UNIT TITLE: OPERATE A COMPUTERISED RESERVATIONS SYSTEM	NOMINAL HOURS: 130

UNIT NUMBER: D1.HFO.CL2.02   D2.TTA.CL2.13

UNIT DESCRIPTOR: This unit deals with skills and knowledge required to use a computerised booking system to create reservations, manipulate systems data, amend bookings, retrieve booking information and communicate bookings information to others within the system.

ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE
Element 1: Identify the features offered by a computerised reservations systems **1.1** Explain the *benefits of and barriers to using a computerised reservations system* **1.2** Identify the *businesses that may use a computerised reservation system* **1.3** Describe the *scope of a computerised reservations system* **1.4** Describe the *functions that can be performed on a computerised reservations system* **1.5** *Interpret the screens and displays* available within a computerised reservations system **Element 2: Operate the computerised reservation system** **2.1** *Access* the computerised reservations system **2.2** *Investigate information* contained within the computerised reservations system **2.3** *Check whether or not a reservation can be taken* on the computerised reservations system	**Unit Variables** The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. This unit applies to all industry sectors that take reservations using a computerised system within the labour divisions of the hotel and travel industries and may include: 1. Front Office 2. Housekeeping 3. Food and Beverage Service 4. Food Production 5. Travel Agencies 6. Tour Operation *Benefits of and barriers to using a computerised reservations system* may include: *Benefits:* • Speedier processing of requests and bookings, ticketing and quotations • Central location of information, after data has been initially loaded onto the system, immediate access to comprehensive information on clients and allied reservation details are available through links via one screen; examples include: ▪ Destination information, currency, weather, attractions, transport options, languages, time zone

2.4 *Accept and create a reservation* on the computerised reservations system	▪ Costs of any product/service, including options, packages, deals, special offers and conditions
2.5 *Retrieve a reservation* on the computerised reservations system	▪ Airfares, including full flight details such as departure times, flight times, aircraft configuration, aircraft type/details
2.6 *Amend a reservation* on the computerised reservations system	▪ Airport taxes, application, amount/s and whether included or additional
2.7 Print reservation details from the computerised reservations system	▪ Availability of products or services, including information such as minimum stay/quantities, seasonal price fluctuations, peak and low times
Element 3: Process reservations' communications	▪ Vehicle details, including details about engine capacity, seating, options, rear or front-wheel drive
3.1 Print *reports* from the computerised reservations system	▪ Touring inclusions, describing the 'side' trips, cruises, transfers, meals, upgrades, visits and experiences included in the price
3.2 Create and process *internal communications* using the computerised reservations system	▪ Product information, providing extensive detail about a wide range of products and services such as brand names, styles, colour, dimensions, weight, options
3.3 Respond to *external requests for information* using the computerised reservations system	▪ Payment requirements, explaining the deposit and full amount, payment options, due date and refund conditions
3.4 Create and process communications for external consumption	▪ Health recommendations/pre-requisites, bookings such as action holidays, require a certain level of health/fitness of participants
	▪ Customs and immigrations, detailing the items that must be declared, the legal movement of items between countries and the requirements and limitations that apply to passports, visas and permits
	• Integration with web-based/online booking systems
	• Allowing multiple uses and multiple sites
	• Preserving privacy and confidentiality through passwords, operator only designations and system administrator status
	• Allowing pre-set limits/allocations/changes, such as dates, times, maximum room numbers, maximum bookings to be programmed into the system.
	Barriers:
	• Cost of initial establishment

	• Training of staff
	• System breakdowns and malfunctions, including the need for system back-ups, system maintenance and system updates
	• Discrepancies occurring between properties operating a manual reservation system and the computerised reservations system
	• Operational staff tend to focus on the screen/system as opposed to being customer-focused.
	Businesses that may use a computerised reservation system may include:
	• Retail travel agencies
	• Hotels
	• Visitor information centres
	• Airlines
	• Coach companies
	• Car rental companies
	• Entertainment providers
	• Tour operators and wholesalers.
	Scope of a computerised reservations system may be related to:
	• Industry-wide access and use
	• Use only within an individual property
	• Agents making commission-based reservations with travel, accommodation and other suppliers
	• Service suppliers processing requests from customers, agents and other properties within the same organisation for travel, accommodation and other services
	• Bookings from domestic and international customers, including inbound and outbound, private and corporate for day trips, transfers, meals, accommodation, car rental, cruises, theatre tickets.

	Functions that can be performed on a computerised reservations system will vary considerably depending on the system in use and the other systems to which it is interfaced, but may include:
	• Interrogating and amending existing data
	• Making reservations, including group, individual, corporate, in-house, commission basis
	• Amending reservations, such as extending or changing dates, altering flights, changing room numbers
	• Determining vacancies and current level of availability, including tickets, seats, rooms
	• Recording customer details
	• Recording special request details
	• Creating internal and management reports
	• Generating client histories and preferences
	• Generating mailing lists
	• Creating marketing information
	• Preparing limited accounting statements.
	Interpret the screens and displays relates to:
	• Identifying menus and sub-menus
	• Identifying information fields
	• Identifying drop-down menus
	• Identifying self-populating fields
	• Identifying multiple choice fields
	• Identifying mandatory fields
	• Identifying character limitations within information fields
	• Using the toolbar menu and using keystrokes to access fields and menus

