



Australian Government

SITSS00095 Travel Sales and Customer Service

Release 1

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Modification History

Not applicable.

Description

A set of skills to equip individuals to source travel industry information, sell travel products and services, and communicate with and provide service to customers.

Pathways Information

Achievement of these units provides credit towards qualifications in the SIT Tourism, Travel and Hospitality Training Package.

Units marked with * have one or more prerequisites. Please see individual units for details.

Licensing/Regulatory Information

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

Skill Set Requirements

Unit code	Unit title
SITTIND003	Source and use information on the tourism and travel industry
SITTTVL004	Sell tourism products or services
SITTTVL011	Provide specialist advice on cruises
SITXCCS014	Provide service to customers
SITXCOM007	Show social and cultural sensitivity
SITXWHS005	Participate in safe work practices
SIRXOSM002	Maintain ethical and professional standards when using social media and online platforms
SIRXOSM003*	Use social media and online tools

Target Group

This skill set is for frontline sales and/or operations staff within travel agencies and tour wholesalers who sell travel products and services to customers.

Suggested words for Statement of Attainment

These units of competency from the SIR Retail Services Training Packages and the SIT Tourism, Travel and Hospitality Training Package provide a set of skills in travel sales, customer communication and customer service.