

**Unit DR60 04 (2R3)**

**Deal with bookings**

This Unit has the following elements:

**Element 1 (2R3.1)**

**Deal with booking enquiries**

**Element 2 (2R3.2)**

**Confirm, cancel and amend bookings**

**Candidate Name:**

**Assessment Centre:**

*I have completed the requirements of this Unit.*

**Candidate signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*I can confirm the candidate has completed all requirements of this Unit.*

**Assessor signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Assessor counter signature:**  
(where applicable) \_\_\_\_\_ **Date:** \_\_\_\_\_

**IV signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**IV counter signature:**  
(where applicable) \_\_\_\_\_ **Date:** \_\_\_\_\_

## Unit DR60 04 (2R3)

## Deal with bookings

### Unit Summary

This Unit is about handling booking enquiries and taking bookings from customers. It also covers making amendments (for example, of date and time) to bookings and keeping records up to date.

The typical day-to-day activities you might carry out for this Unit include:

- ◆ dealing with customer enquires
- ◆ taking bookings
- ◆ solving customer problems
- ◆ confirming, amending and cancelling bookings

What some of the words in this Unit mean	
Customer	anyone wanting to make, amend or cancel a booking

**Unit DR60 04 (2R3)**

**Deal with bookings**

**Element 1 (2R3.1)**

**Deal with booking enquiries**

<b>What you must do (circled numbers must be observed)</b>		<b>Assessor initials/date</b>
①	Be polite and helpful when dealing with <b>enquiries</b>	
②	Find out what your <b>customer</b> needs and give them accurate <b>information</b>	
③	Take the opportunity to sell other products and services to the <b>customer</b>	
④	Invite your <b>customer</b> to make a booking and take and record their details correctly	

<b>What you must cover (minimum requirement for observation in italic and bold)</b>	<b>Activity/Evidence</b> (insert tick or supplementary reference)					
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
Evidence for the remaining points may be assessed through questioning or witness testimony						
<b><i>Customers, at least one required from the following:</i></b>						
with routine requests						
with special needs						
<b><i>Enquiries, at least three required from the following:</i></b>						
telephone						
face to face						
letter or fax						
electronic communication						
<b><i>Information, at least two required from the following:</i></b>						
services and facilities available						
features and benefits of services and facilities						
prices						
special offers and promotions available						

**Unit DR60 04 (2R3)****Deal with bookings****Element 1 (2R3.1)****Deal with booking enquiries**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
1		
2		
3		
4		
5		
6		

**Unit DR60 04 (2R3)**

**Deal with bookings**

**Element 2 (2R3.2)**

**Confirm, cancel and amend bookings**

What you must do (circled numbers must be observed)		Assessor initials/date
①	Deal with <b>customers</b> in a polite and helpful manner at all times	
②	Deal with confirmations in the <b>booking system</b>	
③	Identify, check and follow up unconfirmed bookings in the <b>booking system</b>	
④	Deal with <b>booking amendments and cancellations</b> and maintain records of bookings in line with your organisation's procedures	

What you must cover (minimum requirement for observation in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through questioning or witness testimony						
<b><i>Customers, at least one required from the following:</i></b>						
with routine requests						
with special needs						
<b><i>Booking systems, at least one required from the following:</i></b>						
computerised systems						
manual systems						
<b><i>Booking amendments and cancellations, at least one required from the following:</i></b>						
change bookings						
cancel bookings						

**Unit DR60 04 (2R3)****Deal with bookings****Element 2 (2R3.2)****Confirm, cancel and amend bookings**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
1		
2		
3		
4		
5		
6		

**Unit DR60 04 (2R3)****Deal with bookings**

<b>What you must know for the Unit</b>	
<b>For the whole Unit</b>	
K1	The importance of dealing with customers politely and helpfully at all time
K2	Why it is important to give accurate spoken and written information to customers
K3	The types of unexpected situations and problems that may occur with bookings and how to deal with these correctly
K4	Basic legal requirements relating to goods and services for sale when receiving, confirming, amending and cancelling booking enquiries
K5	Your organisation's booking procedures and systems
K6	The importance of up-selling, room product/rates and yield management and how these apply to your work role
<b>Element 1 (2R3.1) Deal with booking enquiries</b>	
K7	Why it is important to get and record booking details accurately
K8	Why it is important to take the opportunity to sell products and services
<b>Element 2 (2R3.2) Confirm, cancel and amend bookings</b>	
K9	Your organisation's cancellation policies and procedures
K10	Why confirmations and deposits are required from customers
K11	Why it is essential to follow up unconfirmed bookings

Knowledge evidence retained

**Assessor signature:** \_\_\_\_\_**Date:** \_\_\_\_\_

**Unit DR60 04 (2R3)****Deal with bookings**

Candidate name:		Assessor initials/date
Ref	Supplementary evidence	
A		
B		
C		
D		
E		
F		
G		
H		



Assessor Feedback