



# **RQF LEVEL 3**



TORGS302

**TOURISM** 

Handling Ground Services

**TRAINEE MANUAL** 





# **HANDLING GROUND SERVICES**





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#### **FOREWORD**

Welcome to the world of Technical and Vocational Education and Training (TVET) in the hospitality and tourism sector. In an era of constant evolution and growing demand for skilled professionals, the importance of specialized training cannot be overstated. As the global hospitality and tourism industry continues to flourish, the need for competent individuals equipped with relevant knowledge and practical skills has become crucial. This collection of TVET training manuals serves as a comprehensive resource for those seeking to embark on a fulfilling career or further their expertise within the hospitality and tourism sector. Developed with meticulous attention to detail and in collaboration with industry experts, these manuals offer a wealth of knowledge, practical insights, and hands-on training exercises.

The manuals cover a wide range of topics, ranging from essential foundational concepts to specialized areas within the industry. Whether you are interested in hotel management, culinary arts, event planning, travel and tourism, or any other facet of this vibrant sector, you will find invaluable guidance within these pages. At the heart of the TVET approach is the belief that learning should be both practical and relevant. These manuals have been carefully crafted to ensure that they reflect the real-world challenges and requirements of the hospitality and tourism industry. They are designed to empower learners with the skills, competencies, and confidence needed to excel in their chosen field.

Furthermore, the manuals adopt a learner-centered approach, encouraging active participation, critical thinking, and problem-solving. Throughout each module, learners are encouraged to engage in practical exercises, case studies, and interactive activities that simulate real-world scenarios. This hands-on approach allows learners to apply theoretical concepts and develop the necessary skills that are highly sought after in the industry.

We understand that education is a lifelong journey, and these manuals have been designed to cater to learners at various stages of their professional development. Whether you are a student taking your first steps in the industry, a working professional seeking to enhance your skills, or an instructor guiding aspiring individuals, you will find the manuals to be a valuable asset.

I would like to express my sincere appreciation to the authors, industry experts, and

educators who have contributed to the creation of these TVET training manuals. Their

dedication and expertise have ensured that the manuals are of the highest quality and

relevance.

I encourage you to embrace the opportunities presented within these pages, to explore the

dynamic world of hospitality and tourism, and to unlock your potential in this exciting

industry. By investing in your education and acquiring the skills offered in these manuals, you

are taking a significant step towards a rewarding and successful career.

Best wishes on your journey of discovery and growth in the hospitality and tourism sector.

Dipl.-Ing. Paul UMUKUNZI

**Director General/RTB** 

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# **ACRONYMS**

**TCP:** Transportation Charter Party

**SUVs:** Sport Utility Vehicles

F&B: Food and Beverages

**ATMs:** Automated Teller Machines

**ETA:** Estimated Time of Arrival

**UNESCO:** United Nations for Education, science and culture organization

VIP: Very important person

A/C: Air condition

**FAQ:** Frequently asked questions

ETD: Estimated time of departure

**BEP**: Building Emergency Plan

**CBR:** Chemical/Biological/Radiological

Cal OES: California Office of Emergency Services

#### **INTRODUCTION**

Welcome to the training manual for the hospitality and tourism sector, specifically focused on the trade of tourism. This manual, titled "Handling ground services" is designed to provide comprehensive training for individuals seeking to enter or improve their skills in the industry.

The manual is structured into three units, each of which covers a critical aspect of Handling ground services. These units include Handle pre-tour procedures, provide meet and Greet Services, attend to client's emergencies and special situations.

This manual is not a typical textbook-style approach to learning, but rather an interactive learning experience. It comprises of discovery activities that allow learners to explore and discover concepts, problem-solving activities that require learners to think critically and come up with solutions, guided practice activities that provide step-by-step instructions, and application activities that encourage learners to apply their newly acquired knowledge in real-life scenarios.

Additionally, the manual includes assessment activities, which provide learners with feedback on their progress and help them identify areas where they need to improve.

By the end of this manual, learners will have gained a comprehensive understanding of Handling ground services, and be equipped with the necessary skills to provide excellent customer service to travelers requesting ground services in any tourism company.

# **Module Units:**

**Unit 1: Handle Pre-Tour Procedures** 

**Unit 2: Provide Meet and Greet Services** 

**Unit 3: Attend to Client's Emergencies and Special Situations** 



Figure 1. Handle pre-arrival<sup>1</sup>

# **Unity summary:**

This Unit describes the knowledge, skills and attitudes to reconfirming tour services, prepare briefing notes and documentations and prepare frontline staff documentation.

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#### Self-Assessment: unit 1

**1.** Look at the illustration. What is happening? What do you think this learning outcome will be about?

#### 2. Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. The trainer will read a skill that is listed in the left column. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this unit, we will take this survey again.

My experience	I don't	I know	I have	I have a	l am
Knowledge, skills and attitudes	have any experience doing this.	a little about this.	some experience doing this.	lot of experience with this.	in my ability to do this.
Determine accommodation services					
Describe attractions					
Explain other services					
Describe Ground transport					
Prepare the tour pre- briefing					
Describe the types of tour briefing					

My experience	I don't	I know	I have	I have a	I am
Knowledge, skills and attitudes	have any experience doing this.	a little about this.	some experience doing this.	lot of experience with this.	in my ability to do this.
Explain the briefing					
information					
Prepare Clients' welcome					
kit items					

# **Key Competencies:**

Knowledge	Skills	Attitudes
1. Explain accommodation	1. Determine accommodation	Readiness
services	services	
2. Describe attractions	2. Provides other services	<b>≻</b> Be
		concentrated
3. Explain other services	3. Perform ground transport	Clearness
4. Describe the tour pre-	4. Prepare the tour pre-briefing	> Precision
briefing		
5. Explain the briefing	5. Give the briefing information	Carefulness
information		
6. Identify clients' welcome	6. Prepare Clients' welcome kit	> Be attentive
kit items	items	
7. Describe information and	7. Identify types of information	Clearness
documents	and documents	



# **Discovery activity**





Figure 2:Handle pre-arrival

#### 1. Look at the illustration above and answer the following:

- a. Have a look on the picture above and discuss what you see?
- b. What do you think about this picture?
- c. What do you see in the photo?
- d. Name four things you see
- e. What do you think this unit will be about?
- f. What topics might be covered?

### **Topic 1.1: Reconfirming tour services**



# **Activity 1: Problem Solving**



A travel agency received a request from the University of Rwanda's Department of Archaeology to arrange a tour package for 10 students going on a study trip to Tunisia. One month before their departure, the travel agency contacted the hotel, attraction site, transporters, and other companies offering additional services to book their services. However, since that day, the travel agency did not contact them again. On the day of departure, the group of students reached Tunisia and received very poor services.

Read well the scenario and discuss on it in a group of four tranees:

- 1. Why was the group not well received at the airport?
- 2. Write down different answers on a piece of paper
- 3. Have a look at **key notes 1.1.** and ask for more clarification to your trainer.

#### **Key Facts**

#### ✓ Reconfirming Ground transport

Ground transport is a type of transport in travel and tourism industry. According to Edgar (1987), transportation includes airplane, automobile, railroad, helicopter, yacht, camp mobile, steamship, motor coach, hydrofoil, motorboat, cogwheel train, cable car, horse drawn carriage and more.

#### ✓ Definition of ground handling

It is submitted that ground handling may be defined as the services that are essential for the take-off and landing of an aircraft, departure and arrival of passenger's baggage, freight and mail. Without them the take-off and landing of the aircraft, departure and arrival of passengers, baggage, freight and mail will simply not occur.

In business aviation a definition of ground handling is useful, as many times there are some ambiguities on what constitutes ground handling exactly.

If a list of services supports a definition of ground handling, this should be closed and precise in order to guarantee that ground handling is confined to the services listed and that it should be aligned with the practice of the sector. Hence, the heart of this definition will be:

Can the aircraft fly without this or that service?

Can passengers, freight and mail be carried without this or that service?

If the answer is no, then it will be ground handling.

If yes, then the service will not be a ground handling activity.

The following categories of commercial ground transportation services to reconfirm:

- Taxicab services
- Transportation Charter Party (TCP) carriers including limousines, SUVs(sport Utility Vehicles), vans, and buses
- Courtesy vehicles including those operated by rental car, hotel/motel, offairport parking, and institutional (e.g., school) operators
- Nonprofit services including publicly-owned transit
- Transportation Network Companies
- Airport Rental Car Concessionaires

#### ✓ Ground means of transport

Several systems of land transport have been devised, from the most basic system of humans carrying things from place to sophisticated networks of ground-based transportation utilizing different types of vehicles and infrastructure. The three types are human-powered, animal powered and machine powered

#### Human powered transportation

Human-powered transport remains common in developing countries.

Human powered transport, a form of sustainable transportation, is the transport of people and/or goods using human muscle-power, in the form of walking, running and swimming. Modern technology has allowed machines to enhance human power. Human-powered transport remains popular for reasons of cost-saving, leisure, physical exercise, and environmentalism; it is sometimes the only type available, especially in underdeveloped or inaccessible regions.

Although humans are able to walk without infrastructure, the transport can be enhanced through the use of roads, especially when using the human power with vehicles, such as bicycles and inline skates. Human-powered vehicles have also been developed for difficult environments, such as snow and water, by watercraft rowing and skiing; even the air can be entered with human-powered aircraft.

#### Animal-powered transportation

Animal-powered transport is the use of working animals for the movement of people and goods. Humans may ride some of the animals directly, use them as pack animals for carrying goods, or harness them, alone or in teams, to pull sleds or wheeled vehicles.

#### Road transportation

A road is an identifiable route, way or path between two or more places. Roads are typically smoothed, paved, or otherwise prepared to allow easy travel; though they need not be, and historically many roads were simply recognizable routes without any formal construction or maintenance. In urban areas, roads may pass through a city or village and be named as streets, serving a dual function as urban space easement and route.

The most common road vehicle is the automobile; a wheeled passenger vehicle that carries its own motor. Other users of roads include buses, trucks, motorcycles, bicycles and pedestrians.

As of 2002, there were 590 million automobiles worldwide. Automobiles have caused air pollution which results to people getting Asthma. Road transport offers a complete freedom to road users to transfer the vehicle from one lane to the other and from one road to another according to the need and convenience. This flexibility of changes in location, direction, speed, and timings of travel is not available to other modes of transport. It is possible to provide door to door service only by road transport.

Automobiles offer high flexibility and with low capacity, but are deemed with high energy and area use, and the main source of noise and air pollution in cities; buses allow for more efficient travel at the cost of reduced flexibility.<sup>[5]</sup> Road transport by truck is often the initial and final stage of freight transport.

#### Rail transportation

Rail transport is where a train runs along a set of two parallel steel rails, known as a railway or railroad. The rails are anchored perpendicular to ties (or sleepers) of timber, concrete or steel, to maintain a consistent distance apart, or gauge. The rails and perpendicular beams are placed on a foundation made of concrete, or compressed earth and gravel in a bed of ballast. Alternative methods include monorail and maglev.

A train consists of one or more connected vehicles that run on the rails. Propulsion is commonly provided by a locomotive that hauls a series of unpowered cars, which can carry passengers or freight. The locomotive can be powered by steam, diesel or by electricity supplied by trackside systems. Alternatively, some or all the cars can be powered, known as a multiple unit. Also, a train can be powered by horses, cables, gravity, pneumatics and gas turbines. Railed vehicles move with much less friction than rubber tires on paved roads, making trains more energy efficient, though not as efficient as ships.

