

# Nepal Industrial and Business Sector **Occupational Standard (OS)** Of **National Tour Guide Level-3**



In jointly implemented by



## **Occupational classification linkage with NSCO**

**Occupational Title: National Tour Guide**

**Level: 3 (Supervisor Level)**

**Sector: Tourism**

**Sub – Sector: Travel & Tour**

**OS ID No: TR-003-078**

**Major Group: 5**

**Sub-major Group: 51**

**Minor Group: 511**

**Unit Group: 5113**

**Occupation Specific Employers Panel:**

S.N.	Name	Designation	Organization
1.	Mr. Achyut Sharma Guragain	Managing Director	Sea and Sky Tours
2.	Mr. Bijaya Rija	Managing Director	Joy Travels and Tours Pvt. Ltd
3.	Mr. Bodha Raj Bhandari	Chairman	Snowy Horizon Treks and Expedition Pvt. Ltd.
4.	Mr. Tilak Lama	Founding Director	Himaland Adventures Treks
5.	Mr. Navaraj Dahal	Managing Director	Nexus Travel and Tours, Nepal Environmental Treks and Expedition
6.	Mr. Rabin Neupane	Manager	Satori Adventures
7.	Mr. Birendra Sah	Proprietor	Good Choice Travels and Tours Pvt. Ltd.
8.	Mr. Lakpa N Sherpa	Manager	Himalayan Wonder Trekking Agency
9.	Mr. Krishna Bharati	Chairperson	Tourist Guide Association, Pokhara
10.	Mr. Ravi Kumar Madhesiya	Manager	Nepal Travels and Tours Pvt. Ltd.
11.	Ms. Kamla Gurung	Managing Director	Travel Light Pvt. Ltd

**Expert Workers Panel:**

S.N.	Name	Designation	Organization
1.	Ms. Saraswati Ghimire	Tourist Guide	Free Lancer
2.	Mr .Kapil Banjara	Tourist Guide	Langtang Ri Trekking and Expedition Pvt. Ltd
3.	Mr. Kum Karan Thakur	Tourist Guide/ Nature Guide	Shuklaphata Jungle Cottage, Mahendranagar
4.	Mr. Badri Nepal	Tourist Guide	TURGAN
5.	Mr. Thaneshor Devkota	Tourist Guide	TURGAN
6.	Mr. Hareram Baral	Tourist Guide	TURGAN
7.	Mr. Krishna Kharel	Tourist Guide	TURGAN
8.	Mr. Surendra Lohani	Tourist Guide	TURGAN
9.	Ms .Prami Shrestha	Tourist Guide	TURGAN
10.	Mr. Subash Rijal	Tourist Guide	TURGAN
11.	Mr. Ramesh Khatiwada	Tourist Guide	TURGAN
12.	Mr. Nishan Pradhan	Tourist Guide	TURGAN

**OS Development Workshop Facilitated by:**

S.N.	Name	Designation	Organization
1.	Mr. Tararaj Luitel	Facilitator	Freelancer
2.	Mr. Ajit Ranabhat	Co-facilitator/Recorder	Freelancer

**OS Reviewed by ELMS Tourism Sector Working Group:**

S.N.	Name	Designation	Representation (Organization)
1.	Ms. Sarita Lama	General Secretary	FNCCI (TAAN)
2.	Ms. Pampha Devi Dhamala	National Council Member & Chair of Tourism Committee	CNI
3.	Ms. Roshani Upadhyaya	Sr. Vice President CWEC	FNCSI
4.	Mr. Youbraj Shrestha	Executive Member	HAN
5.	Mr. Prabesh Aryal	Sector Expert	ELMS

**OS Verified by ELMS Technical Advisory Committee:**

S.N.	Name	Designation	Organization
1.	Dr. Mahesh Nath Parajuli	Professor	KU
2.	Mr. Kul Bahadur Phadera	Under secretary	MoEST
3.	Mr. Pravat Uprety	Associate Prof.	TU
4.	Mr. Kishor KC	Statistics Officer	CBS
5.	Ms. Sarada Ghimire	Dy. Director	CTEVT, Curriculum Div.

6.	Mr. Keshab Ghimire	Dy. Director	CTEVT, NSTB
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#### OS Recommended by ELMS Coordination Committee:

S.N.	Name	Designation	Organization
1.	Mr. Rabin Kumar Shrestha	Focal Person/Ex EC member	FNCCI
2.	Mr. Sumit Kumar Kedia	Executive committee member	FNCCI
3.	Mr. Birendra Raj Pandey	Vice –president	CNI
4.	Mr. Megh Nath Neupane	Senior – Consultant	CNI
5.	Ms. Shobha Gurung	Vice president	FNCSI
6.	Mr. Mohan Katuwal	Vice president	FNCSI
7.	Mr. Binayak Shah	Senior-vice president	HAN
8.	Mr. Sajjan Shakya	Secretary General	HAN
9.	Mr. Nicholas Pandey	Senior Vice President	FCAN
10.	Mr. Roshan Dahal	General Secretary	FCAN

#### OS Approved by ELMS Board:

S.N.	Name	Designation	Organization
11.	Mr. Shekhar Golchha	President	FNCCI
12.	Mr. Vishnu Kumar Agarwal	President	CNI
13.	Mr. Shyam Kumar Giri	President	FNCSI
14.	Ms. Srijana Rana	President	HAN
15.	Mr. Rabi Singh	President	FCAN
16.	Mr. Chandra Kanta Adhikari	Member Secretary	ELMS

#### Occupational Description:

Guides are tourism professionals that lead their guests through the most interesting parts of their region. It is their task to entertain visitors to their region and to help them to interpret the sights that they are visiting. In this line of occupation, they are desired to be technology friendly and well informed on technologies applicable in tourism sector eg language translator apps, map reading, compass, altitude reading etc. Guides are responsible for safety and fun while traveling, whether exploring the city, enjoying a wildlife safari in the jungle or clients are making any purchase. So, they are desired to have knowledge on laws/rules and regulation specially relating to foreign exchange, export policy, wild life and conservation laws. Tour guides are expected to have profound knowledge on historical places, typical Nepalese cuisine, culture and diversity, flora and fauna, adventure, heritage site, bird watching, climate and environment, current political and national affairs, language and popular tourist destinations of a neighboring countries.

