

## U01302: Handle bookings

Unit Descriptor:

This unit describes the competence required to ensure the efficient handling of bookings.

**The unit describes the essential abilities of:**

- Communicating effectively
- Responding to customer needs
- Problem solving
- Keeping records
- Operating within organizational procedures
- Meeting legal requirements

### ELEMENT

### PERFORMANCE CRITERIA

*To be competent you must achieve the following:*

- |    |                             |     |   |
|----|-----------------------------|-----|---|
| 1. | Handling bookings enquiries | 1.1 | Guests' enquiries are dealt with in a polite and helpful manner at all times.   |
|    |                             | 1.2 | Guests' requirements are correctly identified and accurate information is given.  |
|    |                             | 1.3 | Guests are invited to make a booking.   |
|    |                             | 1.4 | Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.  |
|    |                             | 1.5 | All work is prioritized and carried out in an organized and efficient manner in accordance with safety and hygiene regulations and organisational procedures. |

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- |    |                                    |     |   |
|----|------------------------------------|-----|---|
| 2. | Confirm, cancel and amend bookings | 2.1 | Guests/visitors are dealt with in a polite and helpful manner at all times.   |
|    |                                    | 2.2 | Guests/visitors are provided with confirmation of bookings and deposit from guests or visitors are requested as appropriate.                      |
|    |                                    | 2.3 | Unconfirmed bookings are identified, checked and followed up in booking system.   |
|    |                                    | 2.4 | Booking amendments and cancellations are dealt with and records of bookings are maintained in accordance with organisational procedures.          |
|    |                                    | 2.5 | Information on the availability of services is communicated to relevant parties.  |
|    |                                    | 2.6 | Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.                                      |
|    |                                    | 2.7 | Information of availability of services is communicated to relevant parties.  |
|    |                                    | 2.8 | All work is prioritized and carried out in an organized and efficient manner in accordance with legal requirements and organisational procedures. |

**RANGE STATEMENT**

*You must cover the items below:*

Element 1: Handle booking enquires

**A. Customers: (Also applies to element 2)**

- (i) booking agencies
- (ii) adults with children
- (iii) customer with communication difficulties
- (iv) customers with mobility difficulties
- (v) regular customers or VIPs
- (vi) customers requiring bookings for groups

**B. Enquiries:**

- (i) telephone
- (ii) face-to-face
- (iii) written communication

**C. Information:**

- (i) services and facilities available
- (ii) features and benefits of services and facilities
- (iii) prices
- (iv) special offers and promotions available

**D. Unexpected situations:**

- (i) equipment failure
- (ii) problems with guests and visitors
- (iii) availability of facilities and services

**E. Legal requirements:**

- (i) current relevant legislation relating to goods and services for sale and safe and hygienic working practices when dealing with booking enquiries

Element 2: Confirm, cancel and amend bookings

**F. Booking system:**

- (i) computerized systems
- (ii) manual systems

**G. Booking amendments and cancellations:**

- (i) change in service or facilities required
- (ii) change in date or time required
- (iii) change in guest's personal details
- (iv) change in number of persons
- (v) booking cancellations

**H. Records of bookings:**

- (i) daily
- (ii) weekly
- (iii) monthly

**I. Other parties:**

- (i) booking agents
- (ii) collaborative organisations

**J. Unexpected situations:**

- (i) problems with guests and visitors
- (ii) availability of facilities and services
- (iii) problems with booking systems
- (iv) problems with other organisation's details

**K. Legal requirements**

- (i) current relevant legislation relating to confirming, canceling and amending bookings.

**UNDERPINNING KNOWLEDGE AND SKILLS****Customer Care**

1. Why it is important to give accurate verbal and written information to guests/visitors.

**Organisational Procedures**

2. Why confirmation and deposits are required from guests/visitors.

**EVIDENCE GUIDE****(1) Critical Aspects of Evidence**

- Totally through performance evidence in the form of observation or
- By performance evidence in the form of observation to cover **performance criteria 1.1 – 1.3** and a minimum of **four (4)** from the range of **A**, **two (2)** from the range of **B**, **three (3)** from the range of **C**.
- By performance evidence in the form of observation to cover **performance criteria 2.1 - 2.5** and a minimum of **four (4)** from the range of **A**, **one (1)** from the range of **F**, **three (3)** from the range of **G**, **one (1)** from the range of **H**, **one (1)** from the range of **I**.
- By supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.
- Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

**(2) Methods of Assessment**

- Observation reports by assessors of how you:
  - o deal with booking enquiries
  - o confirm, cancel and amend bookings
- Copies of written communication to and from customers.
- Photographs of yourself at work
- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor)
- Witness statement from customers, colleagues, line managers that provide evidence of how you:
  - o handle booking enquiries.
  - o confirm, cancel and amend bookings
- A personal statement describing how you:
  - o handle booking enquiries.
  - o confirm, cancel and amend bookings

**(3) Context of Assessment**

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.