

STATEMENT OF WORK EXPERIENCE/LOGBOOK

Instructional Programme Code:	50922411 National N Diploma: Tourism
SAQA Qualification ID:	90674: National N Diploma, NQF Level 6, 360 credits
SAQA Learning Programme ID:	67051: National N Diploma: Tourism NQF Level 6, 360 credits

Learner Details	
Name & Surname:	
ID Number:	

Employer Details	
Company Name:	
Address:	
Supervisor Name:	
Work Telephone:	
E-Mail:	

Employer Details	
Company Name:	
Address:	
Supervisor Name:	
Work Telephone:	
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Tourism Compulsory subjects:

Travel Services N6

Tourist Destinations N6

Travel Office Procedures N6

Hotel Reception N6

Additional:

- Workplace Competencies

Travel Services N6

WM-01	Car Hire		
	Scope Work Experience	Date	Signature
WA0101	Source quotations for renting vehicles		
WA0102	Issue the appropriate voucher		
WA0103	Calculate the commission		
WA0104	Complete the Car Hire Agreement document accurately and neatly		
WA0105	Follow the company procedure when booking reservations for domestic and International car rental		
	Supporting Evidence	Date	Signature
S0101	Guideline/process/policy documents		
S0102	Report on strengths and weaknesses		
WM-02	Foreign Currency		
	Scope Work Experience	Date	Signature

WA0201	Calculate currency conversions		
WA0202	Price journeys in Neutral Units of Construction (NUC), convert to local currency using the IATA Rates of Exchange (IROE) and apply currency rounding rules		
WA0203	Calculate total cost of land arrangements and available foreign travel		
WA0204	Complete the necessary forms, per client, as per given list of form numbers and/or letters		
WA0205	Complete the endorsement of the clients' passport when all necessary data has been entered and copies have been made		
WA0206	Explain the procedure of transferring money overseas to the client		
	Supporting Evidence	Date	Signature
SE0201	Conversions done		
SE0202	Calculations made		
SE0203	Forms completed		
SE0204	Endorsement examples		
WM-03	Travel Insurance		
	Scope Work Experience	Date	Signature
WA0301	Advise clients on the best possible insurance package to suit their needs taking their profile into consideration		
WA0302	Calculate the total costs of travel insurance for clients		

WA0303	Demonstrate awareness of travel and tourism safety measures, e.g., travel insurance, credit card fraud procedures.		
WA0304	Interpret the terms and conditions of the insurance package to the client		
WA0305	Complete the insurance application/certificate		
	Supporting Evidence		
SE0301	Insurance package examples		
SE0302	Guidelines on insurance and safety precautions		
WM-04	Special International travel (Rail, cruise, ferry)		
	Scope Work Experience	Date	Signature
WA0501	Briefly explain to the client on the difference between first class and second class service travel on trains in Europe		
WA0502	Explain the different categories of trains		
WA0503	Using the Thomas Cook Continental Timetable, advise clients on symbols and available services on trains to be travelled on		
WA0504	Advise travellers to purchase a Eurail Pass as an all-in-one train ticket for Europe		
WA0505	Explain the benefits, conditions and use of Eurail passes for travelling between countries		
WA0506	Make use of the latest cruise brochures to recommend a cruise and select a cabin according to the need of the client		

WA0507	Complete the cruise reservation form accurately using the client profile and cruise brochure		
	Supporting Evidence		
SE0501	Cruises booked for clients		
SE0502	Research done on relevant information		
WM-05	Hotel reservations		
	Scope Work Experience	Date	Signature
WA0501	Utilise the <i>Hotel and Travel Index Classification System</i> to select an appropriate hotel to suit clients' needs		
WA0502	Select the most appropriate hotel considering the location, safety, affordability and proximity to tourist attractions which suits the client profile		
WA0503	Explain the reservation procedures for booking international accommodation to the client		
WA0504	Complete the hotel voucher according to Travel Agency requirements		
	Supporting Evidence		
SE0501	Hotel bookings made		
SE0502	Vouchers completed		
WM-06	Tour planning and Budgeting		
	Scope Work Experience	Date	Signature
WA0601	Identify the parts of a journey		
WA0602	Identify the global indicator for the routing flown		

