



**Australian Government**

# **SITTTSL007 Process reservations**

**Release: 1**

## SITTTSL007 Process reservations

### Modification History

Not applicable.

### Application

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

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

The unit applies to those 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 business owner-operators.

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.

#### PERFORMANCE CRITERIA

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

- |                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Receive reservation request.          | 1.1.Determine availability of requested reservation and advise customer.<br>1.2.Offer alternatives for unavailable reservations, including waitlist options.<br>1.3.Answer enquiries regarding costs and other product features.                                                                                                                                                                                                                                                                                                                    |
| 2. Record details of reservation.        | 2.1.Record customer details against reservation to allow correct interpretation by other operational personnel.<br>2.2.Enhance customer service and operational efficiency by using available customer profile or history.<br>2.3.Record any special requests.<br>2.4.Confirm all details with customer, and then confirm their understanding and agreement.<br>2.5.File reservation according to system and procedural requirements and provide customer with reference code.<br>2.6.Prepare and issue documents tailored to customer reservation. |
| 3. Update reservations.                  | 3.1.Retrieve reservation data.<br>3.2.Update financial status of reservation.<br>3.3.Accept, process and record any customer requests for amendments or cancellations.<br>3.4.Provide details of amendment or cancellation conditions and charges and confirm customer understanding and agreement.                                                                                                                                                                                                                                                 |
| 4. Advise others of reservation details. | 4.1.Communicate general and specific customer requirements and reservation details to appropriate departments and colleagues.<br>4.2.Compile and provide reservation statistics.<br>4.3.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.

| SKILLS             | DESCRIPTION                                                                                                                                                                                                                |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reading skills to: | <ul style="list-style-type: none"><li>interpret customer files and profiles, customer requests, and complex product and costing information.</li></ul>                                                                     |
| Writing skills to: | <ul style="list-style-type: none"><li>complete customer files accurately and legibly</li><li>succinctly document complex customer requests</li><li>document any specific conditions applicable to a reservation.</li></ul> |
| Oral communication | <ul style="list-style-type: none"><li>elicit information from customers about their requirements</li><li>respond to customers, giving clear sequenced information on</li></ul>                                             |

skills to: product information and reservation options.

Technology skills to: • manipulate features of online reservation systems.

## Unit Mapping Information

SITTTSL305 Process reservations

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

# Assessment Requirements for SITTTSL007 Process reservations

## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- receive and process at least five different reservations, recording the following details:
  - names and numbers of customers
  - arrival and departure details, times and locations
  - payment arrangements
  - details of particular operational or service requirements specified
  - information for a style of customer, such as special interest groups or those with VIP status
  - loyalty programs
  - special needs
  - special requests, such as bedding, dietary requirements, and request for special services
- issue the following documents tailored to each of the above customer reservations as applicable:
  - confirmation letter
  - credit note
  - information pack
  - invoice
  - receipt
  - service voucher
- update financial status of above reservations, including as applicable:
  - 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
- complete activities within commercial time constraints and deadlines determined by the customer or the organisation.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- different sources of reservations, and the industry and organisational relationships that exist
- different methods customers use to make reservations:
  - email
  - face to face
  - online
  - telephone
- 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
- specific organisation:
  - features of products sold and specific costs
  - protocols and procedures relating to documentation to be provided to customers in relation to above reservations
- formats and inclusions used in reservations documents, confirmation letters and invoices, and styles that cater for those with special needs.

## Assessment Conditions

Skills must be demonstrated in a tourism, travel, hospitality or events business operation or activity that receives and processes reservations. This can be:

- an industry workplace
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- a reservations system currently used by tourism, travel, hospitality or event industry operators to control the reservations function for the supply of their product or service
- internet and email
- printers
- storage for computer data
- telephone
- generic computer software and applications:
  - computer operating system
  - databases

- spreadsheets
- word processing
- current commercial reservations documentation, confirmation letters, invoices and credit notes
- customers with whom the individual can interact; these can be:
  - customers in an industry workplace who are assisted by the individual during the assessment process; or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

## **Links**

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>