSESSMENT 1

- PPL (JPK)
    - 80% Attendance required
    - End March / July / Oct
    - Students who passes PPL are entitled to sit for MOTAC Exam
    - SKM 3

ASSESSMENT 2

- Motac Examination
    - Early Apr / Aug / Dec
    - Student who passes Motac Exam are entitled to apply for Blue Badge

Blue Badge Application

- TOURLIST Registration

  - SPM / PASS Interview Certificate

  - T1003 from PPL & Motac Exam

  - Receipt of Tour Guide Association Registration

  - Certificate of PASS Motac Examination

  - Medical Check up (General)

  - Mesra Malaysia

- TOURLIST

  - Apply New Badge

  - Renewal Badge

ASSIGNMENT

- SLIDES CATEGORY
  - HISTORY
  - CULTURE
  - PLACES OF INTEREST
  - TRAVEL TRADE

- COACH
  - LANGKAWI

**3 X SLIDES
Present during PPL
& MOTAC EXAM**

Choose Language

**1 x COACHING
Present during PPL
& MOTAC EXAM**

Choose Language

HT-023-3:2012

CU 1
TOUR JOB ASSIGNMENT ACEPTANCE

Competency Unit Descriptor

Receive tour job assignment from customer in a hospitable manner in accordance with the Code of Ethics. The Tourist Guide who is competent in receiving the tour job assignment shall be able to communicate with customer, identify, confirm and accept tour job assignment.

Discussion

1. Who provides assignment?

2. How do you get assignment?

3D2N Langkawi - Melaka

Group : GEO LANGKAWI (20 PAX)
Tour Leader : Mr Fadhil

Itinerary

Day 1 :

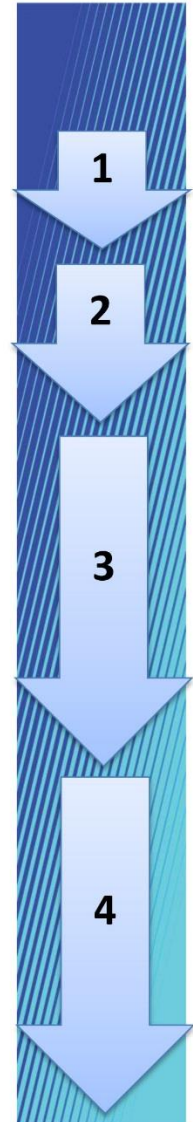|	
12.00 :	Arrival KLIA
12.30 :	KLIA - Melaka
14.00 :	RNR Ayer Keroh (Lunch Free & Easy & Solat)
15.00 :	Check in Hotel Melaka.
19.00 :	Dinner Free & Easy & Solat
21.00 :	Melaka River Cruise

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

Discussion

1. Who provides assignment?
   1. Travel Agent
   2. Hotel
   3. School
   4. Companies
   5. Organisations
   6. Individual

2. How do you get assignment?
   1. Whatsapp
   2. Social media
   3. Calls
   4. Email
   5. SMS
   6. Other

3D2N Langkawi - Melaka

Group : GEO LANGKAWI
Tour Leader : Mr Fadhil

Itinerary

Day 1 :

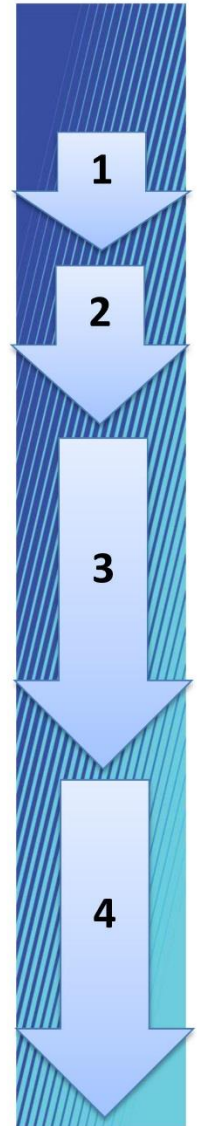|	
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09.00 :	Visit Putrajaya
12.00 :	Group Lunch & Solat
14.00 :	KLIA

End

GEO TRAVEL & TOURS SDN BHD
KPKILN 8002
Co No : 1125429H

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Work Activities

1. Communicate with customer.
2. Identify tour job assignment.
3. Confirm tour job assignment details.
4. Accept tour job assignment.

