

## PROVIDE TOUR COACH/BUS SERVICES

### OUTLINE

#### **MODULE 1 - Prepare coach/bus, documentation and ancillary equipment according to specified procedures.**

- ✓ Introduction
- ✓ Documentation required for the trip or shift is completed according to organisational and legal requirements.
- ✓ Equipment is verified, installed or tested according to manufacturer's specifications and organisational requirements.
- ✓ Saloon amenities and equipment benefiting passengers are inspected for operation, safety and comfort according to manufacturer's and organisational specifications.
- ✓ Passenger comfort, hygiene, entertainment and refreshment provisions are loaded, verified against inventory and stored in accordance with health and hygiene requirements, provider specifications and organisational policies.

#### **MODULE 2 - Collect passengers from arrival points and deliver them at destinations according to specified procedures.**

- ✓ Coach/bus is prepared for boarding or off-loading with consideration of security and convenience factors.
- ✓ Tour group is identified efficiently and trip instructions and authorisations confirmed according to organisational policies.
- ✓ Correct and appropriate identification procedures are utilised at reception and information desks, areas and services, passenger customs exit and arrival points, e.g. sign boards with organisational names and logos, tour group names, coach/bus destination or personal identifiers.

#### **MODULE 3 - Receive and deliver luggage according to specified procedures**

- ✓ Luggage is identified correctly, labelled, recorded and loaded in accordance with organisational policies.
- ✓ Luggage is accepted as per allowances; excess luggage accepted as per organisational condition; prohibited items refused as per legislation and fragile or valuable items handled according to customer instructions or organisational guidelines.
- ✓ All information on documentation is completed, accurately, comprehensively and legibly.
- ✓ Luggage handling procedures and conditions of carriage are adhered to.
- ✓ Luggage is off-loaded and returned to passengers or handed to porter services and labelled for delivery in accordance with organisational policies.
- ✓ Coach/bus is checked for lost or misplaced luggage.
- ✓ Lost or misplaced luggage is put in safekeeping and safe return arranged according to organisational policies.
- ✓ Luggage problems are addressed and resolved as soon as possible with the service being consistent, reliable and helpful.

#### **MODULE 4 - Welcome and inform tourists according to organisational policies.**

- ✓ Tourists are welcomed on board and informed on the journey itinerary and coach amenities according to organisational policies.

- ✓ Tourist needs and requirements are observed and attended to and individual or group requests are accommodated within organisational guidelines.
- ✓ Corrective actions to get passengers to their destinations in the event of route deviations, delays experienced and breakdowns, as well as the company guidelines for consideration in selecting the most appropriate actions are described using practical examples.

#### **MODULE 5 - Co-host tour groups as an ambassador for South Africa.**

- ✓ Personal conduct and responsibility as host or co-host to tourists is performed appropriately for a range of different contexts.
- ✓ Information needs of tourists visiting South Africa and own positive contributions in satisfying this are identified for specific contexts.
- ✓ Counter information is provided to tourists to correct any possible misconceptions existing on South Africa.
- ✓ A positive image of the country is promoted at all times in interactions with tourists during tours.
- ✓ The importance of tourism to the national economy and its contribution to creating job opportunities is described for specific contexts.
- ✓ Indicators and measurements of personal quality service are developed together with a personal action plan to improve the quality of service on offer.

#### **MODULE 6 - Resolve individual and group problems according to specified procedures.**

- ✓ A variety of sources of conflict between individuals within a group are identified and solutions are generated to facilitate conflict resolution.
- ✓ Sources of potential conflict between groups are identified and solutions are generated to facilitate conflict resolution.
- ✓ Potential problems from individual members are anticipated and solutions are devised that would satisfy the customer and not exceed organisational guidelines.
- ✓ Potential problems are anticipated from tour groups and solutions are devised that would satisfy the group and not exceed organisational guidelines.

#### **MODULE 7 - Complete tour or journey and operational information according to specification**

- ✓ All information on documentation is completed accurately, comprehensively and legibly.
- ✓ Information is submitted on time and in accordance with organisational policies.
- ✓ Information affecting the tour or journey is communicated according to organisational requirement.
- ✓ Operational information on documentation is complete, accurate, comprehensive and legible.

#### **DURATION:**

Theoretical training and assessments: 3 days