



Australian Government

Department of Education, Employment and Workplace Relations

SITTTSL008B Book and coordinate supplier services

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to make and administer bookings for tourism or hospitality products and services. It requires the ability to identify the customer's product requirements, request and confirm these with appropriate suppliers, and administer all bookings through to finalisation. It describes the coordination of bookings with suppliers, normally a business to business supply.

The unit does not cover the skills required to receive and process an incoming reservation within a supplier organisation which are covered in SITTTSL007B Receive and process reservations.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit This unit describes a key operational function for a diverse range of domestic and international tourism and hospitality products and services and applies to the full range of industry sectors. Many tourism and hospitality operators have a role in making and administering business to business supply bookings for other tourism products on behalf of their customer. To the retail travel agency, one supplier can be a tour wholesaler. To the inbound tour operator, one supplier can be the tour operator. But even tour wholesalers and tour operators, who often package components to make up their product, have tourism suppliers, hotels for example.

The unit applies to frontline operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as retail travel consultants, corporate consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organisers, event coordinators, tour guides, banquet coordinators or managers, hotel guest relations officers, tour desk officers, operations coordinators and owner-operators of small tourism businesses.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units This unit must be assessed after the following prerequisite unit:
SITTTSL002A Access and interpret product information.

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Administer customer file and identify booking requirements.	<p>1.1 Interpret existing or create new records of the customer's booking requirements.</p> <p>1.2 Prepare and issue <i>documents</i> and other materials to the customer.</p> <p>1.3 <i>Update the financial status of the customer's records</i> accurately and according to organisation procedures.</p> <p>1.4 Identify all <i>supplier services to be booked</i> according to customer's requirements and requests.</p> <p>1.5 Identify details of specific products and services which have been sold and confirmed to the customer.</p> <p>1.6 Where no specific product or service has been confirmed with the customer, select appropriate suppliers to ensure customer needs and prices quoted to the customer are met.</p> <p>1.7 Select suppliers according to predetermined organisation negotiated arrangements and maximising the</p>

ELEMENT	PERFORMANCE CRITERIA profitability of the sale.
2 Request products and services.	<p>2.1 Request products and services from suppliers using the appropriate method and according to organisation procedures.</p> <p>2.2 Provide full details of the required booking to ensure the customer receives the correct product or service.</p> <p>2.3 Request return confirmation of all details of the booking from the supplier.</p> <p>2.4 Make requests for multiple services in the most practical sequence.</p> <p>2.5 Seek and request alternatives if requested bookings are not available and identify and action flow-on impacts, making adjustments to other bookings as required.</p>
3 Record request and confirmation.	<p>3.1 Keep accurate records of all bookings made, including request and confirmation, and file according to organisation procedures.</p> <p>3.2 Monitor files to ensure that all confirmations have been received and follow up any outstanding confirmations.</p> <p>3.3 Note and schedule future action to be taken in relation to bookings according to system and organisation procedures.</p>
4 Update and finalise bookings.	<p>4.1 Make any necessary amendments or adjustments to bookings and accurately record these according to organisation procedures.</p> <p>4.2 Action payment required by the supplier at the appropriate time according to organisation procedures.</p> <p>4.3 Provide suppliers with any changes to the bookings according to agreed procedures and any contractual arrangements.</p> <p>4.4 Advise suppliers of final customer details and requirements according to the needs of particular bookings and organisation procedures.</p>

ELEMENT

5 Minimise waste of printed materials.

PERFORMANCE CRITERIA

5.1 Minimise use of printed materials and maximise electronic transmission and filing of all customer, supplier booking, confirmation and finalisation documents to reduce waste and negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpretation of any quotations and specific services previously supplied to customer
- verbal and written use of the 24-hour clock
- verbal and written use of industry product and booking jargon, and system and product codes
- literacy skills to read and interpret booking documentation such as customer files, customer requests and complex product and costing information and to interpret supplier confirmations and any conditions specifically applicable to the reservation
- writing skills to create bookings, update customer files and succinctly and clearly document complex customer requests to the supplier
- numeracy skills to interpret quotations supplied to the customer and costs confirmed by the supplier, and to create and maintain financial documentation required to administer the bookings.