KPKILN 8002
Co No : 1125429H
GEO TRAVEL &
TOURS SDN BHD

3D2N Langkawi - Melaka
Group : GEO LANGKAWI
Tour Leader : Mr Fadhil

Itinerary

Day 1 :

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Day 3 :

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09.00 :	Visit Putrajaya
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14.00 :	KLIA

End

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Identify your job assignment

- TOUR INTINERARY
  - What is Tour Itinerary
    - It is a Tour Package information and program movement prepared by the travel agent for tourists, it is a package which is bought/ chosen by the tourist.

  - Purpose of Tour Itinerary
    - as a guidance for Tourist Guide to conduct the tour accordingly such as organize their time, plan tour routing etc.
    - as a reference for tourists and to ensure that they receive the service according to the tour package that they bought/chose.

Discussion

List items you may
need to confirm
when accepting an
assignment

3D2N Langkawi - Melaka
Group : GEO LANGKAWI
Tour Leader : Mr Fadhil

Itinerary

Day 1 :

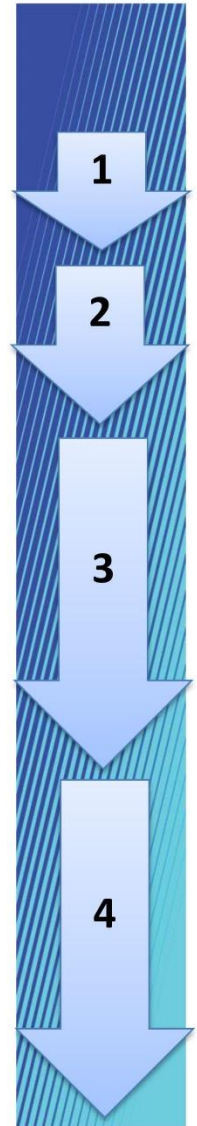|	
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Day 3 :

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09.00 :	Visit Putrajaya
12.00 :	Group Lunch & Solat
14.00 :	KLIA

End

GEO TRAVEL &
TOURS SDN BHD
KPKILN 8002
Co No : 1125429H

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Itinerary

Confirm job assignment details

- Date
- No of Pax
- Type of guests
- Accommodation
- Meals
- Places of visit
- Guest List
- Any special needs
- Tour Fees

GROUP ACTIVITIES

GEO TRAVEL & TOURS SDN BHD
KPKILN 8002
Co No : 1125429H

3D2N Langkawi - Melaka

Group : GEO LANGKAWI
Tour Leader : Mr Fadhil

Itinerary

Day 1 :

12.00 :	Arrival KLIA
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09.00 :	Visit Putrajaya
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14.00 :	KLIA

End

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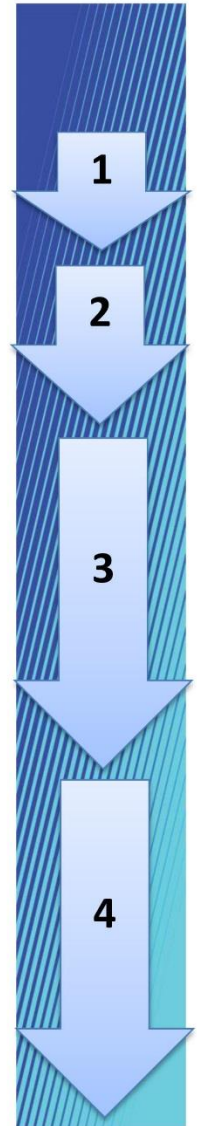
▶ Whether the accommodation is intended for one place or more, the following information needs to be verified and confirmed with the agent / group leader / guest(s) :

- ▶ Place of accommodation(s)
- ▶ Duration of stay
- ▶ Check-in and check-out hours
- ▶ Special arrangements (if any)
- ▶ Payment arrangement

▶ Upon receiving a guest, a responsible tour guide would verify with the guest of their accommodation details and arrangement to ensure there is no errors.

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. Any Special request

END of CU 1

Tourist guide CU2
HT-023-3:2012
TOUR ARRANGEMENT RECONFIRMATION

TOUR ARRANGEMENT RECONFIRMATION

Competency Unit Descriptor

Reconfirm tour arrangement with service providers and places to be visited in a precise manner in accordance to the Tourist Guide's Code of Ethics, to ensure that sufficient facts are gathered to gain an understanding of the tour programme, the scope of service needed and the possible benefits that may accrue to the tourist. The Tourist Guide who is competent in reconfirming tour arrangement shall be able to verify tour itinerary, acquire up to date information related to tour arrangement activities and finalise tour arrangement

TOUR ARRANGEMENT RECONFIRMATION

TOUR ITINERARY

Tour itinerary is a piece of information about the journey or tour intended for a guest. It also includes other information or arrangement such as meals and activities. A sufficient knowledge on places of interests is required before a tour guide can successfully take guests around for outings.

