



Australian Government

SITTTSL008 Book supplier products and services

Release: 1

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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.

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| | 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

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| Reading skills to: | <ul style="list-style-type: none"> interpret customer files, customer requests, customer quotations, complex product and costing information, supplier confirmations and any applicable conditions. |
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- 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>