
SNOWSPORT AREA OPERATIONS
Redeem point of sale documentation for
products 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: 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.
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 this unit standard <i>point of sale documentation</i> 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, <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.

SNOWSPORT AREA OPERATIONS
Redeem point of sale documentation for
products at a snowsport area

Elements and Performance Criteria

element 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.

element 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.

SNOWSPORT AREA OPERATIONS
Redeem point of sale documentation for
products at a snowsport area

- 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.

element 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.

SNOWSPORT AREA OPERATIONS
Redeem point of sale documentation for
products at a snowsport area

Comments on this unit standard

Please contact the Sport, Fitness and Recreation Industry Training Organisation info@srito.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>.