1 VERIFY TOUR ITINERARY

Ensure Tour itinerary contents are confirmed

2 ACQUIRE UP-TO-DATE INFORMATION

Accurate tour arrangement information is obtained

3 FINALIZE TOUR ARRANGEMENT

- Information from service providers are obtained
- Customer / service provider confirmation is obtained

KPKILN 8002
Co No : 1125429H

3D2N Langkawi - Melaka
Group : GEO LANGKAWI (20 PAX)
Tour Leader : Mr Fadhil

Itinerary

Day 1 :

12.00 :	Arrival KLIA
12.30 :	KLIA - Melaka
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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

1. GROUP INFO
- Group Leader? HP No?
- Guest list?
- Dates?
- Full Assignment?
- My Fees, Meals & Accom?

2. ACCOMMODATION INFO
- Hotel Payment?
- Number of Rooms?
- Dinner arrangement?

3. TRANSPORTATION INFO
- Bus Paid? Driver?
- Plate No? HP Driver?

4. MEALS INFO
- If Paid, Need Voucher
- If not Paid, need cash

5. ITINERARY INFO
- Ticket?
- If Paid, Need Voucher
- If not Paid, Need Cash

Reconfirmation STEPS

Reconfirmation With agent

Verification With relevant outlets

FINALISE TOUR ARRANGEMENT

Reconfirmation   **Verification**

- ✓ Group Info
- ✓ Accommodation
- ✓ Transportation
- ✓ Meals
- ✓ Itinerary
- ✓ Tour Arrangement

Verify GROUP INFORMATION

1. Call / Message Tour Leader
2. Verify their ETA and Meet & Greet place
3. Verify No of Pax & Request Namelist
4. Verify Hotel information
5. Verify meals arrangement
6. Verify Places of visits

Verify Accommodation information

1. Call Hotel to verify number of rooms, status of payment
2. Inform Hotel your ETA
3. Verify meals arrangement
4. Arrange payment if hotel is not fully paid yet, ie verify amount to be paid
5. Check parking arrangement
6. If hotel is providing entrance ticket, reconfirm the numbers

Verify Transportation information

1. Call bus driver to verify number of seats, status of payment
2. Inform driver your ETA and place to meet
3. Verify meals arrangement
4. Check parking arrangement

Verify Meals information

1. Call Hotel to verify Breafkast, Lunch & Dinner arrangement
2. Number of pax for each meals
3. Style of serving for each meal
4. Hours of meals
5. Status of payment for each meal

Verify (ITINERARY) &Places of Visit information

1. Call places of visits to verify opening hours, ticket prices, status of payment
2. Check parking availability

OTHER INFORMATION
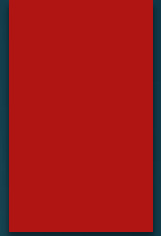
Current situation and event

Situation :
- ✓ Flood
- ✓ Wind
- ✓ Climate
- ✓ Currency
- ✓ Time different

Event :
- ✓ Sport
- ✓ Exhibition
- ✓ Fiesta

END of CU2

Tourist guide CU3
HT-023-3:2012

TOURIST ARRIVAL EXECUTION

TOUR Arrival Execution

Competency Unit Descriptor

Execute tourist arrangement in a precise manner so that the Tourist Guide shall meet and greet tourist by following norm using pre-set procedures. Than, the tourist will receive a warm and friendly welcome in accordance to the industry's requirements. The Tourist Guide who is competent in executing tourist arrival shall be able to perform pre-arrival activities, meet and greet at arrival point, transfer tourist to accommodation destination check in.

WORK ACTIVITIES

1. Perform pre-arrival activities
2. Perform meet and greet
3. Transfer tourist to accommodation destination
4. Execute Accommodation Check-In

GROUP ACTIVITIES

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.
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Day 2 :

07.00 :	Breakfast
09.00 :	Melaka heritage trail tour (3 hours)
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17.00 :	Return to Hotel
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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

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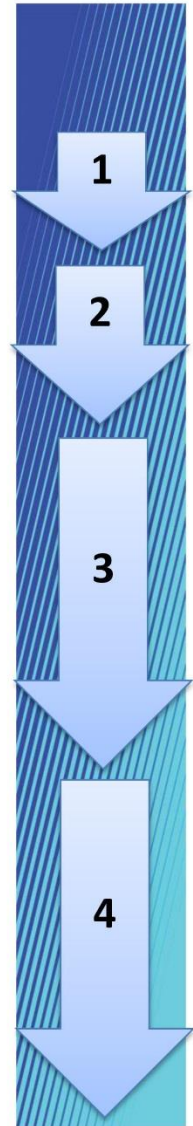
Meet and Greet Information

