

Open Awards Qualification Unit



This unit forms part of a regulated qualification.

1 Unit Details

Unit Title:	The Role of Overseas Resort Representatives
Unit Reference Number:	A/615/8690
Level:	Level 1
Credit Value:	2
Minimum GLH:	18

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know about the job roles of overseas resort representatives	1.1 Identify different roles and responsibilities of overseas resort representatives
	1.2 Describe typical working patterns for an overseas resort representative
2. Know about welcome meetings for a resort	2.1 Outline the key purposes of providing a welcome meeting
	2.2 Identify the main components of a welcome meeting for a resort
	2.3 Identify information that should be communicated at a welcome meeting
	2.4 Describe the importance of creating a good impression at a welcome meeting