The occupation National Tour Guide Level-3 describes the individual with required knowledge for applying basic method of performance, knowledge to select tools, equipment and materials appropriate for the given task. He/she possess the ability to apply basic theory and principle of the common duties and tasks to solve the given assignment. Further, the performer has ability to act independently in simple core skills and can work under the supervision of supervisor for some higher level of tasks to ensure the technicality as a co-worker. This individual has to operate machines and supervises assistant worker and labour in the team. Nepal's industrial & business sector expects Individual reserving set level of skills, knowledge and attitudes which reflect for the improvement of production/services and workers' productivity.

#### Occupational and environmental safety:

The occupation is mainly concentrated on escorting groups of tourists to various sites and provide them with factual and interesting information about the sights they see. So there is probability of noise or sound pollution, produce of wastage, conflict in cultural sensitivity, in the visiting sites. In this line of profession knowledge on ecofriendly practices, conservation values and practices, knowledge of animal rights and biodiversity and cultural sensitivity is desired. Similarly they are expected to prevent group from causing any harm to local environment, flora and fauna and abide by laws and regulations

#### Minimum Job Entry Requirement:

As per the labour law the Nepalese citizen aged 18 years and above and competent as per this occupation standards are eligible to enter in this occupation. To cope the required knowledge and tasks performance standard of this occupation Bachelor's level graduates or equivalent qualification are suggested to enter in this skill and knowledge impartation courses.

#### Worker's traits:

The desired workers traits are mentally and physically fit and strong, creative, presentable, having good sense of humor, disciplined and positive attitudes, quick decision maker, problem solving capacity, good team players, high level of passionate, courteous, storytelling capacity, good entertainer, good communication skill, proper time management, well behaved in manner, maintaining

hospitality and away from child and sexual abuse.

**Occupational career path:**

- **Above the Position-** Senior/ Specialized National Tour Guide
- **Current Position-** National Tour Guide, Level-3
- **Below the Position-** Assistant Tour Guide/ Local Guide

**Abbreviation used:**

Task Level	Rating number and their meaning
Significance	: 1-Important; 2-Moderately important; 3-Highly important;
Ease	: 1-Easy; 2-Moderately easy; 3-Very easy;
Occurrence	: 1-Rarely occurred; 2-Moderately occurred; 3-Frequently occurred.

N/A	: Not Applicable
OS	: Occupation Standard
FNCCI	: Federation of Nepalese Chamber of Commerce & Industries
CNI	: Confederation of Nepalese Industries
FNCSI	: Federation of Nepalese Cottage & Small Industries
FCAN	: Federation of Construction Association Nepal
HAN	: Hotel Association Nepal
ELMS	: Employers Led Market Secretariat
SWG	: Sector Working Group
TAC	: Technical Advisory Committee
SOP	: Standard Operating Procedure
KU	: Kathmandu University
MoEST	: Ministry of Education, Science & Technology
TU	: Tribhuvan University
CBS	: Central Bureau of Statistics
CTEVT	: Council of Technical Education and Vocational Training
NSTB	: National Skill Testing Board
Div	: Division
PPE	: Personal Protective Equipment
TURGAN	: Tourist Guide Association of Nepal

## List of duties and tasks of the occupation:

Soft skills Area:			
S.N.	Duty statements	Task Number.	Task statements
1.	Demonstrate positive attitudes	1. 2. 3. 4. 5.	Manage time Exhibit empathy Keep work ethics Respond assignment Receive / give feedback and feed forward
2.	Exhibit interpersonal skills	6. 7. 8. 9.	Listen others Communicate with others Coordinate with others Perform net-working
3.	Demonstrate occupational leadership	10. 11. 12. 13. 14.	Exhibit behavior of team player Make decision Solve problem Take responsibility and accountability Develop work plan of National Tour Guide
Core skills Area:			
S.N.	Duty statements	Task number	Task statements
4.	Lead Tour Group	15. 16. 17. 18. 19. 20. 21. 22. 23. 24. 25.	Receive group/guest Welcome group/guest Introduce tour crew Assist hotel check in Brief itinerary Inform clients about do's and don'ts Conduct site visit Facilitate to interact with the local community upon clients interest. Provide commentaries on visiting sites Assist in hotel check out Arrange departure
5.	Provide information	26. 27. 28. 29. 30. 31.	Provide money exchange information Provide information on weather Condition. Provide information on custom duty policy, Provide information on spa & wellness Provide general information of Nepal Provide information On Flora and Fauna
6.	Provide safety, security and comfort	32. 33. 34. 35. 36. 37.	Provide information on visiting site Ensure vehicle is suitable for travel Manage vehicles in the case of emergency situation Brief clients on requirements as per the weather forecast Provide information on the situation of travel routes Park vehicle on the spots nearby visiting sites
7.	Handle odd/unforeseen situations	38. 39. 40.	Handle emergency situation Handle dispute Handle controversial subject matter.
8.	Communicate with concerned stakeholders.	41. 42. 43. 44.	Communicate with travel and tour operators Communicate with transport providers Communicate with vehicle crew Communicate with accommodation providers

		45.	Communicate with food providers
		46.	Communicate with airlines companies
9.	Manage tour time	47.	Manage tour time
10.	Manage Meal	48.	Manage meal for tour members
		49.	Inform and assist clients on available options
		50.	Assist in settling the bill
11.	Manage accommodation	51.	Manage accommodation for tour members
12.	Maintain Hospitality amongst tour members	52.	Maintain hospitality by abiding code of conduct.
		53.	Conduct entertaining activities during the tour
		54.	Debrief tour
13.	Provide report and feedback	55.	Collect and submit feedback form
		56.	Financial settlement and reporting

## Task Competency Standard

### Soft Skills Area:

<b>Task number:</b>	<b>1</b>		
<b>Task statement:</b>	<b>Manage time</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	3
<b>Terminal performance standard:</b>	<b>Given Condition</b> <ul style="list-style-type: none"> <li>Regular duty hours and work plan</li> </ul> <b>Task:</b> Manage time <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Exhibited punctuality;</li> <li>Task completed within the given time frame;</li> <li>Task performed as per the given work plan.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Importance of time management;</li> <li>Work priority and rescheduling as per the urgency;</li> <li>Points to be consider while managing time during duty hours.</li> </ul>		

<b>Task number:</b>	<b>2</b>		
<b>Task statement:</b>	<b>Exhibit empathy</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	2	2	1
<b>Terminal performance standard:</b>	<b>Given Condition</b> <ul style="list-style-type: none"> <li>Any incident (Problems, awkward situation or unusual situation) of customer or team members</li> </ul> <b>Task:</b> Exhibit empathy <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Expressed feelings (body language, gesture, posture, facial expression) as per the given incident during the performance;</li> <li>Acted accordingly as per the feelings.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Meaning and importance empathy;</li> <li>Different situation of empathy exhibition;</li> <li>Points to be consider while exhibiting empathy.</li> </ul>		

