

Training Package	Tourism (THT02)	HSC Requirements and Advice
Title:	Receive and process reservations	
Unit Code	Unit Descriptor:	HSC Indicative Hours:
THTSOP06B	This unit deals with the skills and knowledge required to receive and process reservations for a tourism or hospitality product or service offered for sale to agents or direct to the consumer. The selling focus for reservations or call centre staff is found in unit THTSOP04B Sell tourism products and services. The use of a computerised reservations system is found within the unit THTSOP08B Operate a computerised reservations system.	25

Essential Knowledge and Skills to be Assessed	Critical Aspects of Assessment	Context of Assessment and Resource Implications	Assessment Methods	HSC Requirements and Advice
<p>The following knowledge and skills must be assessed as part of this unit:</p> <ul style="list-style-type: none"> product knowledge as appropriate to the specific industry sector and product being sold reservations and bookings terminology relationships between different sectors of the tourism industry in relation to reservations and bookings including sources of reservations principles which underpin reservations procedures. 	<p>Evidence of the following is critical:</p> <ul style="list-style-type: none"> ability to make accurate reservations in accordance with established systems and procedures and within enterprise acceptable timeframes understanding of the different sources of reservations and the industry interrelationships that apply. 	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> demonstration of skills in receiving and processing reservations for multiple product bookings and in response to differing customer needs (ideally as a component of integrated work activity). demonstration of skills within a fully-equipped industry-realistic office environment using appropriate telephones, computers, printers and reservations systems use of industry-current reservations documentation the completion of processing reservation requests, and issuing of documentation within timeframes and constraints that reflect typical industry practice. 	<p>Assessment methods must be chosen to ensure that the skills required to receive and process reservations can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.</p> <p>The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> direct observation of the candidate using reservations systems evaluation of integrated activities completed by the candidate (may include destinations, products, quotations and ticketing) evaluation of reservations documentation and booking data generated by the candidate activities to assess ability to process differing types of reservations including booking, retrieving and amending a series of bookings written and oral questioning or interview to test knowledge of the principles which underpin reservations procedures and the relationships between different sectors of the tourism industry review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> computerised reservations system determining availability manual reservations system market segments product knowledge reservation reservations reports selling strategy service operator special requests tourism enterprise terminology.
		<p>Linkages with Other Units</p> <p>This unit has strong linkages to the range of Sales and Office Operations units and Front Office units in the Hospitality Training Package, and combined training and assessment is recommended. Depending on the industry sector or enterprise context, this unit could be assessed with:</p>		

		Linkages with Other Units		
		<ul style="list-style-type: none"> • THTSOP04B Sell tourism products and services • THTSOP05B Prepare quotations • BSBCMN205A Use business technology • THHGGA01B Communicate on the telephone • THHGGA02A Perform office procedures 		

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
<p>1 Receive reservation request</p>	<p>1.1 Determine the availability of the requested reservation and advise this to the customer.</p>	<p>This unit applies to all tourism and hospitality industry sectors and enterprises where the tourism operator receives and processes reservations for the supply of their product or service. The following explanations identify how this unit may be applied in different workplaces, tourism sectors and circumstances.</p> <p>Reservations may be received and processed by a range of tourism operators such as:</p> <ul style="list-style-type: none"> • accommodation suppliers eg hotels, motels, guest houses, caravan parks • transportation suppliers eg coaches, limousines, airlines • day and extended tour operators • cruise operators • rental car companies. <p>Reservations may be for:</p> <ul style="list-style-type: none"> • domestic products and services • international products and services. <p>Reservations may be made by:</p> <ul style="list-style-type: none"> • phone • facsimile • mail • face-to-face • Internet <p>Customers may be:</p> <ul style="list-style-type: none"> • industry customers eg retail travel consultants, inbound tour companies • end users of the service ie. the consumer. <p>Customer records may be:</p> <ul style="list-style-type: none"> • a computer file • a manual file. 	<p>Learning experiences for the HSC must address:</p> <p>Procedures to deal with reservations made by a variety of methods including:</p> <ul style="list-style-type: none"> • phone • facsimile • mail • face-to-face • internet • email. <p>Procedures to follow when dealing with each including:</p> <ul style="list-style-type: none"> • telephone techniques to use when dealing with phone requests • facsimile confirmations • letter confirming reservations • bookings made direct with operator (face-to-face) • internet booking confirmations • email booking confirmations. <p>Basic information required to be able to check availability including:</p> <ul style="list-style-type: none"> • client name • time and/or date of service or arrival/date of departure or pick-up/drop-off • number of people travelling • type of service required • market/customer segment <ul style="list-style-type: none"> – individual client/consumer – travel agent – corporate – group booking – inbound/outbound tour company. <p>Selling strategies used to match client with best tourism services including:</p> <ul style="list-style-type: none"> • up-selling • suggestive selling • questioning techniques to establish client needs. <p>Systems used to check availability either by:</p> <ul style="list-style-type: none"> • manual reservations system • computerised reservations system.

