



Australian Government

SITSS00065 Travel Sales and Customer Service

Release 1

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Modification History

Not applicable.

Description

A set of skills to equip individuals to source travel industry information, sell travel products and services and communicate with and provide service to customers.

Pathways Information

Achievement of these units provides credit towards SIT30216 Certificate III in Travel.

Licensing/Regulatory Information

No occupational licensing, certification or specific legislative requirements apply to this skill set at the time of publication.

Skill Set Requirements

Unit code	Unit title
SITTIND001	Source and use information on the tourism and travel industry
SITTTSL005	Sell tourism products and services
SITTTSL016	Provide specialist advice on cruises
SITXCCS006	Provide service to customers
SITXCOM002	Show social and culturally sensitivity
SITXWHS001	Participate in safe work practices
SITXEBS001	Use social media in a business

Target Group

This skill set is for frontline sales and/or operations staff within travel agencies and tour wholesalers who sell travel products and services to customers.

Suggested words for Statement of Attainment

These units of competency from the SIT Tourism, Travel and Hospitality Training Package provide a set of skills in travel sales, customer communication and customer service.