- Reconfirming accommodation services
- ✓ Call the hotel before you will arrive there to:

- Let them know you are on your way so that check-in is as quick as possible and tourists don't need to wait around at reception;
- Give them your ETA: Estimated Time of Arrival
- 4 Ask them to get seats ready for tourists to sit down when they arrive; and
- 4 Ask them to prepare the welcome drink.

More than half of all hotel guests make reservations. These individuals arrange for hotel accommodations through such means as toll-free telephone numbers; direct telephone lines; hotel sales representatives; travel agencies; property-to-property networks, postal delivery; telex and fax; e-mail; internet; and other communications services.

Every lodging property has its own way of monitoring and managing its reservations function.

Reservation systems can be programmed to provide reservations agent with information on the types of rooms available (including room rate, view, furnishings, amenities, and bed size) for a given day. Some computer systems can even provide agents with the exact room number if necessary.

Such technology shift responsibility for room sale from desk to reservation department. More recently technology even alerts the reservation agents automatically when the caller is a returning guest.

In fact, some hotel companies now place the reservations functions in the sales department instead of the front office. In any case, sales department representatives must be kept informed of room availability to ensure they know how many rooms are available in the reservation system report and room availabilities in order to avoid overbooking. Overbooking can create bad feelings and contribute to lost business in the future.

The management of reservations is further complicated by the fact that several states have enacted legislation prohibiting overbooking.<sup>2</sup>

#### ✓ Some information to reconfirm

<sup>2</sup>https://www.uou.ac.in/sites/default/files/sJm/DHA-101.pdf

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#### details of all traveler(s):

total number of pax (people travelling, including children – # and written their full names as per passport/ID, birthdate, nationalities, title, age and type of accommodation)

#### Contact Details

If the client has any specific dietary requirements, allergies or special needs (i.e. disabilities, access to refrigeration/storage facilities for medication etc.), please let it know well ahead of time

#### Flight Details

It is important that the client provide the arrival and departure flight details, to ensure all travel services coincide. The details are airline, flight number, arrival date, arrival time and arrival city. The departure airline, flight number, departure date, departure time, departure city

#### Payment

In order to confirm & secure the booking, better to make the payments.

#### Travel Arrangements

The client has to agree that the itinerary and/or travel services are correct and in line with the needs as reflected in the relevant request, and agree that all travel services can be confirmed and all documents issued.

#### Changes to Bookings

Please ensure that the guest chooses the correct type of accommodation required and that he/she chooses the correct dates for which he/she requires accommodation before to confirm booking/reservation.

#### **General Disclaimer, Tours, Transfers, Activities**

All guests and visitors to the property are hereby advised and accept that should they fail to adhere to the instructions and/or rules provided by the company and/or its suppliers or act in any improper manner accidents and/or loss may occur.<sup>3</sup>

#### Reconfirming attractions

#### ✓ Definition of tourist attraction

A tourist attraction or facility, as encompassed by the term 'tourist destination', is now broadly defined for validation purposes as being 'a permanently established destination or facility that attracts or is used by visitors to an area, and is opened to the public without prior booking during normal opening hours.' The significance of this definition is the acceptance of establishments such as hotels, restaurants, cafes, public houses and sports and leisure facilities as being eligible for signs.

Both visitor attractions and events play essential roles in the appeal of tourism destination regions to visitors by virtue of being the main motivator of tourist trips and determining consumers' choices. However, more recently visitor attractions have become multifaceted, have proliferated and fragmented in terms of form, location, scale and style, and their role is undergoing major changes in a post-modern world as a result of consumer demands and competitive innovations.

#### ✓ Elements of attraction

The attraction must:

ullet Be permanently established tourist attractions and/or facilities.

Provide evidence of regular publicity/advertising about the attractions and facilities, which shall include their locations, opening times and how to find them (as appropriate, map or directional information).

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³https://www.hellogardenroute.co.za/wp-content/uploads/2021/10/HGR-Customer-Booking-Confirmation-form

- Have sufficient on-site or satisfactory off-site parking to accommodate the number of visitors expected. If off-site parking is used, the road signs should direct road users to the parking facilities rather than the destination itself. In the latter case, additional pedestrian signing may be required.
- Be open to visitors making impulse visits within normal opening hours, not just those who have made prior bookings.
- Provide visitor facilities adequate for the size, location and type of operation.
- Public toilets (including for people with disabilities), etc., must be available and meet all District Council environmental health standards.
- Have necessary planning permission and any required licenses.
- Comply with prevailing relevant tourist industry quality standards.<sup>4</sup>

#### ✓ Types of tourist's attractions

Attractions are the reason why people globe-trot to foreign lands to see something unique and different to what they are accustomed to. An attraction is an object or symbol of interest that people visit for its inherent uniqueness, beauty, value and significance.

Although the classification of attractions differs, there are four main dominant categories.

These are Natural, Heritage (Cultural), Purposeful-Built (Man-Made) and Events.

Knowing and understanding the different types is fundamental for successful targeting and effective promotion in a highly competitive, very congested industry of travel and tourism

#### Natural Attractions

Natural attractions are products of nature. Among these are waterfalls, mountains, caves, rivers, islands, wetlands, forests and shores. Attractions in this category are given protection status by governments and international bodies like UNESCO tasked with the responsibility of protecting their environment. Victoria Falls and Mana Pools are among

1 /

<sup>&</sup>lt;sup>4</sup>https://www.lincolnshire.gov.uk/downloads/file/1876/signposting-for-tourist-attractions-and-facilities-application-guidance-pdfa

others in this category. Natural attractions are open to the public and have facilities available for use by visitors.

#### Heritage Attractions

Attractions within this category have certain distinguishing components about them: they have been around a long time, are ancient, historic and often cultural in nature. Like their former counterpart, these too, are given protection status under UNESCO Heritage sites. These attractions tend to represent culture and heritage with historical significance to the area of location. Among these are ruins and monuments, shrines, forts, castles, battlefields and railways. The Great Zimbabwe Ruins, Old Bulawayo and Britain's Stonehenge are examples.

#### Purposeful Built (Man-Made) Attractions

Attractions of this nature although available in Zimbabwe are very few in Africa. The bulk of these are found in western countries where the terminology evolved. Purposeful attractions are places that are man-made and deliberately built to attract visitors. Among these are dams, National Parks, museums, markets, theme parks like Disney World, galleries, burial grounds including Game Reserves and Recreational Parks.

Chapungu Sculpture Park, Rhodes Nyanga Museum, Hillside Dams and Heroes Acre, Zimbabwe's own version of Arlington Cemetery, are examples including France's Eiffel Tower, Britain's' Tower of London and Buckingham Palace.



#### **Activity 2: Guided Practice**



With your trainer guidance, you're asked to:

- a. identify the ground transport services
- b. determine accommodation services
- c. identify attractions
- d. provide other services needed by tourists

# Activity 3: Application Task:



Through simulation, you are tasked with calling the service providers to reconfirm the services for your client from the USA. Please proceed with the following questions and then generate a report

- a. What ground transport services do you provide?
- b. Please describe the accommodation services.
- c. Can you provide a list of attractions in Rwanda?
- d. Could you please list some additional services available for tourists?

# **Topic 1.2: Prepare briefing notes and documentation**

#### **Activity 1: Problem Solving**



A freelance tour guide received an emergency call last night at midnight from a tourism company to guide a tourist who arrived this morning and direct him to places where he can discover historical sites.

- a. form groups of four trainees to discuss the information in the above scenario
  - · What is your understanding of pre-tour briefing?
  - Explain the different types of tour briefings.
  - How can briefing information be effectively communicated?
- b. select one member of the group to present in front of the class
- c. pay attention on the presentations
- d. For more clarification have a look at **key note 1.2.**

#### **Key Facts**

#### Pre-tour briefing

The major part of tourist's satisfaction is not only the tour, itinerary management, on time arrival at tourist's places, visiting right places, having opportunity to visit shops, having refreshment, but also interaction with the tour guide.

The main objective in pre-tour briefing is that tour is delivered properly to the client or tourists. Also, I's quality is maintained to the right level. Above all, tour group members are happy with the tour.

Pre-tour briefing helps the guide to tailor information to the needs of the group. He should be briefed about:

✓ Group size: how many people are travelling in the group.

- ✓ Language: What is the common language of the people in the group?
- ✓ Age: How old the group members are? What is their average age?
- ✓ Place: What else the itinerary includes?
- ✓ Area: Special interest of the group.
- ✓ VIP: Is there any VIP in the group? Special instructions about the VIP.
- ✓ Special requests: What are special requests made by the client?
- ✓ If he has to collect vouchers or other payments as people join the tour.
- ✓ Meeting place: When and where to meet with the tourist's vehicle?
- ✓ Duration: Total number of days and nights of the tour.
- ✓ Cities to be visited with the map.
- ✓ Services to be provided in each city.
- ✓ Whether meals are included or not included
- ✓ Restaurant addresses location, telephone, contact number and person.
- ✓ Hotel with address and phone number.
- ✓ Agents address with his contact details like: telephone number etc.
- ✓ Flight details like: flight number, arrival, departure, terminal, airport
- ✓ Exchange rates
- ✓ Airport taxes
- ✓ Meeting points at airport (departure)

#### Pre-tour Preparation

Prepare yourself

Before the tour starts, you have a few things that you will need to do:

- Contract information like daily rate and expenses;
- Cash advance, vouchers, etc.;
- the itinerary, with the pick-up location, destination and times;
- coach/vehicle confirmation;
- passenger count/ tour members' names;
- ➤ Information about the group (group profile); nationality, age, religion, language, physical condition, allergies, medical conditions and any special diets.
- ➤ The dressing codes

#### Research/Review Sites on Itinerary

Update your information, according to your group and itinerary:

- Roads: what the conditions are like and if any roads are closed and you cannot use them (e.g. mud slides, roads washed away, etc.);
- o sites: access, opening hours, when they close, special exhibitions, etc.;
- facilities: restrooms, taxi stands, tourist information, hospitals, local restaurants
   and shopping
- o content: important information, anecdotes, stories, TVP's, themes and links
- o The environment: weather, temperature and environmental conditions

#### Checklist: Before leaving home

Double check a few things before you leave for the tour so that you plan for any problems or changes that may happen at the beginning of the tour:

- o dress properly for the weather and in clean and neat livery for the tour;
- o plan to arrive at least 30 minutes before the tour starts;
- o carry some extra things in case your participants need it, like:
- sunscreen for tourists who forget it;
- A shawl to cover their shoulders for tourists who forget to do so (in order to enter religious sites);
- o Royal D electrolyte drink; and
- Toilet paper and hand soap.

#### Pack your tour information: be organized!

Before your leave for a tour, check that you have all you need with you, in a backpack or in a bag you can easily carry with you. Keep all your papers neatly in an accordion file.

#### Types of tour briefing

#### ✓ Tour Briefings

At the beginning of the tour you will present a tour briefing with the tour members. This gives you the chance to tell them a lot of things that they need to know about the tour, and to introduce everyone to each other.

Hold the briefing in a place where people can hear and see you well, and where they are comfortable. Many briefings take place at places like hotels, or could even be on a bus at the start of a short (day or overnight) tour.

The tour briefing usually includes the following points:

#### Welcome briefing

- o Greet the client at first with hand shake. Have eye contact with the client.
- o Take every opportunity to use your name.
- Use words that you are comfortable with.
   Do not use complex words you cannot pronounce.
- In the coach from International airport to hotel- brief introduction of self and of Toru and details of procedure for check in and brief on the day of programmer.
   Hand over the page for passport details.
- On arrival of tour group (at hotel), seat client in lobby, and ask them (politely) to fill
  passport details.
- Distribute keys.
- o Give the details of the day's program- the wakeup call & meal, departure time etc.
- o Introduce the driver and cleaner/ helper/ assistant to clients (tourists).
- Inform them regarding clients (tourists) feedback forms, and distribute it in the coach.
- Handout the organization kit (Cap, shoe-covers, hand baggage, passport or document holder pouch) to clients in the coach.