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	1.2 Offer alternatives if the requested booking is not available including waitlist options.		<p>Learning experiences for the HSC must address:</p> <p>Alternatives that could be offered to clients including:</p> <ul style="list-style-type: none"> • different dates and/or departure times • different service and/or product range • waitlist options.
	1.3 Accurately answer enquiries regarding costs and other product features.		<p>Learning experiences for the HSC must address:</p> <p>The need for extensive product knowledge in relation to the enterprise including:</p> <ul style="list-style-type: none"> • rates and types for coach, rail, air, sightseeing, rental vehicles, ship or cruise, accommodation, tour packages or travel insurance • market segments and appropriate rates • seasonal price variations • promotional packages and rates • enterprise facilities and services. <p>Providing detailed information on all types of bookings and appropriate rates including:</p> <ul style="list-style-type: none"> • rack rates • corporate rates • government rates • inbound rates • group package rates • special package rates • promotional rates • industry rates.
2 Record details of reservation	2.1 Accurately record customer details against their booking in a manner which ensures correct interpretation by others who may access the reservations details.		<p>Learning experiences for the HSC must address:</p> <p>Record basic information:</p> <ul style="list-style-type: none"> • name • type of service • times and/or day(s) of service • number of clients • choice of product • market/customer segment. <p>Obtaining additional information including:</p> <ul style="list-style-type: none"> • address (including postcode) • telephone/fax/email contact number • contact name • estimated time of arrival and mode of transport

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			<ul style="list-style-type: none"> • method of payment • special requests/requirements. <p>Processing information into tourism enterprise computer system in correct industry format including:</p> <ul style="list-style-type: none"> • format of name • use of 24-hour clock • use of 3-letter city codes • use of 2-letter operator codes • use of codes for room configurations and types • special requests (will depend on type of product and computer system in operation) • use of common abbreviations in each product sector.
	<p>2.2 Check for and make use of any customer profile or history, if available, and use information to assist in making the reservation and to enhance customer service.</p>	<p>Customer profiles, if available, may include:</p> <ul style="list-style-type: none"> • full name and title • address • phone, fax email and other communication methods • special requirements • amount of business generated by the customer • usual method of payment. 	<p>Learning experiences for the HSC must address:</p> <p>Techniques for establishing client’s profile or history during initial reservation procedures.</p>
	<p>2.3 Clearly record any special requests in accordance with enterprise requirements.</p>	<p>Customer records may be:</p> <ul style="list-style-type: none"> • a computer file • a manual file. 	<p>Learning experiences for the HSC must address:</p> <p>Systems in place to ensure special requests are recorded and acted upon prior to client’s access of service.</p> <p>Types of special requests and need for specific details including:</p> <ul style="list-style-type: none"> • meet-and-greet services • rail coach or sleeper services • manual or automatic vehicles • shore excursions • inside or outside cabins • optional sightseeing tours • meal requests • airport transfers • room types/views • disabled, non-smoking or child facilities.

