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| | Unit ID: 518 |
| Domain | FRONT OFFICE OPERATIONS |
| Title: | Supervise reservations in a hospitality establishment |
| Level: 4 | Credits: 6 |

Purpose

This unit standard specifies the competency required to supervise the reservations in the front office of a hospitality establishment. It includes overseeing reservations functions, monitoring details of reservations, updating reservations and coordinating reservation communications. This unit standard is intended for those who work as managers and/or supervisors in front office operations in the hospitality and tourism industry.

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 real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
 3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
 4. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
 5. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
 6. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, 15 of 2004
 - Companies Act of 2004
 - Income Tax Amendment Act, 10 of 2003
 - Sales Tax Act, 5 of 1992
 - Value-Added Tax Amendment Act, 12 of 2004
 - Namibia Tourism Board Act, 21 of 2000
 - Occupational Health and Safety Regulations No.18, 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

Elements and Performance Criteria

Element 1: Oversee reservations procedures

Range

Ways of receiving reservations include but are not limited to face to face, phone, facsimile, mail, email, internet.

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.

Reservations system may be computerised or manual.

Performance Criteria

- 1.1 A reservations system is used to access and process reservations and gather reservations information.
- 1.2 Reservation communications are performed in line with establishment procedures.
- 1.3 Quality assurance procedures are implemented to reduce errors and possibility of fraud in line with establishment procedures.
- 1.4 Staff dealing with reservation requests are supervised in line with establishment procedures.
- 1.5 Reservation details, including changes to reservations received from staff, are inspected and verified in line with establishment procedures.
- 1.6 Advice and training are provided to staff on reservations systems and procedures in line with establishment procedures.

Element 2: Monitor details of reservations

Range

Reservation systems may be industry wide or establishment specific, electronic or manual.

Information may include but is not limited to 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 but are not limited to special requests, timing details, special needs.

Performance Criteria

- 2.1 Staff use of reservation system is supervised in line with establishment procedures.
- 2.2 Guest details and booking records are checked and verified in line with establishment procedures.
- 2.3 Special requests are followed up with staff in line with establishment requirements.
- 2.4 Payment details are verified in line with establishment procedures.

Element 3: Update reservation details

Range

Updates and amendments to reservations may include but are not limited to 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

- 3.1 Cancellations or alterations are monitored and status updated in line with establishment procedures.
- 3.2 Bookings and relevant guest details are checked and verified in line with establishment procedures.
- 3.3 Updates and amendments are made to reservations and saved or stored as required in line with system requirements.
- 3.4 Required reservation details are accessed as required in line with establishment procedures.
- 3.5 Provisional bookings are monitored for planning purposes in line with establishment procedures.

- 3.6 Payments received are monitored in line with establishment procedures.
- 3.7 Relevant departments and colleagues are advised on general and specific guest requirements and reservation details in line with establishment procedures.
- 3.8 Relevant reservation statistics are processed on request in line with establishment procedures.

Element 4: Coordinate reservation communications

Range

Industry colleagues may include but are not limited to 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.

Use of the features of the reservations system includes but is not limited to accessing and updating reservation system information; creating and processing reservations; sending and receiving reservation communications.

Performance Criteria

- 4.1 Reservation details are communicated to guests in response to inquiries, in line with establishment procedures.
- 4.2 Communications with guests and industry colleagues are maintained using the required features of the reservations system in line with establishment procedures.
- 4.3 Communications from guest and industry colleagues are accessed and processed in line with establishment procedures.

Registration Data

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| Subfield: | Hospitality and Tourism |
| Date first registered: | 13 November 2008 |
| Date this version registered: | 13 November 2008 |
| Anticipated review: | 2017 |
| Body responsible for review: | Namibia Training Authority |