

Title	Redeem point of sale documentation for products at a snowsport area		
Level	3	Credits	5

Purpose	People credited with this unit standard are able to: demonstrate knowledge of vouchers and point of sale documentation accepted by selected company or snowsport area; process vouchers and issue tickets, products or services; and retain and/or validate documentation and issue tickets.
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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 this unit standard *point of sale documentation* may refer to non-monetary documentation such as: prepaid vouchers, credit vouchers, discount coupons, promotional material, complimentary tickets, letters, business cards.
- 3 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

Demonstrate knowledge of vouchers and point of sale documentation accepted by selected company or snowsport area.

Range evidence is required for three different types of vouchers or point of sale documentation.

Performance criteria

- 1.1 Types of vouchers and documentation are described with reference to conditions imposed at the time of sale by the company or snowsport area.
- 1.2 Documentation is checked for validity and authenticity.
- Range snowsport area location, date, permutation, supporting documentation, expiry date.
- 1.3 Documentation is interpreted to ascertain the terms and conditions of the products.

Outcome 2

Process vouchers and issue tickets, products, or services.

Performance criteria

- 2.1 Communication and guest relation 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 guest relation skills may include – concise, courteous and culturally sensitive language; open-ended interviewing; active listening; verbal and non-verbal communication.
- 2.2 Guests' requirements are analysed for compatibility with voucher or point of sale documentation, according to company or snowsport policy and procedures.
- 2.3 Guest is advised of options and services available to meet their needs, with cost, time factors, and requirements discussed so that the guest may make an informed choice.
- 2.4 Price quoted is current and in accordance with the company or snowsport area pricing schedule and special offers.
- 2.5 Guest identification is checked according to company and snowsport area policy and procedures.

Outcome 3

Retain and/or validate documentation and issue tickets.

Range evidence is required for three types of tickets.

Performance criteria

- 3.1 Documentation is retained and/or validated according to company or snowsport area policy and procedures.

3.2 Tickets are issued accurately according to company or snowsport area policy and procedures.

Range manual or automated.

3.3 The terms and conditions of the snowsport ticket are explained clearly to the client in accordance with company or snowsport area policy and procedures.

3.4 Guest's needs are met in accordance with company and or snowsport area policy and procedures, or guest is referred to more experienced staff where appropriate.

Range may include – timeliness, accuracy, courtesy.

3.5 Complaints are referred to experienced staff 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

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