



Australian Government

SITTTSL010 Use a computerised reservations or operations system

Release: 1

SITTTSL010 Use a computerised reservations or operations system

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to use a computerised reservations or operations system to create, maintain and administer bookings for products and services. The unit covers the required computer skills to use all system functions and capabilities and not the related sales skills, which are found in other units.

The unit applies to any tourism, travel, hospitality or event industry sector and any computerised system used to manage international or domestic product sales.

It applies to frontline sales and 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 desk officers, operations consultants, and reservations sales agents.

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. Access and manipulate system information.

PERFORMANCE CRITERIA

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

- 1.1. Access and interpret system displays.
- 1.2. Use system features to access a range of information.

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|--|---|
| 2. Use computer system features to create and administer reservations. | 2.1. Check availability of required product or service according to system functions.
2.2. Create new reservations containing accurate customer details.
2.3. Input customer details in the format required by the system.
2.4. Retrieve bookings using the format required by the system.
2.5. Make and save accurate updates and amendments to reservations.
2.6. Reinstate, duplicate or split reservations as required.
2.7. Save, print and file required reservation details. |
| 3. Send and receive communications. | 3.1. Create and process accurate communications to industry colleagues using system functions.
3.2. Access and interpret communications from industry colleagues. |
| 4. Administer sales and operations functions using the system. | 4.1. Use system capabilities to manage the particular sales or operational need.
4.2. Use system capabilities to manage required accounting processes for reservations.
4.3. Produce reports to meet sales and operational needs.
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 system codes, abbreviations and complex product information controlled by the system, which can include costs, terms and conditions of sale.
Writing skills to:	- input accurate customer or operational details - create accurate and succinct notes for special requests or operational details.
Numeracy skills to:	- manage accounting processes for particular reservations - interpret statistical data within various reports.

- Problem-solving skills to:
- identify, report or resolve system failures and inaccurate product information.
- Planning and organising skills to:
- meet system-created deadlines for payments and issuing documents.
- Technology skills to:
- use a computer and keyboard
 - use capabilities and functions of a reservations or operations system.

Unit Mapping Information

SITTTSL308 Use a computerised reservations or operations system

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 SITTTSL010 Use a computerised reservations or operations system

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:

- operate a computerised reservations or operations system to create and administer at least five different product or service reservations or operations from the following list:
 - accessing product information
 - booking a supplier service for a customer
 - constructing airfares
 - hiring special equipment
 - issuing air tickets, crew documentation, or customer documentation
 - planning functions
 - preparing quotations
 - processing and monitoring event registrations
 - providing specific product information and advice for destinations, foods and beverages, or events and functions
 - purchasing promotional products
 - selling tourism, hospitality or event products to the customer
- demonstrate the correct use of the full range of features when completing each of the above activities
- 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:

- specific industry sector:
 - different types of computer systems used for reservations and operations
 - products and services controlled by different computer systems
 - reservations terminology and jargon
 - role of computerised reservations and operations systems
- systems:
 - any organisation-specific computerised reservations or operations system

- industry-wide systems used by agencies when booking supplier services:
 - computerised reservations systems (CRS)
 - global distribution systems (GDS)
- industry-wide systems used by:
 - accommodation providers
 - holiday parks and resorts
 - inbound tour operators
 - outbound tour wholesalers
 - meetings and events management organisations
 - tour operators
 - vehicle rental companies
- operations-based
- property management system (PMS)
- reservations-based
- types of reservations:
 - inbound, for the supply of products and services by principals or suppliers:
 - accommodation providers
 - airlines
 - attractions
 - cruise operators
 - event staging businesses
 - function venues
 - holiday parks and resorts
 - meeting, conference and exhibition venues
 - outbound tour wholesalers
 - restaurants
 - tour operators
 - vehicle rental companies
 - outbound to book supplier service from:
 - event management companies
 - inbound tour operators
 - outbound tour wholesalers
 - retail travel agencies
- customer groups for whom reservations are made:
 - business travellers
 - events attendees
 - groups
 - inbound tourists
 - individuals
 - meetings and conference delegates

- tour guides, crew and other touring personnel
- tourists travelling domestically or internationally
- specific reservations and operations system:
 - sales, operational and accounting functions that can be controlled by the system
 - system codes for and requirements to enter and exit a system
 - reservation and operational jargon and entries, encodes and decodes
 - mandatory fields
 - specific formatted entries
 - system requirements for:
 - confirming, storing and retrieving reservations or operational data
 - amending and cancelling reservations
 - sending and receiving messages
 - diary entries and use of system-created deadlines for payments and issuing documents
 - use of the following reports required for product or service reservations or operations specified in performance evidence above:
 - accounting
 - business forecasts
 - cost comparisons for various product suppliers
 - customer activity
 - event attendance and registration
 - reservation activity
 - sales total and, sales generated by individual staff members and sales mix
 - specific to a department
 - usage rates for various product suppliers
 - used to determine currency of information held in the system
 - used to negotiate rates
- updates and amendments made through computerised reservations or operations systems:
 - adding additional customers
 - cancelling a booking
 - changing an itinerary by adding or deleting products or services
 - changing customer names, if permitted
 - cross-referencing multiple bookings
 - duplicating a booking
 - entering:
 - invoicing details
 - payment details
 - ticketing or voucher details
 - reinstating a booking
 - splitting an existing reservation
- accounting processes for which computerised reservation or operations systems are used:

- issuing:
 - credit notes
 - gift vouchers
 - internal events or function orders
 - internal purchase orders
 - invoices
- managing the receipt of customer payments and refunds
- reconciling all financial transactions.

Assessment Conditions

Skills must be demonstrated in a tourism, travel, hospitality or events business operation or activity that uses a computerised reservations system to administer sales or operational functions. This can be:

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

Assessment must ensure access to:

- reservations for products or services for which the computerised reservations or operations system must be used
- a computerised reservations or operations system currently used in the tourism, travel, hospitality or event industries to administer sales and operational functions.

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.

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