WA0603	Quote specified routing fares and select the best fares		
WA0604	Price one way, round, and circle trips using normal fares		
WA0605	Implement essential principles to price journeys as a single pricing unit		
WA0606	Source Q surcharges and Taxes/Fees/Charges (TFCs), analyze provisions, and apply the correct currency conversions and rounding processes		
WA0607	Provide relevant travel information, reviews, news and handy travel tools catering to the customer needs		
WA0608	Notify the customers on luggage limits and insurance, medical, visa, passport, currency and other requirements as required		
WA0609	Advise customers on the issues that can be faced during the travel in terms of safety, travel, finance, currency, etc., in specific to the destination as appropriate		
WA0610	Coordinate for the booking of hotels, tickets, visa, etc. with the respective department in charge		
WA0611	Confirm the customer names at the airlines and hotel once booking is made		
WA0612	Perform the necessary processing in case the customer cancels the tour after everything is booked or planned		

WA0613	Advise the client on the difference between Individual Travel (IT) and Group Inclusive Travel(GIT) fare pricing		
WA0614	Calculate the total income earned by the agency on a tour booked		
	Supporting Evidence		
SE0601	Travel Itinerary for tour booked		
SE0602	Pricing done		
SE0603	Confirmations		

Tourist Destinations N6

WM-01	United Kingdom and the Republic of Ireland		
	Scope Work Experience	Date	Signature
WA0101	<p>Compile a guideline for travellers on the following information for the UK and Ireland:</p> <ul style="list-style-type: none"> • Currency • Entry requirements: (Visa, passport, health documents) • Time zone • Languages • Voltage • Public holidays • Banking and shopping hours • Airport tax • Passenger service charge • Safety and security measures 		
WA0102	<p>Advise a client on the climate conditions of the countries and suggest the best times to visit and make recommendations on appropriate clothing for certain time periods</p>		
WA0103	<p>Compile a guideline, and have access to travel guides, on the important points of interest to assist clients with queries in relation to the following:</p> <ul style="list-style-type: none"> • Airports and harbours • Main cities • Geographical points of interest 		

	<ul style="list-style-type: none"> • Cultural points of interest • Museums and art galleries of interest • Nature reserves and conservancies • Educational points of interest • Famous attractions 		
WA0104	Use the <i>Hotel and Travel Index Classification System</i> to advise clients on accommodation at various destinations within their itinerary		
	Supporting Evidence	Date	Signature
S0101	Guideline documents		
S0102	Portfolio of evidence on information gathered		
WM-02	Western Europe		
	Scope Work Experience	Date	Signature
WA0201	<p>Compile a guideline for travellers on the following information for Western Europe:</p> <ul style="list-style-type: none"> • Currency • Entry requirements: (Visa, passport, health documents) • Time zone • Languages • Voltage • Public holidays • Banking and shopping hours • Airport tax • Passenger service charge • Safety and security measures 		
WA0202	Advise a client on the climate conditions of the countries and suggest the best times to visit		

	and make recommendations on appropriate clothing for certain time periods		
WA0203	<p>Compile a guideline, and have access to travel guides, on the important points of interest to assist clients with queries in relation to the following:</p> <ul style="list-style-type: none"> • Airports and harbours • Main cities • Geographical points of interest • Cultural points of interest • Museums and art galleries of interest • Nature reserves and conservancies • Educational points of interest • Famous attractions 		
WA0204	Use the <i>Hotel and Travel Index Classification System</i> to advise clients on accommodation at various destinations within their itinerary		
	Supporting Evidence	Date	Signature
SE0201	Guideline documents		
SE0202	Portfolio of evidence on information gathered		
WM-03	Southern Europe		
	Scope Work Experience	Date	Signature
WA0301	<p>Compile a guideline for travellers on the following information for Southern Europe:</p> <ul style="list-style-type: none"> • Currency • Entry requirements: (Visa, passport, health documents) • Time zone • Languages 		

	<ul style="list-style-type: none"> • Voltage • Public holidays • Banking and shopping hours • Airport tax • Passenger service charge • Safety and security measures 		
WA0302	Advise a client on the climate conditions of the countries and suggest the best times to visit and make recommendations on appropriate clothing for certain time periods		
WA0303	<p>Compile a guideline, and have access to travel guides, on the important points of interest to assist clients with queries in relation to the following:</p> <ul style="list-style-type: none"> • Airports and harbours • Main cities • Geographical points of interest • Cultural points of interest • Museums and art galleries of interest • Nature reserves and conservancies • Educational points of interest • Famous attractions 		
WA0304	Use the <i>Hotel and Travel Index Classification System</i> to advise clients on accommodation at various destinations within their itinerary		
	Supporting Evidence		
SE0301	Guideline documents		
SE0302	Portfolio of evidence on information gathered		
WM-04	Middle East		