Based on the itinerary and information received from Travel Agency and Tour Leader, the following information shall be needed to perform Meet & Greet

Name of Guest and Title	➡	FADHIL (GEO LANGKAWI)
Flight No / ETA	➡	AK 346 / 12.00 hr
Guest Origin	➡	LANGKAWI
Number of Pax	➡	20
Transport and Destination	➡	WTG 1991 – Hatten Melaka
		Create a PAGING

Meet and greet : Placard

GEO LANGKAWI

MR FADHIL

AK 346

Malaysian Welcome Gesture

CONTOH GAMBAR PAKAIAN PEMANDU PELANCONG PEREMPUAN

- Standard Dress Code
- Batik / Baju Melayu / Collared shirt with tie
- Baju kurung / Kebaya / Decent dressing

Perform pre-arrival

Verify/Check tour transport Audio Visual (AVA) such AS :

- ✓ Video Player
- ✓ Television
- ✓ Public Addressing System

Check vehicles safety items :

- ✓ Fire extinguisher
- ✓ First Aid Kits

Perform meet and greet

Meet and greet session :

- ✓ Code of Ethics
- ✓ Malaysian Way of Greeting
- ✓ SALAM MESRA MALAYSIA
- ✓ Short briefing about Coach
- ✓ Perform headcount
- ✓ Reminder of luggage
- ✓ Proceed to the Coach

Transfer tourist to accommodation

Welcoming speech

- Greetings
- Check Guest list
- Perform headcount
- Welcoming speech
- Itinerary briefing for 3D2N

Execute accommodation check-in

Accommodation briefing :

1. Room listing
2. Type of rooms
3. Hotel facilities
4. Dinner Information
5. Breakfast Information.
6. Accommodation facilities.
7. Brief Itinerary for the evening
8. Brief Itinerary for the next day

END of CU3

Tourist Guide

CU 4

TOUR COMMENTARY DELIVERY

HT-023-3:2012

Work Activities

➤ GATHER INFORMATION ON THE RELEVANT TOPICS

➤ PREPARE STORYLINE FOR COMMENTARY DELIVERY

➤ CONDUCT TOUR COMMENTARY ON THE TOPICS

➤ HANDLE QUESTION AND ANSWER

SO THAT TOUR COMMENTARY DELIVERY IS PERFORMED IN A PRECISE MANNER FOLLOWING THE NORMS USING PRE-SET PROCEDURES IN ACCORDANCE TO THE TOURIST GUIDES' CODE OF ETHICS, SO THAT THE TOURIST ARE FULLY AND ACCURATELY INFORMED.

Discussion

List the types of information dissemmination

Types of information dissemmination

▶ Announcement – new information, updated info

▶ Briefing – short explanation

▶ **Story telling**

   ▶ Opening

   ▶ Content – facts & figures, personal experiences, guest experiences, do's and don'ts

   ▶ Closing

Communication Skill

- Communication Tools
- Information
- Eye Contact
- Posture
- Facial Expression
- Body Language
- Personality

CONTENT - TOUR COMMENTARY

- HISTORY
- CULTURES
- TRAVEL AND TRADES
- PLACES OF INTERESTS

Malaysia in Brief

Source - Tourism Malaysia

- ► Malaysia is located in South East Asia
- ► What is the population of Malaysia?
- ► Population : 33 million
- ► How many states and federal territories are there?
- ► 13 States, 3 Federal Territories
- ► What are the percentage of 3 largest races in Malaysia?
- ► Malays 69%, Chinese 21%, Indians 10%

Langkawi Attractions

Mangrove Tour

Island Hopping

Crocodile Farm

Makam Mahsuri

Under Water World

SkyCab

Tanjung Rhu

Pantai Cenang

Mardi

Gamat

Wild Life Park

Island Hopping

Laman Padi

Telaga Tujuh

Ayer Hangat Village

Maha Tower

Dream Forest

Langkawi Shopping Attractions

HIG Complex

RAMS LANGKAWI

Langkawi Parade

Billion

END of CU4

Tourist Guide

CU 05

TOUR ITINERARY EXECUTION

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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)
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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. 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 extension of tour itinerary such as meal, transport, time duration of a place, contact person, vouchers arrangements of a place to visit.

