## Table of contents

		BLZ
PART A INTRODUCT IN TRAINEES	TION: GETTING STARTED AS A TRAVEL, LEISURE & HOSPITALITY EMPLOYEE SHIP	
Collecting data		13
Who am I?		14
What can I do?		15
What do I want?		17
Contact		19
Create and send a cover letter and resume		21
Having a job interview		22 25
The practice agreement		26
Appointments at internship Working together		27
Professional		28
PART B		
PROFILE TA	SK B1-K1: ACTS AS A POINT OF CONTACT FOR CUSTOMERS/GUESTS	31
B1-K1-W1:	Receives the customer/guest	33
B1-K1-W2:	Informs and advises the customer/guest	37
B1-K1-W3:	Sells and/or rents products and/or services	41
B1-K1-W4:	Identifies and treats complaints	45
B1-K1-W5:	Maintains internal and/or external contacts	49
B1-K1-W6:	Acquires customers/guests and assignments	53
PROFILE TASK B1-K2: PERFORMS ADMINISTRATIVE PROCESSES		57
B1-K2-W1:	Compiles information materials	59
B1-K2-W2:	Maintains financial records and handles transactions	63
B1-K2-W3:	Keeps records	67
B1-K2-W4:	Makes proposals for after sales or adjustment of services	71
PART C		
TASKS	SK P1/P3-K1: ORGANIZES ACTIVITIES AND ASSISTS WITH COMMON	75
P1/P3-K1-W	1: Makes a planning for the organization of activities	77
P1/P3-K1-W2: Prepares the implementation of activities		81
P1/P3-K1-W3: Supervises activities		85
P1/P3-K1-W4: Completes the activity		89
P1/P3-K1-W5: Contributes to a pleasant stay at a facility/on-site		93
P1/P3-K1-W	6: Assists with common work activities at a facility/on site	97
PART D		,
PROFILE TA	SK P2/P4-K1: REALIZES COMMERCIAL OFFERINGS	101
P2/P4-K1-W1: Promotes products and services		103
P2/P4-K1-W2: Establishes an appropriate offer with related services and products		107
YZ/Y4-K1-W	'3: Makes a price calculation for the offer	111

PART E		
PROFILE TASK P3/P4-K2: PROVIDES LEADERSHIP		115
P3/P4-K2-W	/1: Plans and distributes the work	
P3/P4-K2-W2: Instructs and supervises new colleagues, trainees and/or		117
volunteers P3/P4-K2-W3: Conducts formal interviews		121
		125
PART F		
PROFILE TA	ASK P3/P4-K3: PERFORMS MANAGEMENT TASKS	
		129
P3/P4-K3-W	/1: Makes an operational plan	
P3/P4-K3-W2: Makes a budget proposal		131
P3/P4-K3-W3: Monitors finances		135
		139
ANNEX 1:	The STARR method.	143