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	2.4 Confirm all details of the booking to the customer and ensure that they understand and agree to all details.	General and specific customer requirements/reservation details may include: <ul style="list-style-type: none"> • special requests • timing details • special needs • payment arrangements • information of a style of customer eg special interest group, VIP status • details of other services being used. 	Learning experiences for the HSC must address: Information to be supplied and confirmed to client including: <ul style="list-style-type: none"> • service rate • guaranteed/confirmed booking procedures • time/s and date/s of service/s • payment methods and procedures • voucher/ticketing for services.
	2.5 File the reservation in a manner which ensures easy access by others and in accordance with enterprise procedures.	Customer records may be: <ul style="list-style-type: none"> • a computer file • a manual file. 	Learning experiences for the HSC must address: System for filing of reservations and associated documentation: <ul style="list-style-type: none"> • date of service • alphabetical order.
	2.6 Prepare and issue documents and other materials to the customer in accordance with requirements of the specific reservation.	Documents issued to customers may include: <ul style="list-style-type: none"> • invoices • credit notes • receipts • service vouchers • confirmation letters • information packs. 	Learning experiences for the HSC must address: Sending documents to clients including: <ul style="list-style-type: none"> • confirmation of services booked and confirmed • receipt for payment • destination and/or service information package.
3 Update reservations	3.1 Update the financial status of the reservation accurately and in accordance with enterprise procedures.	Updating the financial status of the reservation may include: <ul style="list-style-type: none"> • receiving, processing and recording payments • generating and issuing invoices and credit notes for changed reservations • checking that the reservation has been fully paid. 	Learning experiences for the HSC must address: Updating the financial status of the reservation including: <ul style="list-style-type: none"> • calculating correct payments due • recording payments received • issuing invoices • recording deposits and final payments.
	3.2 Receive, process and record any amendments to or cancellations of reservations in accordance with customer request and enterprise procedures.	Reservations systems may be: <ul style="list-style-type: none"> • manual • computerised Customer records may be: <ul style="list-style-type: none"> • a computer file • a manual file. 	Learning experiences for the HSC must address: Handling cancellations: <ul style="list-style-type: none"> • locating original reservation • cancelling reservation in system • cancelling any associated special requests. Handling amendments: <ul style="list-style-type: none"> • locating original reservation • making appropriate alterations • amending any special requests if appropriate.

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4 Advise others on reservations details	4.1 Communicate general and specific customer requirements and reservation details to appropriate departments and colleagues.		<p>Learning experiences for the HSC must address:</p> <p>Compiling and distributing client requirements to relevant service operators in order for all necessary service arrangements to be available when client arrives.</p> <p>Service operators would include:</p> <ul style="list-style-type: none"> • coach companies • rail operators • rental vehicle depots • shipping or cruise operators • accommodation services • package tour operators • travel insurance companies.
	4.2 Compile and provide accurate and relevant reservation statistics on request.		<p>Learning experiences for the HSC must address:</p> <p>Producing reservations reports for relevant departments in order for marketing and selling strategies to be developed including:</p> <ul style="list-style-type: none"> • type of products purchased • seasonal variations in service usage • breakdown of client types such as corporate, singles, families • repeat client business.

Key Competencies in this Unit

Key Competencies are an integral part of all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform Level 2 = Administer and Manage Level 3 = Design and Evaluate

Key Competencies	Level	Examples
Collecting, Organising and Analysing Information	1	Checking the availability of the requested product and checking that the customer's requirements can be met.
Communicating Ideas and Information	1	Providing clear information to the customer about the confirmed reservation and the conditions of sale.
Planning and Organising Activities	1	Prioritising the sequence of received reservations and actioning these to ensure the request is confirmed within the required deadline
Working with Others and in Teams	1	Providing reservation information and statistics to others in the sales team
Using Mathematical Ideas and Techniques	1	Using a computer reservations system to calculate the total costs of the reservation
Solving Problems	1	Checking for appropriate alternative options to offer the customer when their first choice is unavailable
Using Technology	1	Using a computerised reservation system