END of CU5

Tourist Guide

CU 6 : TOURIST HEALTH, SAFETY, SECURITYAND 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

GEO TRAVEL & TOURS SDN BHD
KPKILN 8002
Co No : 1125429H

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

1

2

3

4

Analyse relevant health, safety, security and emergency information

Check Tour Route

Analyse relevant health, safety, security and emergency information

- Check the Tour Route

- Check weather condition

- Set a relief course of actions if the is emergency

- Be sure to have emergency numbers ie hospital, police etc.

- Check weather the visiting places have their own safety rules

- Verify if the places of visits are free from public disorder such as riots etc

Analyse relevant health, safety, security and emergency information

▶ Example : 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 INCIDENCE

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**
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    - 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 tranportation 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

56cm (22")

45cm (17.7")

25cm (9.8")
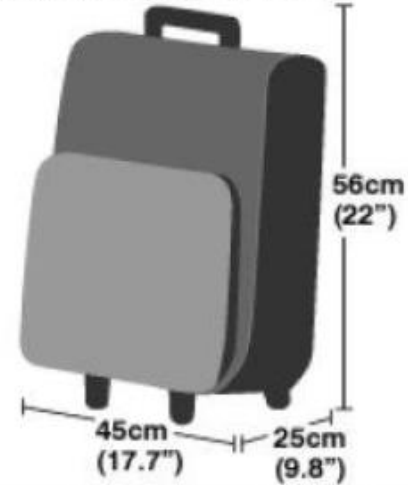
Dimensions include wheels, handles, pockets, etc.

Departure Procedure

End of CU7

Tourist guide CU8
HT-023-3:2012

CUSTOMIZED TOURIST SERVICES EXECUTION

CUSTOMISED TOURIST SERVICES EXECUTION

Competency Unit Descriptor

Perform customised tourist services and requirements in a satisfactory manner so that good personalised and customised services can be given attention to. The Tourist Guide who is competent in customising tourist services shall be able to analyse and carry out customised tourist services arrangement

Work Activities

▶ Analyse customised tourist service arrangement information

▶ Carry out customised tourist services arrangement

?

What is the meaning of customization?

To arrange/adjust/change/add/reduce etc itinerary needs, coordinate with specific outlets or individuals such as tour leader or outlets representatives and to coordinate customers needs based on reservation and itinerary

Analyse information

- Source of customised service arrangement information such as:
    - Tourist
    - Customer
    - Tour leader
    - Event organiser

- Tourist needs and requirement such as:
    - Tourist needs
    - Cross-culture
    - Types of tourist
    - Tourist expectation

- Types of tourist customised service such as:
    - Wheel chair
    - Room (connecting room, non-smoking room, etc)
    - Meal arrangement (vegetarian, halal, Jain Food, etc)

Carry out customization

▶ Customised service requirement details such as:

- ▶ Venue / Date and Time
- ▶ Special room / Special diet
- ▶ Disability / Security

▶ Customised tourist service providers such as:

- ▶ Accommodation
- ▶ Events company
- ▶ Relevant authorities
- ▶ Medical support service

▶ Handling of customer service such as:

- ▶ Types of complainer (passive, constructive, agressive, etc)
- ▶ Tourist complaints (tour package, tour itinerary, tourist feedback, etc)
- ▶ Rights of tourist on customised service
- ▶ Customised tourist services feedback report

Customization

- **Coordinate / arrange / verify / confirm :**
  - Accommodation
  - Room arrangement
  - Transportation
  - Restaurant menu
  - Ticket arrangement
  - Tour places
  - Tour delivery

GROUP ACTIVITIES

3D2N Langkawi - Melaka
Group : GEO LANGKAWI
Tour Leader : Mr Fadhil

Itinerary

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12.00 :	Arrival KLIA
12.30 :	KLIA - Melaka
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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

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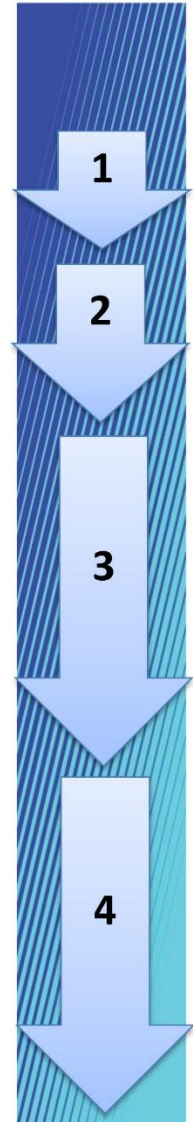
Tourist guide CU9
HT-023-3:2012

TOUR PAYMENT ARRANGEMENT

TOUR PAYMENT ARRANGEMENT

Competency Unit Descriptor

Tour payment arrangement carried out in an acceptable manner so that all payment arrangement instructions are transacted in accordance with industry procedures and requirements. The Tourist Guide who is competent in the tour payment arrangements shall be able to assess tour payment arrangement instruction, execute tour payment instruction and record tour payment transactions

Discussion

?

