

Title	Process sales of snowsport area tickets, products and services		
Level	3	Credits	5

Purpose	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.
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Classification	Snowsport > Snowsport Area Operations
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Available grade	Achieved
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Guidance Information

- 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.
- 2 In this unit standard, *company or snowsport area policy and procedures* are instructions to staff that may be documented and available for reference at each snowsport area in the form of an operations manual.
- 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.

Outcomes and performance criteria

Outcome 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.

Outcome 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.

Outcome 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.
- 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.

Outcome 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.
- 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.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	20 June 2001	31 December 2023
Review	2	29 June 2005	31 December 2023
Review	3	16 December 2021	31 December 2023

Consent and Moderation Requirements (CMR) reference

0050

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