

S223: Support the organisation of business travel or accommodation

Overview: Support the organisation of business travel or accommodation arrangements.

Links: Events and Meetings; Communications

Specific skills:

- Communicating
- Managing time
- Problem-solving
- Checking
- Negotiating
- Researching
- Decision-making
- Organising
- Evaluating
- Planning

Performance Indicators

1. Confirm business travel or accommodation and budget requirements from the organiser
2. Check draft itinerary and schedule with the traveller
3. Research and book business travel arrangements or accommodation as agreed, obtaining best value for money
4. Obtain and collate documents and information for business travel or accommodation
5. Maintain records of business travel or accommodation and store any confidential information securely, including financial records
6. Follow arrangements for payment facilities for business travel or accommodation
7. Follow the correct procedures when there are problems with business travel or accommodation arrangements
8. Provide the traveller with an itinerary, documents and information in good time
9. Confirm with the organiser or traveller(s) that itinerary, documents and information meet requirements

Knowledge & Understanding

- A. The purpose of confirming the brief and budget for travel or accommodation
- B. How to support the organisation of business travel or accommodation to meet expectations
- C. The main types of business travel or accommodation arrangements that may need to be made and the procedures to follow
- D. The sources of information and facilities that are used to make business travel or accommodation arrangements
- E. How to obtain best value for money when making business travel or accommodation arrangements
- F. How to keep records of business travel or accommodation arrangements
- G. The documents and information to provide to the person who is travelling and how to obtain these
- H. The types of problems that may occur with travel or accommodation arrangements and the correct procedures to follow in order to deal with these problems