

<b>UNIT TITLE:</b> RECEIVE AND PROCESS RESERVATIONS		<b>NOMINAL HOURS:</b> 35
<b>UNIT NUMBER:</b> D1.HFO.CL2.01    D2.TTA.CL2.17		
<b>UNIT DESCRIPTOR:</b> This unit deals with skills and knowledge required to accept, deny and otherwise process reservations for a variety of products and services across all industry sections. Specific skills and knowledge relating to the use of a computerised reservation system can be found in 'Operate a computerised reservation system'.		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Describe the elements of the reservation system</b></p> <p><b>1.1</b> <i>Differentiate between a manual reservation system and a computerised reservation system</i></p> <p><b>1.2</b> Describe the <i>types of bookings</i> that may be processed</p> <p><b>1.3</b> Identify <i>the ways in which reservations may be received</i></p> <p><b>1.4</b> Differentiate between <i>customers who may require reservations</i></p> <p><b>Element 2: Respond to reservation requests</b></p> <p><b>2.1</b> Acknowledge customer who wishes to make a reservation</p> <p><b>2.2</b> Identify <i>required reservation details</i></p> <p><b>2.3</b> Advise customer of <i>availability of requested booking</i></p> <p><b>2.4</b> <i>Offer alternatives</i> if requested booking is unavailable</p> <p><b>2.5</b> <i>Offer advice</i> and information about available products, services and facilities</p> <p><b>2.6</b> <i>Respond to questions</i> asked by customer</p>	<p><b>Unit Variables</b></p> <p>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</p> <p>This unit applies to the use of manual or computerised reservations systems (CRS) within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> <li>1. Front Office</li> <li>2. Housekeeping</li> <li>3. Food and Beverage Service</li> <li>4. Food Production</li> <li>5. Travel Agencies</li> <li>6. Tour Operation</li> </ol> <p><i>Differentiate between a manual reservation system and a computerised reservation system</i> must include:</p> <ul style="list-style-type: none"> <li>• Identifying of the component parts and elements of each system</li> <li>• Explaining the functions and facilities of each system</li> <li>• Describing the relative advantages and disadvantages of each system.</li> </ul>	

<p><b>Element 3: Enter reservation details into system</b></p> <p>3.1 Record <i>reservation details</i></p> <p>3.2 Update and utilise existing <i>customer history</i></p> <p>3.3 Confirm booking details with customer on completion of data entry</p> <p>3.4 Explain relevant <i>reservation issues</i></p> <p>3.5 <i>Accept payment</i> for reservation</p> <p>3.6 <i>File reservation</i></p> <p>3.7 Generate <i>reservation-related documentation</i></p> <p><b>Element 4: Maintain reservations</b></p> <p>4.1 <i>Amend existing reservations</i> as required</p> <p>4.2 Cancel reservations</p> <p>4.3 Follow up <i>unconfirmed reservations</i></p> <p>4.4 <i>Update internal records, documents and files</i> as required</p> <p><b>Element 5: Communicate reservation details to others</b></p> <p>5.1 <i>Notify internal personnel, service areas and departments</i> in relation to reservations</p> <p>5.2 <i>Notify external organisations</i> in relation to reservations</p>	<p><i>Types of bookings</i> may include:</p> <ul style="list-style-type: none"> <li>• Accommodation suppliers, including hotels, guest houses, caravan parks</li> <li>• Transport carriers, including aircraft, cruise ships, coaches, limousines</li> <li>• Day and extended tour operators</li> <li>• Rental car companies</li> <li>• Dining and meal reservations</li> <li>• Entertainment</li> <li>• Tourist attractions</li> <li>• Events.</li> </ul> <p><i>The ways in which reservations may be received</i> may include:</p> <ul style="list-style-type: none"> <li>• Telephone</li> <li>• Facsimile</li> <li>• Mail</li> <li>• Face-to-face</li> <li>• Internet/e-mail.</li> </ul> <p><i>Customers who may require reservations</i> should include:</p> <ul style="list-style-type: none"> <li>• Private individual</li> <li>• Groups</li> <li>• Corporate customers</li> <li>• Government agencies</li> <li>• Conference delegates</li> <li>• VIPs</li> <li>• Agencies with whom the enterprise has a commercial 'commission paid' agreement for sales/bookings, including retail travel consultants, inbound tour companies, other venues/properties.</li> </ul>
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*Required reservation details* should include:

- Asking for reservation details
- Clarifying relevant reservation details, including names, dates, times and special requests
- Repeating back booking details for confirmation.

*Availability of requested booking* relates to:

- Available
- Not available, booking has to be refused/regretted
- Available with conditions, such as premium payment, minimum stay length
- Available, but at a different rate, time, day, setting, or other required criteria.

*Offer alternatives* may relate to:

- Advising of waitlist options and standby, where applicable
- Suggesting different times, days, carrier, venue, etc
- Recommending suitable alternatives.

*Offer advice* may relate to:

- Attempting to achieve add-on sales
- Using up-selling techniques
- Making recommendations and suggestions
- Providing advice.

*Respond to questions* may include:

- Providing costs related to the reservation
- Advising of product and service features and benefits
- Differentiating between available options
- Putting customer in contact with relevant internal specialist, where applicable
- Taking question on notice, researching the answer and following up with the customer.

