

Deal with bookings

Overview

This standard is about handling all types of booking enquiries including amendments and cancellations. It is for people that work on the reception or reservation teams. Bookings can arrive into an organisation via various methods including on-line, email, social media, postal, telephone and face to face.

When you have completed this standard you will be able to demonstrate understanding of and ability to:

- Deal with bookings

Deal with bookings

Performance criteria

You must be able to:

Deal with booking enquiries

1. Deal with booking enquiries following organisational procedures according to the type of enquiry
2. Reply to the booking enquiry with accurate information
3. Take the opportunity to sell other products and services within the communication back to the customer where possible and appropriate
4. Invite your customers to make a booking where possible and take and record their details correctly
5. Allow for customer needs and requirements and follow organisation procedures accordingly

Confirm, cancel and amend bookings

6. Deal with any confirmations, cancellations and amendments according to organisational procedures and requirements
7. Collect up to date information on rates, deals and third party rules where applicable
8. Identify, check and follow up unconfirmed bookings in the booking system
9. Maintain records of all bookings in line with your organisation's procedures

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Knowledge and understanding

You need to know and understand:

For the whole unit

1. The importance of dealing with customers politely and helpfully at all times
2. Why it is important to give accurate spoken and written information to customers
3. The types of unexpected situations and problems that may occur with bookings, and how to deal with these correctly
4. Basic legal requirements relating to goods and services for sale when receiving, confirming, amending and cancelling booking enquiries
5. Your organisation's booking procedures and systems including third party systems
6. The importance of intelligent and appropriate up-selling, room / product rates, added value, rate negotiation limits and yield management and how these apply to your work role
7. What over booking is, how to deal with this and why it happens

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8. Why it is important to obtain and record booking details accurately
9. Why it is important to take the opportunity to sell products and services
10. How to cancel and amend bookings
11. Your organisation's and third party systems cancellation policies and procedures
12. Why confirmations and deposits may be required from customers
13. Why it is essential to follow up unconfirmed bookings

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Scope/range

1. Customers

- 1.1 with routine requests
- 1.2 with special needs

2. Enquiries

- 2.1 face to face
- 2.2 telephone
- 2.3 letter or fax
- 2.4 email
- 2.5 on-line booking systems
- 2.6 services and facilities available
- 2.7 features and benefits of services and facilities
- 2.8 prices
- 2.9 special offers and promotions available
- 2.10 social media
- 2.11 third party booking systems

3. Booking systems

- 3.1 computerised systems
- 3.2 manual systems
- 3.3 on-line systems

4. Booking amendments and cancellations

- 4.1 change bookings
- 4.2 cancel bookings

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Glossary

Customer

Anyone wanting to make, amend or cancel a booking

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Developed by	People 1st
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Originating Organisation	People 1st
Original URN	PPL2FOH3
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Suite	Hospitality - Housekeeping and Front of House Reception
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