<b>Task number:</b>	<b>3</b>		
<b>Task statement:</b>	<b>Adopt work ethics of the occupation</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	3
<b>Terminal performance standard:</b>	<b>Given Condition</b> <ul style="list-style-type: none"> <li>Occupational ethics and Code of conduct of organization;</li> <li>Standard operating procedure (SOP).</li> </ul> <b>Task:</b> Keep work ethics <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Given occupational ethics and organizational code of conduct is followed;</li> <li>SOP is followed;</li> <li>Performer is satisfied and motivated in the occupation.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Meaning and importance work ethics;</li> </ul>		



	<ul style="list-style-type: none"> <li>Occupational work ethics;</li> <li>Code of conducts of organization or SOP.</li> </ul>
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<b>Task number:</b>	<b>4</b>		
<b>Task statement:</b>	<b>Respond assignment</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Any assignment or task order</li> </ul> <b>Task:</b> Respond assignment <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Prompt response is exhibited;</li> <li>Assignment noted;</li> <li>Assignment completed within the agreed time.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Importance of timely response;</li> <li>Time requirement any assignment;</li> <li>Manner of interaction with others;</li> <li>Types of work and urgency.</li> </ul>		

<b>Task number:</b>	<b>5</b>		
<b>Task statement:</b>	<b>Receive / give feedback and feed forward</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	3
<b>Terminal performance standard:</b>	<b>Given Condition</b> <ul style="list-style-type: none"> <li>Any assignment or task order</li> </ul> <b>Task:</b> Receive / give feedback and feed forward <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Performer listen actively;</li> <li>Noted feed forward and feedback;</li> <li>Firstly given positive feedback objectively;</li> <li>Secondly given developmental feedback objectively;</li> <li>Digestible amount of feedback is considered.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Meaning and importance of feed forward and feedback;</li> <li>Types of feedback;</li> <li>Techniques of receiving and giving feed forward and feedback.</li> </ul>		

<b>Task number:</b>	<b>6</b>		
<b>Task statement:</b>	<b>Listen others</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	3
<b>Terminal performance standard:</b>	<b>Given Condition</b> <ul style="list-style-type: none"> <li>Customer or team member is complaining / reporting</li> </ul> <b>Task:</b> Listen others <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Performer listen actively;</li> <li>Nodded the head during listening;</li> <li>Asked for clarification;</li> <li>Noted the complaint or reporting;</li> <li>Reporter or complainer is satisfied with his/her listening attitude.</li> </ul>		

<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>• Importance of active listening;</li> <li>• Differences between active listening and hearing;</li> <li>• Techniques of active listening.</li> </ul>
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<b>Task number:</b>	<b>7</b>		
<b>Task statement:</b>	<b>Communicate with others</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	3
<b>Terminal performance standard:</b>	<b>Given Condition</b> <ul style="list-style-type: none"> <li>• Information to be communicated;</li> <li>• Relevant audience.</li> </ul> <b>Task:</b> Communicate with others <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>• Clear and audible voice is listen;</li> <li>• Communicated with pleasant vocal;</li> <li>• Natural visual expressions are exhibited during the communication;</li> <li>• Information shared is concise and complete.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>• Meaning and importance of effective communication;</li> <li>• Effective communication model;</li> <li>• Types of communication;</li> <li>• Means of communication;</li> <li>• Techniques of effective communication.</li> </ul>		

<b>Task number:</b>	<b>8</b>		
<b>Task statement:</b>	<b>Coordinate with others</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	3
<b>Terminal performance standard:</b>	<b>Given Condition</b> <ul style="list-style-type: none"> <li>• Agenda or issue or information to be coordinated;</li> <li>• Team members or relevant stakeholders;</li> <li>• Means of coordination.</li> </ul> <b>Task:</b> Coordinate with others <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>• Coordination is done per the given agenda, issues or information to be shared;</li> <li>• Coordination is done per the target receivers;</li> <li>• Coordination is done per the given means of coordination.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>• Meaning and importance coordination;</li> <li>• Means of coordination;</li> <li>• Techniques of effective coordination.</li> </ul>		

<b>Task number:</b>	<b>9</b>		
<b>Task statement:</b>	<b>Perform net-working</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	1	2

<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>• Assignment;</li> <li>• Job description.</li> </ul> <b>Task:</b> Perform net-working <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>• Service delivery met the standard of the organization;</li> <li>• Additional service procurement is found easily.</li> </ul>
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>• Meaning and importance of networking;</li> <li>• Means of networking;</li> <li>• Techniques of effective networking.</li> </ul>

<b>Task number:</b>	<b>10</b>		
<b>Task statement:</b>	<b>Exhibit behavior of team player</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	2	1	2
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>• Assignment;</li> <li>• Working team.</li> </ul> <b>Task:</b> Exhibit behavior of team player <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>• Team members are encouraged;</li> <li>• Taken collective ownership;</li> <li>• Possessed cooperative and assertiveness;</li> <li>• Taken responsibility and accountability.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>• Meaning and importance of team work;</li> <li>• Characteristics of good team player;</li> <li>• Phases of team formation;</li> <li>• Tips of effective team work.</li> </ul>		

<b>Task number:</b>	<b>11</b>		
<b>Task statement:</b>	<b>Make decision</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	3	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>• Any assignment with possible unusual situation during the process;</li> <li>• Problem or case and time frame.</li> </ul> <b>Task:</b> Make decision <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>• Decision taken within given time frame;</li> <li>• Desired result achieved;</li> <li>• Decision considered efficient use of time, money and resources.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>• Meaning and importance of decision making;</li> <li>• Simple decision making process.</li> </ul>		

<b>Task number:</b>	<b>12</b>		
<b>Task statement:</b>	<b>Solve problem</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	3	3

<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Any problem or case and time frame</li> </ul> <b>Task:</b> Solve problem <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Problems are solved in given time frame;</li> <li>Desired result is achieved;</li> <li>Considered the efficient use of time, money and resources.</li> </ul>
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Meaning and importance of problem solving;</li> <li>List of potential problems in the occupation (National Tour Guide);</li> <li>General problem solving techniques.</li> </ul>

<b>Task number:</b>	<b>13</b>		
<b>Task statement:</b>	<b>Take responsibility and accountability</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Assignment;</li> <li>Job description.</li> </ul> <b>Task:</b> Take responsibility and accountability <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Exhibited dedication to the assignment;</li> <li>Attempted to complete the assignment as per the set standard;</li> <li>Taken ownership of results.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Meaning of responsibility and accountability;</li> <li>Importance of responsibility and accountability for National Tour Guide.</li> </ul>		

