



**Australian Government**

# **Assessment Requirements for SITTTSL007 Process reservations**

**Release: 1**

# Assessment Requirements for SITTTSL007 Process reservations

## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- receive and process at least five different reservations, recording the following details:
  - names and numbers of customers
  - arrival and departure details, times and locations
  - payment arrangements
  - details of particular operational or service requirements specified
  - information for a style of customer, such as special interest groups or those with VIP status
  - loyalty programs
  - special needs
  - special requests, such as bedding, dietary requirements, and request for special services
- issue the following documents tailored to each of the above customer reservations as applicable:
  - confirmation letter
  - credit note
  - information pack
  - invoice
  - receipt
  - service voucher
- update financial status of above reservations, including as applicable:
  - checking and recording that the reservation has been:
    - deposited
    - fully paid
  - checking correct method of payment
  - generating and issuing invoices and credit notes for changed reservations
  - inputting method of payment
  - receiving, processing and recording payments
- complete activities within commercial time constraints and deadlines determined by the customer or the organisation.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- different sources of reservations, and the industry and organisational relationships that exist
- different methods customers use to make reservations:
  - email
  - face to face
  - online
  - telephone
- specific industry sector:
  - different types of reservations and operations systems used
  - customer information required to record details
  - information contained within customer profiles
  - information required by other departments to deliver products and services
  - reservation statistics and their uses
- specific organisation:
  - features of products sold and specific costs
  - protocols and procedures relating to documentation to be provided to customers in relation to above reservations
- formats and inclusions used in reservations documents, confirmation letters and invoices, and styles that cater for those with special needs.

## Assessment Conditions

Skills must be demonstrated in a tourism, travel, hospitality or events business operation or activity that receives and processes reservations. This can be:

- an industry workplace
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- a reservations system currently used by tourism, travel, hospitality or event industry operators to control the reservations function for the supply of their product or service
- internet and email
- printers
- storage for computer data
- telephone
- generic computer software and applications:
  - computer operating system
  - databases

- spreadsheets
- word processing
- current commercial reservations documentation, confirmation letters, invoices and credit notes
- customers with whom the individual can interact; these can be:
  - customers in an industry workplace who are assisted by the individual during the assessment process; or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>