Where would any payment take place during a coach trip?

1. Hotel
2. Restaurant
3. Bus/Coach
4. Entrance
5. Ferry / Train
6. Boat
7. Tipping

Work Activities

- Assess tour payment arrangement instruction
- Execute tour payment instruction
- Report tour payment transactions

?

What is A VOUCHER?

A piece of document consist of confirmed information of reservation / meals / transport / tickets / etc. A voucher includes information of customers, may include mode of payment etc

Asses Tour Payment Arrangement

- Payment arrangement instruction format from customer
- Payment recipient such as:
  - Park
  - Cruise
  - Restaurant

- Mode of payment such as:
  - Cash
  - Cheque
  - Voucher
  - Credit card

- Payment arrangement according to Code of Ethics
- The Malaysian Tourist Guides Council (MTGC)Guide Fee tariff

Execute Tour Payment Transaction
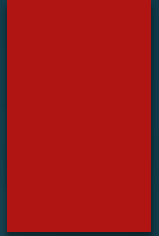
- ▶ Purpose of reporting tour payment transactions
- ▶ Procedures to write tour payment transactions report
- ▶ Format of reports
- ▶ Tour payment transactions report

Report Tour Payment Arrangement

► Tour payment transactions such as:

  ► Receipt

  ► Payment voucher acknowledgement

► Tour payment arrangement according to the Code of Ethics

Assess Payment

▶ **Assess Payment Arrangement :**

  ▶ Accommodation

  ▶ Room arrangement

  ▶ Transportation

  ▶ Restaurant menu

  ▶ Ticket arrangement

  ▶ Tour places

  ▶ Tour delivery

3D2N Langkawi - Melaka
Group : GEO LANGKAWI (20 PAX)
Tour Leader : Mr Fadhil

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14.00 :	KLIA

End

GEO TRAVEL & TOURS SDN BHD
KPKILN 8002
Co No : 1125429H

MINIMUM TOURIST GUIDES PROFESSIONAL FEES *(effective 1st. March, 2009)*

CENTRAL ZONE - KUALA LUMPUR, SELANGOR, PERAK, NEGERI SEMBILAN AND PUTRAJAYA

CENTRAL ZONE Kuala Lumpur, Selangor, Perak, Negeri Sembilan & Putrajaya	CITY GUIDE		NATURE GUIDE (LEVEL 1-3)	
	LOCAL LANGUAGES	FOREIGN LANGUAGES	LOCAL LANGUAGES	FOREIGN LANGUAGES
Overland	220	350	220 (Level 3)	300
Half Day Tour (max 4 hrs)	150	250	120	180
Full Day Tour (max 8 hrs)	220	350	180	250
Transfer (max 3 hrs)	120	180	100 (Level 3)	120 (Level 3)
Empty Run / Return	100	100	100 (Level 3)	100 (Level 3)
Additional hour charges (per hour)	20	30	20	30
Extended Night Activities before midnight (additional charge to an evening tour, dinner transfer etc.)	50	80	80	120

End of CU9

Tourist guide CU10 & 11
HT-023-3:2012
OPTIONAL TOUR EXECUTION & TOUR REPORT

OPTIONAL TOUR EXECUTION

Competency Unit Descriptor

OPTIONAL TOURS ARRANGEMENT PROMOTED AND CARRIED OUT IN A SATISFACTORY MANNER SO THAT THE TOURIST IS ABLE TO VISIT AND EXPLORE OTHER TOURISM PRODUCTS AVAILABLE IN ACCORDANCE WITH INDUSTRY PROCEDURES AND REQUIREMENTS. THE TOURIST GUIDE WHO IS COMPETENT IN THE PROMOTION AND ARRANGEMENT OF OPTIONAL TOURS SHALL BE ABLE TO IDENTIFY OPTIONAL TOURS SUITABLE FOR TOURIST, PROMOTE AND CARRY OUT OPTIONAL TOURS TO THE TOURIST

Work Activities

▶ Identify optional tours suitability for tourist

▶ Promote optional tours to the tourist

▶ Carry out optional tours to the tourist

?

What is the definition of OPTIONAL TOUR?

Optional tour is a visit to destination(s), which is not initially in an itinerary. It may or may not incur additional cost.

Discussion

?

List 5 possible reasons for having Optional TOURS?

1. Tourists have free time
2. Tourists have the budget
3. Tourists request for it
4. Offered by Travel Agent
5. Promotion / Increase revenue

Discussion

?

