

Unit PPL2FOH3 (HL3C 04) Deal with Bookings

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 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. |

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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** | **Scope/Range** | |
| **What you must do:** | **What you must cover:** | |
| There must be evidence for all Performance Criteria (PC). The assessor **must** assess PCs 1–8 by directly observing the candidate’s work. PC 9 may be assessed by alternative methods if observation is not possible. | **All** scope/range must be covered. There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work for a minimum of: | |
| **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. | **one** from:  (a) customers with routine requests  (b) customers with special needs  **three** from:  (c) face to face enquiries  (d) telephone enquiries  (e) enquiries via letter or fax  (f) enquiries via email  (g) enquiries via on-line booking systems  (h) enquiries via social media  (i) enquiries via third party booking systems  **two** from:  (j) enquiries relating to services and facilities available  (k) enquiries about features and benefits of services and facilities  (l) enquiries relating to prices  (m) enquiries relating to special offers and promotions available | **one** from:  (n) using computerised booking systems  (o) using manual booking systems  (p) using on-line booking systems  **one** from:  (q) dealing with changes to bookings  (r) dealing with cancellations of bookings  Evidence for the remaining points under ‘what you must cover’ may be assessed through questioning or witness testimony |

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| **vidence reference** | | **Evidence description** | | **Date** | | **Performance criteria** | | | | | | | | | | | | | | | | | | | | | | | | | |
| **What you must do** | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **1** | | | **2** | | | **3** | | | **4** | | | **5** | | | **6** | | | **7** | | | **8** | | | **9** | |
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| **Evidence reference** | **Evidence description** | | **Date** | | **Scope/Range** | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **What you must cover** | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **a** | | **b** | **c** | | **d** | **e** | | **f** | **g** | | **h** | **i** | | **j** | **k** | | **l** | **m** | | **n** | **o** | | **p** | **q** | | **r** |
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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). | |
|  | **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 |  |
|  | **Deal with booking enquiries** |  |
| 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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# Supplementary evidence

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