



Australian Government

SITTTSL305 Process reservations

Release 1

SITTTSL305 Process reservations

Modification History

Version	Comments
1.0	E Replaces and is equivalent to SITTTSL007B Receive and process reservations. Title simplified.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to receive and process reservations for a tourism, hospitality or event product or service offered for sale to agents or direct to the consumer. 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. The unit covers the required skills to manage reservations and not the related sales and computer skills which are found in other units.

Application of the Unit

The product can include any international or domestic product sold by any tourism, 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 would include 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.

This unit applies to those frontline sales 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 small business owner-operators.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

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

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| 1. Receive reservation request. | <ul style="list-style-type: none"> 1.1 Determine the availability of the requested reservation and advise the <i>customer</i>. 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. | <ul style="list-style-type: none"> 2.1 Record customer details against their <i>reservation</i> to allow correct interpretation by other operational personnel. 2.2 Enhance customer service and operational efficiency by using available <i>customer profile</i> or history. 2.3 Record any special requests. 2.4 Confirm all details with the customer, confirm their understanding and agreement 2.5 File the reservation according to system or procedural requirements and provide customer with reference code. 2.6 Prepare and issue <i>documents</i> tailored to customer reservation. |
| 3. Update reservations. | <ul style="list-style-type: none"> 3.1 Retrieve reservation data. 3.2 Accurately update financial status of the 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. |
| 4. Advise others on reservation details. | <ul style="list-style-type: none"> 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. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - elicit information from the customer about their requirements
 - answer enquiries regarding costs and other product features
 - confirm all details of the reservation with the customer
- literacy skills to:
 - read and interpret customer files and profiles, customer requests and complex product and costing information
 - write customer files, succinctly document complex customer requests, document any conditions specifically applicable to reservations
- numeracy skills to prepare and present reservation statistics
- problem-solving skills to offer alternatives for unavailable reservations.

Required knowledge

- the different sources of reservations and the industry and organisational relationships that exist
- for the 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
- for the specific organisation:
 - features of products sold and specific costs
 - a range of formats for and inclusions of reservations documents such as confirmation letters and invoices.

Evidence Guide

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

Overview of assessment

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

Evidence of the ability to:

- receive and process multiple reservations in response to diverse customer requests covering a range of tourism, hospitality or event products and services
- demonstrate knowledge of the different sources of reservations and the industry relationships that apply
- complete reservation activities within commercial time constraints.

Context of and specific resources for assessment

Assessment must ensure use of:

- a real or simulated tourism, hospitality or event business operation or activity which receives and processes reservations
- a real or simulated tourism, hospitality or event reservation or call centre environment
- a reservations system currently used by tourism, hospitality or event industry operators to control the reservations function for the supply of their product or service
- current product and costing information found within brochures, product manuals, tariffs, price lists, and the reservations system
- current commercial reservations documentation including confirmation letters, invoices and credit notes
- customers with whom the individual can interact and for whom they process a reservation.

Method of assessment

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

- direct observation, using role plays, of the individual receiving and processing reservations
- review of documents prepared by the individual:
 - confirmation letters
 - credit notes
 - information packs
 - invoices

- receipts
- service vouchers
- statistical reports
- written or oral questioning to assess knowledge of:
 - information required by other departments to deliver products and services
 - different types of reservations and operations systems used
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITHACS303 Provide accommodation reception services
- SITTTSL202 Access and interpret product information
- SITTTSL303 Sell tourism products and services
- SITTTSL304 Prepare quotations
- SITTTSL308 Use a computerised reservations or operations system
- SITXCCS303 Provide service to customers
- SITXEVT401 Plan in-house events or functions.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Customers may be:

- end users of the service, i.e. the consumer
- industry customers:
 - retail travel agencies
 - inbound tour operators.

A *record* of customer details may be:

- a computer file
- a manual file.

A *reservation* may be:

- for:
 - air crew
 - conference delegates

- corporate clients
- groups, leisure or wholesale
- individuals
- VIPs
- made:
 - face-to-face
 - by facsimile
 - by Internet
 - by mail
 - by phone.

Customer profile may include:

- address
- loyalty program memberships, e.g. frequent flyer
- amount of business generated by the customer
- full name and title
- phone, fax, email and other communication methods
- special requests
- special needs
- usual method of payment.

Documents issued to customers may include:

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

To *update financial status* may involve:

- 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.

General and specific customer requirements and reservation details may

- arrival and departure details, times and locations
- details of other services being used

include:

- final:
 - names
 - numbers
 - operational or service requirements
- information of a style of customer, e.g. special interest group or VIP status
- loyalty programs
- payment arrangements
- special needs
- special requests:
 - bedding
 - dietary requirements
 - services.

Unit Sector(s)

Tourism

Competency Field

Tourism Sales and Operations