#### Introduce yourself:

remember what you have learnt about how to introduce yourself and how much information to give about yourself. Be very clear about your role and what you can and cannot do on the tour.

Tell them that it is your job to make sure they have a great experience on the tour, and you will do your best to make this happen. Give your phone number in case of any emergencies

#### Introduce others to the group:

you will often work with other people on the tour, and these people have to be introduced to the group as well. These may include:

- assistant Tour Guide;
- vehicle driver;
- o interpreter;
- demonstrator;
- o site expert; and
- guest speaker;

Introductions depend on whether they can speak English or not. If they speak English, they can introduce themselves, once you have told the group who they are and why they are there. If they don't speak English, then you can say something about them to the group.

When introducing them, tell the tour members: their name; their role; and their experience/expertise or specialist knowledge

#### Introduce tour members to each other:

it is important to encourage tour group members to get to know each other and make friends. If your tour group members are part of a group that is on a regional tour and have come from the same place need to introduce them to each other as they know one another already.

If you have a tour that is just starting you will have a group of people who are meeting for the first time. For really short tours like a site tour or a half-day city tour, doing long introductions will not be necessary.

However, if they are going to spend a few days together, then introductions at the beginning of the tour will be very helpful to everyone.

#### These tips can help you:

Give each person a name badge to wear so that they can learn each other's names quickly; Do an "icebreaker" at the beginning of a tour for people to get to know each other briefly and quickly. These are quick exercises which can be used to 'break the ice' (make everyone comfortable with each other) and introduce tour group members to each other.

Make sure there is enough time, and a suitable place to do this standing in the hot sun is not a great place for an icebreaker.

There are many ideas on how to do this:

- Ask them to walk around and find other tour members whose names start with the same letter that theirs does; or
- o if they are all from the same country, ask them to find other tour member who comes from the same province, state or region that they come from.
- Each tour member can have a turn to introduce themselves and where they come from which is especially interesting on a tour when they come from different countries.
- o You can add an extra (ice-breaker) question that they can answer for fun like:
- O What is their hobby?
- O What was the last holiday they were on?
- O What is their favorite thing in the world?
- O What is the part of the tour itinerary they are most looking forward to?

These extra questions add some more interest, and give tourists something to talk about when they get to know each other. For example, if two or three different people had recently been to South America, they could chat about their experiences there as they have something in common.

#### Briefing information

Some information regarding the entire activity need to be confirmed with the participant to make sure they understand what will be done, where to go, and when things will be done. The following information must be confirmed in tour briefing:

Confirm the itinerary – maybe hand out copies; discuss the basic itinerary. Tell
about any changes to the itinerary like routes, activities, and what is included;

- confirm timing details like travel times, time allowed at stops, time for meals,
   departure time from hotel and the time they will get back to the drop-off point;
- O Be prepared for changes: explain that changes may happen because of local conditions, and if things change, they will be told about it in good time. You will discuss the changes and the reasons for the changes. Changes will be made to make sure they are comfortable and to meet their special interests. Ask for their understanding, patience and sense of humor if things need to change at the last moment;
- Inclusions and exclusions: be clear on what the tour includes and what it does not include.

#### **Examples include:**

Meals: for example – breakfast is included every day, but most other meals are excluded. Explain that this will give them a chance to try different local dishes, and you can help to give suggestions on where to eat and what to eat;

drinks: alcoholic drinks are excluded, but soft drinks are included in the meals that are part of the itinerary;

entry tickets: these are included in the tour; and/or

Transport: this is included from place to place, but if in free time the tour members want to travel in the town or city, this is for their own cost.

- Manage expectations: Remind tourists that in Laos they cannot expect the same standards as in the West!
- Brief them to expect a difference in: service standards; speed of service; hotel quality;
- o Language abilities in English; and how quickly people respond to them.
- Expect: friendliness and gentle people.
- Hand out any items for the tour like: name badges and welcome kits; give and explain vouchers, give and explain information hand-outs and brochures; and fit tour members with safety equipment and/or clothing.





Under the guidance of your trainer answer the following questions.

- What is your understanding of pre-tour briefing?
- Explain the different types of tour briefings.
- How can briefing information be effectively communicated?



Activity 3: Application



a couple of VIP travelers from the UK who will be visiting Rwanda next week and are interested in Gorilla trekking, staying in a luxury hotel, using an air-conditioned car, and being assisted by a professional and experienced tour guide..

Through similation:

- a. You are asked to prepare the pre-tour briefing with all the necessary information and present it in front of the class.
- b. Your classmates will be observing you during your presentation
- c. Your classmates will be noting remarks

# **Topic 1.3: prepare frontline staff documentation**

#### **Activity 1: Problem Solving**



A travel agency located in Kigali has been receiving repeat customers from different places over the past ten years. However, this year, there has been an observed increase in the number of new and recommended customers. As a result, the company is in need of more employees. On the other hand, some other companies operating in the same area, same building, and with similar equipment are on the verge of closing as they have no customers.

You are asked to read the scenario and discuss in your respective group on the following questions:

- 1. What do you understand by frontline staff?
- 2. What are the frontline staff documentation?
  - write down answers and choose one member of the group to present in front of the class
  - Ask other members of the group to follow the presentation and provide additionals during presentation

#### **Key Facts**

#### • Clients' welcome kit items

A welcome kit for new clients will show your commitment to providing the services you've promised and for pleasing your customers. After all, creating a satisfied customer is just as important as obtaining the contract. If your clients are local, hand deliver your welcome kit to new your client. The following are the items found in a client's welcome kit:

#### ✓ A welcome letter:

The first thing you should include in your packet is a welcome letter. This is a chance to introduce yourself, thank them for working with you, and set the tone for future interactions. Your welcome note should be friendly and professional. Keep it short, and to the point so the client can easily read and digest it.

#### ✓ Customer Support Information Sheet:

A useful addition to your welcome packet for new clients is a one-pager on how to reach you. Even if you include similar information in your welcome letter, prepare a handy list of support services, operating hours, support e-mails and your company website address. In addition to your customer support information sheet, you could put your contact details onto a mouse pad, magnet or postcard for quick reference so that they'll always have it handy.

#### ✓ Branded Pens and Business Cards:

Providing pens with custom branding like your logo, name and number may seem outdated but if they are of good quality, people will make sure to keep them close by.

Cheap pens often find their way to the trash can so make sure you choose something that is unique and desirable.

One with a substantial weight, attractive color and easy ink flow can be a big hit. Everyone still appreciates high quality pens.

Placing your name, logo and number on the pen, will keep your contact information right at their fingertips. Make sure to be generous with your pen giveaway.

If they get lost and end up in someone else's hands, all the better! It may just provide you with a new contact.

## ✓ The same is true for business cards:

They supply your client with easy-to-access information and they also give them an instant handout if they want to refer your name to someone else.

The nice things about branded pens is that they can be used beyond your new client welcome packet. You can distribute your pens in prospect meetings, trade shows, and much more.

## ✓ Unique Items Tailored to Your New Client:

In the initial stages of meeting with your new client, did they mention areas of personal interest such as golfing or a penchant for dark chocolate? If you pay attention to these details early on, you can "wow" them later with a personalized gift that corresponds to their personal interest. Mobile device chargers, reusable water bottles and umbrellas with your name and logo are also a great idea.

#### ✓ Educational Material on Common Problems:

Presenting your new client with information on an important issue is both practical and appreciated. After all, they are depending on you to educate them on the issues they need to understand.

This concept of educating customers before making a sale works for all types of industries. If you offer construction services, create articles that describe how to select materials for a project, pros and cons of different designs, pictures of end results from your past projects, and checklists that make it easy for prospects to make a buying decision.

If you have a book, article or pamphlet that you've written on a topic pertinent to them, you can personalize it by writing a quick note on the copy and signing it. This makes for an excellent item to add in your new client welcome packet.

## ✓ Put Your Welcome Packet in a Branded Bag

To put a warm touch on your new client welcome packet, use a branded bag or gift box to present your clients with something they can unwrap.

Designing a welcome packet for new clients takes a little time and effort but is well worth the effort.

Beginning your journey with a new client on such a thoughtful note should help to place you on a path of mutual trust and partnership.5

## • Types of information and documents

## ✓ An overview of your business:

The next thing you should include is an overview of your business. This is your chance to introduce the client to what you do and how you do it.

Include things like your mission statement, a brief history of your business, and an overview of your products and services. This is also an opportunity to include any awards or recognition you've received.

## ✓ An introduction to your team:

If the client will be working with multiple people on your team, it's helpful to include an introduction to each team member.

This helps the client put a face to a name and understand who they'll be working with. Include a photo and brief bio for each team member and their role in the project.

## ✓ Your process:

The next thing you should include is an overview of your process. This helps the client understand how you work and what to expect as they work with you. Include an overview of your timeline, deliverables, and communication channels.

<sup>5</sup>https://toniakendrick.com/client-welcome-packet/

This is a good place to include any templates or forms they'll need to fill out during the project.

You can also share links to any tools they need to be familiar with to work with you. Of course, this will depend on the type of service you offer – Zoom, Asana, and Honey book are a few examples. You might even want to include links to tutorials on using those tools.

## ✓ Your policies:

Another important section to include in your welcome packet is your policies. This includes your payment terms and other payment details, such as your preferred payment methods.

You can also include your cancellation policy, revision requests, and confidentiality agreement, as applicable. By clearly communicating your policies upfront, you can avoid any misunderstandings or disagreements down the road.

## ✓ Project timeline and deliverables:

In addition to your overall process, you should include a project timeline. This helps the client understand what to expect at each stage of the project and when they can expect deliverables. Your timeline should be clear and specific, with dates and deadlines for each milestone.

Your welcome pack should also include an overview of the deliverables you'll be providing.

This helps the client understand what they can expect to receive from you and when they can expect it. Be as specific as possible, covering formats, deadlines, and special instructions.

#### ✓ Contact information or communication channels:

Lastly, you should include your contact information or communication channels. This helps the client know how to reach you if they have any questions or concerns. Include your email address, phone number, and social media handles. You can also include a link to your website or blog.

If you use another platform for communication, like Slack, add an invitation link for the client as well. Be sure to mention your business hours, as well, so that they know when they can expect responses.

## ✓ FAQs:

Another helpful thing to include in your packet is a Frequently Asked Question section. This is a chance to answer common client questions about working with you. You can also use this section to address any concerns they might have.

Including a FAQ section can save time by addressing common questions before they're even asked.

## ✓ Next Step / Call to Action:

Last, you should include a next step or call to action. This helps the client know what to do next and how to get started.

You can include things like a link to your project initiation form, a list of questions for the client to answer, or an invoice.

**Activity 2: Guided Practice** 



Under your trainer guidance perform the following

- 1. Identify types of information and documents
- 2. Prepare client's welcome kits items
- 3. Select the tourism front line staff

# Activity 3: Application



A group of experienced travelers is coming to Rwanda this summer, and your company has been chosen to receive them. You have been selected as the frontline staff to prepare a surprise for the clients.

