



Australian Government

SITTTSL007 Process reservations

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to receive and process reservations for a tourism, travel, hospitality or events product or service offered for sale to agents or direct to the customer. It requires the ability to determine the availability of the product or service, offer alternatives, accurately record the reservation details and administer the reservation through to finalisation. This unit covers the required skills to manage reservations and not the related sales and computer skills that are found in other units.

The product can include any international or domestic product sold by any tourism, travel, hospitality, or event organisation. It applies to those operators who act as principal (the supplier) and who receive and process reservations for the supply of their product or service. This includes airlines, vehicle rental companies, hotels, motels, bed and breakfasts or other accommodation providers, tour operators of any type, outbound tour wholesalers, and attractions and theme parks.

The unit applies to those personnel who operate with some level of independence and under limited supervision. This includes reservations sales agents, reservations consultants, call centre consultants, booking officers, and business owner-operators.

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

Pre-requisite Unit

Nil

Competency Field

Tourism Sales and Operations

Unit Sector

Tourism

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

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|--|---|
| 1. Receive reservation request. | 1.1. Determine availability of requested reservation and advise customer.
1.2. Offer alternatives for unavailable reservations, including waitlist options.
1.3. Answer enquiries regarding costs and other product features. |
| 2. Record details of reservation. | 2.1. Record customer details against reservation to allow correct interpretation by other operational personnel.
2.2. Enhance customer service and operational efficiency by using available customer profile or history.
2.3. Record any special requests.
2.4. Confirm all details with customer, and then confirm their understanding and agreement.
2.5. File reservation according to system and procedural requirements and provide customer with reference code.
2.6. Prepare and issue documents tailored to customer reservation. |
| 3. Update reservations. | 3.1. Retrieve reservation data.
3.2. Update financial status of reservation.
3.3. Accept, process and record any customer requests for amendments or cancellations.
3.4. Provide details of amendment or cancellation conditions and charges and confirm customer understanding and agreement. |
| 4. Advise others of reservation details. | 4.1. Communicate general and specific customer requirements and reservation details to appropriate departments and colleagues.
4.2. Compile and provide reservation statistics.
4.3. Minimise use of printed materials and maximise electronic transmission and record keeping to reduce waste. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> • interpret customer files and profiles, customer requests, and complex product and costing information.
Writing skills to:	<ul style="list-style-type: none"> • complete customer files accurately and legibly • succinctly document complex customer requests • document any specific conditions applicable to a reservation.
Oral communication	<ul style="list-style-type: none"> • elicit information from customers about their requirements • respond to customers, giving clear sequenced information on

skills to: product information and reservation options.

Technology skills to: • manipulate features of online reservation systems.

Unit Mapping Information

SITTTSL305 Process reservations

Links

Companion Volume implementation guides are found in VETNet -

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