

Title	Process complex transactions involving multiple guests with different needs at a snowsport area		
Level	3	Credits	5

Purpose	People credited with this unit standard are able to: analyse multiple guest needs, advise options, and coordinate a group of snowsport area guests; and process and issue tickets or products for a group of guests with different needs.
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Classification	Snowsport > Snowsport Area Operations
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Available grade	Achieved
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Prerequisites	Unit 18428, <i>Process sales of snowsport area products</i> , or demonstrate equivalent knowledge and skills.
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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 order to achieve the outcomes of this unit standard people must be assessed for their ability to accurately coordinate a group of guests with different needs. In this unit standard *different needs* refers to guests who either have or require a combination of at least two of the following:
 - different ability levels
 - different time requirements or restrictions
 - different product combinations
 - different payment methods
 - different promotions.
- 3 In this unit standard *group* refers to a group of a minimum of four people and may include unbooked families.
- 4 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.

Outcomes and performance criteria

Outcome 1

Analyse multiple guest needs, advise options, and coordinate a group of snowsport area guests.

Performance criteria

- 1.1 Communication and guest relation skills are used in a group situation to gain information about the group's intended snowsport activities and requirements according to company or snowsport area policy and procedures.
- Range communication and guest relation 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.
- 1.2 The group of guests are advised of options and services available to meet their needs, with cost, time factors, conditions of tickets, and requirements discussed so that the guests may make informed choices.
- 1.3 The group of guests' snowsport activities are discussed and their requirements are coordinated and planned to maximise guest satisfaction.
- 1.4 Price quoted is current and in accordance with the company pricing schedule, group discounts, and special offers.
- 1.5 Guest identification is checked according to company or snowsport area policy and procedures.

Outcome 2

Process and issue tickets or products for a group of guests with different needs.

Performance criteria

- 2.1 Tickets or products are issued with accurate information according to company or snowsport area policy and procedures.
- Range manual or automated.
- 2.2 The different terms and conditions of the tickets or products are explained clearly to the diverse members of the group in accordance with company or snowsport area policy and procedures, and are understood by the guests.
- 2.3 Guests' payment methods are determined, and the procedure for accepting payment of purchase amount is followed, in accordance with company or snowsport area payment policy and procedures.

- 2.4 Complaints are referred to experienced staff where appropriate, in accordance with company or snowsport area policy and procedures.

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