



CATAPULT

SITTTSL007

Process reservations

Table of Contents (Extract)

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<https://catapultlearning.com.au/product/SITTTSL007/>

Trainer/assessor guide

SITTTSL007

Process reservations

Welcome to this unit of study

This unit describes the performance outcomes, skills and knowledge required to receive and process reservations for a tourism, travel, hospitality or events product or service offered for sale to agents or direct to the customer. It requires the ability to determine the availability of the product or service, offer alternatives, accurately record the reservation details and administer the reservation through to finalisation. This unit covers the required skills to manage reservations and not the related sales and computer skills that are found in other units.

The product can include any international or domestic product sold by any tourism, travel, hospitality, or event organisation. It applies to those operators who act as principal (the supplier) and who receive and process reservations for the supply of their product or service. This includes airlines, vehicle rental companies, hotels, motels, bed and breakfasts or other accommodation providers, tour operators of any type, outbound tour wholesalers, and attractions and theme parks.

The unit applies to those personnel who operate with some level of independence and under limited supervision. This includes reservations sales agents, reservations consultants, call centre consultants, booking officers, and business owner-operators.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

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About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Receive reservation request
- » Record details of reservation
- » Update reservations
- » Advise others of reservation details

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

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