

Title	Process reservations for cruises outside New Zealand		
Level	4	Credits	4

Purpose	People credited with this unit standard are able to: establish customer requirements, source information, and prepare, compare, and explain quotes for cruises outside New Zealand; and complete a reservation for a cruise outside New Zealand.
----------------	--

Classification	Tourism > Travel
-----------------------	------------------

Available grade	Achieved
------------------------	----------

Guidance Information

- 1 Definitions

Special features refer to a cruise provider's point of difference. Examples may include but are not limited to – theme cruises, singles cruises, family cruises, cruise itinerary, shore excursions, no port taxes, no gratuities.

Suppliers, in the context of this unit standard, may include wholesalers, general sales agents and/or direct suppliers.

Travel industry workplace policies and procedures refer to documented instructions about workplace expectations. These may include but are not limited to – customer service delivery, personal presentation, legislation, organisational structure, business objectives.
- 2 This unit standard may be assessed against in a travel industry workplace when appropriate situations arise, or in a training environment if simulated workplace conditions are able to be provided that reflect the standards of a travel industry workplace.
- 3 Evidence is required of quotes for two different cruises each for a different customer.
- 4 All tasks are to be carried out in accordance with travel industry workplace policies and procedures.

Outcomes and performance criteria

Outcome 1

Establish customer requirements, source information, and prepare, compare, and explain quotes for cruises outside New Zealand.

Performance criteria

- 1.1 Information is obtained from the customer to determine customer needs, preferences, and expectations.
- Range information may include but is not limited to – purpose of trip, duration, expectations and interests, preferred places to visit, budget, on board services, on board facilities, special services required, date of departure; evidence of five is required.
- 1.2 Information is sourced, quotes are prepared, and comparisons made, in accordance with the planned itinerary, customer needs, preferences, and expectations.
- 1.3 Quotes, inclusions, and exclusions are explained to the customer.
- Range inclusions and exclusions may include but are not limited to – special features, services and facilities, port taxes, shore excursions, gratuities; evidence of three is required.
- 1.4 Terms and conditions are explained to customers in accordance with supplier procedures.
- Range terms and conditions may include but are not limited to – payment conditions, reservation conditions, cancellation policy; evidence of two is required.

Outcome 2

Complete a reservation for a cruise outside New Zealand.

Performance criteria

- 2.1 The reservation is made in accordance with customer requirements and supplier procedures.

Planned review date	31 December 2025
----------------------------	------------------

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	30 April 2001	31 December 2018
Review	2	16 July 2010	31 December 2018
Review	3	16 February 2017	31 December 2022
Review	4	26 November 2020	N/A

Consent and Moderation Requirements (CMR) reference	0112
--	------

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.