*Reservation details* may include:

- Completing 'required fields' in the computerised reservation system
- Specifying dates, times, numbers, names, contact details, plus other criteria, such as flight numbers, seating preferences, car type as required by the individual reservation type
- Initiating internal documentation and/or file or folio for the booking
- Complying with internal enterprise reservation protocols
- Multiple entries on various documents/screens as required by the enterprise systems.

*Customer history* may relate to:

- Enhancing levels of customer service
- Detailing special requests
- Sharing data with relevant departments
- Confirming existing data.

*Reservation issues* may relate to:

- Arrival and departure times
- Payment, including advanced deposits
- Guarantees and warranties that exist, including identification of instances where they do not exist or apply
- Refund and exchange policies
- Final confirmation
- Dates for final payment, where applicable.

*Accept payment* may relate to:

- Accepting credit card payment over the telephone
- Explaining required payment details, including amount required and due by dates
- Accepting advanced deposits

- Explaining the enterprise's policies regarding payments and deposits
- Explaining that all bookings are tentative until payment is received, where applicable.

*File reservation* may relate to:

- Simple paper-based entry
- File naming of electronic files
- 'saving' reservations on the computerised reservation system
- Visually confirming the reservation has been saved, where appropriate.

*Reservation-related documentation* may relate to:

- Invoices, credit notes and receipts
- Reservation confirmations
- Bookings slips, guest folios and other enterprise-specific records
- Service vouchers
- Information packs and brochures
- Distributing documentation as required.

*Amend existing reservations* may relate to:

- Changing stay lengths, dates
- Altering flight, or travel details and itineraries
- Changing times and customer numbers
- Updating customer contact and billing details.

*Unconfirmed reservations* may relate to:

- Contacting customer for verbal feedback
- Soliciting payment
- Advising of status of reservation subject to non-payment

- Making courtesy reminder calls
- Advising customers of enterprise requirements for reservation confirmation and payment.

*Update internal records* may relate to:

- Recording payment amounts made, such as payment in full, deposits
- Adjusting records to reflect refunds given and discounts allowed
- Entering financial data into paper-based or electronic financial records, as required by the enterprise
- Preparing records for night audits and report generation, as required
- Complying with internal record keeping and accounting protocols.

*Notify internal personnel* may relate to:

- Immediately notifying urgent requests, special requests, VIPs and late reservations
- Passing on information to the area that is the host for the booking, as well as all other relevant support departments and personnel
- Providing all relevant reservation details, such as times, dates, special requests, guest status, payment status, promises made.

*Notify external organisations* may relate to:

- Immediately notifying urgent requests, special requests, VIPs and late reservations
- Providing all relevant reservation details, such as times, dates, special requests, guest status, payment status, promises made
- Indicating details of commissions payable/receivable.

### **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 reservations, customer service, deposits and refunds

- Keyboarding, data entry and written skills
- Customer contact, inter-personal and negotiation skills
- Selling skills
- Telephone skills
- Product knowledge of the products and services being sold
- System knowledge relating to operational and trouble shooting matters for a computerised reservation system, where applicable
- Secure log-on and log-off procedures, including need to change passwords regularly for a computerised reservation system, where applicable
- Codes used for the host enterprise system to enable accurate and speedy coding and decoding of entries for a computerised reservation system, where applicable
- Understanding of the requirements for mandatory system fields for a computerised reservation system, where applicable
- The inter-related nature of paper-based documents and files used to process reservations using a paper-based/manual reservation system.

**Linkages To Other Units**

- Operate an automated information system
- Access and retrieve computer-based data
- Access and interpret information
- Book and coordinate 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
- 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 the potential and limitations of the manual or computerised reservation system used by the host enterprise
- Demonstrated ability to access and manipulate nominated system data on a computerised reservation system, where applicable
- Demonstrated ability to accept and process nominated types of reservations, including:
  - Determining availability
  - Recording the reservation appropriately
  - Confirming the reservation details with the caller/person making the booking
- Demonstrated ability to decline a reservation
- Demonstrated ability to cancel a nominated reservation and process a refund, if applicable
- 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
- Printing hard copy of designated system information, where applicable
- Passing on reservation details to other nominated personnel/departments to facilitate and optimise internal response to the reservation
- Demonstrated ability to produce and forward reservation confirmation and receipt for advanced payment, where appropriate.



**Context of Assessment**

Assessment must ensure:

- Actual or simulated workplace application of the reservation system that is in use for the area/department that is the focus of the training.

**Resource Implications**

Training and assessment must include the use of an actual computerised or manual reservations system appropriate to the needs of the host enterprise, or as being used by the host enterprise in the area/department that is the focus of the training; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

**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 use of the computerised or manual reservation system in use by the host enterprise
- Role plays
- Oral and written questions
- 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*

	<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
	Collecting, organising and analysing information	2	Use research skills to obtain product and service knowledge; identify and gather customer requirements; determine availability of required reservations
	Communicating ideas and information	2	Speak with customer 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; forward planning
	Working with others and in teams	1	Cooperate with other departments/areas to maximise their sales through reservation options
	Using mathematical ideas and techniques	1	Advise anticipated and/or actual cost for the reservation that has been made; calculate cost elements of the reservation, such as tax, fees, charges, discounts and determine final cost of booking, where appropriate
	Solving problems	2	Assist customers to resolve issues relating to over-bookings, objections to buying, limited availability, and alternative sources for reservations
	Using technology	3	Enter and manipulate information and data within the computerised reservation system