

TSC Category	Sales and Marketing					
TSC	Hospitality Venue Inspection					
TSC Description	Organise and conduct property site inspections to introduce facilities and features of property to clients for the purpose of closing sales					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			HAS-HTO-3015-1.1			
			Organise and conduct site inspections at property for clients and address requirements and feedback			
Knowledge			<ul style="list-style-type: none"> • Methods for gathering client requirements • Types of site inspection strategies • Features and unique selling points of the organisation's facilities • Site inspection preparation, procedures, checklists and etiquettes • Guidelines for performing closing activities, based on clients' objectives • Types of sales contracts • Guidelines for preparation and validation of contracts • Steps in sales transactions • Methods and criteria for vendor evaluation and selection • Methods for gathering clients' feedback 			
Abilities			<ul style="list-style-type: none"> • Gather and evaluate clients' requirements • Identify objectives and strategies for site inspections • Prepare site inspection checklists and perform site inspections 			

			<ul style="list-style-type: none"> • Identify and recommend complementary and peripheral products • Confirm site inspection objectives are met in accordance with clients' needs • Complete sales transactions accurately and obtain clients' signatures and authorisations • Identify, address and follow up on clients' feedback and offer appropriate explanations and responses • Identify potential external vendors to bridge clients' needs, where necessary • Welcome and use verbal and non-verbal cues when interacting with clients • Display professionalism when handling clients' feedback 			
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