

Unit PPLHSL22 (HK6Y 04) Supervise Reservations and Booking Services

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about supervising the reservation and booking service to ensure the development and maintenance of the necessary resources and procedures essential for operation. It also involves monitoring the service and suggesting improvements and is likely to be used by a supervisor responsible for the activities within the area of work on a daily basis under the direction of the relevant manager. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence for **all** Performance Criteria (PC). |
| 1 Allocate staff and brief them on duties, relevant procedures and any variations relating to their work routines.  2 Ensure staff have the skills, knowledge and resources they need when they need them and encourage staff to ask questions if there is information that they do not understand.  3 Ensure your staff follow the reservations and booking procedures, conduct and present themselves according to organisational requirements and standards.  4 Lead staff to identify different customers and their real and perceived needs and communicate with customers in a manner that promotes a positive customer experience.  5 Ensure the reservation and booking service complies with legal requirements, industry regulations, professional codes and organisational policies.  6 Inform your staff and customers about any changes to the service that may affect them.  7 Monitor the quality of work and progress against plans and take effective action to manage problems that may disrupt the reservations and bookings service when they occur, finding practical ways to overcome barriers.  8 Control costs, make best use of available resources and proactively seek new sources of support when issues arise.  9 Monitor and review procedures to ensure the service meets the needs of customers.  10 Collect and pass on feedback and recommend improvements to the relevant people according to your organisation's requirements.  11 Give feedback to staff to help them improve their performance where appropriate.  12 Use effective methods to gather, store and retrieve information, accurately complete the required records and report on performance to support the service according to your organisational procedures. |

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| **Scope/Range** |
| **What you must cover:** |
| There must be performance evidence to show that the candidate has gathered, stored and retrieved information:  a cost effectively  b time efficiently  c ethically |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | | | **Scope/Range** | | |
| **What you must do** | | | | | | | | | | | | **What you must cover:** | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **a** | **b** | **c** |
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| **Knowledge and understanding** | | | **Evidence reference**  **and date** |
| **What you must know and understand** | | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | | |
| 1 | **How to plan efficient reservations and bookings services** | |  |
| 1.1 | The roles and responsibilities of different individuals in your organisation and department and how these affect the reservation and booking service. |  |
| 1.2 | What organisational policies apply to the running of the reservation and booking service and the review of procedures. |  |
| 1.3 | What the organisation's product is and what services are available to the customer. |  |
| 1.4 | What guest facilities are available in the organisation where the booking is being made. |  |
| 1.5 | What the organisation's overbooking policy is and the policy for out- booking guests when full. |  |
| 1.6 | How to develop reservation and booking procedures to meet requirements. |  |
| 1.7 | How to review and update plans, targets, objectives, activities and work performance. |  |
| 2 | **How to work out what resources are needed to operate efficient reservations and booking services** | |  |
| 2.1 | How to estimate the time and other resources required for reservation and booking activities and ways of preparing contingency plans. |  |
| 2.2 | Who to approach when you need approval for the use of additional resources. |  |
| 3 | **How to operate efficient reservations and bookings services** | |  |
| 3.1 | How to implement the requirements of health and safety, employment and equal opportunities legislation and other industry specific regulations and codes of practice. |  |
| 3.2 | What the organisation's discount policy is and how promotional offers should be handled. |  |
| 3.3 | How to communicate with customers and assess their needs. |  |
| 3.4 | The information you need to maintain and improve the reservation and booking service and how to collect it. |  |
| 3.5 | The different ways of completing and storing records — computerised and paper-based – and the advantages and disadvantages of each. |  |

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| 4 | **How to monitor reservations and bookings services** | |  |
| 4.1 | How to monitor your staff's performance against your organisation's standards and what to do if performance does not meet these standards. |  |
| 4.2 | What action to take when staff performance falls below your organisation's standards. |  |
| 4.3 | How to identify possible solutions to problems and the limits of your authority when implementing these. |  |
| 4.4 | 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. |  |
| 4.5 | What action should be taken in response to breaches of requirements. |  |
| 5 | **How to gather and act on feedback** | |  |
| 5.1 | Why it is important to seek the views of staff and customers and gain their feedback. |  |
| 5.2 | How to collect and analyse feedback. |  |
| 5.3 | How to give feedback to your staff to help them improve their performance. |  |
| 5.4 | How to present recommendations. |  |

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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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