Differentiate between OPTIONAL and ALTERNATIVE

1. What is the cause of OPTIONAL?
2. What is the cause of ALTERNATIVE?

Identify optional tours suitability for tourist

▶ Free and easy time for tourist according to tour itinerary such as:

- ▶ Date
- ▶ Time
- ▶ Duration

▶ Optional tour availability such as:

- ▶ Offered by customer
- ▶ Offered by tour destination

▶ Factors to be considered in promoting optional tour such as:

- ▶ Tourist budget
- ▶ Tourist physical condition
- ▶ Number of response from tourist (individual / group)

?

What could be the barrier?

Time
Budget
Culture
Distance
Age group
Health

Promote optional tours to the tourist

- Promotion approach to the tourist such as:
    - Price
    - Place
    - Product
    - Target group

- Information on the optional tour such as:
    - Price
    - Duration
    - Distance
    - Attraction
    - Destination
    - Minimum number of pax

?

What are the latest attractions in Langkawi?

Promote the places you have suggested

Carry out optional tours to the tourist

- Handling of optional tour payment arrangement
- Optional tour service provider such as:
  - Restaurant
  - Visiting place
  - Transportation
- Information on the visiting place to the tourist
- Tourist health, safety, security and emergency issues
- Places of visit requirement such as:
  - Touristic places do's and don'ts
  - Tourist Dress Code requirement at the visiting places (water team park, hills resort, eco and nature tourism activities, mosque, restaurant, official events, etc)
- The outcome of the pormotion and tours exeution report

End of CU10

Tourist guide CU11
HT-023-3:2012

POST TOUR REPORTING

POST TOUR REPORTING

Competency Unit Descriptor

Post tour reporting contains the scope of tour reports so that tour activities are evaluated and analysed in accordance with travel agents requirements. The Tourist Guide who is competent in post tour reporting shall be able to obtain on-tour information, study tourist feedback and generate tour report

Obtain on-tour information

▶ Purpose of obtaining on-tour information

▶ Souces of on-tour information such as:

▶ Tourist guide log book

▶ Feedback form

?

WHY do we need on tour information?

To update certain information
To improve services
To study needs of customers
To evaluate needs of changes
To be used as reference for next tour

Souces of on-tour information such as:

?

List 10 possible NEW on-tour information

1. New operation hours
2. New prices
3. New policies, rules or laws
4. New routes
5. New places / destinations
6. New operating companies
7. New offers
8. New people / visitors
9. New methods
10. New news

Tourist guide log book

?

List 10 possible items to be written in a tourist guide logbook

1. Date & Time
2. Name of Guide
3. Name of Group
4. Incident
5. Actions taken
6. Optional Tours
7. Extra expenses
8. Alerts
9. Follow ups to be carried out
10. Signature

Feedback form

What is the purpose of having a feedback form?

1. Room for improvement
2. Maintain standard of guide
3. Maintain standard of service
4. Relevance of a destination

Key areas - Feedback form

?

If you were to choose 5 key areas in a feedback form, what would you choose?

1. About the place
2. About the Guide
3. About the Vehicle
4. Overall Experience
5. Tourist Comment / Suggestion

Discussion – Layout of form

How would you prepare a feedback form?

1. Name (Optional)
2. Categories (maximum 5)
3. Maximum 5 questions in a category
4. Maximum completion within 5 minutes
5. Easy method (by selection of answers)
6. Not more than 5 choice of answers
7. Easy questions (no mathematical)
8. Likeness - start with least to most
9. Total questions not more than 20

