

Unit D9E1 04 (HS22)

Maintain the reservation and booking service

This Unit has the following elements:

Element 1 (HS22.1)

Prepare the reservation and booking service

Element 2 (HS22.2)

Supervise the running of the reservation and booking service

Element 3 (HS22.3)

Help to review and improve the reservation and booking service

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 Summary

Getting the reservation and booking service right is vital to the success of a business. An effective service will help the organisation to forecast and manage its business profitably, winning new customers and keeping existing ones. Friendly, courteous and efficient staff plus effective systems will make sure that the customer has a problem-free, positive experience that they will want to repeat in the future.

You must ensure that the service has all the necessary staff, equipment and supplies. You must make sure that procedures are in place for running the service, that staff are properly briefed, know how to communicate clearly with the customer and how to behave appropriately. You will also need to monitor what staff do and always be looking for ways to improve the service even further.

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

- ◆ planning what equipment, supplies and staff you need for the reservation and booking service
- ◆ obtaining these resources
- ◆ helping to develop reservation and booking procedures
- ◆ briefing and debriefing staff
- ◆ checking staff appearance
- ◆ making sure staff follow the reservation and booking procedures
- ◆ dealing with problems
- ◆ record keeping
- ◆ collecting feedback from staff and customers
- ◆ using this feedback to improve the service

What some of the words in this Unit mean	
Contingency plans	plans that allow you to identify, and plan for things that may go wrong
Customers	these include individual customers and other departments in your organisation as well as the general public
Industry codes of practice	guidelines drawn up by the hospitality industry which show how businesses should follow the law and deliver high standards to the customer
Legislation/ legal requirements	all aspects of law and regulations that affect the reservation and booking service; these may include health and safety or data protection
Limits of your authority	what you can and cannot do according to your organisation's procedures
Records	these could be paper-based or computerised
Resources	the equipment, supplies and staff that you need in your area of responsibility
Supplies	this could include stationery, leaflets and other information materials
Variations to normal work routines	when the work of staff needs to change; this may come about as a result of requests from your own department, other departments, management or customers

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Element 1 (HS22.1)

Prepare the reservation and booking service

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Make sure you have sufficient staff with the necessary skills to maintain the reservations and booking service	
2	Make sure your staff have the resources they need when they need them	
3	Communicate relevant procedures to external organisations	
4	Communicate duties and procedures to your staff	
5	Brief your staff on any variations to their normal work routines	
6	Encourage your staff to ask questions if there is information they do not understand	
7	Ensure your staff's personal presentation follows organisational policy	

What you must cover (minimum requirement for observation/products of work 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 projects, questioning, work-based assignments, and expert witness testimony						
<i>Ensuring the following resources are available, all required from the following:</i>						
equipment						
supplies						
time						
<i>Helping to develop and communicate procedures to cover, at least four required from the following:</i>						
room availability						
room allocation						
promotions						
confirmation of bookings						
credit policy						
records of bookings						
cancellation policy						
out-booking guests						

Unit D9E1 04 (HS22)**Maintain the reservation and booking service****Element 1 (HS22.1)****Prepare the reservation and booking service**

Candidate name:		Assessor initials/date
No	Activity	
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4		
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Maintain the reservation and booking service

Element 2 (HS22.2)

Supervise the running of the reservation and booking service

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Make sure your staff follow the reservation and booking procedures	
2	Make sure your staff communicate with customers in a manner that promotes goodwill and understanding	
3	Deal with any problems that may disrupt the reservation and booking service when they occur	
4	Inform your staff and customers about any changes to the service that may affect them	
5	Complete the required records	
6	Make sure the reservation and booking service complies with relevant legislation and organisational policy	

What you must cover (minimum requirement for observation/products of work in <i>italic and bold</i>)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Ensuring staff following procedures for, at least four required from the following:</i>						
room availability						
room allocation						
promotions						
confirmation of bookings						
credit policy						
discount policy						
records of bookings						
cancellation policy						
<i>Dealing with problems relating to, at least one required from the following:</i>						
equipment						
staff						
customers and potential customers						

Unit D9E1 04 (HS22)

Maintain the reservation and booking service

Element 2 (HS22.2)

Supervise the running of the reservation and booking service

Candidate name:		Assessor initials/date
No	Activity	
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Unit D9E1 04 (HS22)

Maintain the reservation and booking service

Element 3 (HS22.3)

Help to review and improve the reservation and booking service

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Collect and record feedback from customers, staff and suppliers	
2	Pass feedback on to the relevant people following your organisation's requirements	
3	Monitor procedures and review them to ensure the service meets the needs of customers	
4	Recommend improvements to procedures when necessary	
5	Support your recommendations with evidence including what the implications of change may be	

What you must cover (minimum requirement for observation/products of work 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 projects, questioning, work-based assignments, and expert witness testimony						
<i>Collecting and analysing the following types of feedback, both required from the following:</i>						
verbal						
written						
<i>Passing on feedback to the following relevant people, at least two required from the following:</i>						
your staff						
other departments						
managers						
<i>Ensuring the service meets the needs of customers in terms of, at least two required from the following:</i>						
quality of service						
efficiency of service						
special requirements						
<i>Outlining possible implications of change covering, at least three required from the following:</i>						
quality of service						
efficiency of service						
flexibility to meet special requirements						
staff workload						
staff training needs						
impact on other departments						

Unit D9E1 04 (HS22)

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Element 3 (HS22.3)

Help to review and improve the reservation and booking service

Candidate name:		Assessor initials/date
No	Activity	
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What you must know for the Unit	
For the whole Unit	
K1	The roles and responsibilities of different individuals in your organisation and department and how these affect the reservation and booking service
K2	What organisational policies apply to the running of the reservation and booking service and the review of procedures
K3	How to implement the requirements of health and safety, employment and equal opportunities legislation and other industry specific regulations and codes of practice
K4	What the organisation's product is and what services are available to the customer
K5	What the organisation's discount policy is and how promotional offers should be handled
K6	When and how commission should be paid to agents
K7	What guest facilities are available in the organisation where the booking is being made
K8	What the organisation's overbooking policy is and the policy for out-booking guests if the hotel is full
K9	How to communicate with customers
Element 1 (HS22.1) Prepare the reservation and booking service	
K10	How to estimate the time and other resources required for reservation and booking activities and ways of preparing contingency plans
K11	Who to approach when you need approval for the use of additional resources
K12	How to develop reservation and booking procedures, if required
Element 2 (HS22.2) Supervise the running of the reservation and booking service	
K13	How to monitor your staff's performance against your organisation's standards and what to do if performance does not meet these standards
K14	What action to take when staff performance falls below your organisation's standards
K15	How to identify possible solutions to problems and the limits of your authority when implementing these
Element 3 (HS22.3) Help to review and improve the reservation and booking service	
K16	Why it is important to seek the views of staff and customers and gain their feedback
K17	The information you need to maintain and improve the reservation and booking service and how to collect it
K18	The different ways of completing and storing records — computerised and paper-based — and the advantages and disadvantages of each
K19	How to assess customers' needs
K20	How to review and update plans, targets, objectives, activities and work performance
K21	How to collect and analyse feedback
K22	How to give feedback to your staff
K23	How to present recommendations
K24	How to assess whether the requirements of health and safety, employment and equal opportunities legislation and other industry specific regulations and codes of practice are being met
K25	What action should be taken in response to breaches of requirements

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

Knowledge evidence retained

Assessor Feedback

Assessor signature: _____ **Date:** _____