



**Australian Government**

# **SITTTSL008 Book supplier products and services**

**Release: 1**

# SITTTSL008 Book supplier products and services

## Modification History

Not applicable.

## Application

This unit describes the performance outcomes, skills and knowledge required to make and administer customer bookings for products and services. It requires the ability to identify customer booking requirements, request and confirm them with suppliers, and administer all bookings through to finalisation.

The unit does not cover the skills required to receive and process an incoming reservation, which are covered in SITTTSL007 Process reservations.

The unit applies to frontline operations personnel who operate with some level of independence and under limited supervision. This includes travel 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, and operations coordinators.

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.

1. Administer customer file and identify booking requirements.

### PERFORMANCE CRITERIA

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

- 1.1. Interpret existing or create new records of customer booking requirements.
- 1.2. Prepare and issue customer documents.
- 1.3. Update the financial status of customer records.

- |                                       |                                                                                                                                                |
|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
|                                       | 1.4. Identify all supplier services required by customer.                                                                                      |
|                                       | 1.5. Identify details of specific products and services confirmed with customer.                                                               |
|                                       | 1.6. Where no specific product or service has been confirmed, select appropriate suppliers to ensure customer needs and quoted prices are met. |
|                                       | 1.7. Select suppliers according to negotiated arrangements to maximise the profitability of the sale.                                          |
| 2. Request products and services.     | 2.1. Request products and services from suppliers using appropriate method.                                                                    |
|                                       | 2.2. Provide full details of required booking to ensure customer receives correct product or service.                                          |
|                                       | 2.3. Request return confirmation of booking from supplier.                                                                                     |
|                                       | 2.4. Make requests for multiple services in the most practical sequence.                                                                       |
|                                       | 2.5. Identify flow-on impacts and book alternative dates and products when desired products are unavailable.                                   |
| 3. Record requests and confirmations. | 3.1. File records of all bookings, including requests and confirmations, according to system and procedural requirements.                      |
|                                       | 3.2. Monitor files to ensure all confirmations are received and follow up outstanding confirmations.                                           |
|                                       | 3.3. Note and schedule future action to be taken for bookings.                                                                                 |
| 4. Update and finalise bookings.      | 4.1. Make and record necessary amendments or adjustments to bookings.                                                                          |
|                                       | 4.2. Action supplier payments within designated deadline.                                                                                      |
|                                       | 4.3. Advise suppliers of final customer details and booking requirements.                                                                      |
|                                       | 4.4. 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:

- interpret customer files, customer requests, customer quotations, complex product and costing information, supplier confirmations and any applicable conditions.

- Writing skills to:
- complete customer documents accurately and legibly
  - record clear and succinct product bookings and file notes.
- Oral communication skills to:
- discuss bookings with suppliers.
- Numeracy skills to:
- interpret quotations supplied to the customer
  - interpret costs confirmed by the supplier
  - use the 24-hour clock in both oral and written contexts
  - create and maintain financial documentation to administer bookings.
- Initiative and enterprise skills to:
- book the most cost-effective supplier.
- Planning and organising skills to:
- book services in correct customer file sequence according to the earliest service date for customers.
- Technology skills to:
- use calculators, computers and printers when booking supplier services.

## Unit Mapping Information

SITTTSL306 Book supplier services

## 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 SITTTSL008 Book supplier products and services

## 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:

- process three bookings for different products or services listed in the knowledge evidence from initial request to finalisation of the bookings, including at least one for:
  - a single product or service
  - a combination of at least four products or services making up one complete package or itinerary
- service requests and return confirmations efficiently for each of the above bookings
- issue the following paper-based or electronically transmitted customer documents tailored to each of the above bookings:
  - confirmation letters
  - credit notes
  - information packs
  - invoices
  - receipts
- keep accurate records of above bookings and confirmations
- complete activities within commercial time constraints and deadlines determined by the customer and the organisation.

## Knowledge Evidence

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

- the specific industry sector and organisation:
  - different types of reservations and operations systems used to administer the booking of supplier services:
    - computerised reservations system (CRS)
    - email
    - fax
    - global distribution system (GDS)
    - internet and intranet
    - mail
    - telephone

- booking systems and procedures
- features of products and services sold
- sources of product and service information
- sources of negotiated cost of supply, contractual arrangements and preferred supplier arrangements
- relationship between the organisation and the supplier
- different supplier services that are booked:
  - accommodation
  - activities
  - airline flights
  - charter flights
  - cruises
  - entertainment
  - entrance to attractions or sites
  - event management services
  - food, beverage and catering
  - functions
  - meals
  - meeting or event equipment
  - speaker services
  - special event consumable items
  - special items with customer's corporate branding
  - technical equipment and services:
    - audio-visual
    - pyrotechnics
    - rigging
    - sound and lighting
    - special effects
    - stage design and construction
    - venue styling
  - tour guiding services
  - tours
  - transfers
  - transportation
  - vehicle rental
  - venue hire
- different types of bookings that are made for:
  - conferences
  - events
  - group bookings

- incentive tours
- inclusive tours or optional tours
- individuals
- meetings
- one-off touring arrangements
- series tours
- industry terminology and common abbreviations used in bookings and confirmations
- primary components of consumer protection laws that relate to the provision of products and services, specifically organisational responsibility to:
  - supply products and services as described
  - substitute suitable products and services when unavailable
- processes involved in updating the financial status of bookings:
  - checking that the customer has fully paid
  - generating and issuing invoices and credit notes for changed arrangements
  - receiving, processing and recording payments
- supplier payment actions:
  - issuing an electronic miscellaneous document (EMD)
  - reviewing internal orders
  - requesting payment from the accounts department
  - self-administering the payment
  - sending payment by cheque or electronic transmission
- key booking details:
  - any pre-negotiated costs and payment details
  - customer details
  - nature of product or service to be provided
  - special requests or requirements
  - in the case of a service, date, time and location of its commencement and conclusion
- return confirmation inclusion details:
  - cost
  - date, time and location of commencement and conclusion of service
  - payment method and deadline
  - any special requests
- formats and inclusions used in supplier booking requests, 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 books supplier services. This can be:

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

Assessment must ensure access to:

- customer booking requirements for which supplier bookings can be made
- CRS currently used by tourism, travel hospitality or event industries to administer booking and operational functions, book supplier services and maintain accounting records
- internet and email
- storage for computer data
- telephone lines and equipment
- computers, printers and software programs currently used by tourism, hospitality or event industry operators to book supplier services
- operational documentation, details of supplier contracts and customer files
- 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

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