#### You are asked to:

- 1. Prepare the client welcome kit items
- 2. Identify the types of information and document to include in

## **Formative Assessment**

- 1. What do you understand by ground transport?
- 2. What is the main information to reconfirm?
- 3. The following are the inclusions of a tour briefing except:
  - a) Welcoming briefing
  - b) Introduce yourself
  - c) Introduce others
  - d) Introduce tour member to other
  - e) Provide tour commentaries
- 4. These are the items included in a client welcome kit:
  - a) Business card
  - b) Credit card
  - c) Debit card
  - d) Check
  - e) No correct answer
- 5. Explain in full FAQs

- 6. Clients' welcome kit items includes;
  - A welcome letter
  - Customer Support Information Sheet
  - Branded Pens and Business Cards
  - Unique Items Tailored to Your New Client
  - Educational Material on Common Problems
  - Put Your Welcome Packet in a Branded Bag
- 7. Types of information and documents includes;
  - An overview of your business
  - An introduction to your team
  - Your process
  - Your policies
  - Project timeline and deliverables
  - Contact information or communication channels
  - FAQs
  - Next Step / Call to Action



The most important items to include in a client welcome kit are:

A welcome letter, customer support information sheet, branded pens and business cards, a unique item tailored to your client, education material on common problems

- OThe tour briefing usually includes the following points:
  - welcome;
  - introductions: you, the other team members and the tour members;
  - utour information: itinerary, inclusions and exclusions, handling changes;
  - tour requirements: being on time, changing seats;
  - travel tips: money, health and safety, tipping;
  - 4 documents: any paperwork that needs to be handled; and
  - 4 Questions: any questions tourists may have or any you may have.



At the end of every unit you should:

1) Re-take the self-assessment you did at the beginning of the unit.

My experience  Knowledge, skills and  attitudes	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Determine accommodation services					
Describe attractions					
Explain other services					
Describe Ground transport					
Prepare the tour pre- briefing					
Describe the types of tour briefing					
Explain the briefing information					
Prepare Clients' welcome kit items					

2) Fill in the table and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.

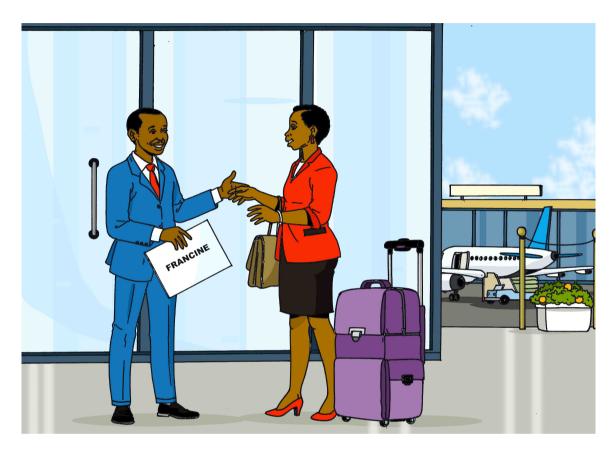


Figure 3: meet and greet<sup>6</sup>

## **Unity summary:**

This unit describe the knowledge, skills and attitudes to describe airport arrival procedures, describe airport departure procedures and describe hotel procedures.

<sup>&</sup>lt;sup>6</sup>https://gcgeventpartners.com/

## **Self-Assessment: Unit 2**

## 1. Look at the illustration above and brainstorm on the following questions:

- a. What do you see on the picture?
- b. What is happening?
- c. What do you think this unit will be about?

## 2. Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. The trainer will read a skill that is listed in the left column. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this unit, we'll take this survey again.

My experience	I don't have any	I know a	I have some experience	I have a lot of	I am confident in
Knowledge, skills and attitudes	experience doing this.	about this.	doing this.	experience with this.	my ability to do this.
Determine the procedures for arrival flights					
Determine the procedures for arriving passengers					
Processing meeting and welcoming clients					
Determine the procedures for departure flight					
Determine procedures for departure transfer					

Describe departure			
terminal procedures			
Describe Hotel			
check-in procedures			
Explain Hotel			
information			
Describe Hotel			
check-out			
procedures			

## ey Competencies:

	Knowledge		Skills		Attitudes
1.	P	1.	Apply procedures for	>	Confidence
	procedures for arrival		arrival flights		
	flights				
2.	Explain the	2.	Apply the procedures	>	Punctuality
	procedures for		for arriving		
	arriving passengers		passengers		
3.	Explain the	3.	Conduct meeting and	<b>\( \)</b>	Personal grooming
	procedures for		welcoming clients		
	departure flight				
4.	Describe procedures	4.	Respect the	<b>\( \)</b>	Accuracy
	for departure		procedures for		
	transfer		departure flight		
5.	Describe departure	5.	Perform departure	>	Rapidity
	terminal procedures		transfer		
6.	Describe Hotel check-	6.	Perform hotel check-	~	Precision
	in procedures		in procedures		
7.	Explain Hotel	7.	Display Hotel	~	Clarity
	information		information		
8.	Describe Hotel check-	8.	Perform Hotel check-	>	Be proactive
	out procedures		out procedures		_



# **Discovery activity**



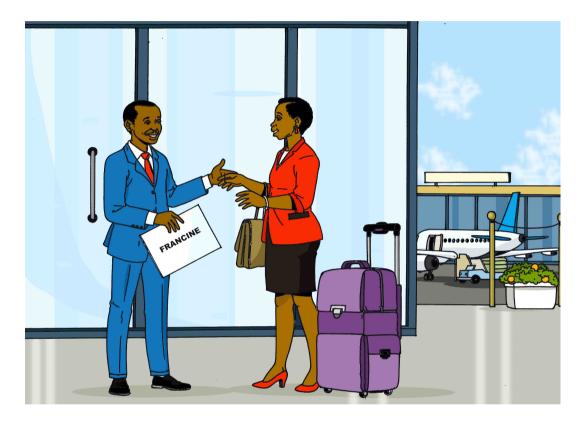


Figure 4 meet and greet<sup>7</sup>

- a. Have a look on the picture above and discuss what you see?
- b. What do you think about this picture?
- c. What do you see in the photo?
- d. Name four things you see
- e. What do you think this unit will be about?
- f. What topics might be covered?

<sup>&</sup>lt;sup>7</sup>https://gcgeventpartners.com/

## **Topic 2.1: Description of airport arrival procedures**



# **Activity 1: Problem Solving**



## A. Answer the following questions:

- i. What are the procedures for arrival flights?
- ii. What are the procedures for arriving passengers?

For more clarification have a look at key note 2.1

## **Key Facts**

## • Procedures for arrival flights

## ✓ Check-in

Please come to the International Flight Check-In Counter and check in early. Present your air ticket and passport and leave your luggage at the counter except for your carry-on luggage Please receive your boarding pass and baggage receipt from airline staff. If you are participating in packaged tours of travel agencies, please follow the guidance of your travel agency.

Check-in facilities Depending on the airline there are currently 3 ways to check-in for a flight:

## Counter check-in

The recommended time for check-in for most domestic flights is now 60 minutes prior to departure; however, passengers must be aware of delays that can be encountered during

holiday periods. Over peak holiday period such Christmas and Chinese New Year check-in delays can be lengthy and it is best to advise your client to allow for this and arrive earlier.

Some airlines have a very strict policy regarding late arrivals and passengers arriving within 30 minutes of the scheduled flight departure time may be denied boarding by the airline.

Passengers are required to have photo identification with them when travelling. After completing the check-in process all passengers receive a boarding pass which details their seat number, departure gate, frequent flyer information and name etc.

This boarding pass must be presented when boarding the aircraft. In the case of frequent flyer programs, it is advisable that passengers retain their boarding passes until their mileage points are shown on their statement. Boarding passes are the only proof that passengers travelled on that leg of their journey.

## Online check-in

Some airlines offer online check-in facilities for their passengers via their website. This allows passengers to check-in and print their boarding pass before arriving at the airport. Individual airlines will indicate on their website the timeframes online check-in is available. Itis NOT available where the passenger requires special handling e.g. wheelchair assistance.

## Self-Service Check-in

Some airlines offer self-service check-in facilities for their passengers. This service allows passengers to check themselves in and by-pass lengthy check-in request.

## ✓ Security Check

We conduct carry-on luggage / security inspections at the security check counter. Please present your boarding pass to the security personnel, and place your carry-on luggage

through the X-ray scanner. Passengers themselves go through a metal detection gate for security inspection.

## ✓ Customs Inspection

Passengers who bring foreign-manufactured items or a large amount of currency out of Japan may be required to follow customs procedures. Please visit the Japan Customs website for details.

## ✓ Immigration

At the passport control booth, please present your passport and boarding pass to the immigration officer.

Please take off passport covers in order to maintain smooth inspection.

## ✓ Boarding Gate

Please get on board following the guidance of airline staff.

## ✓ Boarding

At Ibaraki Airport, passengers aboard the airplane with an accommodation ladder without using a boarding bridge. When you are out of the boarding gate, proceed along the path and go up the accommodation ladder to board the plane.

## Procedures for arriving passengers

- ✓ After disembarking the plane, proceed to immigration.
- ✓ Present the immigration agent with your relevant travel documents. This includes your passport, J-1 visa, and DS-2019 form.
- ✓ The immigration agent will ask you a variety of questions. Expect to be asked about the purpose and duration of your stay and your address while in the country.
- ✓ All visa holders (with few exceptions) will be required to submit digital finger scans and a digital photograph.

- ✓ Be sure that the immigration official stamps your passport. This is your record of arrival, as well as a nice travel souvenir.
- ✓ After passing through immigration, follow signs to baggage claim. Check the display board for your flight number and corresponding luggage carousel. Collect your luggage and continue on to Customs.
- ✓ At Customs, you may be asked to open your luggage and allow an official from the Customs and Border Protection to investigate your belongings. The purpose of this search is to ensure that you have not brought any restricted items with you into the country.<sup>8</sup>



- Meeting and welcoming clients
- √ Why a meet and greet is important

Many independent support workers on Mable offer a 'meet and greet'. While these meetings are often an informal chat over a cup of coffee or a virtual session, they're also a crucial opportunity to:

- Set out your expectations for how you would like to work with the client
- Understand if you are a right fit for each other
- Ask each other questions about the support required and the current support situation.

Essentially, it is an interview process for both you and your client, and both parties need to make sure they are comfortable with the arrangements of the job before you proceed. Here

<sup>8</sup>https://www.ciee.org/in-the-usa/work/camp-exchange-usa/airport-arrival-procedures

are some tips to help you prepare for this meeting, as well as common questions that can crop up during a meet and greet.

Before you decide whether you and your client are a good 'fit', it's important to be really clear and specific about your understanding of the work that will be undertaken and make sure your client is on the same page. We recommend having this first meet and greet in a public place, like a cafe or a library.

## ✓ Preparing for a meet and greet

You can indicate through your Mable profile if you're open to offering free meet and greets to potential clients.

- Set up a meet and greet in your chat with the client or accept an invite from the client
- Pick a place to meet or use Mable's video call feature
- Take copies of your qualifications, police check, Working with Children Check and COVID vaccine evidence
- Confirm you have the right skills and qualifications for the work. When you meet with the client, make sure they are not making assumptions about the specific services you are able to offer. We recommend discussing and creating a list together of the duties involved in their day to day support. Be transparent about the work that you can't, or don't wish to do. This is not just limited to qualifications. For example, if you have any physical limitations that make it difficult for you to do anything strenuous, make sure your client understands these at the outset.
- Ensure clarity on the duties that are required: it's important that you and the client are really specific about the expectations of what those duties will involve.
  - Even if the tasks do not require a specific skill set, it pays to ask your client to be really specific when explaining what they believe they should encompass. Cleaning and domestic assistance is a good example, as they're both broad terms which can be interpreted in different ways.

- Some support workers might be happy to perform light housework duties like dusting or washing up, but are not comfortable climbing a ladder to clean a client's windows or mowing the lawn.
- Similarly, if you're being engaged to provide social support, does your client expect that you will provide transport?

This conversation will allow you to voice any concerns about what's expected, or set your own boundaries when it comes to what you are willing to do as part of the job.

