

**SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Front Office Operations and Services					
TSC	Tourism Promotion					
TSC Description	Provide tourist information to guests and/or customers to address their queries and enhance their stay and experience in Singapore					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		HAS-TTO-2004-1.1				
		Provide tourist information to guests and/or customers to address their queries				
Knowledge		<ul style="list-style-type: none"> • Common types of tourist information that guests and/or customers might request for • Guidelines for accessing tourist information and promoting products and services • Guidelines for, and benefits of, providing tourist recommendations to suit guests' and/or customers' requirements • Benefits of keeping updated on tourist information • Types of guest and/or customer needs and wants • Importance of performing an ambassador role in providing information and additional services to guests and/or customers • Importance of identifying guests' and/or customers' verbal and non-verbal cues that will provide opportunities for additional sales • Importance of follow-up services with guests and/or customers 				

<p>Abilities</p>		<ul style="list-style-type: none"> • Identify available sources of tourist information, in accordance with organisational procedures • Identify and access useful tourist information • Determine guests' and/or customers' requirements through the use of appropriate questioning techniques • Comply with legal requirements when recommending tourism products and services • Present and recommend additional products and services, in accordance with guests' and/or customers' requirements • Perform follow-up with guests and/or customers, in accordance with organisational standards • Perform the role of an ambassador in accordance with organisational guidelines • Keep up-to-date with changes in the tourism industry, in line with business operations • Identify guests' and/or customers' verbal and non-verbal cues that will provide opportunities for additional sales 				
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