



Republic of Rwanda
Ministry of Education



RTB | RWANDA
TVET BOARD

TORRS401

PROVIDING RESORT TOURISM SERVICES

Provide resort tourism services

Competence

RQF Level: 4

Learning Hours



40

Credits: 4

Sector: Hospitality and Tourism

Trade: Tourism

Module Type: Specific

Curriculum: HOTTOR4002– TVET Certificate IV in Tourism

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Purpose statement	This module describes the knowledge, skills and attitudes required to provide resort tourism services. At the end of this module, learners will be able to offer Resort customer services, apply guiding skills and handle client complaints in effective and efficient manner.					
Learning assumed to be in place	Providing guidance on Rwanda tourism destination, Interpreting Rwandan cultural and historical heritage, Interpreting flora and fauna and first aid					
Delivery modality	Training delivery		100%	Assessment		
	Theoretical content		30%	Formative assessment	30%	
	Practical work:		70%		50%	
	✓ Group work and presentation	30%				
	✓ Individual work	40%				
			Summative Assessment		50%	

Elements of Competency and Performance Criteria

Elements of competency	Performance criteria
1. Offer Resort customer services	1.1. Guest is effectively welcomed at resort as per the company standards 1.2. Resort information is effectively provided as per the available services and products 1.3. Guest at resort are assisted properly as per customer services standard.
2. Apply guiding skills	2.1. Tourism product and services are properly packaged as per tourism industry standards. 2.2. Guiding techniques are properly applied due to guiding techniques standards 2.3. Relationship is properly established and maintained at visited destination

3. Handling guest complaints	3.1 Complaints are properly identified as per company procedures
	3.2. Customers complaints are handled as per company's procedure
	3.3 Tour report is properly prepared as per company standards

Knowledge, Skills, and Attitude

Knowledge	Skills	Attitude
<ul style="list-style-type: none"> ➤ Understanding of the hospitality industry and the specific requirements of a resort. ➤ Knowledge of various types of accommodations, facilities, and services offered in resorts. ➤ Familiarity with local attractions, activities, and events in the resort area. ➤ Knowledge of different marketing strategies and techniques to promote the resort. ➤ Understanding of customer service principles and techniques. ➤ Knowledge of reservation systems and online booking platforms knowledge 	<p>Communication skills to convey information about the potential guests.</p> <p>Organizational and time management skills to handle multiple tasks and prioritize effectively.</p> <p>Use technology and software applications to create and update resort information materials.</p> <p>Customer service skills to handle guest complaints, and requests.</p> <p>Selling and sales skills to promote the resort and attract guests.</p> <p>Problem-solving skills to address any challenges related to resort operation.</p>	<ul style="list-style-type: none"> ➤ Positive attitude towards guests and willingness to go above and beyond to meet their needs. ➤ Flexibility and adaptability to work in a dynamic and changing environment. ➤ Strong attention to detail to ensure accuracy in providing resort information. ➤ Professionalism and integrity in dealing with guests and maintaining confidentiality. ➤ Teamwork and collaboration with other resort staff to provide a seamless guest experience. ➤ Proactive and self-motivated approach to continuously

		improve resort information and services.
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Course content

Learning outcomes	At the end of the module the learner will be able to: 1. Offer Resort customer services 2. Apply guiding skills 3. Handling guest complaints
Learning outcome 1: Maintain customer care and standard services	Learning hours: 10 hours
Indicative content	
<p>✓ Welcoming of the customer</p> <ul style="list-style-type: none"> ✓ Ways to properly greet a customer <ul style="list-style-type: none"> ⊕ Smile with your greeting ⊕ Stop what you are doing ⊕ Show, do not tell ⊕ Ask questions ⊕ Dress professionally ✓ Guest services provided at resort. <ul style="list-style-type: none"> ⊕ Check-In and Check-Out ⊕ Concierge Services ⊕ Room Service ⊕ Valet Parking ⊕ Spa and Wellness Services ⊕ Fitness Center ⊕ Swimming Pools and Recreation ⊕ Entertainment ⊕ Kids' Clubs ⊕ Complimentary Wi-Fi ⊕ Dining Options 	

- Guiding services
- Shuttle Services
- Gift Shops and Boutiques
- Pet-Friendly Services
- Emergency Services