Learn more about how to prepare for a meet and greet by downloading our checklist guide.

## ✓ Understanding support categories on Mable

Mable provides helpful categories and definitions to help you to break down the types of work provided on the platform. For example, social support and domestic assistance categories are outlined as follows:

- **Activities, Outings & Community Access:** Accompanying clients to activities of their choice, including social or community related activities
- **Home Maintenance:** Minor repairs in homes such as changing light bulbs, changing batteries in smoke detectors, minor repairs to furniture, cupboard doors, etc.
- **Companionship:** Providing social support to clients in their home
- Light Gardening: Light gardening, including weeding, cutting lawns, planting and clearing small plants from gardens
- Light Housework: Light housework, including vacuuming, dusting, cleaning bathrooms and toilets; and washing floors
- Meal Preparation: Assisting with meal preparation for someone with NO specific swallowing or chewing requirements or complex diets
- Personal Assistant (Admin): General administrative tasks, including writing letters, posting mail and other administrative assistance
- Shopping: Either accompanying a client to the shop or shopping for them in accordance with client's needs
- Sports and Exercise: Assisting a person with community sports, fitness and daily exercise
- Provide Transport: Transporting client in either your or the client's car.

Learn about other support types and what they entail.

## After the meet and greet

If your meet and greet has been successful and you have decided to book with the client, the next step is to get a Mable agreement in place. The agreement is a document that sets out all the details and terms of the support service to be provided.

Don't be afraid to be really detailed here. The more specific you are within your agreement, the greater chance you have of avoiding any awkward conversations later and ensuring smooth payments later on. It's very important that the client accepts the agreement before you start providing support.9

Figure 5: procedures for arriving passenger



## **Activity 2: Guided Practice**



## In a group of 2:

- 1. Seek assistance from your trainer if necessary
- 2. Identify the airport arrival procedures
- 3. Ask your trainer many questions from for clarification



# Activity 3: Application



You are asked to join a group of two, where one person will act as a visitor and the other as a tour guide. The tour guide will meet and welcome the client, assisting him/her in fulfilling the airport arrival procedures.

<sup>&</sup>lt;sup>9</sup>https://mable.com.au/discover/support-worker-guide-to-mable/meet-and-greet-with-aclient

## **Topic 2.2: Description of airport departures**

## **Activity 1: Problem Solving**



You are asked to form a group of 4 and discuss on the procedure for departure flights:

- 1. Each group is asked to write their answers on the blackboard.
- 2. Each group is requested to select one trainee as the presenter of the group and another one as the secretary of the group.
- 3. You are asked to follow the presentation and ask some questions for clarification to the group presenters.
- 4. Review the answers together and compare them with those of your classmates.
- 5. For more clarification have a look at key note 2.2.

## **Key Facts**

## • Procedures for departure flight

**Airport Terminals** 

Departing passengers arrive at the airport and check in at the departure terminal.

Many of the larger airports have more than one terminal building, so it is important to communicate information about check-in terminal numbers to traveling customers, especially if they have to change terminals during their journey. Departure terminals are normally numbered at multi-terminal airports.

When a passenger arrives at the airport for their flight, there are four main formalities to complete for departure.

## ✓ Check-in

According to Subhash (2019) the check-in process is split into three parts:

- The actual check-in: You should provide confirmation to the airline that you are intending to board the flight.
- Handing down your luggage to the ground handling staff. The baggage will be tagged and sent. The next time you are going to see them will be after reaching your destination. Before doing this step, check out the baggage guidelines mentioned on your airline's website. Ensure the size and weight of your luggage falls within the prescribed limits.
- Last but not the least, grab your boarding pass and get ready for the security check.

Having arrived at the correct terminal, all passengers proceed through check-in formalities.

With the increased availability of the internet and mobile solutions, around 90% of passengers around the world will be offered the opportunity to check-in on-line or using an airline's mobile application.

Additionally, many airports provide kiosks at the airport where check-in can be performed. If passengers prefer, check-in can usually also be done with the airline's check-in staff. Check-in is where passengers present their electronic ticket (e-ticket) reservation code and passport/ID to the airline check-in staff.

Documents and luggage are verified and luggage is also checked-in where necessary, and a "boarding pass" is given to the passenger to board a flight.

Checked baggage is baggage that will be loaded into the cargo hold of the aircraft.

An increasing trend at airports is the rise of fully automated bag drops. Here the passenger will be given the opportunity to check-in and hand over their luggage to the airline, without the need of an airline representative assisting.

## ✓ Passport Control and Security Checks

After completing all check-in and baggage handling formalities, all passengers proceed to the airport passport control and security checkpoint. The airport is responsible for ensuring that only passengers holding a boarding pass enter the transit area where they wait to board their flight.

Increasingly around the world, automated pre-security gates can be found. Here passengers need to pass through an automated gate where only passengers with a valid boarding token can proceed towards security.

The security checkpoint is staffed by airport personnel who are responsible to perform the following checks:

- The passenger is holding a boarding pass for a valid flight departure
- The passenger's passport name matches with the name printed on the boarding pass
- The passenger and his/her personal belongings are manually checked or x-rayed to ensure that they do not carry restricted or dangerous articles.

## ✓ Transit Area

The transit area is also called the airport concourse. Here departing passengers wait to board their flight. They can take advantage of airport facilities such as duty-free shops and restaurants.

#### ✓ Boarding

The next step is "boarding." At the boarding gate each passenger's passport and boarding pass must be presented. This is the last check before being allowed on the aircraft.



#### ✓ Notice

An agent cannot assume that a traveler, no matter how well traveled, knows the regulations controlling travel to or from various countries.

Agents should collect the following information from the client in order to check visa and health requirements:

- Country of origin (where journey begins)
- Any stopover or transfer points on route
- Country of destination
- Country of final destination (e.g., will the traveler return to the country of origin where a re-entry permit might be needed?)
- What type of passport the client is traveling on, since requirements may vary according to the type of passport (e.g. normal passport, diplomat passport, alien's passport, etc.).
- Client's nationality or citizenship

## • Procedures for departure transfer

Departure transfer is related with long term customer relation. It is the final or end of the tour. It is the last travel service so it should be capable to generate long term relation. Here, one must keep in mind that every departure transfer should be capable to generate new business. Satisfied customers are unpaid marketing staffs. They recommend your service and your agency.

To use the customer's word for promotion is known as word of mouth. Tourism being a service business where service products are intangible satisfied customer's recommendation is very important. To achieve full objective of departure transfer, prepare a plan. Pre understanding of the job and its sensitivity is necessary to make it successfully.

## **Departure transfer includes:**

- ✓ Inform and brief guest about the hotel pick up time, flight tiem, travel documents, baggage allowance and other related information.
- ✓ Help hotel check out
- ✓ Take care of guest baggage
- ✓ Provide transport (no taxi)
- ✓ Accompanying with the guest to the airport.
- ✓ Help airport check in and farewell.

## • Departure Transfer Process:

A departure transfer task starts a day before. The job should be systematic, and efficiently to leave positive impacts on guests so that they will re-visit or recommend their friends to visit our country.

## ✓ A Days before

- ♣ Check operation and correspondence file and prepare a note of necessary information such as name of guest/group, hotel, collection, departure flight and schedule, estimated time of departure (ETD) etc.
- Inform hotel to prepare bill and inform bell boys at what time guest baggage will be collect.
- Inform transport at what time they need to be ready and what time I the pickup time.
- Finally inform guest at what time they need to pick up their baggage and what time to leave hotel what is the airport tax and other formalities they need to fulfill at the airport etc inform about the travel documents.

It is very difficult for a guest to remember all the information. They are on holiday. Speak slowly, use simple language and make sure that they understood the provided information.

If the guest is not contacted leave message at the hotel reception and check that they received the message.<sup>10</sup>

## Departure terminal procedures

## **Airport Terminals**

Departing passengers arrive at the airport and check in at the departure terminal. Many of the larger airports have more than one terminal building, so it is important to communicate information about check-in terminal numbers to traveling customers, especially if they have to change terminals during their journey. Departure terminals are normally numbered at multi-terminal airports.



## **Activity 2: Guided Practice**



1. While in your small groups perform these activities.

## Each group will:

- a. Discuss on the departure flight procedures
- b. Discuss procedure for departure transfers
- c. Discuss the departure terminal procedures
- 2. Take time to do the task. your trainer is there to help you where you find challenges.
- 3. After discussions, share your answers and the reponses to the questions
- 4. Review them together, and ask questions to your trainer where it is necessary

<sup>&</sup>lt;sup>10</sup>https://sushantmarasini.com.np/wp/archives/101





A couple of tourists came to Rwanda last week and enjoyed a four-day tour, exploring the beauty of Rwanda's nature, history, and culture. Mr. DM worked as their driver guide and assisted them throughout their visit. This morning, Mr. DM took them to the airport as they wished to return to their home country.

You are asked to read the following scenarion and act accordinglythen make a report:

- 1. Explain the flight procedures
- 2. Identify the procedures for departure transfers
- 3. What are the departure terminal procedures

## **Topic 2.3: Description of hotel procedure**

## **Activity 1: Problem Solving**



A client from the USA has reserved a room in one of the luxury hotels in Kigali, and you are supposed to assist him in completing the necessary check-in activities.

- 1. You are asked to form a small group, read the scenario and discuss the following questions:
  - What is done when the guest reach at the hotel?
  - What the guest is required to do while at the hotel?
- 2. After all groups have finished discusions, presnet to the rest of the class. Let other group members to give their contributions
- 1. For more clarification have a look at **key note 2.3: Description hotel procedures in** trainee manual

## **Key Facts**

## Hotel check-in procedures

- ✓ Check in
- Brief the client about the day's program.
- In coach before arrival at hotel. On arrival at hotel, first inform the client's location of ladies and gents' washrooms.
- If there is meal in the restaurant, then first settle the clients in the restaurant and then start formalities. Do not disturb them while eating.
- Must be present there during all emails. This is an opportunity to talk about dishes, eating habits, different cuisines of India etc. It will also help you to understand their food habits and preferences.
- Formalities: Rooming list and distribution of keys, supervise the porters for room numbers on baggage.
- ♣ Keep the clients advised about your phone number, room number. This is to ensure that client can reach at all times.
- ₩ Wait is the lobby for 30 minutes in case any passenger has a problem with his room ensure that hotel changes the same.
- As soon as possible, please, ascertain that all clients are satisfied. If anyone wants to change the room, hotel changes the same.
- Inform the reception about the wakeup call for the following day. Breakfast time, baggage collection time and check out time. Also, advice, them the program for next day.
- Inform passengers about their itinerary.
- Inform clients to keep valuables in hotel safe for that day or next day.
- If it is free time and you leave the hotel, ensure that you inform the client about the time when you return.

#### Hotel information

## ✓ Receiving guest in Hotel

Hotel is regarded as a product of single entity. (Knowles Tim, 1994). The first impression is most important. The guide should put up a smiling front. Smile should be natural and sincere. Tourists (guest) can discern easily between a fake and a genuine welcome.

Being an employee at reception you must carry out research on what they think about product or service.<sup>11</sup>

Greeting Guests at Hotel to create remarkable first impression

All guests arriving at the hotel must be welcomed warmly.

A warm welcome of guest at the hotel set a positive environment and makes him happy about the services.

We must try to create a good first impression. Staff working at the reception must be properly dressed and ready to welcome the guest. He must check his appearance time to time. He must be sure that there is no smell of smoking, chewing tobacco, Gutka, Paan Masala or Onion/ Garlic. He must keep his surroundings clean. He must have the confidence to serve well.

