## **SDS0447** **(J8LH 45)**

## Processing Bookings and Reservations

### Candidate’s statement

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

|  |  |
| --- | --- |
| Candidate’s name |  |
| Candidate’s signature |  |
| Date |  |

### Assessor’s statement

I confirm that the candidate has achieved all the requirements of this unit.

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| --- | --- |
| Assessor’s name |  |
| Assessor’s signature |  |
| Date |  |
| Countersigning Assessor’s name  (if applicable) |  |
| Countersigning Assessor’s signature  (if applicable) |  |
| Date |  |

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### Internal Verifier’s statement

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 |  |
| Countersigning Internal Verifier’s name (if applicable) |  |
| Countersigning Internal Verifier’s signature (if applicable) |  |
| Date |  |

|  |  |
| --- | --- |
| External Verifier’s initials (if sampled) |  |
| Date |  |

#### Unit overview

To process bookings and reservations in line with organisational policies and procedures and to meet customer needs and requirements.

#### 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.

#### Performance criteria (What you must do)

There must be evidence for all PCs (ie: 1-9).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

1. Responding to booking and reservation enquiries providing accurate information, in line with organisational policies and procedures and timescales.
2. Identifying customers’ needs for bookings and reservations to ensure their requirements are met.
3. Providing booking and reservation information to customers in line with organisational policies and procedures.
4. Recording booking and reservation information accurately using correct systems in line with relevant data protection regulations and organisational policies and procedures.
5. Sharing relevant booking and reservation information with colleagues in line with relevant data protection regulations and organisational policies and procedures.
6. Advising customers about booking and reservation cancellation procedures in line with organisational policies and procedures.
7. Handling confirmations, cancellations and amendments to bookings and reservations in line with relevant regulatory requirements and organisational policies and procedures.
8. Offering alternative and additional products and services to meet customer and organisational needs and requirements.
9. Identifying and following up any unconfirmed bookings, reservations and additional enquiries in line with organisational policies and procedures.

#### Performance criteria evidence

| **Evidence reference** | **Evidence description** | **Date** | **PC 1** | **PC 2** | **PC 3** | **PC 4** | **PC 5** | **PC 6** | **PC 7** | **PC 8** | **PC 9** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
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#### Scope / range (What you must cover)

No scope / range is stipulated for this unit.

#### Knowledge and understanding (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).

| **Knowledge statement** | **Evidence reference** | **Date** |
| --- | --- | --- |
| 1. Organisational policies and procedures and regulatory requirements governing communication with customers and colleagues about bookings and reservations and the use of personal information. |  |  |
| 2. Methods and techniques for effectively and communicating booking and reservation information to customers and colleagues and how these are applied. |  |  |
| 3. Organisational, and third party, systems and processes to record and track bookings and reservations. |  |  |
| 4. Relevant information required for providing confirmations, deposits, amendments and cancellations. |  |  |
| 5. The importance of obtaining, recording, updating and amending booking and reservation information within your remit accurately. |  |  |
| 6. Types of unexpected situations and problems that occur when processing bookings and reservations, and correct methods for dealing with these. |  |  |
| 7. Alternative and additional products and services suitable and available to offer customers and the importance of this to your role. |  |  |
| 8. Organisational policies and procedures for identifying and following up on unconfirmed bookings, reservations and enquiries and why this is important. |  |  |

#### Supplementary evidence

| **Reference** | **Evidence description** | **Date** |
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#### Assessor feedback on completion of the unit: