

Title	Conduct arrival and departure transfers for visitors		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to: prepare for arrival of visitor groups or individuals; welcome arriving visitors; transfer visitors to accommodation; prepare for departure of visitors; and transfer visitors to departure point.
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Classification	Tourism > Visitor Services
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Available grade	Achieved
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Guidance Information

Definitions

Tourism workplace policies and procedures refer to documented instructions about workplace expectations. These must include but are not limited to – customer service delivery, personal presentation, legislation, organisational structure, business objectives. *Visitors* refers to a group of at least two people who are paying customers of a tourism business.

Outcomes and performance criteria

Outcome 1

Prepare for arrival of visitor groups or individuals in accordance with tourism workplace policies and procedures.

Performance criteria

- 1.1 Information about visitors and their arrival is gathered and checked.
- 1.2 Action to deal with changes to schedule or numbers is taken promptly to meet best interests of visitors.
- 1.3 Correct time and place for transport is confirmed with supplier.
- 1.4 Identification techniques employed at transport terminal allow visitors to quickly locate tour guide.
- 1.5 Preparations for transport of baggage ensure minimum delay in delivery to accommodation.

Outcome 2

Welcome arriving visitors.

Performance criteria

- 2.1 Visitors are greeted in accordance with tourism workplace policies and procedures and visitor requirements.
- 2.2 Visitor queries are dealt with promptly and to satisfaction of visitors.
- 2.3 Information delivered meets visitor requirements.
- Range may include but is not limited to – transfer details, tour arrangements, local time, currency, tipping, destination overview, hotel location and facilities, special needs, health and safety, current special events, attractions at destination.
- 2.4 Information about visitors is recorded accurately on passenger list or other document in accordance with tourism workplace policies and procedures.
- 2.5 Baggage check ensures all bags are loaded for transport in accordance with tourism workplace policies and procedures.

Outcome 3

Transfer visitors to accommodation.

Performance criteria

- 3.1 Accommodation check-in is coordinated to ensure minimum delay and confusion for visitors in accordance with tourism workplace policies and procedures.
- Range may include but is not limited to – briefing, contact details for assistance.
- 3.2 Information provided to visitors meets visitors' needs.
- Range may include but is not limited to – introduction to Aotearoa New Zealand, local sights, driving laws, effects of jet lag.
- 3.3 Visitors are transferred to reserved accommodation with minimum delay and confusion.
- 3.4 Baggage delivery is coordinated to ensure visitors' satisfaction.

Outcome 4

Prepare for departure of visitors.

Performance criteria

- 4.1 Departure details are verified with carriers and are communicated to visitors in accordance with tourism workplace policies and procedures.
- 4.2 Departure details of all visitors are checked against passenger list or other documentation.
- 4.3 Checking of visitors' baggage ensures transport of all baggage to departure point.
- 4.4 Visitors' readiness for departure is confirmed in accordance with tourism workplace policies and procedures.
- Range may include but is not limited to – hotel keys, safe deposit items, passports, personal baggage, tickets, mini-bar, suitable clothing.
- 4.5 Contingencies are handled with minimum inconvenience to visitors.
- Range may include but is not limited to – schedule changes, no-shows, lost baggage.

Outcome 5

Transfer visitors to departure point.

Performance criteria

- 5.1 Visitors are moved to and from transport with minimum delay and confusion.
- 5.2 Information provided about departure procedure meets visitors' needs.
- Range may include but is not limited to – tax, duty-free, check-in, departure cards, currency, boarding gates and times, special needs, airline facilities.
- 5.3 Queries are dealt with promptly and to the satisfaction of visitors.
- 5.4 Assistance offered facilitates check-in of all visitors at transport terminal.
- 5.5 Farewell process is appropriate to culture of host and visitor.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	13 December 1995	31 December 2018
Revision	2	10 April 1997	31 December 2018
Revision	3	3 February 1998	31 December 2018
Review	4	19 June 2001	31 December 2018
Review	5	22 May 2009	31 December 2018
Review	6	16 March 2017	31 December 2024
Review	7	27 April 2023	31 December 2024

Consent and Moderation Requirements (CMR) reference

0078

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.