- **Assistance of customers at resort**

- ✓ Types of information provided at resort
 - Accommodation Details
 - Resort Layout and Map
 - Dining and Culinary Options
 - Activities and Entertainment
 - Recreational Facilities
 - Spa and Wellness Services
 - Kids' Club and Family Services
 - Local Attractions and Tours
 - Transportation and Shuttle Services
 - Special Events and Celebrations
 - Environmental Initiatives and Policies
 - Emergency and Safety Information
 - Wi-Fi and Connectivity
 - Check-Out and Departure Details
 - Contact Information
 - Promotions and Discounts
- ✓ Steps to assist customers
 - Be Approachable and Attentive
 - Initiate Interaction
 - Listen Actively
 - Be Patient and Courteous
 - Provide Clear Information
 - Personalize Assistance
 - Offer Solutions

✓ Types of resort

- Beach Resorts
- Mountain Resorts
- Ski Resorts
- Spa Resorts
- Golf Resorts
- All-Inclusive Resorts
- Adventure Resorts
- Eco-Resorts
- Wellness Retreats
- Couples' Resorts
- Historic Resorts
- Casino Resorts
- Desert Resorts
- Island Resorts
- Ranch Resorts
- Secluded Resorts
- Cruise Resorts

Resources required for the learning outcome

Equipment	Telephone, Fax, Chairs, Boat, computer, scanner, printer, Tents, Vehicles, bicycles, quads, first Aid kit, life jacket, swimming costume, kayak
Materials	Notebook, Pens, papers, Maps, guide books
Tools	Books, Watch, brochures, radio calls,
Facilitation techniques	<ul style="list-style-type: none">■ Brainstorming■ Group discussion■ Visit sites■ Watch videos and Documentaries
Formative assessment methods /(CAT)	<ul style="list-style-type: none">■ Written assessment■ Oral assessment■ Performance assessment

Learning outcome 2: Apply guiding techniques

Learning hours: 15 Hours

Indicative content

- **Packaging tourism products and services**

- ✓ Components of tour package

- **Apply Guiding techniques**

- ✓ Techniques to be used

- Be Knowledgeable
- Warm Welcome
- Active Listening
- Ask Questions
- Tailor Information
- Provide Directions
- Offer Suggestions
- Share Insider Tips
- Use Visual Aids
- Be Patient

- ✓ Providing briefing to the guest

- Tour briefing steps
- Factors to consider while providing briefing to the guest

- ✓ Tour guiding tools and Equipment

- ✓ Tour guiding ethics

- ✓ Tour guiding code of conducts

- **Maintaining relationship at destination**

- ✓ Ways of building relationship at destination

- Educating host community
- Involving and engaging host community
- Gaining community support
- Communicating with local community
- Representing tourism at destination
- Offer compensation
- Offer revenue sharing

Resources required for the learning outcome

Equipment	Radio communication devices, Maps, Tents, Sleeping bags, Sleeping mats, Rain coat, First aid Kit, Tour vehicles, Computer, Camera, Camping bed
Materials	Notebook, Pens, Medicines, Fuel (for vehicle)
Tools	Guide book, Trade magazines, Walking stick, Thermometer, Machete, Hoe, Knife
Facilitation techniques	<ul style="list-style-type: none"> ▪ Brainstorming ▪ Group discussion ▪ Visit sites ▪ Watch videos and Documentaries
Formative assessment methods /(CAT)	<ul style="list-style-type: none"> ▪ Written assessment ▪ Performance assessment ▪ Oral assessment
Learning outcome 3: Handling client complaints	Learning hours: 15 Hours
Indicative content	
<ul style="list-style-type: none"> • Identification of client complaints <ul style="list-style-type: none"> ✓ Types of client complaints occurred in tourism ✓ Causes of client complaints in tourism industry ✓ Effects of client's complaints for tourism enterprises • Handling customer complaints <ul style="list-style-type: none"> ✓ Procedures for handling customer complaints <ul style="list-style-type: none"> ⊕ Active listening ⊕ Show empathy ⊕ Apologize ⊕ Propose options ⊕ Take decision ⊕ Follow up • Preparation of a tour report <ul style="list-style-type: none"> ✓ Elements of a tour report • Basic resort promotion <ul style="list-style-type: none"> ✓ Definition of key terms <ul style="list-style-type: none"> ⊕ Promotion ⊕ Promotional mix 	

- Marketing
- Marketing mix
- ✓ Resort promotional technique
 - Advertisement
 - Sales promotion
 - Public relation
 - Personal selling
- ✓ Resort marketing tool
 - Brochures
 - Internet
 - Flyers
 - Catalogues
 - Magazines

