

## Program Vocational Learning Outcomes

### **Tourism – Travel (Ontario College Diploma) (MTCU Code 53205)**

*The graduate has reliably demonstrated the ability to:*

1. Ensure customer satisfaction by providing tourism services in a professional manner, both individually and as part of a team.
2. Sell and promote tourism products and services proactively.
3. Apply a knowledge of the various tourism industry sectors and their necessary interaction, both with each other and with government and other regulating bodies, in the provision of tourism products and services.
4. Perform effectively, both individually and as part of a team, in the reservations function of a tourism organization.
5. Prepare and issue accurately routine tickets and other travel documentation to clients.
6. Access and appropriately disseminate accurate and detailed product knowledge and destination information.
7. Apply clerical and organizational skills to facilitate the completion of administrative tasks.
8. Apply bookkeeping and basic financial knowledge and skills, including cost control techniques, to the operation of a tourism organization.
9. Develop ongoing personal professional development strategies and plans to enhance industry knowledge and leadership skills for tourism industry sectors.