	Scope Work Experience	Date	Signature
WA0501	<p>Compile a guideline for travellers on the following information on the Middle East:</p> <ul style="list-style-type: none"> • Currency • Entry requirements: (Visa, passport, health documents) • Time zone • Languages • Voltage • Public holidays • Banking and shopping hours • Airport tax • Passenger service charge • Safety and security measures 		
WA0502	<p>Advise a client on the climate conditions of the countries and suggest the best times to visit and make recommendations on appropriate clothing for certain time periods</p>		
WA0503	<p>Compile a guideline, and have access to travel guides, on the important points of interest to assist clients with queries in relation to the following:</p> <ul style="list-style-type: none"> • Airports and harbours • Main cities • Geographical points of interest • Cultural points of interest • Museums and art galleries of interest • Nature reserves and conservancies • Educational points of interest • Famous attractions 		

WA0504	Use the <i>Hotel and Travel Index Classification System</i> to advise clients on accommodation at various destinations within their itinerary		
	Supporting Evidence		
SE0501	Guideline documents		
SE0502	Portfolio of evidence on information gathered		
WM-05	United States of America		
	Scope Work Experience	Date	Signature
WA0501	<p>Compile a guideline for travellers on the following information for the USA:</p> <ul style="list-style-type: none"> • Currency • Entry requirements: (Visa, passport, health documents) • Time zone • Languages • Voltage • Public holidays • Banking and shopping hours • Airport tax • Passenger service charge • Safety and security measures 		
WA0502	Advise a client on the climate conditions of the countries and suggest the best times to visit and make recommendations on appropriate clothing for certain time periods		
WA0503	Compile a guideline, and have access to travel guides, on the important points of interest to assist clients with queries in relation to the following:		

	<ul style="list-style-type: none"> • Airports and harbours • Main cities • Geographical points of interest • Cultural points of interest • Museums and art galleries of interest • Nature reserves and conservancies • Educational points of interest • Famous attractions 		
WA0504	Use the <i>Hotel and Travel Index Classification System</i> to advise clients on accommodation at various destinations within their itinerary		
	Supporting Evidence		
SE0501	Guideline documents		
SE0502	Portfolio of evidence on information gathered		

Travel Office Procedures N6

WM-01	Marketing and Sales		
	Scope Work Experience	Date	Signature
WA0101	Create a customer survey as a means to review your travel product/services		
WA0102	Utilise social media networks to market the product/service offered at the Travel Agency		
WA0103	Package travel components to create unique travel products		
WA0104	Extend the business to business network to coordinate travel services		
WA0105	Network with companies and business to sell business travel products		
WA0106	Draft an incentive travelling plan for a “family-friendly” trip considering the following: <ul style="list-style-type: none"> • Seasonal trends • Desired locations • Discounts to be offered • Value-added services 		
WA0107	Create a feedback questionnaire to be given to clients to assess the success of the trip		
WA0108	Use customer feedback to highlight or improve travel products/services offered		
	Supporting Evidence	Date	Signature

S0101	Travel packages		
S0102	Customer feedback		
S0103	Questionnaire		
WM-02	Public relations		
	Scope Work Experience	Date	Signature
WA0201	Provide information to the public on travel promotions		
WA0201	Inform viewers, listeners, or audiences on sales promotion/advertising/public relations periodically		
WA0202	Attend public appearances or exhibits for clients to increase travel and tourism product or service awareness or to promote goodwill.		
WA0203	Represent company at trade association meetings to promote products.		
WA0204	Manage special events or exhibitions to introduce new products to gain public attention through the media without advertising directly.		
WA0205	Distribute travel and tourism publications, pamphlets and brochures according to public relations plan		
WA0206	Analyse various advertisements of the organisation and determine whether an advertisement meets the public relations requirements as per the policy and procedures		
WA0207	Answer enquiries in relation to advertisements		
WA0208	Compile an advertisement using given information		

WA0209	Compile a list and guideline to assist with preparing for an exhibition		
WA0210	Organise an exhibition on a relevant topic at the workplace		
WA0211	Draw the layout of the exhibition to assist with the set-up of the exhibition		
WA0212	Take responsibility for the exhibition and train support staff to man the exhibition		
	Supporting Evidence	Date	Signature
SE0201	Public relations related documentation		
SE0202	Examples of publications		
SE0203	Submission documents		
SE0204	Advertisements designed		
SE0205	Queries answered		
SE0206	Diary/Planner and Event Report		
SE0207	Photographs of exhibition		
SE0208	Feedback form participants		
SE0209	Programme of event		

