



**Australian Government**

# **SITTTSL010 Use a computerised reservations or operations system**

**Release: 1**

# SITTTSL010 Use a computerised reservations or operations system

## Modification History

Not applicable.

## Application

This unit describes the performance outcomes, skills and knowledge required to use a computerised reservations or operations system to create, maintain and administer bookings for products and services. The unit covers the required computer skills to use all system functions and capabilities and not the related sales skills, which are found in other units.

The unit applies to any tourism, travel, hospitality or event industry sector and any computerised system used to manage international or domestic product sales.

It applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes travel consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organisers, event coordinators, tour desk officers, operations consultants, and reservations sales agents.

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.

1. Access and manipulate system information.

### PERFORMANCE CRITERIA

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

- 1.1. Access and interpret system displays.
- 1.2. Use system features to access a range of information.

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|--|---|
| 2. Use computer system features to create and administer reservations. | 2.1. Check availability of required product or service according to system functions.<br>2.2. Create new reservations containing accurate customer details.<br>2.3. Input customer details in the format required by the system.<br>2.4. Retrieve bookings using the format required by the system.<br>2.5. Make and save accurate updates and amendments to reservations.<br>2.6. Reinstate, duplicate or split reservations as required.<br>2.7. Save, print and file required reservation details. |
| 3. Send and receive communications.                                    | 3.1. Create and process accurate communications to industry colleagues using system functions.<br>3.2. Access and interpret communications from industry colleagues.  |
| 4. Administer sales and operations functions using the system.         | 4.1. Use system capabilities to manage the particular sales or operational need.<br>4.2. Use system capabilities to manage required accounting processes for reservations.<br>4.3. Produce reports to meet sales and operational needs.<br>4.4. 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.

<b>SKILLS</b>	<b>DESCRIPTION</b>
Reading skills to:	<ul style="list-style-type: none"> <li>• interpret system codes, abbreviations and complex product information controlled by the system, which can include costs, terms and conditions of sale.</li> </ul>
Writing skills to:	<ul style="list-style-type: none"> <li>• input accurate customer or operational details</li> <li>• create accurate and succinct notes for special requests or operational details.</li> </ul>
Numeracy skills to:	<ul style="list-style-type: none"> <li>• manage accounting processes for particular reservations</li> <li>• interpret statistical data within various reports.</li> </ul>

- Problem-solving skills to:
- identify, report or resolve system failures and inaccurate product information.
- Planning and organising skills to:
- meet system-created deadlines for payments and issuing documents.
- Technology skills to:
- use a computer and keyboard
  - use capabilities and functions of a reservations or operations system.

## Unit Mapping Information

SITTTSL308 Use a computerised reservations or operations system

## Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>