Resources required for the learning outcome

Equipment	Radio communication devices, Maps, Tents, Sleeping bags, Sleeping mats, Rain coat, First aid Kit, Tour vehicles, Computer, Camera, Camping bed
Materials	Notebook, Pens, Medicines, Fuel (for vehicle)
Tools	Guide book, Trade magazines, Walking stick, Thermometer, Machete, Hoe, Knife
Facilitation techniques	<ul style="list-style-type: none"> ▪ Brainstorming ▪ Group discussion ▪ Field Visit ▪ Watch videos and Documentaries
Formative assessment methods /(CAT)	<ul style="list-style-type: none"> ▪ Written assessment ▪ Performance assessment ▪ Oral assessment

Integrated/Summative assessment

Integrated situation

BC resort located in MUSANZE District (KINIGI sector), received a request from a group of 10 Tourists from Zimbabwe. The Tourists booked ten rooms and would like to experience attractions around the resort in 7 days. They have been informed through Websites, Online Flyers and Media's advertisement. But they are not aware of its tourist's attractions, hence desired to visit.

Among their expectations, they want to experience recreational activities, wildlife, culture and historical heritages.

The BC resort, hired you as an experienced person in Tourism Industry to handle the guest enquiry.

Tasks:

1. Offer Resort customer services
2. Apply guiding skills
3. Handling guest complaints
4. Make tour report

Instructions:

1. Required time is two (2) hours
2. Tools, equipment, material are allocated by company
3. Right attitudes while performing the task

Resources

Tools	▪ Communication devices, guide book, walking sticks, magazines, brochures.
Equipment's	▪ Computer, Tables, Chairs, First Aid Kit, tour vehicles, camera, binoculars.
Materials/ Consumables	Detailed itinerary, pen, notebook, internet connection, airtime, fuel for vehicle.

Assessable outcomes	Assessment criteria (Based on performance criteria)	Indicator	Observation	Marks allocation
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			Yes	No	
1.Maintain customer care and standard services (30%)	1.1 Guest services at resort are effectively provided as per welcoming guests' standards.	Ways to properly greet a customer Guest services provided at resort.			3
	1.2 Customers at resort are assisted properly as per customer services standard.	Steps to assist customers			3
	1.3 Resort information are effectively provided as per available tourism activities	Common Types of resort Types of information provided at resort			3
2.Apply guiding skills (40%)	2.1. Tools and equipment are properly arranged as per requested activities	Tour guiding tools and Equipment are properly identified.			4
	2.2. Guiding techniques are properly applied due to guiding techniques standards	Briefing steps are properly identified. Factors to consider while providing briefing to the guest are well identified			4
		Guiding techniques are well described.			4
		General ethics of guiding and specific			3

	<p>2.3. Guiding ethics are properly applied during tour experience.</p>	<p>considerations are well identified.</p>			
		<p>briefing to the guest is well provided</p>		3	
		<p>Tour guiding tools and Equipment are well used</p>		3	
	<p>2.5. Client 'queries are correctly handled as per company's standards</p>	<p>Tour guiding code of conducts is well applied</p>		3	
		<p>Ways of building relationship at destination is well explained</p>		3	
	<p>2.6. Relationship is properly established and maintained at visited destination</p>	<p>Types of client complaints occurred in tourism is well explained</p>		3	
		<p>Effects of client's complaints for tourism enterprises is well explained</p>		3	
<p>3.handling client complaints(30%)</p>	<p>3.1 Complaints are properly identified as per company procedures</p>	<p>Causes of client complaints in tourism industry</p>		3	
		<p>handling customer complaints is well identified</p>		3	
		<p>tour report is well prepared</p>		3	

	3.2. Customers complaints are handled as per company's procedure	key terms is well explained			3
	3.3 Risk assessment, health and safety are properly assessed as per company procedure	Resort promotional technique is well explained			3
		Resort marketing tool is well explained			3
	3.4 Basic accounts and records are properly kept as per company's standard	Resort marketing tool are well explained			3
		Steps to assist customer well explained			3
	3.5. Basic resort promotion is well applied as per company's standards	Resort marketing tool is well explained			3
Total marks		100%			
Percentage Weightage		100%			
Minimum Passing line % (Aggregate):					70%

List of abbreviations

1. *CAT: Continuous Assessment Text*
2. *5'AS: Accommodation, Accessibility, Attractions, Activities, Amenities.*
3. *RQF: Rwanda Qualification Framework.*
4. *P'S: Promotion, product, price, place*

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