- Reservation
  - o Guaranteed
  - Non-guaranteed
- ♣ Walk in

## Reservation

It is a process in which the guest calls at the property to enquire about the availability of rooms and room rates for the desired dates.

If the guest is satisfied with the information shared and wants to reserve the room, then the guest shares the required information with the reservation department. If the guest is

<sup>&</sup>lt;sup>11</sup>Kumar Prasanna, *Marketing of Hospitality and Tourism Services*,2010

paying in advance, then it is known as guaranteed reservation and if guest is paying at the time of check in, then it is known as non-guaranteed reservation.

## **Registration Process**

Registration includes collection. Collection means collecting information from the client. This information could be date and time of arrival, place from which he/she has come, name, nationality, occupation of guest, purpose of visit etc.

The above reservation process is known as "pre-arrival process".

## Arrival:

- Reserved
- o Walk in

**Reserved**: These are these types of guest who have already gone through the pre-arrival process.

They just needed to sign the registration card. If non-guaranteed reservation is there, they have to pay half of the amount at the time of check in.

The guest can also opt for express check in, in which all the verification is done in the room on the way to hotel. These are mostly done for VIPs.

**Walk in:** In this procedure, the guest comes directly to the hotel and enquires and pays for the room.

**Small baggage:** These types of guest have small bags with them, so the staff has a keen eye on them because they can be skippers.

**No shows:** These are these types of guests who have done the guaranteed reservation but have not been checked in for 3 days from the arrival date.

**During the stay:** In this procedure the guest is given the house limit i.e. the maximum limit which has been given to the guest for their due expenditure on services.

If it exceeds the limit, the guest needs to pay for continuing the service.

## Hotel check-out procedures

## ✓ What is check-out

Checkout room means a guest room to be cleaned by a hotel worker due to the departure of the guest assigned to that room.

## ✓ Procedures for checking out

- Inform reception to keep bills ready and hour prior to clients' departure to avoid last minute delays.
- For check out, personally do the baggage count & ask the client to identify baggage before loading in the coach.
- ♣ Make sure all vouchers are signed before handing over the ground handling agents
  or to hotel.
- Make a separate note of the changes made in the voucher & mention same in the tour report.
- Ensure that all hotels keys have been returned.

In the coach ask the client verify if they have all their belongings with then before leaving the hotel.





1. While in your small groupstake these activities.

Each group will:

- a. Discuss on check-in process
- b. Explain hotel information
- c. Perform hotel check out

Take time to do the task. your trainer is there to help you where you find challenges.

After discussions, share your answers and the reponses to the questions

Review them together, and ask questions to your trainer where it is necessary

# Activity 3: Application



Visit the nearest accommodation establishment in your neighborhood. Take time to stay in their front office.

- 1. Observe how the hotel procedures are conducted
- 2. Ask different questions related to check-in and check-out procedures
- 3. Take note and write a short report to present in class.

## **Formative Assessment**

- 1. What do you understand by:
  - a) Check-in
  - b) Check-out
- 2. The following is included in check out procedures
  - a) Ensure that all hotels keys have been returned.
  - b) Arrival
  - c) Registration
  - d) Reservation
  - e) No correct answer
- 3. Registration is the step-in which client information is collected. True or false
- 4. Give the two types of reservation
- 5. What do you understand by no show customer?



**Reserved**: These types of guest have already gone through the pre-arrival process.

**Walk in:** In this procedure, the guest comes directly to the hotel, enquires, and pays for the room.

**Small baggage:** These types of guest have small bags with them, so the staff has a keen eye on them because they can be skippers.

**No shows:** These are these types of guests who have done the guaranteed reservation but have not been checked in for 3 days from the arrival date.

**During the stay:** In this procedure, the guest is given the house limit i.e. the maximum limit, which has been given to the guest for their due expenditure on services.



1) Re-take the self-assessment you did at the beginning of the unit.

#### Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. The trainer will read a skill that is listed in the left column. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation.

At the end of this unit, we'll take this survey again.

My experience	I don't have any	I know a little about	I have some experience	I have a lot	I am confident in
Knowledge, skills and attitudes	experience doing this.	this.	doing this.	experience with this.	my ability to do this.
Determine the procedures for arrival flights					
Determine the procedures for arriving passengers					
Processing meeting and welcoming clients					
Determine the procedures for departure flight					
Determine procedures for departure transfer					
Describe departure terminal procedures					
Describe Hotel check-in procedures Explain Hotel					
information  Describe Hotel					
check-out procedures					

2) Fill in the table and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.

# UNIT 3: ATTEND TO CLIENT'S EMERGENCIES AND SPECIAL SITUATIONS



Figure 6. emergencies

# **Unity summary:**

This learning outcome provides the knowledge and skill to identify the emergencies, to describe mitigation measures and propose the techniques to handle emergencies.

#### Self-Assessment: unit 3

#### 1. Look at the illustration above and do the following:

- a) What are they doing?
- b) What do you think this learning unit will be about?

#### 2. Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. The trainer will read a skill that is listed in the left column. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this unit, we'll take this survey again.

My experience	I don't have any	I know a little	I have	I have a	l am confident
Knowledge, skills and attitudes	experience doing this.	about this.	experience doing this.	experience with this.	in my ability to do this.
Explain operational emergencies					
Describe Client-oriented emergencies					
Identify clients with special needs					
Determine measures for mitigating operation emergencies					
Determine measures for mitigating clients' emergencies					

My experience  Knowledge, skills and attitudes	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Prepare clients with special needs					
Describe the procedures for responding to operational emergencies					
Describe procedures for responding to clients' emergencies					
Describe procedures for handling clients with special needs					

# **Key Competencies:**

	Knowledge		Skills		Attitudes
1.	Explain operational	1.	Realize operational	>	Smartness
	emergencies		emergencies		
2.	Describe Client-oriented	2.	Identify clients with special	<b>\</b>	Honesty
	emergencies		needs		
3.	Explain measures for	3.	Apply measures for	<b>\</b>	Tactfulness
	mitigating operation		mitigating operation		
4.	Describe the procedures	4.	Follow the procedures for	>	Clearness
	for responding to		responding to operational		
	operational emergencies		emergencies		

5.	Describe procedures for	5.	Handle clients with special	>	Empathy
	handling clients with		needs		
	special needs				



# Discovery activity





In the group, you are tasked to observe the picture and discuss what you see

# **Topic 3.1: Identifying the emergencies**



# **Activity 1: Problem Solving**



- 1. You are asked to read carefully the scenario and discuss on the following questions:
  - What are the emergencies you identify in the scenario?
  - Identify the client's emergencies
  - Identify clients with special needs
- 2. Discuss on the scenario
- **3.** After all groups have finished discussing, select someone to present to the rest of the class (choose the appropriate methodology). Encourage other groups to give their contributions
- **4.** Have a look at **key notes 3.1.** and ask more clarifications to your trainer

#### **Key Facts**

#### Operational emergencies

The type of emergency operation to be conducted will be dictated by the level of warning. Emergencies or disasters have been classified by EPC as:

- ✓ gradual
- ✓ sudden
- ✓ predictable
- ✓ unpredictable
- √ unexpected

Three different types of emergency management operations may take place:

- ✓ pre-emergency (gradual, predictable)
- ✓ life-saving (sudden / unpredictable / unexpected)
- ✓ post-emergency (applicable to all)

#### • Pre-emergency Operations

This type of operations is based on the premise that sufficient warning allows the mobilization of resources. The operation will deal with warning the public, the evacuation of those who wish to leave, allocation and marking of main evacuation routes to reception areas, establishment of reception centers and action to reduce the impact of the oncoming emergency. This operation will also include security to protect evacuated property from looting.

#### Life-saving Operations

In this case insufficient warning has prevented the municipality from conducting a preemergency evacuation. This operation will deal with the rescue of the injured, provision of medical care, evacuation of homeless, fire-fighting, route clearance, salvage, etc. in and around the damaged area immediately after impact.

#### Post-emergency Operations

This type of operation leads to full recovery and a return to a state of normality. For a municipality it would consist of:

- ✓ road and debris clearing
- √ damage control
- ✓ rebuilding
- ✓ health hazard elimination
- √ re-establishment of essential services
- √ financial assistance
- ✓ Legal reporting and claim investigation.

The ESM would not likely be extensively involved in this, but he or she might initiate some of the above activities before being withdrawn when the potential for damage is over and cleanup begins.

#### Client-oriented emergencies

✓ Natural

#### Severe Weather (Tornadoes, Thunderstorms, Hail)

West Lafayette is located at the edge of "Tornado Alley," a part of the central United States that is particularly susceptible to tornadoes. Tornadoes are a hazard that may result in large losses of life and property, coupled with extremely vulnerable populations gathered at large events, e.g. campus football and baseball games.

Severe thunderstorms are also significant concerns because they are the most probable natural cause of emergencies or disasters for the University. Designated in-place building shelters have been identified in the event of an emergency. Refer to your location's Building Emergency Plan (BEP) or posted instructions within the building for more information.

#### ✓ Technological

√ Fire

All buildings on the West Lafayette campus have fire detection systems, and most have fire suppression systems.

#### ✓ Hazardous Materials Accidents

Fuel and chemical spills are the most widespread materials likely to create accidents. Chemicals used in laboratories, water treatment and at the Wade Utility Plant are also sources of possible hazardous incidents. There is a central hazardous materials waste facility for the temporary storage of these materials until they can be safely transported off-campus.

#### ✓ Chemical/Biological/Radiological (CBR) Emergencies

When properly stored and handled, CBR materials pose no extreme threat. They are commonly present in academic buildings housing scientific experiments and research. However, during times of natural or human-caused disasters, these materials become a special hazard to the campus and to emergency personnel.

#### ✓ Aircraft Crashes

Small private planes and charter aircraft are common in the air space over the Greater Lafayette area due to the location of the Purdue University Airport. Crashes may occasionally occur.

#### √ Human-Caused

#### **National Emergency (War, Terrorism)**

There is a chance that Purdue University could be affected either directly or indirectly by a major war or terrorism incident. Any attack within Tippecanoe County could over-task local emergency response organizations, which the University relies on for mutual aid.

#### ✓ Civil Disorder

Planned or unplanned demonstrations may become large and uncontrollable. In some cases, participants could become violent.

#### ✓ Active Shooter

An active shooter would place the campus community at risk by either targeting specific individuals or mass groups.



# **Activity 2: Guided Practice**



- 1. Stay in the group and do this other activity:
  - Discuss on the emergencies
  - Find out some emergencies that may happen to the client
- Use your time, to do the task. Refer to your trainer where they find challenges.
   After the discussion, let each group share their answers and responses to the questions



# **Activity 3: Application**



You are asked to visit the nearest attraction site which can draft and present a report for many emergency situations in the school neighborhood, observe and identify:

- 1. the operation emergencies
- 2. client's emergencies
- 3. the clients with special needs

#### **Topic 3.2: Mitigation measures**

#### **Activity 1: Problem Solving**



Last year, we had a tour that started in Musanze city and then proceeded to Karongi. During this amazing tour, our visitors enjoyed cave exploration in Musanze cave, a boat trip, and swimming in Lake Kivu. The tour had its challenges, as one of the tourists got injured during the cave exploration, and another one was in a precarious situation of almost sinking in Lake Kivu..

- 1. In small groups, you are asked to read the scenario and answer to the following questions:
  - What are the measures to reduce operational emergencies?
  - What are the measures for mitigating client's emergencies?
- 2. Discuss the measure to reduce operation emergencies
- **3.** After all group have finished discussing, present to the rest of the class.
- 4. Have a look at key notes 3.2. and ask more clarification to your trainer

#### **Key Facts**

Measures for mitigating operation emergencies<sup>12</sup>

#### **✓** Definition of mitigation:

Refers to measures that prevent an emergency, reduce the chance of an emergency happening, or reduce the damaging effects of unavoidable emergencies.