<b>Task number:</b>	<b>14</b>		
<b>Task statement:</b>	<b>Develop work plan of National Tour Guide</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>List of tasks and their priority order;</li> <li>Planning forms and format;</li> <li>Job description.</li> </ul> <b>Task:</b> Develop work plan of National Tour Guide <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Plan is developed as per the given tasks;</li> <li>Planning is done in given forms and format;</li> <li>Tasks are planned based on priority order or sequence;</li> <li>Considered efficient use of resources (time, money, and people).</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Meaning of planning;</li> <li>Importance of planning;</li> <li>Different planning tools;</li> <li>Points to be considered while planning.</li> </ul>		

Core Skills Area			
<b>Task number:</b>	15		
<b>Task statement:</b>	Receive group/guest		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Arrival spot</li> </ul> <b>Task:</b> Receive Group/ Guest <b>Time:</b> N/A Can vary based on group size and situation <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Placard displayed;</li> <li>Name list verified;</li> <li>Luggage identified and loaded;</li> <li>Guest seated in the vehicle.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Meaning and importance of arrival procedure.</li> <li>Points to be considered during arrival;</li> <li>Luggage handling.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Ensure luggage are intact.</li> <li>Mitigate potential hassle from hackers.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Placard, itinerary, name list;</li> <li>Pen, paper, mobile phone;</li> <li>Tour guide identity card;</li> <li>Vehicle, trollies,</li> </ul>		

<b>Task number:</b>	16		
<b>Task statement:</b>	Welcome group/guest		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	3	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Arrival spot</li> </ul> <b>Task:</b> Welcome group/guest <b>Time:</b> N/A Can vary based on group size and situation <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Greetings acknowledged;</li> <li>Garland/khada/tika /souvenir noticed.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Importance of Welcoming Procedure;</li> <li>Understanding of sensitivity and sentiment of arriving guests.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Provide mask and sanitizer if necessary;</li> <li>Maintain social distance;</li> <li>Be aware of potential allergies from use of welcoming materials.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Garland, khada;</li> <li>Tika, souvenir, map;</li> <li>Flower, bookie;</li> <li>Garland.</li> </ul>		

<b>Task number:</b>	<b>17</b>		
<b>Task statement:</b>	<b>Introduce tour crew</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	3	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Arrival spot</li> </ul> <b>Task:</b> Introduce tour crew <b>Time:</b> N/A Can vary based on group size and situation <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Everyone is introduced;</li> <li>Visiting cards are exchanged.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Meaning and importance of group introduction;</li> <li>Technique of introduction;</li> <li>Time management.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Provide mask and sanitizer whenever necessary;</li> <li>Maintain physical distance;</li> <li>Be cautious using blunt languages.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Visiting card, Pen and Paper.</li> </ul>		

<b>Task number:</b>	<b>18</b>		
<b>Task statement:</b>	<b>Assist hotel check in</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	2
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Hotel check in point</li> </ul> <b>Task:</b> Assist hotel check In <b>Time:</b> N/A Depending on group size Can vary based on group size and check in procedure <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Arrived at hotel;</li> <li>Rooms are allocated;</li> <li>Keys are handed over;</li> <li>Luggage are delivered.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Standard check in procedure</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Handle personal documents carefully;</li> <li>Handle luggage carefully;</li> <li>Ensure guest reach safely at the hotel.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Passport, other documents;</li> <li>Luggage, door key.</li> </ul>		

<b>Task number:</b>	<b>19</b>		
<b>Task statement:</b>	<b>Brief itinerary</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	3	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Detail itinerary;</li> <li>Assembling area.</li> </ul> <b>Task:</b> Brief itinerary <b>Time:</b> 10-20 Minutes/briefing <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Itinerary is understood;</li> <li>Itinerary is tallied;</li> <li>Itinerary is well narrated.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Content details;</li> <li>Importance of an itinerary;</li> <li>Adjustment of an itinerary;</li> <li>Includes and excludes.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Maintain Physical distancing;</li> <li>Ensure assemble area is safe.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Itinerary, mike, microphone.</li> </ul>		

<b>Task number:</b>	<b>20</b>		
<b>Task statement:</b>	<b>Inform clients about do's and don'ts</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	3	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Clients;</li> <li>Assembling Area;</li> <li>Itinerary;</li> <li>Visiting sites.</li> </ul> <b>Task:</b> Inform clients about do's and don'ts <b>Time:</b> 2 Minutes (Per Site) <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Client's understood do's and don'ts;</li> <li>Clients followed the instructions.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Importance of explaining do's and don'ts;</li> <li>Possible consequences;</li> <li>Rules and regulation.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Maintain physical distancing;</li> <li>Ensure assemble area is safe.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Itinerary, mike, microphone;</li> <li>Pen, pencil, note book.</li> </ul>		

<b>Task number:</b>	<b>21</b>		
<b>Task statement:</b>	<b>Conduct site visit</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	1	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Itinerary;</li> <li>Visiting sites.</li> </ul> <b>Task:</b> Conduct site visit <b>Time:</b> N/A As per itinerary <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Clients are well informed on visiting sites;</li> <li>Queries addressed;</li> <li>Clients are entertained.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Do's and don'ts;</li> <li>Detailed information of visiting sites;</li> <li>Group controlling.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Maintain Physical distancing;</li> <li>Prevent from loss of goods;</li> <li>Prevent from disappearance of group members;</li> <li>Prevent from conflict;</li> <li>Prevent from misguidance.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Itinerary, mike, group, symbol, flag, cap, badge.</li> </ul>		

<b>Task number:</b>	<b>22</b>		
<b>Task statement:</b>	<b>Facilitate to interact with the local community upon clients interest</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Itinerary;</li> <li>Visiting sites;</li> <li>Community.</li> </ul> <b>Task:</b> Facilitate to interact with the local community upon clients interest <b>Time:</b> As per itinerary <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Guest and community people are interacted;</li> <li>Queries addressed;</li> <li>Clients are entertained.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Do's and don'ts;</li> <li>Information visiting sites;</li> <li>Community and culture.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Maintain physical distancing;</li> <li>Prevent from loss of goods;</li> <li>Prevent from disappearance of group members;</li> <li>Prevent from conflict;</li> <li>Prevent from misguidance.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Itinerary, Mike, Group, Symbol, Flag, Cap, Badge.</li> </ul>		



<b>Task number:</b>	<b>23</b>		
<b>Task statement:</b>	<b>Provide commentaries on visiting sites</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Visiting site;</li> <li>Vehicle.</li> </ul> <b>Task:</b> Provide commentaries on visiting sites <b>Time:</b> N/A As per the itinerary <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Clients received necessary information;</li> <li>Clients are well informed on visiting sites;</li> <li>Queries addressed;</li> <li>Clients are entertained.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Fact and figures, uniqueness/speciality of visiting sites</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Prevent from loss of client belongings;</li> <li>Convey information in an understandable language.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Mike , itinerary, camera;</li> <li>Binocular, group symbol;</li> <li>Flag, cap, badge, sticker, band;</li> <li>T-Shirts, jacket.</li> </ul>		

<b>Task number:</b>	<b>24</b>		
<b>Task statement:</b>	<b>Assist in hotel check out</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	2
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Check out point of Hotel</li> </ul> <b>Task:</b> Assist in check out <b>Time:</b> 20 Minutes <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Clients checked out from hotel;</li> <li>Luggage and belongings are carried;</li> <li>Account is settled.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Timing and checkout procedure</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Ensure belongings are not forgotten;</li> <li>Ensure guest check out safely.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Keys, receipt, bill.</li> </ul>		

<b>Task number:</b>	<b>25</b>		
<b>Task statement:</b>	<b>Arrange departure</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	1
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>• Guest;</li> <li>• Vehicle;</li> <li>• Luggage carrier;</li> <li>• Departure time.</li> </ul> <b>Task:</b> Arrange Departure <b>Time:</b> N/A Depends on distance <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>• Feedback received;</li> <li>• Guest departs.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>• Meaning and importance departure;</li> <li>• Departure procedure;</li> <li>• Departure commentary.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>• Ensure clients take departure tickets, passports and important documents</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>• Garland; souvenirs, trolley, ticket, passport.</li> </ul>		

<b>Task number:</b>	<b>26</b>		
<b>Task statement:</b>	<b>Provide money exchange information</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	3	2
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>• Foreign currency exchange point</li> </ul> <b>Task:</b> Provide money exchange information on foreignnn exchange <b>Time:</b> 5 Minutes <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>• Exchange rate is conveyed;</li> <li>• Foreign currency is exchanged.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>• Daily exchange rate of foreign currency;</li> <li>• Foreign currency act;</li> <li>• ATM/Money exchange Center.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>• Currency is not tampered;</li> <li>• Ensure currency is handled safely;</li> <li>• Safe use of cards.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>• Currency, debit/credit card, calculator.</li> </ul>		

<b>Task number:</b>	<b>27</b>		
<b>Task statement:</b>	<b>Provide information of weather Condition</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	3	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Daily weather forecast report;</li> <li>Digital device.</li> </ul> <b>Task:</b> Provide information of weather condition <b>Time:</b> 5 minutes /event <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Daily weather forecast report is conveyed;</li> <li>Weather forecast report is received;</li> <li>Materials are carried as per the forecasted weather condition.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Daily weather condition;</li> <li>Use of information technology.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Ensure safety tools, equipments are carried</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Mobile, lap top, raincoat;</li> <li>Umbrella, sun glasses;</li> <li>Sunscreen, cap.</li> </ul>		

<b>Task number:</b>	<b>28</b>		
<b>Task statement:</b>	<b>Provide information on custom duty policy</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	3	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Arrival time;</li> <li>Custom duty policy.</li> </ul> <b>Task:</b> Provide information on custom duty policy <b>Time:</b> 5 Minutes <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Custom and duty policies are followed.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Custom and duty policy;</li> <li>Policy, rules and regulation , penalty.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Ensure contraband goods are not carried.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Policy documents</li> </ul>		

<b>Task number:</b>	<b>29</b>		
<b>Task statement:</b>	<b>Provide information on wellness</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	3	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Information desired;</li> <li>Wellness outlets.</li> </ul> <b>Task:</b> Provide information on spa & wellness <b>Time:</b> 5 Minutes <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Clients are informed on spa &amp; wellness activities;</li> <li>Clients visit the wellness centers.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Available wellness outlets;</li> <li>Meaning &amp; importance of health and well being.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Ensure guest are well informed on wellness centers.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Brochure, flyers of wellness centers.</li> </ul>		

<b>Task number:</b>	<b>30</b>		
<b>Task statement:</b>	<b>Provide general information of Nepal</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	1	2
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Clients;</li> <li>Information desired;</li> <li>Visiting sites.</li> </ul> <b>Task:</b> Provide general information of Nepal <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Clients are briefed on general information of Nepal;</li> <li>Clients are briefed on visiting sites;</li> <li>Clients are informed on visiting sites.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Meaning and importance of providing general information of the country;</li> <li>Nepali culture and social diversity, history, , Iconography heritage site, temple and monuments, rivers and rivulets, handicrafts and souvenirs;</li> <li>Information on visiting sites;</li> <li>Norms, values and beliefs of visiting sites.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Manage physical distancing;</li> <li>Handle cultural shock;</li> <li>Provide right information;</li> <li>Ensure do's and don'ts are followed.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Booklets, audio-visuals, slides, documentaries, maps.</li> </ul>		

<b>Task number:</b>	<b>31</b>		
<b>Task statement:</b>	<b>Provide information on flora and fauna</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	1	2
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Available Flora and Fauna at visiting site/spot</li> </ul> <b>Task:</b> Provide information flora and fauna <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Clients are informed about flora and fauna of Nepal</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Nepali flora and fauna;</li> <li>Botanical, zoological names;</li> <li>Bird species/habitats;</li> <li>Meaning and Importance;</li> <li>Types of land;</li> <li>Medicinal use;</li> <li>Endangered and protected species.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Inform on possible allergies and bites;</li> <li>Protect from possible encounters from wild animals/amphibians;</li> <li>Protect from contact with poisonous plants;</li> <li>Inform not to carry valuable goods.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Safety uniform like boots, full sleeves, sticks;</li> <li>Binoculars, camera, water bottle, first aid kit, cap, glasses (sun ).</li> </ul>		

<b>Task number:</b>	<b>32</b>		
<b>Task statement:</b>	<b>Provide information on visiting site</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	1	2
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Historical site;</li> <li>Cultural site;</li> <li>Religious site;</li> <li>Heritage site.</li> </ul> <b>Task:</b> Provide information on visiting site <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Clients are well informed;</li> <li>Information provided is factual;</li> <li>Do's and dont's are followed;</li> <li>Voice is clear and audible.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Historical site;</li> <li>Cultural site;</li> <li>Religious site;</li> <li>Heritage site;</li> <li>Information flowing.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Provide factual information;</li> <li>Ensure voice is audible and clear;</li> <li>Ensure do's and dont's are conveyed .</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Booklets, electronic media, brochures.</li> </ul>		

<b>Task number:</b>	<b>33</b>		
<b>Task statement:</b>	<b>Ensure vehicle is suitable for travel.</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	3	3
<b>Terminal performance standard:</b>	<p><b>Given Condition:</b></p> <ul style="list-style-type: none"> <li>• Before start of tour;</li> <li>• Vehicle;</li> <li>• Driver;</li> <li>• Helper.</li> </ul> <p><b>Task:</b> Ensure vehicle is suitable for travel  <b>Time:</b> 5 Minutes  <b>Standard/Criteria:</b></p> <ul style="list-style-type: none"> <li>• Vehicle is in safe condition to travel;</li> <li>• Guest felt safe to travel;</li> <li>• Vehicle is clean;</li> <li>• Safety features are equipped;</li> <li>• Micro phone is working;</li> <li>• Refrigerator is available;</li> <li>• Guest are seated comfortably.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>• Importance of safety measure and communication device;</li> <li>• Awareness of safety tools available in a vehicle;</li> <li>• Comfortable vehicle.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>• Sanitizer , face mask, fire extinguisher are available;</li> <li>• Seat belt is well functioning;</li> <li>• Ladder / door step is available in a vehicle.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>• Water bottle, first aid kit, fire extinguisher.</li> </ul>		

<b>Task number:</b>	<b>34</b>		
<b>Task statement:</b>	<b>Manage vehicles in the case of emergency situation</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	1	1
<b>Terminal performance standard:</b>	<p><b>Given Condition:</b></p> <ul style="list-style-type: none"> <li>• Emergence of emergency situation;</li> <li>• Vehicle;</li> <li>• Driver;</li> <li>• Transport company/ transporter.</li> </ul> <p><b>Task:</b> Manage vehicles in the case of emergency situation  <b>Time:</b> 5 Minutes /event  <b>Standard/Criteria:</b></p> <ul style="list-style-type: none"> <li>• Vehicle is available in the emergency situation;</li> <li>• Safety features are equipped.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>• Importance of safety measure and communication device;</li> <li>• Awareness of safety tools available in a vehicle;</li> <li>• Available transport companies;</li> <li>• Possible emergency situations such as breakdown, Accident;</li> <li>• Available health services provider.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>• Sanitizer , Face Mask, Fire Extinguisher are available;</li> <li>• Seat belt is well functioning;</li> <li>• Ladder / step is available in a vehicle;</li> <li>• Ensure traffic rules are followed properly.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>• First Aid Kit, phone, list of transport companies, list of health service providers;</li> <li>• List of local authorities.</li> </ul>		

<b>Task number:</b>	<b>35</b>		
<b>Task statement:</b>	<b>Brief clients on requirements as per the weather forecast</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	3	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>During tour;</li> <li>Weather forecast;</li> <li>Digital devices.</li> </ul> <b>Task:</b> Brief clients on requirements as per the weather forecast <b>Time:</b> 5 Minutes /daily trip <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Guest are well informed about weather condition;</li> <li>Guest carried necessary materials as per the weather condition.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Importance of safety measure and communication device;</li> <li>Pre information on weather condition and materials required as necessary;</li> <li>Compass, map reading.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Guest are informed in advance on weather condition;</li> <li>Ensure safety materials are carried;</li> <li>Ensure mobile device has sufficient balance.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>First Aid Kit, phone, umbrella, raincoat, compass.</li> </ul>		

<b>Task number:</b>	<b>36</b>		
<b>Task statement:</b>	<b>Provide information on the situation of travel routes</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	2
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Situation of route</li> </ul> <b>Task:</b> Provide information on the situation of travel routes <b>Time:</b> N/A Situational <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Guest are informed on travel route;</li> <li>Alternative route is used;</li> <li>Vehicle is parked when necessary.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Importance of safety measures;</li> <li>Prior information on travel route condition;</li> <li>Compass, map reading.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Communication device has sufficient balance;</li> <li>Guest are informed in advance on weather condition;</li> <li>Ensure safety equipment's are carried.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>First Aid Kit, Phone, Umbrella, Raincoat;</li> <li>Compass, Map, Communication device.</li> </ul>		

<b>Task number:</b>	<b>37</b>		
<b>Task statement:</b>	<b>Park vehicle on the spots nearby visiting sites.</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	1	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Parking spots;</li> <li>Route map.</li> </ul> <b>Task:</b> Park vehicle on the spots nearby visiting sites <b>Time:</b> N/A- Situational <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Vehicle is parked in a designated parking lot or site;</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Available parking spots;</li> <li>Importance of prior information on travel route;</li> <li>Importance of prior information on alternative parking spots.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Device has sufficient balance;</li> <li>Ensure driver park on designated parking spot;</li> <li>Properly parked;</li> <li>Safely parked.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>First aid kit, mobile phone, compass, map, vehicle.</li> </ul>		

<b>Task number:</b>	<b>38</b>		
<b>Task statement:</b>	<b>Handle emergency situation</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	1	2
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Flight time management;</li> <li>Health/Sickness – self/ guest/ vehicle driver;</li> <li>Traffic chaos;</li> <li>Accident case;</li> <li>Belongings left / missed;</li> <li>Wild life attack .</li> </ul> <b>Task:</b> Handle emergency situation <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Concerned authorities are informed about the situation;</li> <li>Emergency situation is tactfully handled;</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Types of emergency;</li> <li>Handling/ dealing emergency situation;</li> <li>First aid;</li> <li>Fire extinguisher handling;</li> <li>Nearby health service providers.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Avoid panicking;</li> <li>Comfort guest on emergency situation.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>First aid kit, communication device, fire extinguisher;</li> <li>Water, ambulance, wheel chair,</li> </ul>		



<b>Task number:</b>	<b>39</b>		
<b>Task statement:</b>	<b>Handle dispute</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	1	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Dispute between group members;</li> <li>Dispute between group members and community;</li> <li>Dispute with vehicle crew member;</li> <li>Dispute with tour operator.</li> </ul> <b>Task:</b> Handle dispute <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Dispute is handled;</li> <li>Dispute is sorted out;</li> <li>Harmony is created.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Possible causes of dispute;</li> <li>Disputes handling.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Stay alert to avoid conflicting situation,manhandling,argument and altercation;</li> <li>Comfort group crew member as per necessary;</li> <li>Avoid panicking situation.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Communication devices.</li> </ul>		

<b>Task number:</b>	<b>40</b>		
<b>Task statement:</b>	<b>Handle controversial subject matter.</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	1	1
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Occurrence of unpleasant situation</li> </ul> <b>Task:</b> Handle controversial subject matter <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Controversial matter is handled;</li> <li>Controversial matters is tackled;</li> <li>Controversial matter is sorted out.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Awkward situation handling;</li> <li>Possible casuses of controversial subject matters (personal, religious, cultural and political)</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Remain diplomatic;</li> <li>Handle tactfully;</li> <li>Be well versed;</li> <li>Comfort group;</li> <li>Avoid biosness;</li> <li>Avoid panic situation.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Communication devices</li> </ul>		

<b>Task number:</b>	<b>41</b>		
<b>Task statement:</b>	<b>Communicate with travel and tour operators</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	2
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Subject matter to be communicated with travel and tour operators</li> </ul> <b>Task:</b> Communicate with travel and tour operators <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Well delivered;</li> <li>Well understood;</li> <li>Well responded.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Meaning and importance of proper communication;</li> <li>Importance of contents of message;</li> <li>Importance of effective delivery;</li> <li>Effective communication skills.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Avoid using unpleasant /blunt words;</li> <li>Well versed;</li> <li>Pleasing tone;</li> <li>Audible;</li> <li>Clarity.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Communication device;</li> <li>Digital media.</li> </ul>		

<b>Task number:</b>	<b>42</b>		
<b>Task statement:</b>	<b>Communicate with transport providers</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	2
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Subject matter to be communicated with transport providers</li> </ul> <b>Task:</b> Communicate with transport providers <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Clearly communicated;</li> <li>Clearly understood;</li> <li>Well responded.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Meaning and importance of proper communication;</li> <li>Effective communication skills.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Avoid using unpleasant /blunt words;</li> <li>Well versed;</li> <li>Pleasing tone;</li> <li>Audible;</li> <li>Clarity.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Itinerary, communication device.</li> </ul>		

<b>Task number:</b>	<b>43</b>		
<b>Task statement:</b>	<b>Communicate with vehicle crew</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	2
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Subject matter to be communicated with a vehicle crew</li> </ul> <b>Task:</b> Communicate with vehicle crew <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Clearly communicated;</li> <li>Clearly understood;</li> <li>Well responded;</li> <li>Vehicle arrived in designated place;</li> <li>Luggage is loaded;</li> <li>Guest boarded/unboarded down from the vehicle.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Meaning and Importance of proper communication;</li> <li>Effective Communication Skills;</li> <li>Effective communication process.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Avoid using unpleasant /blunt words;</li> <li>Well versed;</li> <li>Pleasing tone;</li> <li>Audible;</li> <li>Clarity.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Itinerary, communication device.</li> </ul>		

<b>Task number:</b>	<b>44</b>		
<b>Task statement:</b>	<b>Communicate with accommodation providers</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	2
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Subject matter to be communicated with the accommodation providers</li> </ul> <b>Task:</b> Communicate with accommodation providers <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Clearly communicated guest requirements;</li> <li>Clearly understood;</li> <li>Well responded;</li> <li>Reservation Confirmed.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Meaning and Importance of proper communication;</li> <li>Effective communication skills;</li> <li>Available accommodation services and their efficiency.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Avoid using unpleasant /blunt words;</li> <li>Well versed;</li> <li>Pleasing tone;</li> <li>Audible;</li> <li>Clarity.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Communication devices</li> </ul>		

<b>Task number:</b>	<b>45</b>		
<b>Task statement:</b>	<b>Communicate with food providers</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	2
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Subject matter to be communicated with the food providers</li> </ul> <b>Task:</b> Communicate with food providers <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Clearly communicated;</li> <li>Clearly understood;</li> <li>Well responded;</li> <li>Hygienic Meals are served.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Meaning and Importance of proper communication;</li> <li>Effective communication skills;</li> <li>Menu;</li> <li>Safety and food hygiene.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Avoid using unpleasant /blunt words;</li> <li>Well versed;</li> <li>Pleasing tone;</li> <li>Audible;</li> <li>Clarity.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Communication devices.</li> </ul>		

<b>Task number:</b>	<b>46</b>		
<b>Task statement:</b>	<b>Communicate with airlines companies</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	2
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Subject matter to be communicated with the airlines companies</li> </ul> <b>Task:</b> Communicate with airlines companies <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Clearly communicated;</li> <li>Clearly understood;</li> <li>Well responded;</li> <li>Airline tickets are reconfirmed.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Meaning and Importance of communication;</li> <li>Effective communication skills;</li> <li>Available airlines services and their efficiency.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Avoid using unpleasant /blunt words;</li> <li>Well versed;</li> <li>Pleasing tone;</li> <li>Audible;</li> <li>Clarity;</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Communication devices.</li> </ul>		

<b>Task number:</b>	<b>47</b>		
<b>Task statement:</b>	<b>Manage tour time</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>On visiting site;</li> <li>During free time;</li> <li>During shopping;</li> <li>During travelling;</li> <li>During dining;</li> <li>During comfort break.</li> </ul> <b>Task:</b> Manage tour time <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Site visits are conducted as per the schedule of itinerary</li> </ul>		
<b>Related Technical Knowledge</b>	<ul style="list-style-type: none"> <li>Meaning and importance of proper time management;</li> <li>Principle of time management;</li> <li>Handling the odd situations professionally.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Be alert with pick pocketing;</li> <li>Avoiding hawkers, beggars;</li> <li>Avoid odd situations, like dispute, conflict;</li> <li>Ensure guest/tour member doesn't go missing;</li> <li>Ensure guest/tour member aren't misled;</li> <li>Alertness on endemic hassle in the specific sites;</li> <li>Ensure guest/tour member are reasonably charged for the goods purchased.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Communication device, map;</li> </ul>		

<b>Task number:</b>	<b>48</b>		
<b>Task statement:</b>	<b>Manage meal for tour members</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>Menu;</li> <li>Hotel/restaurant/eateries.</li> </ul> <b>Task:</b> Manage meal for tour members <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>Guest/tour group served/received hygienic meal;</li> <li>Dining zone is observed clean;</li> <li>Rest rooms are available.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>Meaning and importance of food hygiene;</li> <li>Particular hygienic eating zone and its ambience;</li> <li>Varieties of cuisine.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>Ensure foods are free from unwanted materials;</li> <li>Ensure safety of the place;</li> <li>Ensure payment is rationale.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>Menu</li> </ul>		

<b>Task number:</b>	<b>49</b>		
<b>Task statement:</b>	<b>Inform and assist clients on available options</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>• Menu</li> <li>• Hotel/restaurant/rateries</li> </ul> <b>Task:</b> Inform and assist clients on available options <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>• Guest/tour group served/received hygienic meal;</li> <li>• Dining zone is clean;</li> <li>• Rest rooms are available.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>• Meaning and importance of food hygiene;</li> <li>• Particular hygienic eating zone and its ambience;</li> <li>• Varieties of cuisine;</li> <li>• Menu.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>• Ensure foods are free from unwanted materials;</li> <li>• Ensure safety of the place;</li> <li>• Ensure payment is rationale.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>• Menu</li> </ul>		

<b>Task number:</b>	<b>50</b>		
<b>Task statement:</b>	<b>Assist in settling the bill</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	2
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>• Menu;</li> <li>• Hotel/restaurant /eateries;</li> <li>• Food/drink bills.</li> </ul> <b>Task:</b> Assist in settling the bill <b>Time:</b> 5-10 Minutes (Depends upon group size) <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>• Bill/cheque is presented;</li> <li>• Rates are fairly charged.</li> <li>• Amount is settled.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>• Importance of menu and price;</li> <li>• Billing/payment system.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>• Ensure guest card is safely used;</li> <li>• Guest collects the card after the payment;</li> <li>• Ensure right amount is charged.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>• Debit/Credit card/bill/cash/cheque/voucher/digital payment devices.</li> </ul>		

<b>Task number:</b>	<b>51</b>		
<b>Task statement:</b>	<b>Manage accommodation for tour members</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	2
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>• Guest house;</li> <li>• Lodge;</li> <li>• Home stay;</li> <li>• Tea house.</li> </ul> <b>Task:</b> Manage accommodation for tour members <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>• Clean and safe accommodation is managed;</li> <li>• Guest felt comfortable;</li> <li>• Guest received hygienic food;</li> <li>• Nice view rooms allocated.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>• Criteria of comfortable accommodation;</li> <li>• Importance of food hygiene;</li> <li>• Importance of protection from harmful things;</li> <li>• Importance of hospitality.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>• Avoid room near to bathroom;</li> <li>• Protect group member from pet animals and poisonous plants;</li> <li>• Protect from beggars;</li> <li>• Ensure bill is reasonably charged;</li> <li>• Avoid possible conflict;</li> <li>• Ensure room lock is working.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>• Clean and comfortable bed, dustbin, tea, table, chair, blanket, bed sheet.</li> </ul>		

<b>Task number:</b>	<b>52</b>		
<b>Task statement:</b>	<b>Maintain hospitality by abiding code of conduct</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>• Code of conduct</li> </ul> <b>Task:</b> Maintain hospitality abiding code of conduct <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>• Guest is satisfied;</li> <li>• Appreciation is extended;</li> <li>• Guest received service on time;</li> <li>• Reflected gratitude.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>• Importance of hospitality culture;</li> <li>• Attributes of Guide.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>• Respect religious/social/cultural/sentimental norms and values</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>• Maps, booklets, brochures, leaflets, CDs, posters, souvenir, visiting cards.</li> </ul>		

<b>Task number:</b>	<b>53</b>		
<b>Task statement:</b>	<b>Conduct entertaining activities during the tour</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	2
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>• Guest/tour group;</li> <li>• Entertaining events and equipment.</li> </ul> <b>Task:</b> Conduct entertaining activities during the tour <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>• Interestingly presented;</li> <li>• Guest enjoyed.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>• Importance of entertaining activities;</li> <li>• Presentation skill;</li> <li>• Understanding of cultural dynamics;</li> <li>• Standard/ interesting stories, narrate folklore, legends;</li> <li>• Narrate anecdotes;</li> <li>• Sharing Jokes.</li> <li>• Elucidate Legends;</li> <li>• Reference to the context.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>• Understand sensitivity;</li> <li>• Adorable expression.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>• Story, microphone, mike.</li> </ul>		

<b>Task number:</b>	<b>54</b>		
<b>Task statement:</b>	<b>Debrief tour</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>• During travel;</li> <li>• Itinerary.</li> </ul> <b>Task:</b> Debrief tour <b>Time:</b> N/A <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>• Guest are acknowledged;</li> <li>• Guest is informed on following schedule;</li> <li>• Queries are collected.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>• Importance of debriefing;</li> <li>• Following schedule/program.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>• Maintain physical/social distancing</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>• Itinerary, pen and paper, microphone, map.</li> </ul>		



<b>Task number:</b>	<b>55</b>		
<b>Task statement:</b>	<b>Collect and submit feedback form</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	2	3
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>• End of the trip;</li> <li>• Feedback form.</li> </ul> <b>Task:</b> Collect and submit feedback form <b>Time:</b> 10 Minutes <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>• Guest received feedback form;</li> <li>• Guest filled and returned the feedback form;</li> <li>• Feedback form is submitted.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>• Meaning &amp; importance of feedback form;</li> <li>• Contents of feedback form;</li> <li>• Technology friendly.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>• Maintain social distance, collect accurate information.</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>• Pen and Paper, Feedback Form, Digital Media.</li> </ul>		

<b>Task number:</b>	<b>56</b>		
<b>Task statement:</b>	<b>Financial settlement and reporting</b>		
<b>Level of task:</b>	Significance	Ease	Occurrence
	3	3	2
<b>Terminal performance standard:</b>	<b>Given Condition:</b> <ul style="list-style-type: none"> <li>• Bills;</li> <li>• Report;</li> <li>• Travel agency.</li> </ul> <b>Task:</b> Financial settlement and reporting <b>Time:</b> 30 Minutes <b>Standard/Criteria:</b> <ul style="list-style-type: none"> <li>• Bills are settled;</li> <li>• Bills are submitted;</li> <li>• Reports are submitted.</li> </ul>		
<b>Related technical knowledge:</b>	<ul style="list-style-type: none"> <li>• Importance of report writing and submission;</li> <li>• Report writing.</li> </ul>		
<b>Safety / precaution:</b>	<ul style="list-style-type: none"> <li>• Keep bills safely</li> </ul>		
<b>Tools, equipment and materials:</b>	<ul style="list-style-type: none"> <li>• Pen, paper, bill, report.</li> </ul>		



**Establishing an Employer led  
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