



Australian Government

SITTTSL308 Use a computerised reservations or operations system

Release 1

SITTTSL308 Use a computerised reservations or operations system

Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	N Replaces but is not equivalent to SITTTSL010B Control reservations or operations using a computerised system. Title simplified. Some Performance Criteria reordered for logical sequencing. Added Required Knowledge of different types of computerised reservations and operations systems.

Unit Descriptor

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.

Application of the Unit

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

The unit applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes retail travel consultants, corporate consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organisers, event coordinators, tour desk officers, operations consultants, reservations sales agents.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

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|--|---|
| 1. Access and manipulate system information. | 1.1 Access and interpret <i>system</i> displays.
1.2 Use system features to access a range of <i>information</i> . |
| 2. Use system features to create and administer reservations. | 2.1 Check availability of required product or service according to system functions.
2.2 Create new <i>reservations</i> containing accurate customer details.
2.3 Input customer details in the format required by the computer system.
2.4 Retrieve bookings using the format required by the computer system.
2.5 Make and save accurate <i>updates and amendments to reservations</i> .
2.6 Reinstate, duplicate or split reservations as required.
2.7 Save, print and file any required reservation details. |
| 3. Send and receive communications. | 3.1 Create and process accurate communications to <i>industry colleagues</i> using system functions.
3.2 Access and interpret communications from industry colleagues. |
| 4. Administer sales and operations functions using the system. | 4.1 Use <i>system capabilities</i> to meet the particular <i>sales or operational need</i> .
4.2 Use system capabilities to manage all required <i>accounting processes for reservations</i> .
4.3 Produce <i>reports</i> to meet sales and operational needs.
4.4 Minimise use of printed materials and maximise electronic transmission and record keeping to reduce waste. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- literacy skills to:
 - read and interpret system codes, abbreviations and complex product information controlled by the system which can include costs, terms and conditions of their sale
 - write and input accurate customer or operational details and create accurate and succinct notes for special requests or operational details
- numeracy skills to manage accounting processes for particular reservations, and to interpret statistical data within various reports
- planning and organising skills to meet system created deadlines for payments and issuance of documents
- problem-solving skills to react to system failures, inaccurate product information and to report or resolve these issues
- self-management skills to respond to diary entries and meet system created deadlines for payments and issuance of documents
- technology skills to use:
 - a computer and keyboard
 - the system capabilities and functions of the reservations or operations system.

Required knowledge

- for the specific industry sector:
 - different types of computer systems used for reservations and operations
 - range of products and services controlled by different computer systems
 - reservations terminology and jargon
 - role of computerised reservations and operations systems
- for the specific reservations and operations system:
 - range of 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, including encodes and decodes
 - mandatory fields
 - specific formatted entries
 - system requirements for confirming, storing and retrieving reservations or operational data
 - system requirements for amending and cancelling reservations
 - system requirements for sending and receiving messages
 - diary entries and use of system created deadlines for payments and issuance of documents
 - use of various reports.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- accurately operate a computerised reservations or operations system to create and administer multiple reservations covering a range of tourism, hospitality or event products and services
- use the full range of system features
- demonstrate knowledge of the role played by computerised systems within the organisation and the wider tourism, hospitality or event industry
- complete reservation or operational activities within commercial time constraints.

Context of and specific resources for assessment

Assessment must ensure use of:

- a real or simulated tourism, hospitality or event business operation or activity which uses a computerised reservation or operations system to administer sales or operational functions
- a real or simulated tourism, hospitality or event industry environment; for example:
 - a reservations area or call centre
 - a retail shopfront or mobile sales situation for the retail travel sector
 - an office environment as defined in the Assessment Guidelines
- a computerised reservations or operations system currently used in the tourism, hospitality or event industries to administer sales and operational functions.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the individual using the various features of a computerised reservations or operations system to book, retrieve and amend a series of bookings
- activities that allow assessment of the individual's ability to complete the booking process using a computerised reservations or operations system for different tourism, hospitality or event products, services and customers

- use of exercises within emulator reservations programs to assess individual's ability to use all the functions of a computerised reservations system in simulator mode
- evaluation of reservation data and reports generated by the individual in response to different customer situations
- written or oral questioning to assess knowledge of the role of computerised reservations or operations systems and the various functions they manage
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

**Guidance information
for assessment**

Because of the broad industry application of this unit, it is critical that training and assessment is specifically tailored to meet the requirements of the specific industry sector and computerised system and must allow for learners who have moved from one computer system to another to participate in retraining.

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITHACS303 Provide accommodation reception services
- SITTTOP401 Allocate tour resources
- SITTTSL201 Operate an online information system
- SITTTSL202 Access and interpret product information
- SITTTSL304 Prepare quotations
- SITTTSL305 Process reservations
- SITTTSL306 Book supplier services
- SITTTSL307 Process travel-related documentation
- SITXEVT302 Process and monitor event registrations
- SITXEVT303 Coordinate on-site event registrations
- SITXEVT401 Plan in-house events or functions
- SITXEVT503 Manage event staging components.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

System may be:

- any organisation-specific computerised reservations or operations system
- industry-wide systems used by agencies when booking supplier services:
 - computerised or centralised 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.

Information may include:

- airfares
- airport taxes
- availability of products or services
- conditions of purchase
- costs of any tourism, hospitality or event product or service
- customer profile
- customs and immigration
- general industry information
- health
- payment requirements
- product information
- product rules
- size of vehicles and vessels
- touring inclusions.

Reservations may be:

- 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
- created for:
 - Australian tourists travelling domestically or internationally
 - business travellers
 - events attendees
 - groups
 - inbound tourists
 - individuals
 - meetings and conference delegates
 - tour guides, crew and other touring personnel.

Updates and amendments to reservations may involve:

- 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.

Industry colleagues may include:

- any product or service supplier with whom the reservation is being made, such as airline, hotel or vehicle rental company

System capabilities may relate to:

- other organisation departments needing access to reservations or operations information such as restaurant, function or housekeeping operations.
- operational management functions
- sales management functions.

Sales or operational need may include:

- accessing and interpreting product information
- booking a supplier service for the customer, internal and external to the organisation
- constructing airfares
- hiring special equipment
- issuing:
 - air tickets
 - crew documentation, e.g. operational or technical itineraries
 - customer documentation for travel, tourism, hospitality or event products
- planning functions
- preparing quotations
- processing and monitoring event registrations
- providing specific product information and advice for:
 - destinations
 - food and beverage
 - events and functions
- purchasing promotional products
- selling tourism, hospitality or event products to the customer.

Accounting processes for reservations may include:

- applying transaction fees
- 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.

Reports may be:

- accounting
- business forecasts
- cost comparisons for various product suppliers
- cover the whole organisation
- customer activity
- event attendance and registration
- paper-based or electronically transmitted materials

- relate to sales generated by individual staff members
- reservation activity
- sales
- 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.

Unit Sector(s)

Tourism

Competency Field

Tourism Sales and Operations