Typical mitigation measures include establishing building codes and zoning requirements, installing shutters, and constructing barriers such as levees.

<sup>&</sup>lt;sup>12</sup>https://www.stlouis-mo.gov/government/departments/public-safety/emergency-management/about/Steps-of-Emergency-Management.cfm

#### √ Steps of Emergency Management.

According to the City emergency management Agency (2013) there are Steps of Emergency Management.

These are Prevention, mitigation, preparedness; response and recovery are the five steps of Emergency Management.

#### Step 1: Prevention

Actions taken to avoid an incident. Stopping an incident fro; occurring.

#### Step 2: Mitigation

Refers to measures that prevent an emergency, reduce the chance of an emergency happening, or reduce the chance of an emergency happening, or reduce the damaging effects of unavoidable emergencies. Typical mitigation measure includes establishing building codes and zoning requirements, installing shutters, and constructing barriers such as levees

#### **Step 3: Preparedness**

Activities increase a community's ability to respond when a disaster occurs. Typical preparedness measures include developing mutual aid agreements and memorandums of understanding, training for both response personnel and concerned citizens, conducting disaster exercises to reinforce training and test capabilities, and presenting all-hazards education campaigns

#### Step 4: Response

Actions carried out immediately before, during, and immediately after a hazard impact, which are aimed at saving lives, reducing economic losses, and alleviating suffering. Response actions may include activating the emergency operations center, evacuating threatened populations, opening shelters and providing mass care, emergency rescue and medical care, firefighting, and urban search and rescue

#### **Step 5: Recovery**

Actions taken to return a community to normal or near-normal conditions, including the restoration of basic services and the repair of physical, social and economic damages. Typical recovery actions include debris cleanup, financial assistance to individuals and governments, rebuilding of roads and bridges and key facilities, and sustained mass care for displaced human and animal populations

Hazard mitigation describes actions taken to help reduce or eliminate long-term risks caused by hazards or disasters, such as flooding, earthquakes, wildfires, landslides, or tsunamis.

As the costs of disaster management and recovery continue to rise, governments and citizens must find ways to reduce hazard risks to our communities. While communities make plans and approve new developments and improvements to existing infrastructure, mitigation can and should be an important component of the planning effort.

While mitigations can and should be taken before a disaster occurs, hazard mitigation is also essential after a disaster. Often after disasters, repairs and reconstruction are completed in such a way as to simply restore damaged property to pre-disaster conditions. These efforts may get the community back to normal for a time, but the replication of pre-disaster conditions may result in a repetitive cycle of damage, reconstruction, and repeated damage. This recurrent reconstruction becomes more expensive as years go by.

Hazard mitigation breaks this repetitive cycle by taking a long-term view of rebuilding and recovering following disasters. The implementation of such hazard mitigation actions leads to building stronger, safer and smarter communities that are better able to reduce future injuries and future damage.

#### **Types of Mitigation Techniques**

#### Prevention:

Government, administrative, or regulatory actions that influence the way land and buildings are developed to reduce hazard losses. Includes planning and zoning, floodplain laws, capital improvement programs, open space preservation, and storm water management regulations.

#### Property Protection:

Modification of buildings or structures to protect them from a hazard or removal of structures from a hazard area. Includes acquisition, elevation, relocation, structural retrofit, storm shutters, and shatter-resistant glass.

#### Public Education and Awareness:

Actions to inform citizens and elected officials about hazards and ways to mitigate them. Includes outreach projects, real estate disclosure, hazard information centers, and schoolage and adult education.

#### Natural Resource Protection:

Actions that minimize hazard loss and preserve or restore the functions of natural systems. Includes sediment and erosion control, stream corridor restoration, watershed management, forest and vegetation management, and wetland restoration and preservation.

#### Emergency Services:

Actions that protect people and property during and immediately after a hazard event. Includes warning systems, emergency response services, and the protection of essential facilities.

#### **Structural Projects:**

Actions that involve the construction of structures to reduce the impact of a hazard. Includes dams, setback levees, floodwalls, retaining walls, and safe rooms.

#### **Common Mitigation Actions**

- Enforcement of building codes, floodplain management codes and environmental regulations.
- Public safety measures such as continual maintenance of roadways, culverts and dams
- Acquisition of relocation of structures, such as purchasing buildings located in a floodplain.
- Acquisition of undeveloped hazard prone lands to ensure no future construction occurs there.
- Retrofitting of structures and design of new construction, such as elevating a home or building.
- Protecting critical facilities and infrastructure from future hazard events.
- Planning for hazard mitigation, emergency operations, disaster recovery, and continuity of operations.
- Development and distribution of outreach materials related to hazard mitigation.
- ♣ Deployment of warning systems to alert and notify the public.

During the planning process, the City of Los Angeles Steering Committee is actively engaging community members and stakeholders in the planning process as part of a whole community approach in hazard mitigation and disaster planning.

#### **Hazard Mitigation Plan Revision Process**

This hazard mitigation planning process has six steps:

**STEP1**: Organize Resources & Build the Planning Team

Relevant studies, plans, and reports are collected along with communications resources that allow the public to be involved throughout the planning process.

A planning team is assembled consisting of municipal representatives, and local and regional stakeholders.

#### **STEP 2**: Develop the Plan's Risk Assessment

The risk assessment includes the identification of the location and geographic extent of natural and human-caused hazards that can affect the City. The hazard impacts and future probability of occurrence is also determined. Scientific and historical evidence of past events is collected and evaluated.

All of these factors, along with the information on damage and losses sustained by the City, enables the hazards to be ranked from highest threat to lowest threat.

**STEP3**: Assess Capabilities Local capabilities through emergency management, the National Flood Insurance Program, planning and regulatory authorities, administrative, technical, financial, and political capacities are assessed for the plan revision.

**STEP4**: Develop the Mitigation Strategy

Goals, objectives, and past mitigation actions are evaluated and revised as needed by the planning team. The planning team will also define appropriate new mitigation techniques, and prioritize mitigation actions and projects in the revised mitigation strategy.

**STEP5**: Determine Plan Maintenance Process

The HMP is a living document that must be regularly reviewed, updated, and maintained. A schedule is prepared to include responsible departments involved with monitoring, evaluating, and updating the plan during its five-year cycle. A process for integrating the updated Mitigation Strategy into existing plans and reports should be outlined and a plan for continued public outreach and participation must also be developed.

**STEP 6**: Obtain Mitigation Plan Approval and Adoption

The draft plan is made available for public comment then submitted to the State of California Office of Emergency Services (Cal OES) and FEMA for review and approval. Once a Plan has been determined to meet all state and federal requirements and receives official approval it.<sup>13</sup>

<sup>&</sup>lt;sup>13</sup>https://emergency.lacity.org/la-hazards/what-hazard-mitigation



# **Activity 2: Guided Practice**



The tourism company is organizing a trip to Nyungwe with a group of believers from different churches in the East Africa community. Before the tour begins, they conduct several preparations such as checking the car, confirming the destination, discussing the itinerary with the tourists, taking their temperatures, and distributing necessary equipment such as hiking boots, raincoats, and anti-vomiting medicines, etc.

- 1. With your trainer guidance, read and discuss the scenario while in their respective groups:
  - Identify the operation mitigation measures
- 2. Allow groups to work till they finish the task. As group are working, guide them where they find challenges.
- 3. After the discussions, let each group share answers and the responses to the question
- 4. Review them together, answer any questions that trainees may be having.



# Activity 3: Application



1. You are asked to read the scenario and act as specialist in emergency mitigation after that you will make a shot report:

Next week, the level three tourism class is planning to visit Akagera National Park and participate in various adventurous activities such as nature walks, night game viewing, camping, boat rides, and even a hot air balloon experience.

- Apply measures to mitigate operational emergencies in the above scenario
- Apply measures for mitigating clients emergencies
- identify the clients special needs for this activity

### Topic 3.3: procedures for handling emergency situations

#### **Activity 1: Problem Solving**



A group of students from Oxford University is currently in Rwanda for a ten-day tour. On their first day, they embarked on a tour to Akagera National Park. Unfortunately, while en route to the park, the vehicle carrying them was involved in a crash and caught fire.

- 1. You are asked to read carefully the scenario and discuss on the following questions:
  - What are the procedures for responding to operational emergencies?
  - Describe procedure for responding to client emergencies
- 2. After all groups have finished discussing, present to the rest of the class. Encourage other groups to give their contributions
- 3. Have a look at key notes 3.1. and ask more clarifications to your trainer

#### **Key Facts**

• Procedures for responding to operational emergencies

Many people often face situations when someone around them is in immediate need of medical assistance, and they find themselves useless about how to help them.

If we know exactly how to respond to emergencies, we can take appropriate measures to prevent a potentially dangerous situation. Our decision to help others can offer them a chance of survival! Think of what a massive impact you can make on someone else's life.

✓ Steps to Deal with Emergency Situations

While dealing with an emergency situation may be difficult, it becomes a little more manageable if you know what to do. Have a look at the following steps:

#### Remain Calm

You are only able to respond to an emergency situation if you are in a stable and calm state of mind. Panicking can in fact make matters even worse and prevent your ability to make the right decisions.

One way to avoid a state of panic is to undergo mind-training exercises and meditation. Reacting speedily but intelligently and calmly is the key to being responsive to an emergency.

#### Move to a Safe Location

It is very important to move yourself and others to a safe location to avoid further damage to life and property. In order to do so, you can take part in safety drills to learn to rescue yourself and others in case of a fire, earthquake or a terrorist attack.

#### Provide First Aid

Determine if you or others have received injuries that require first aid treatment. For instance, you can tie a strap around the wound to stop the bleeding or perform cardiopulmonary resuscitation in case of a cardiac arrest. You can enroll in an online course to train yourself to provide medical assistance.

#### Ask for Help

As soon as you have provided first aid, call 911 and give them as precise information as possible about the situation. Conveying what caused the situation, the age of the victims and their condition are all key points of information to that you must not forget to convey on call.

#### Communicate with the Victims

Until the rescuers arrive, communicate with those wounded to help them divert their attention from pain and stay hopeful about their recovery. Communication with them may also help you to find out whether they have any medical conditions that need special attention.

#### Convey Accurate Information

When the rescuers arrive, focus on providing them as accurate information as possible to help them figure out the right treatment for the victims.

#### Document Your Progress

Note down details of how you responded to the emergency situation so that you are able to react even better in the future. Appreciate your strengths and identify any weaknesses that you need to work on to become a good responder.

#### ✓ Conclusion

Emergencies are inevitable and they often catch us by surprise. But we should never be caught off-guard or be idle when someone is in need of immediate assistance. Good decision-making and prompt measures are very crucial in an emergency situation. Taking an online course can also help develop responsive skills and capabilities.

#### Procedures for responding to clients' emergencies

Here are some examples of emergency procedures:

#### **Active Shooter/Shooting on Campus**

- o If it is safe to do so, exit the building; if not, lock or barricade yourself inside a room.
- o Turn off lights, cover and lock any windows, and lay on the floor.

- If the shooter(s) leave the area, go to a safer place, if possible. Have an escape route/plan in mind. Keep your hands open and visible, and follow any instructions given by law enforcement.
- Call emergency number when it is safe to do so. Remain calm, use a quiet voice, and provide as much information as possible (your name and location, number and type of injuries, details about the shooter(s), appearance, weapons, etc.)
- o If you can't speak, leave the line open so the dispatcher can listen and try to pinpoint your location.
- If approached by law enforcement officers, freeze and raise your arms with open palms facing the officer.
- Once you are at a safe location, stay there until police or known university official gives the "all clear."

