

Title	Prepare a quote for specialist travel products outside New Zealand		
Level	4	Credits	3

Purpose	People credited with this unit standard are able to; establish customer requirements, source information, and prepare a quote for a specialist travel product outside New Zealand.
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Classification	Tourism > Travel
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Available grade	Achieved
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Guidance Information

1 Definitions

Product refers to products or services.

Specialist travel product refers to products which are often represented by a general sales agent (GSA) or require the consultant to go direct to the supplier. Examples of specialist travel product includes but is not limited to – canal boats, cycle tours, villa stays, small ships and/or postal boats, Antarctica expeditions, Orient Express, Bill Peach journeys.

Suppliers, in the context of this unit standard, may include wholesalers, GSAs and/or direct suppliers.

Travel industry workplace policies and procedures refer to documented instructions about workplace expectations. These may include but are not limited to – customer service delivery, personal presentation, legislation, organisational structure, business objectives.

2 This unit standard may be assessed against in a travel industry workplace when appropriate situations arise, or in a training provider environment if simulated workplace conditions are able to be provided that reflect the standards of a travel industry workplace.

3 Evidence is required of two different customer interactions.

4 All tasks are to be carried out in accordance with travel industry workplace policies and procedures.

Outcomes and performance criteria

Outcome 1

Prepare a quote for specialist travel products outside New Zealand.

Performance criteria

- 1.1 Information obtained from the customer enables their needs, preferences, and expectations to be determined in relation to a specialist travel product.
- Range examples of needs – low-cost, upmarket, special meals; examples of preferences – tour company, mode of travel, accommodation standard; examples of expectations – to experience another culture, to experience something unique, level of service, personal achievement goal; evidence sufficient to establish customer needs, preferences and expectations is required.
- 1.2 Customer is advised of any specialist travel product(s) that would match their needs, preferences, and expectations.
- 1.3 Specialist travel product information is sourced, and a quote is prepared in accordance with customer requirements.
- 1.4 The quote and any special conditions and/or additional information are explained to the customer in accordance with supplier.
- 1.5 Terms and conditions are explained to the customer in accordance with supplier procedures.
- Range payment conditions, reservation conditions, cancellation policy, insurance.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	16 July 2010	31 December 2018
Review	2	16 February 2017	31 December 2022
Review	3	26 November 2020	N/A

Consent and Moderation Requirements (CMR) reference	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.