

	<b>Unit ID: 275</b>
<b>Domain</b>	<b>FRONT OFFICE OPERATIONS</b>
<b>Title:</b>	<b>Receive and process reservations in a hospitality establishment</b>
<b>Level: 3</b>	<b>Credits: 6</b>

### Purpose

This unit standard specifies the competency required to receive and process reservations in a hospitality establishment. People credited with this unit standard are able to: receive and process reservation inquiries; create and process reservations; and send and receive reservation communications.

### Special Notes

1. Entry information

Prerequisite:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must be:

- placed under realistic time pressures
- use commercial equipment for both training and assessment
- encounter realistic customer/staff ratios.

While the guest in the assessment activity need not be a paying guest, they must have the expectations of a paying guest. There must be documented evidence of multiple occasions where the candidate has provided services for guests.

In all interactions, customers are to be greeted and treated in a polite, friendly and helpful manner.

3. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, technical unit standards in this Domain or Subfield.
4. Verbal communication with customers and/or colleagues and/or service providers must be clear, audible, interactive, appropriate to the audience and situation, and supported by appropriate actions where barriers to communication exist.

5. The establishment's policies and procedures relating to lost and found property must be adhered to.
6. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
7. Glossary
  - *Reservations* may be for individuals, groups, VIPs (Very Important Persons - may include members of cabinet and parliament, diplomats and known achievers in various fields, heads of delegation, internationally prominent personalities), conference delegates, business travellers.
  - *Reservation systems* may be industry wide or establishment specific, electronic or manual.
  - The term *establishment requirements* or procedures refers to any policy, procedure or agreed requirement, either written or oral, that is made known to the worker for use in their work.
  - *Barriers to communication* may include but are not limited to cultural and/or language differences, word choice, voice modulation, not listening actively, deafness and/or not being able to speak, noise levels.
  - *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.
  - *Specifications* refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
8. Regulations and legislation relevant to this unit standard include the following:
  - Labour Act No 11 2007 as amended
  - Tobacco Products Control Act No 1 of 2010
  - Financial Intelligence Act No 3 of 2007
  - Namibia Tourism Board Act 21 of 2000
  - Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments to any of the above.

### **Quality Assurance Requirements**

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website [www.nta.com.na](http://www.nta.com.na)

## **Elements and Performance Criteria**

### **Element 1: Receive and process reservation inquiries**

#### **Range**

*Requested reservations* may be received by phone, facsimile, mail, email, face to face, internet.

*Availability details* are obtained from reservations system.

#### **Performance Criteria**

- 1.1 Availability and requested reservation is determined and politely advised to guest in line with establishment procedures.
- 1.2 Alternatives are offered where requested booking is not available, including waitlist options in line with establishment procedures.
- 1.3 Inquiries regarding costs and other product features are answered in line with establishment procedures.
- 1.4 Details of reservation are confirmed and agreed with customer in line with establishment procedures.
- 1.5 Guest profile or history is checked and information used to assist in making the reservation and to enhance customer service in line with establishment procedures.

### **Element 2: Create and process reservations**

#### **Range**

*Information* may include cost of products and services, availability of products and services, product information, product rules, payment requirements, health, customs and immigration, general industry information.

*Guest details* may include special requests, timing details, special needs.

*Updates and amendments to reservations* may include adding additional customers, changing arrival or departure dates, splitting an existing reservation, canceling the booking, changing the itinerary by adding or deleting products or services required, changing customers' names, cross referencing multiple bookings, entering invoicing details, entering payment details, entering ticketing or voucher details and charging of room categories.

#### **Performance Criteria**

- 2.1 Reservation system features are used to access a range of information in line with establishment procedures.
- 2.2 New reservations are created containing customer details and full requirements in line with system procedures and features.
- 2.3 Relevant guest details are entered in the format required by the reservation system.
- 2.4 Special requests are recorded in line with establishment requirements.
- 2.5 Bookings are retrieved as required using the format required by the system.
- 2.6 Cancellations or alterations are recorded and executed in line with customer requests and establishment procedures.
- 2.7 Updates and amendments are made to reservations and saved or stored as required in line with system requirements.
- 2.8 Required reservation details are downloaded and printed from a computer, where applicable.
- 2.9 Provisional bookings are followed up in line with establishment procedures.
- 2.10 Payments received are processed in line with establishment procedures.
- 2.11 Reservation is completed and filed in a manner that ensures easy access and interpretation by others in line with establishment requirements.
- 2.12 Relevant departments and colleagues are advised on general and specific customer requirements and reservation details in line with establishment procedures.
- 2.13 Relevant reservation statistics are processed on request in line with establishment procedures.

### **Element 3: Send and receive reservation communications**

#### **Range**

*Industry colleagues* may include product or service suppliers with whom reservations have been made, such as guests, tour operators, travel agents, staff in other departments of the establishment, airlines, car rental companies, other establishment departments which need access to reservations information.

#### **Performance Criteria**

- 3.1 Reservation details are communicated to guest in line with establishment procedures.

- 3.2 Communications are created and processed to guest and industry colleagues using the required features of the reservations system in line with establishment procedures.
- 3.3 Communications from guest and industry colleagues are accessed and interpreted at the appropriate time in line with establishment procedures.

### **Registration Data**

<b>Subfield:</b>	Hospitality and Tourism
<b>Date first registered:</b>	29 March 2007
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<b>Body responsible for review:</b>	Namibia Training Authority