#### **Bomb Threats**

- If you spot a suspicious object, package, etc., report it to Campus Safety, but DO
   NOT touch, tamper with, or move a suspicious item.
- DO NOT use any electronic devices (cell phones, laptops, radios, tablets, etc.) in close proximity to the suspect package or device.
- If you are notified by telephone of a bomb within a building, keep the caller on the line. If they hang up, DO NOT hang up the line, but go to another phone to call and then to report the situation to Campus Safety.
- If an evacuation occurs, follow standard evacuation procedures, and DO NOT attempt to re-enter a building until clearance authorization has been given by emergency personnel. Also, immediately notify emergency personnel if you know of a disabled or injured person needing assistance.
- Ask the caller questions: Where is the bomb? When is it set to explode? What does
  it look like? What kind of bomb is it? Did you place it? Why? What is your address?
  What is your name?

 Pay careful attention to the caller's exact wording, voice, and manner of speaking, and try to determine the caller's gender, race/ethnicity, and age, as well as any background sounds and the length of the call.

#### **Building, Campus, and Room Lockdown**

The Building, Campus, and Room Lockdown (also known as "shelter-in-place") procedures are used when it may be more dangerous to evacuate a location than to stay in the assigned area.

- Begin the lockdown/shelter-in-place procedure immediately when instructed to do so. The lockdown order will remain in effect until cancelled by Campus Safety or emergency response personnel.
- o Remain calm and stay with your group of students, faculty, staff, or visitors.
- Do not leave the room and/or building under a lockdown situation. Lock room doors and windows, and close shades immediately.
- Keep persons quiet and away from doors and windows. Consider persons with disabilities who may need assistance.
- If a gunshot is heard, keep people down near the floor and shielded under/behind room furniture as much as possible. If fleeing is necessary, run away in a zig-zag manner, not in a straight line.

#### **Earthquakes**

- If indoors, take cover under a desk or table (duck, cover, hold), or stand in a doorway
  or where two walls join, away from windows and objects that may fall. If outdoors,
  stay in an open area away from buildings, trees, power lines, and other structures.
   If driving, pull over and stop, away from overhead power lines.
- After the shock subsides, proceed outside to an open area.
- DO NOT use elevators when leaving a building.
- Follow the instructions of emergency service workers.

 Immediately notify emergency personnel if you know of a disabled or injured person needing assistance.

#### **Evacuations**

- You will be notified of an evacuation by audible alarms and flashing lights; verbal notice from an instructor, Campus Safety officer, or other campus official; and/or the public address system.
- o Walk, DO NOT RUN, to the nearest exit, then to a designated evacuation site.
- DO NOT use elevators.
- o Follow the instructions of emergency personnel.
- Immediately notify emergency personnel of any disabled or injured persons needing assistance; if you are disabled or injured, ASK FOR HELP until you are rescued.
- Stay with the group you were with inside the building until emergency personnel tell you that you may leave the area.

#### **Fires and Fire Evacuations**

- Upon discovering a fire, immediately dial 911, then call the Department of Safety or use one of the Code Blue boxes located throughout the area.
- When a fire alarm sounds, evacuate the building immediately, and DO NOT use elevators.
- Walk, DO NOT RUN, to the nearest exit, notifying others of the fire. Go to the designated evacuation site for further instructions.
- o If your clothing catches on fire, DO NOT RUN. STOP, DROP, and ROLL.
- Immediately notify emergency personnel on the scene if you suspect that someone may be trapped inside the building.

#### Flood

- Move to higher ground.
- During rainstorms, stay away from trees, which may attract lightning.

- Avoid fast flowing water, even in your vehicle.
- o Do not walk in flooded areas (water depth is not always obvious).
- Do not use and avoid contact with electrical devices.
- o Remain cautious of high water at night, as darkness may hide other hazards.

#### **Hazardous Materials Leaks/Spills**

- O If there is a spill, leak, or fire involving hazardous material (flammable, toxic, corrosive, oxygen, cryogenic), confine the spill, leak, fumes, or fire by exiting the space and shutting the door. Avoid contact with the material. If time permits, locate the Material Safety Data Sheets (MSDS) for any identifiable materials.
- o Sound the building fire alarm so evacuation can begin.
- Dial 911, then call the Department of Safety, or use one of the Code Blue call boxes located throughout the campus. Give your name, department, location of the emergency, nature of the incident, and description of the material.
- Evacuate to the designated evacuation area. DO NOT return to the building until instructed that it is safe to do so.
- Even SUSPECTED hazardous materials, leaks, or suspicious odors should be reported to Campus Safety so appropriate action can be taken.

#### **Medical Emergencies**

- To determine what is a true medical emergency, check for signs such as chest pain, difficulty breathing, excessive or uncontrollable bleeding, unconsciousness, and lifethreatening injuries (severe head injuries, severe burns, etc.)
- Call the Safety, and report the nature of the illness or injury, your name, and the location and telephone number from which you are calling.
- Administer first aid (if you are trained AND permission is granted by the injured)
- Direct emergency and medical personnel to the scene.
- o Remain with the victim until emergency personnel arrive.

#### **Power/Utility Outage**

- Students should remain in their living area, and employees should consult with their supervisor before leaving their workstation, whenever possible.
- o If movement between floors is necessary, use stairways, NOT ELEVATORS.
- o DO NOT use candles; use battery-operated lights instead.
- Turn off electronic equipment, and avoid using the university telephone system if possible, to preserve battery power for official use.
- Exercise caution with valuables, and follow directions from building coordinators and emergency personnel.<sup>14</sup>

#### • Procedures for handling clients with special needs

People's needs may vary in emergency situations. There may be people who are frail; have a visual or hearing impairment; have mobility problems and use walking aids or wheelchairs; have limited walking or standing ability; are pregnant; have heart conditions or asthma or are prone to panic attacks; or they may get claustrophobic.

#### ✓ Assisting people with physical disabilities

- Do not provide physical guidance, hold, and lift or carry a conscious person without their permission. This includes pushing someone in a wheelchair, or 'hurrying a person along' by pushing them.
- Ask what assistance the person requires (such as clearing the path before them, walking alongside or behind on steps). Try to avoid offering advice or pre-empting what the person needs if you do not know the person.
- If a person is reliant on a wheelchair for mobility and there is no access available to get down stairs, another person should wait with them in a fire isolated stairwell until emergency services arrive, as it is the safest place. Ensure that the Building Warden is advised.
- If someone needs to be transferred or assisted from the floor, requiring a full body lift, it is best to get Fire and Emergency Services involved. Try providing a chair for

<sup>&</sup>lt;sup>14</sup>https://www.apu.edu/response/procedures

the person to climb up on to. Do not try to lift them up unless you are trained to do so.

Do not carry a person in their wheelchair down stairs. Either wait for their advice on how to proceed (minimum of two people required) or wait for emergency personnel.

#### ✓ People who may be disoriented or having a panic attack

- Reassure the person by talking calmly to them. Tell them that you will stay with them.
- Get the person to control their breathing. Breathe in and breathe out in unison to the count of three. Use your hands in an up and down motion to signal the tempo. Maintain eye contact.

#### ✓ COVID-19 Considerations

If you are a person with a medical condition that places you in a high risk category for COVID-19 then you should raise this with your relevant supervisor/lecturers and discuss accommodations which will allow you to continue to work/study in a safe environment. This may include but is not limited to:

- Working/Studying remotely
- ♣ Alternate methods of lesson delivery
- Staggered study/contact times to limit exposure



# **Activity 2: Guided Practice**



- 1. while in your respective groups, take this activity:
  - Discuss on the emergencies
  - Find out some emergencies that may happen to the client
- 2. Take your time to do the task. You'll be guided by your trainer where you find challenges.
- 3. After the discussion, each group share their answers and responses to the questions





Join your friend in a group of two trainees in the school workshop. One student act as a victim of hazard and another on as first aider.

- 1. Demonstrate the procedures for handling emergencies
- 2. Make rotations until all groups pass in each activity
- 3. Write your remarks, introduce them and discuss them with other groups

Make report and present it to the classsmate

#### **Formative Assessment**

- 1. Identify the level of Emergencies or disasters as classified by EPC.
- 2. What are the types of mitigation techniques?
- 3. Give the three different types of emergency management operations may take place:
- 4. True or false, evacuation will be notified by an audible alarm and flash lights, verbal notice from an instructor, safety officer or another official or public address system
- 5. One of the following is not included in emergency situations:
  - a) Shooting
  - b) Bomb threats
  - c) Room lockdown
  - d) Earthquakes
  - e) No correct answer



#### **Points to Remember**

- Three different types of emergency management operations may take place:
  - ✓ Pre-emergency (gradual, predictable)
  - ✓ Life-saving (sudden / unpredictable / unexpected)
  - ✓ Post-emergency (applicable to all)
- the types of mitigation techniques are:
  - ✓ Prevention,
  - ✓ Property Protection,
  - ✓ Public Education and Awareness,
  - ✓ Natural Resource Protection,
  - ✓ Emergency Services,
  - ✓ Structural Projects
- The examples of emergency situations are:
  - ✓ Shooting
  - ✓ Bomb threats

- ✓ Room lockdown
- ✓ Earthquakes
- ✓ Animal attack
- ✓ Car crash



At the end of every unit, you should:

1) Re-take the self- assessment you did at the beginning of the unit.

My experience  Knowledge, skills and attitudes	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Explain operational emergencies					
Describe Client-oriented emergencies					
Identify clients with special needs					
Determine measures for mitigating operation emergencies					
Determine measures for mitigating clients' emergencies					
Prepare clients with special needs					
Describe the procedures for responding to operational emergencies					

My experience  Knowledge, skills and attitudes	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Describe procedures for responding to clients' emergencies					
Describe procedures for handling clients with special needs					

2) Fill in the table and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.



#### Integrated/Summative assessment (For specific module)

#### **Integrated situation**

You work for Volcanoes Trinity Guide a Tour Company in Kinigi. Your company has a booking for Michael Wallace x 5 who will be arriving on 12 December and they will depart on  $20^{th}$  December, 2023.

They are booked on a tour package where they will visit two national parks in Rwanda and will include Gorilla visits. They will be in five Volcanoes Boutiques Hotel for the first night and the last night before departure.

#### Your task is to:

- Prepare briefing notes
- Prepare information for the frontline staff
- Meet the clients upon arrival at the airport
- Transfer them to the hotel for check-in

#### Time: 3 hours

#### **Resources**

Tools	Pen, Writing pad, Pager,
Equipment	Computer, Tables, Chairs, Telephones, Internet connectivity, First Aid Kit
Materials/ Consumables	Detailed itinerary, Dummy vouchers, Hotel registration forms, List of hotels, Tour Transport, Hotel Brochures, National Park brochures, Telephone directories, Trade magazines

- Kumar Prasanna, Marketing of Hospitality and Tourism Services, 2010\
- Concept and Impacts of Tourism, Ignou people's university
- https://www.apu.edu/response/procedures
- https://emergency.lacity.org/la-hazards/what-hazard-mitigation
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- https://mable.com.au/discover/support-worker-guide-to-mable/meet-and-greet-with-a-client/
- https://www.ciee.org/in-the-usa/work/camp-exchange-usa/airport-arrivalprocedures
- https://en.wikipedia.org/wiki/Tourist\_attraction
- https://toniakendrick.com/client-welcome-packet/
- https://www.lincolnshire.gov.uk/downloads/file/1876/signposting-for-tourist-attractions-and-facilities-application-guidance-pdfa
- https://www.uou.ac.in/sites/default/files/slm/DHA-101.pdf
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