
SNOWSPORT AREA OPERATIONS
**Process complex transactions involving
multiple guests with different needs at a
snowsport area**

level:	3
credit:	5
planned review date:	June 2009
sub-field:	Snowsport
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.
entry information:	Prerequisite: Unit 18428, <i>Process sales of snowsport area products</i> , or demonstrate equivalent knowledge and skills.
accreditation option:	Evaluation of documentation and visit by NZQA and industry.
moderation option:	A centrally established and directed national moderation system has been set up by Sport, Fitness and Recreation Industry Training Organisation.
special notes:	<ol style="list-style-type: none">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 <i>different needs</i> refers to guests who either have or require a combination of at least two of the following:<ul style="list-style-type: none">• different ability levels• different time requirements or restrictions• different product combinations• different payment methods• different promotions.

SNOWSPORT AREA OPERATIONS
Process complex transactions involving
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snowsport area

- 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.

Elements and Performance Criteria

element 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.

SNOWSPORT AREA OPERATIONS
Process complex transactions involving
multiple guests with different needs at a
snowsport area

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

element 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.

Comments on this unit standard

Please contact the Sport, Fitness and Recreation Industry Training Organisation 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.

SNOWSPORT AREA OPERATIONS
Process complex transactions involving
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snowsport area

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>.