	• Differentiating between levels of authorisation and access
	• Creating and using passwords and *User Identification* to access screens and data
	• Using system-specific techniques to move between fields and screens.
	Access may include:
	• Initiating sequences and protocols
	• Using passwords and *User IDs*
	• Ensuring security and privacy.
	Investigate information may include:
	• Applying access codes
	• Interpreting and using on-screen prompts to determine required information – these may include prompts such as 'Yes', 'No', 'OK', 'Continue?', 'Apply', 'Update?', 'Edit' and 'Print'
	• Interpreting and applying on-screen abbreviations, acronyms and options
	• Using navigation tools such as buttons and tabs
	• Applying correct date formats within the system
	• Adhering to system protocols and field size limitations
	• Completing required fields
	• Describing the field and menu links available between screens.
	Check whether or not a reservation can be taken may include:
	• Accessing relevant existing booking fields which may include flight number, room status, ticketing plans
	• Confirming booking requirements, including number of people, dates and times, seating and other preferences
	• Noting limitations that may apply to the intended booking, including premiums payable, minimum stay lengths, room type, seating options and special requirements such as access to the aircraft, baby cot.

	Accept and create a reservation must relate to: • Taking a booking for a new client • Taking a booking for an existing client • Refusing/declining a booking • Populating all relevant fields required by the system being used by the host enterprise • Advising client of requirements as prompted by the system, such as payment, visa requirements, arrival requirements, luggage limitations • Entering required booking details • Entering required customer details • Confirming the reservation details • Saving the booking • Printing a hard copy of the booking. *Retrieve a reservation* must include: • Retrieving the booking within the system's capabilities, for example: by date, by client name, by booking type, by flight number, by room number. *Amend a reservation* will depend on the conditions applicable to the booking, but may include: • Cancelling the reservation • Changing the date/s • Changing times • Changing the number of people • Adding children • Changing seating arrangements • Adding special requests

	- Seeking a variation in rate - Splitting a reservation - Entering a deposit paid - Changing the itinerary - Adding/deleting products or services - Changing customer name - Entering invoice and payment details - Entering ticketing and voucher details. *Reports* may relate to: - Daily operational reports to track individual staff activity - Commission reports - Marketing segment reports - Breakdown reports showing bookings by category (as designated by the host enterprise) - Transaction summaries - Weekly and daily summaries - Monies received, including full payment, partial payment, commissions and advanced deposits - Future projections. *Internal communications* may relate to: - Providing designated information, data and statistics to other nominated staff who are linked to the system - Providing system update information to other departments within the enterprise to allow them to plan for changing booking levels - Ensuring only designated material is available and accessed

	• Ensuring currency and accuracy of material
	• Requiring confirmation of data sent to others.
	External requests for information may relate to:
	• Providing information to product or service suppliers advising them of bookings made
	• Responding to online requests for quotations
	• Responding to telephone or in-person queries in relation to an existing reservation.
	Assessment Guide
	The following skills and knowledge must be assessed as part of this unit:
	• The enterprise's policies and procedures in regard to processing reservation
	• Customer contact, inter-personal and negotiation skills
	• Telephone skills
	• Product knowledge of the products and services being sold
	• System knowledge relating to operational and trouble-shooting matters
	• Secure log-on and log-off procedures including need to change passwords regularly
	• Codes used for the host enterprise system to enable accurate and speedy coding and decoding of entries
	• Understanding of the requirements for mandatory system fields.
	Linkages To Other Units
	• Operate an automated information system
	• Access and retrieve computer-based data
	• Access and interpret information
	• Book and co-ordinate supplier services
	• Administer a billing and settlement plan

	- Apply advance airfare rules and procedures - Construct and ticket a non-air travel plan - Construct and ticket domestic airfares - Construct and ticket promotional international airfares - Construct and ticket regular international airfares - Produce travel documentation on a computer - Receive and process a reservation - Source and provide destination information and advice - Prepare and submit quotations - Promote tourism products and services - Use common business tools and technology. **Critical Aspects of Assessment** Evidence of the following is essential: - Understanding of the potential and limitations of the computerised reservation system used by the host enterprise - Demonstrated ability to access and manipulate nominated system data - Demonstrated ability to accept and process nominated types of reservations - Demonstrated ability to decline a reservation - Demonstrated ability to cancel a nominated reservation - Demonstrated ability to amend an existing reservation in nominated ways that comply with system and other imposed restrictions - Demonstrated ability to retrieve a nominated booking using a variety of access options - Demonstrated ability to print hard copy of designated system information.

Context of Assessment

Assessment must ensure:

- Actual or simulated workplace application of computerised reservations systems.

Resource Implications

Training and assessment must include the use of an actual computerised reservations system and software appropriate to the needs of the host enterprise, or as being used by the host enterprise.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Observation of practical candidate performance
- Practical exercises that reflect the workplace application of the computerised reservation system of the host enterprise
- Oral and written questions
- Portfolio of evidence that represents experience with and competency on the designated computerised reservation system
- Third party reports completed by a supervisor
- Project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organising and analysing information	2	Use research skills to obtain product and service knowledge; identify and gather customer requirements

	Communicating ideas and information	2	Speak with customers to determine needs, wants and preferences; speak with suppliers to obtain results that meet stated customer needs, wants and preferences
	Planning and organising activities	1	Prioritise workload; prepare itinerary that meets stated customer needs
	Working with others and in teams	1	Cooperate with other suppliers to satisfy customer needs, wants and preferences
	Using mathematical ideas and techniques	1	Calculate cost elements of the reservation and determine final cost of booking
	Solving problems	2	Assist customers to resolve issues relating to itineraries, bookings, cost and other matters
	Using technology	3	Enter and manipulate information and data within the computerised reservation system