

---

**SNOWSPORT AREA OPERATIONS**  
**Process sales of snowsport area tickets,**  
**products and services**

---

<b>level:</b>	<b>3</b>
<b>credit:</b>	<b>5</b>
<b>planned review date:</b>	June 2009
<b>sub-field:</b>	Snowsport
<b>purpose:</b>	People credited with this unit standard are able to: provide information to guests about the snowsport area facilities, products, and ticketing options; analyse guest needs and advise options; process and issue tickets; and describe policy and procedures that relate to the retailing of snowsport area tickets and products.
<b>entry information:</b>	Open.
<b>accreditation option:</b>	Evaluation of documentation and visit by NZQA and industry.
<b>moderation option:</b>	A centrally established and directed national moderation system has been set up by Sport, Fitness and Recreation Industry Training Organisation.
<b>special notes:</b>	<ol style="list-style-type: none"><li>1 All activities must comply with the policies and requirements of the enterprises involved and any relevant legislative and/or regulatory requirements which may include but are not limited to: the Consumer Guarantees Act 1993, Fair Trading Act 1986, Sale of Goods (United Nations Convention) Act 1994, and the Health and Safety in Employment (HSE) Act, 1992.</li><li>2 In this unit standard, <i>company or snowsport area policy and procedures</i> are instructions to staff that may be documented and available for reference at each snowsport area in the form of an operations manual.</li></ol>

---

**SNOWSPORT AREA OPERATIONS**  
**Process sales of snowsport area tickets,**  
**products and services**

---

- 3 The Snow Safety Code assumes that there is risk inherent in the sport of skiing (alpine, telemark, snowboarding), and that individuals must take responsibility for their behaviour in order to minimise that risk to themselves and to others. The code (in its various forms) is promoted within all snowsport areas and is enforced, where necessary, by patrollers and snowsport area management. For more information on the Snow Safety Code promoted by the Ski Areas Association of New Zealand, contact the New Zealand Snowsports Council, PO Box 27501, Wellington.

## **Elements and Performance Criteria**

### **element 1**

Provide information to guests about the snowsport area facilities, products, and ticketing options.

### **performance criteria**

- 1.1 The main features, services, and facilities of the snowsport area are described to guests.  
  
Range: may include but is not limited to – runs, terrain parks, boundaries, area closures, lifts, buildings, cafes, restaurants, bars, snowsport school meeting points, information points, childcare services, hours of operation, rental and workshop facilities, toilets, trail maps, transport, parking, snow shop, medical centre, public telephone and email facilities.
- 1.2 Types of frequently used tickets and products are described with reference to conditions imposed at the time of sale by the company or snowsport area.
- 1.3 Product information regarding tickets is located and is available and current.  
  
Range: product information – pricing schedule, special offers, product features.

---

**SNOWSPORT AREA OPERATIONS**  
**Process sales of snowsport area tickets,**  
**products and services**

---

**element 2**

Analyse guest needs and advise options.

**performance criteria**

2.1 Communication and client service skills are used to gain information about the guest's intended snowsport activities and requirements, according to company or snowsport area policy and procedures.

Range: communication and client service skills may include – concise, courteous, and culturally sensitive language; open-ended interviewing; active listening; verbal and non-verbal communication;  
requirements may include – products, assistance with mobility, access, childcare, lessons, rental, time restrictions, transport arrangements.

2.2 Guest is advised of options and services available to meet their needs, with cost, time factors, conditions of ticket, and requirements discussed so that the client may make an informed choice.

2.3 Price quoted is in accordance with company or snowsport area policy and procedures.

2.4 Guest identification is checked according to company or snowsport area policy and procedures.

**element 3**

Process and issue tickets.

Range: manual or automated.

**performance criteria**

3.1 Teller site is prepared for opening, according to company or snowsport area policy and procedures.

---

**SNOWSPORT AREA OPERATIONS**  
**Process sales of snowsport area tickets,**  
**products and services**

---

- 3.2 Tickets are produced, checked for accuracy and issued to guests promptly according to company or snowsport area policy and procedures.
- 3.3 Tickets are amended, when required, according to company or snowsport area policy and procedures.
- Range: re-issue, refund, cancellations, voids, manual or automated.
- 3.4 The terms and conditions of the snowsport ticket are explained clearly to the guest and in accordance with company or snowsport area policy and procedures.
- 3.5 Guest payment method is determined, and procedure for accepting payment of purchase amount is followed in accordance with company or snowsport area policy and procedures.
- Range: payment method may include – cash; eftpos; credit card (manual and/or automatic); personal, company, and/or bank cheque; foreign currency; travellers cheques; bankdraft; account.
- 3.6 Complaints or complex queries are referred to more experienced staff in accordance with company or snowsport area policy and procedures.
- 3.7 Teller site is prepared for closure or handover according to company or snowsport area policy and procedures.

**element 4**

Describe policy and procedures that relate to the retailing of snowsport area tickets and products.

**performance criteria**

- 4.1 Company or snowsport area policy on ticket theft and fraud is described, and actions to be taken by company or snowsport area personnel detecting misuse identified.

---

**SNOWSPORT AREA OPERATIONS**  
**Process sales of snowsport area tickets,**  
**products and services**

---

- 4.2 Company or snowsport area policy relating to refunds, replacements, and early snowsport area closure is described and the procedure to be followed by company of snowsport area personnel is identified.
- 4.3 Company or snowsport area policy relating to violators of the Snow Safety Code is described.

---

**Comments on this unit standard**

Please contact the Sport, Fitness and Recreation Industry Training Organisation [info@sfrito.org.nz](mailto:info@sfrito.org.nz) if you wish to suggest changes to the content of this unit standard.

**Please Note**

Providers must be accredited by the Qualifications Authority or a delegated inter-institutional body before they can register credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by the Qualifications Authority before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for providers wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

This unit standard is covered by AMAP 0050 which can be accessed at <http://www.nzqa.govt.nz/site/framework/search.html>.