

Unit Title: The Role Of A Resort Representative
Unit Level: Level 2
Unit Credit Value: 3
GLH: 24
LASER Unit Code: WJD534
Ofqual Unit Code: D/504/9385

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know about regulatory context of the travel industry.	1.1	Explain the importance of adhering to legal requirements of countries where operations take place.
		1.2	Describe the role and function of: a) ABTA b) IATA c) ATOL.
2.	Know about the scale of products and services offered by tour operators.	2.1	For a specific tour operator describe: a) the leisure opportunities it offers to customers b) the national or global spread of its operation c) its comparative size in the national or global market.
3.	Understand the role of a resort representative.	3.1	Describe the key responsibilities of the resort representative in: a) customer service b) providing information to customers c) making bookings for customers d) reporting on quality related issues e) Selling products to customers.
		3.2	Describe the potential consequences of not meeting these responsibilities.

Assessment Guidance:

NA

Additional Information:

NA