

PACIFIC TRAINING SOLUTIONS

TOURISM OPERATIONS MANUAL TEMPLATE

A customisable manual for guest experience and operational standards.

A consistent guest experience isn't luck — it's a system. Customise this manual with your own standards and procedures so every guest gets the same great experience, no matter who's on shift.

*People
Places
Progress*

1

OUR GUEST EXPERIENCE STANDARDS

- ☐ Warm welcome within a few minutes of guest arrival
- ☐ Clear briefing on safety and what to expect from the activity or stay
- ☐ Facilities clean and presentable at all times
- ☐ Staff in uniform and easily identifiable
- ☐ Local culture shared respectfully and with pride
- ☐ Feedback invited at the end of every experience

2

DAILY OPERATIONS CHECKLIST

Task	AM	PM
Equipment safety check		
Facilities cleaned and tidy		
Signage current and accurate		
Weather / sea conditions checked		
Staff briefed on the day's bookings		

*A Stronger
Vanuatu Together*

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3

SAFETY PROCEDURES CHECKLIST

- ☐ First aid kit stocked and accessible
- ☐ Safety briefing given before every activity
- ☐ Emergency contact numbers displayed clearly
- ☐ Staff trained in first aid / CPR
- ☐ Weather and conditions checked before departure
- ☐ Guest waivers or consent forms completed

4

STAFF ROLES

Role	Key Responsibilities	Backup Person

5

GUEST COMPLAINT PROCESS

1. Listen fully without interrupting
2. Apologise sincerely, regardless of fault
3. Offer a solution within your authority
4. Escalate to a manager if it's beyond your authority
5. Follow up after the issue is resolved

How to Access the **Product Link**

Follow the simple steps below to access and customize the template with ease.



1



Click the Link

Click on the provided **Product Link** to open the template.



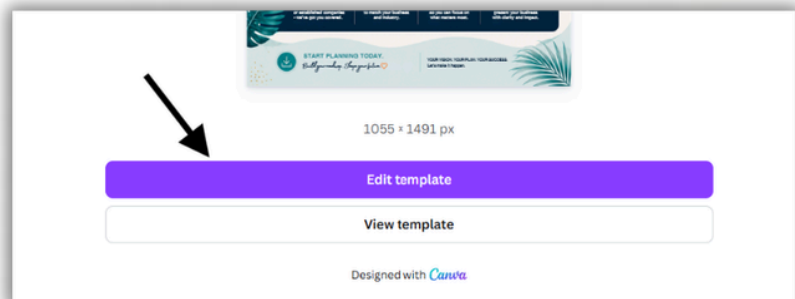
2



Click on

Edit Template

Once the template opens, click on the **Edit Template** button.

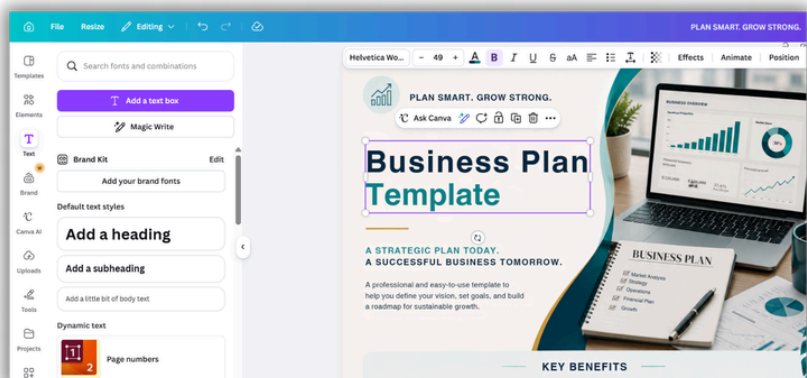


3



Edit the Template as you want

Customize the text, images, colors, and elements to make it your own.



Tip: Make sure you are signed in to save your changes.

Thank you!