Tourist Guide Evaluation

Gather information on tourist guide performance

START SURVEY

Tourist Guide Evaluation

1. How was the communication skill

○ Excellent

○ Very Excellent

○ Bad

Required

2. How was the level of knowledge

○ Excellent

○ Very Excellent

○ Average

○ Bad

Answered **0** of 5 ✓
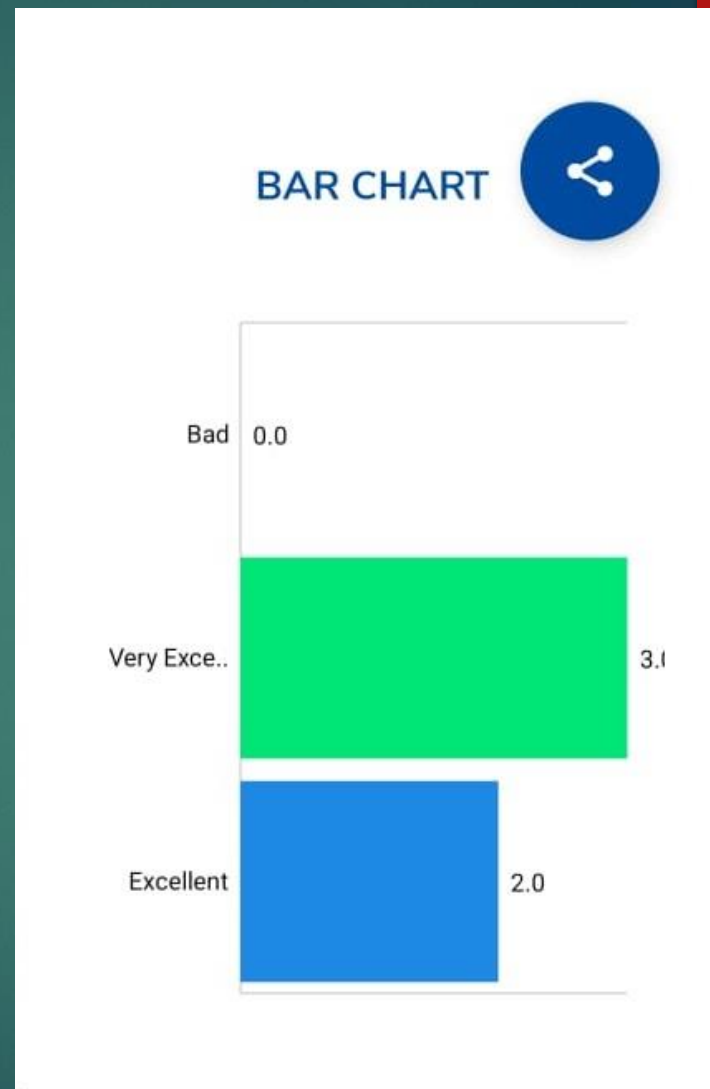
CUSTOMERS SATISFACTION SURVEY

By GEO TRAINING STUDIO

hjraylangkawi@gmail.com
(not shared) Switch accounts

TOURIST GUIDE PERFORMANCE
PLEASE ANSWER ALL QUESTIONS

1. The tourist guide dressed up neat and professionally throughout my stay

Least Agreed

1

TOURIST GUIDE PERFORMANCE
PLEASE ANSWER ALL QUESTIONS

1. The tourist guide dressed up neat and professionally throughout my stay

Least Agreed
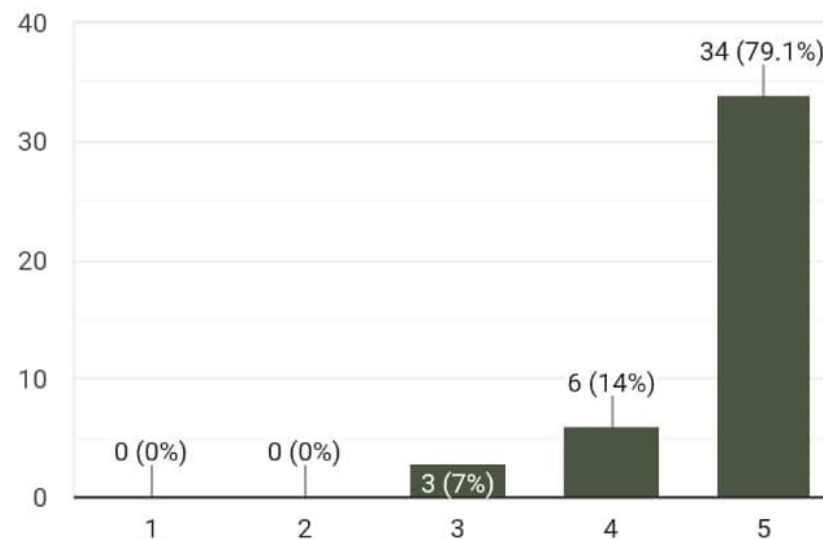
1 ○

2 ○

3 ○

4 ○

5 ○

Most Agreed

Survey

TOURIST GUIDE PERFORMANCE

1. The tourist guide dressed up neat and professionally throughout my stay

 Copy

43 responses

Study tourist feedback

- ▶ Tourist feedback form
- ▶ Tourist guide log book format and contents:
- ▶ Irregularities during tour
- ▶ Prospective tourism products
- ▶ Tourist verbal inputs
- ▶ Classification of situations and finding during tour

Generate tour report

- Purpose of reporting post tour
- Procedures to write post tour report
- Format of reports
- Post tour report
- Post tour report and collect rendered service payment

End of CU11