



Australian Government

Department of Education, Employment and Workplace Relations

SITTTSL010A Control reservations or operations using a computerised system

Release: 1

SITTTSL010A Control reservations or operations using a computerised system

Modification History

Not applicable.

Unit Descriptor

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 a range of products and services in tourism, hospitality or events. It requires the ability to use the system capabilities to fulfil a range of sales and operational functions.

The unit concentrates on the specific computer skills required to apply many tourism operational functions. This unit does not cover specific core sales and operational skills which are fully covered in other individual units, such as SITTTSL005A Sell tourism products and services, SITTTSL006A Prepare quotations and SITTTSL009A Process travel-related documentation.

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

Application of the Unit

This unit describes a key sales and 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.

These industry sectors use a diverse range of computerised systems to manage reservations, operations and sales administration functions, so the system will vary depending upon the organisation and industry sector.

This unit covers the use of the industry-wide systems known as computerised or centralised reservations system (CRS) and global distribution system (GDS) commonly used by retail travel agencies when booking a suppliers service. It covers systems used by accommodation providers and tour operators when receiving and processing reservations for the supply of their product or service. It also covers other industry-wide systems used by inbound tour operators, outbound tour

wholesalers and meetings and events management organisations. It can equally apply to any organisation-based computerised reservations or operations system.

The unit applies to frontline sales and 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 desk officers, operations consultants, reservations sales agents and owner-operators of small tourism businesses.

The range and complexity of products and services and the particular reservations or operations system will vary according to the industry sector. Because of the broad industry application of this unit, it is critical that training and assessment is specifically tailored. Training and assessment programs must be contextualised to meet the requirements of the specific industry sector and specific computerised systems and must allow for learners who have moved from one computer system to another to participate in retraining.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Nil

Employability Skills Information

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

Elements and Performance Criteria

Element	Performance Criteria
1 Access and manipulate system information.	1.1 Access and interpret system displays. 1.2 Use all system features to access a range of information .
2 Create and process reservations.	2.1 Check availability of required booking according to system functions and requirements. 2.2 Create new reservations containing accurate customer details and full requirements according to system procedures and features. 2.3 Input all customer details in the format required by the computer system. 2.4 Retrieve bookings as required, using the format required by the computer system. 2.5 Make accurate updates and amendments to reservations and store as required. 2.6 Download and print any required reservation details.

- 3 Send and receive communications.
 - 3.1 Create and process accurate communications to **industry colleagues** using the required features of the system.
 - 3.2 Access and interpret communications from industry colleagues at the appropriate time.
- 4 Administer sales and operations functions using the system.
 - 4.1 Use the **system capabilities** to meet the **particular sales or operational need**.
 - 4.2 Use the system capabilities to manage all required **accounting processes that relate to a particular file, customer or reservation**.
 - 4.3 Produce **reports** to meet sales and operational needs.

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:

basic computer and keyboarding skills

literacy skills to read and interpret complex product information controlled by the system which can include costs, terms and conditions of their sale; read, interpret and use system codes

writing skills to input reservation or operational data accurately

numeracy skills to interpret statistical data within the various reports produced and manage the accounting processes that relate to a particular file, customer or reservation.

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

role of computerised reservations and operations systems within the tourism and hospitality industry

range of products and services controlled by the computer system

range of sales, operational and accounting functions that can be controlled by the system

procedures and codes required to enter and exit a system

common computerised reservation and operational entries, including encodes and decodes mandatory fields

requirements for specific formatted entries

procedures for confirming, storing and retrieving reservations or operational data

procedures for amending and cancelling reservations

procedures for sending and receiving messages.

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.

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

Evidence of the following is essential:

- ability to use the features of a computerised reservations or operations system correctly and efficiently
- ability to accurately operate a computer reservations system to make and process bookings in response to multiple customer requests covering a range of tourism products and services, ideally as a component of integrated work activity
- ability to use a full range of system administrative capabilities relevant to the job role
- project or work activities that show the candidates' ability to operate a computerised reservation or operations system used within the particular industry sector in which they are working or seeking work
- completion of reservation or operational activities within typical workplace time constraints.

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 and publications
- access to a computerised reservations or operations system currently used in the tourism or hospitality industry to control the agent to supplier booking function **or** an organisation-based computerised reservations system that controls the supplier's reservations or operations function.

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 and air tickets

direct observation of the candidate using the various features of a computerised reservations or operations system to book, retrieve and amend a series of bookings
case studies to assess ability to complete the booking process using a computerised reservations or operations system for different tourism products, services and customers

use of emulator reservations programs to assess candidate's ability to use all the functions of a computerised reservations system in simulator mode

evaluation of booking data generated by the candidate in response to different customer situations

written and oral questioning or interview to test knowledge of the role of computerised reservations or operations systems within the 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.

This unit underpins effective performance in a range of sales and operational activities and combined assessment with any related Tourism Sales and Operations units is strongly recommended, for example:

SITTTSL001A Operate an online information system

SITTTSL002A Access and interpret product information

SITTTSL006A Prepare quotations

SITTTSL007A Receive and process

reservations

SITTTSL008A Book and coordinate supplier services

SITTTSL009A Process travel-related documentation

SITTTSL011A Maintain a product inventory.

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.

System may be:

industry wide
organisation-specific
CRS
GDS
reservations-based
operations-based.

Information may include:

costs of any tourism product or service, such as tours, hotels and rental cars
airfares
airport taxes
availability of products or services
size of vehicles
touring inclusions
product information
product rules
payment requirements
health
customs and immigration
general industry information.

Reservations:

can be made for the diverse range of products and services offered within the tourism industry, including:

airline seats
hotel rooms and other accommodation
rental cars and other vehicles
transportation
transfers
entertainment
tours
cruises
entrance to attractions or sites
travel insurance
tour guiding services
activities
meals
functions
special items with customer's corporate branding
special events
venue facilities
convention facilities
speaker services
audiovisual services
meeting or event equipment
special event consumable items
food, beverage and catering

may be created for:

groups
individuals
tour guides, crew and other touring personnel

domestic tourists
outbound tourists
inbound tourists
meetings and conference delegates
events attendees.

Updates and amendments to reservations
may involve:

adding additional customers
splitting an existing reservation
cancelling a booking
changing an itinerary by adding or deleting
products or services
changing customer names, if permitted
cross-referencing multiple bookings
entering invoicing details
entering payment details
entering ticketing or voucher details.

Industry colleagues may include:

any product or service supplier with whom
the reservation is being made, such as airline
and rental car company
other organisation departments needing
access to reservations or operations
information.

System capabilities may relate to:

sales management functions
operational management functions.

Particular sales or operational need may include:

providing destination and specific product information and advice
accessing and interpreting product information
selling tourism products to the customer
preparing quotations
constructing airfares
booking and coordinating a supplier service for the customer
issuing customer travel documentation
issuing crew documentation, e.g. operational or technical itineraries
issuing air tickets
organising functions
processing and monitoring meeting or event registrations
purchasing promotional products
hiring special equipment.

Accounting processes that relate to a particular file, customer or reservation may include:

processing financial transactions
issuing invoices
issuing credit notes
managing the receipt of customer payments and refunds
reconciling all financial transactions
managing the application of transaction fees.

Reports may be:

specific to a department
cover the whole organisation
relate to sales generated by individual staff members
accounting reports
sales reports
reservation reports
cost comparisons for various product suppliers
usage rates for various product suppliers
used to negotiate rates
used to determine currency of information held in the system.

Unit Sector(s)

Tourism

Competency field

Tourism Sales and Operations