Hotel Reception N6

WM-01	Hotel Organisation		
	Scope Work Experience	Date	Signature
WA0101	Understand company's policies on personnel management		
WA0102	Understand company's Human Resources policies		
WA0103	Understand the company's reporting structure		
WA0104	Know the company's customer profile		
	Supporting Evidence	Date	Signature
S0101	Organisational organogram		
WM-02	Hotel receptionist		
	Scope Work Experience	Date	Signature
WA0201	Participate in the preparation of staff shift schedules based on the requirements of the business		
WA0202	Participate in taking external and internal telephone calls at the reception desk		
WA0203	Participate in basic reception duties during a morning shift and afternoon shift at the reception desk		
WA0204	Deal with verbal and written guest complaints received at the reception desk		

WA0205	Participation in the recording and management of reservations for accommodation using the available system of the business		
WA0206	Participate in the checking in of guests following prescribed procedures		
WA0207	Participate in the checking out of guests following prescribed procedures		
WA0208	Participate in concierge desk activities including porter duties, using a PA system, valet duties, kiosk duties		
WA0209	Participate in night audit duties of the business following prescribed procedures		
WA0210	Set up marketing material in the reception area to increase sales for the business		
WA0211	Participate in the development of standard operating procedures for reception activities		
WA0212	Participate in the development of standard operating procedures for organising the layout of the workspace in reception		
WA0213	Complete general filing and administrative duties in the reception area		
WA0214	Participate in reception services (for example: safekeeping of valuables, travel agent protocol, dealing with large groups		
WA0215	Participate in the practical application and management of legislation regarding liquor acts, access control, public liability and food laws		
	Supporting Evidence	Date	Signature
SE0201	Reservations done		

SE0202	Guest feedback		
SE0203	Observation of guest relations		

Workplace Competencies

WM01	Personal Effectiveness Competencies	Date	Signature
	Scope Work Experience		
WA0101	Demonstrate sensitivity to the needs and feelings of others		
WA0102	Look for ways to help people and deliver assistance		
WA0103	Show understanding of others' behaviours and motives by demonstrating appropriate responses		
WA0104	Interact respectfully and cooperatively with others who are of a different race, culture, or age, or have different abilities, gender, or sexual orientation		
WA0105	Perform work-related duties according to laws, regulations, contract provisions, and company policies		
WA0106	Use company time and property responsibly		
WA0107	Take responsibility for accomplishing work goals within accepted timeframes.		
WA0108	Deal calmly and effectively with stressful or difficult situations.		

WA0109	Dress appropriately for occupational and worksite requirements		
WA0110	Project a professional image of oneself and the organization		
WA0111	Easily adapt plans, goals, actions, or priorities in response to unpredictable or unexpected events, pressures, situations, and job demands		
WA0112	Effectively communicate with all members of the group or team to achieve team goals and objectives		
WA0113	Provide prompt, efficient, and personalized assistance to meet the requirements, requests, and concerns of customers.		
WM02	Select, use, and maintain tools and technology to facilitate work activity	Date	Signature
	Scope Work Experience		
WA0201	Operate tools, technology, and equipment in accordance with established operating procedures and safety standards		
WA0202	Seek out opportunities to improve knowledge of tools and technologies that may assist in streamlining work and improving productivity		
WA0203	Perform routine maintenance on tools, technology, and equipment		
WM03	Professionalism	Date	Signature
	Scope Work Experience		

WA0301	Maintain composure and keep emotions in check.		
WA0302	Dress appropriately for occupational and worksite requirements.		
WA0303	Project a professional image of oneself and the organization.		
WA0304	Take pride in one's work and the work of the organization.		
WA0305	Take responsibility for completing one's own work assignments.		
WA0306	Diligently check work to ensure that all essential details have been considered.		
WM04	Oral Communication (Listening and Speaking skills)	Date	Signature
	Scope Work Experience		
WA0401	Interact with team members to work efficiently		
WA0402	Communicate effectively with superior to achieve smooth workflow		
WA0403	Communicate effectively with the customers to build a good rapport with them		
WA0404	Use language that the customer or colleague understands		
WA0405	Use the communications systems of the company, e.g., telephone, fax, public announcement systems		
WA0406	E-mail and use internet for communicating		

WA0407	Use of audio-visual aids to communicate complex issues		
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