The following knowledge must be assessed as part of this unit:

- in-depth product knowledge appropriate to the specific industry sector and product being booked for supply
- booking systems and procedures appropriate to the specific industry sector
- relationships between different sectors of the tourism industry that relate to making bookings with suppliers
- negotiated costs, contractual arrangements and preferred supplier arrangements in place
- working knowledge of the principles underpinning the particular booking administration system in use.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to interpret and confirm the customer's requirements
- ability to coordinate the booking process effectively from initial request to finalisation of the booking
- ability to keep accurate records of bookings made
- ability to process multiple bookings in response to multiple customer requests covering a range of tourism products and services and ideally as a component of integrated work activity
- knowledge of industry booking systems and procedures for a range of products and services
- project or work activities that show the candidates' ability to book and coordinate supplier services within the context of the particular industry sector in which they are working or seeking work; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes
- completion of customer bookings within typical workplace time constraints and deadlines determined by the customer and organisation.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped industry-realistic office environment using appropriate computers, printers, information programs, publications and software programs currently used in the tourism industry to control the supplier booking function *or* demonstration within the applicable sales environment for the sector, e.g. a conference venue for the Events sector or touring environment for the Guiding and Tour Operations sectors
- use of industry-current operational documentation, e.g. details of supplier contracts and customer files.

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of integrated activities completed by the candidate, including sourcing information on destinations, accessing product information, selling products, providing quotations and issuing documents
- case studies to assess ability to complete the booking process for different tourism products, services and customers
- evaluation of activities and relevant administrative documentation that shows the supplier booking processes undertaken by the candidate
- written and oral questioning or interview to test knowledge of the principles underpinning booking procedures and the relationships between different sectors of the tourism industry
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTTSL006B Prepare quotations
- SITTTSL010B Control reservations or operations using a computerised system.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Documents issued to customers may include:

- paper-based or electronically transmitted materials
- invoices
- credit notes
- receipts
- confirmation letters
- information packs.

Updating the financial status of the customer's records may include:

- receiving, processing and recording payments
- generating and issuing invoices and credit notes for changed arrangements
- checking that the customer has fully paid.

RANGE STATEMENT

Supplier services to be booked can cover a broad range of products and services within the tourism industry, including:

- transportation
- transfers
- accommodation
- airline flights
- charter flights
- entertainment
- tours
- cruises
- entrance to attractions or sites
- tour guiding services
- activities
- meals
- functions
- special items with customer's corporate branding
- venue bookings
- speaker services
- audiovisual services
- staging equipment
- meeting or event equipment
- special event consumable items
- catering.

Service requests and return confirmations may be communicated via:

- telephone
- fax
- email
- internet and intranet
- mail
- centralised reservations system (CRS)
- global distribution system (GDS).

Full details must include:

- customer details
- date, time and location of commencement and conclusion of service
- any pre-negotiated costs and payment details
- nature of service to be provided
- special requests or requirements.

RANGE STATEMENT

- Bookings*** may be made for:
- a single product or service
 - multiple products and services making up a complete itinerary
 - inclusive tours or optional tours
 - groups
 - individuals
 - one-off touring arrangements
 - series tours
 - incentive tours
 - meetings
 - conferences.
- Return confirmation of details of the supply*** may include:
- cost
 - payment method and deadline
 - special requests.
- Necessary amendments or adjustments to bookings*** may include:
- cancellation of booking
 - change of date or time
 - change of location of commencement and conclusion of service
 - reduction or increase in number of bookings held.
- Actioning payments required by the supplier*** may involve:
- requesting payment from the accounts department, e.g. cheque requisition or purchase order
 - self-administering the payment
 - issuing a miscellaneous charges order
 - sending payment by cheque or electronic transmission.
- Final customer details*** may include:
- final numbers for a group booking
 - arrival and departure times and flights (or any other form of transportation)
 - final name list
 - final rooming list
 - details of tour guides, tour managers and crew accompanying customers.

