Title	Manage a reservation service in a commercial hospitality environment		
Level	5	Credits	20

Purpose	This unit standard is for experienced people in a management role who are responsible for managing the reservations service in a commercial hospitality environment. People credited with this unit standard are able to: manage relationships with external customers; manage occupancy; and collect and distribute guest information for marketing, in a commercial hospitality environment

Classification	Hospitality > Guest Services

Available grade	Achieved

Guidance Information

1   Definitions
     Allotments – refer to wholesale block bookings.
     Establishment requirements – any policy, procedure, process or agreed requirement, either written or oral, that is made known to the candidate prior to assessment against this unit standard.
     Yield – the revenue made. It can also refer to the profitability of a hotel's departments measured individually, rather than collectively.

2   Legislation relevant to this unit standard may include but is not limited to – Consumer Guarantees Act 1993, Fair Trading Act 1986, Health and Safety at Work Act 2015, Innkeepers Act 1962, Privacy Act 2020, Sale and Supply of Alcohol Act 2012.

3   Evidence for the practical components of this unit standard must be gathered in the workplace.

4   All tasks are to be carried out in accordance with establishment requirements.

Outcomes and performance criteria

Outcome 1

Manage relationships with external customers in a commercial hospitality environment.

Performance criteria

1.1   Relationships with external customers are maintained and developed to ensure customer requirements are met.

        Range   external customers may include but are not limited to – guests, wholesalers, travel agents, companies, groups.

1.2   External customers' requirements are analysed, and their needs anticipated and actioned.

1.3   Relevant information concerning customers' requirements is communicated to appropriate departments to ensure customer satisfaction is maintained.

1.4   Customers' enquiries are actioned.

Outcome 2

Manage occupancy in a commercial hospitality environment.

Performance criteria

2.1   Decisions to maximise revenue and optimise yield are justified.

2.2   Room types and facilities are described in terms of availability, serviceability, and minimising disruption to guest services.

2.3   Special booking procedures are described in accordance with delegated authority.

        Range   special booking procedures may include but are not limited to – allotments, overbooking.

2.4   Guest and company profiles are created and managed.

2.5   Procedures for managing financial arrangements are described and adhered to.

        Range   financial arrangements may include but are not limited to – credit policies, cancellation and 'no-show' policies.

2.6   Processes for updating available information and services through e-commerce options are managed.

        Range   e-commerce options may include but are not limited to – online bookings, websites, global distribution systems.

2.7   Additional services and facilities are promoted to enhance positive guest experiences.

        Range   additional services and facilities may include but are not limited to – loyalty programmes, upsells, upgrades, add-ons.

Outcome 3

Collect and distribute guest information for marketing in a commercial hospitality environment.

Performance criteria

3.1   Potential business is identified from guest enquiries and actioned in accordance with delegated authority.

3.2   Market segment information on guest demographics is collected.

Planned review date	31 December 2026

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	25 January 2006	31 December 2017
Review	2	20 November 2009	31 December 2017
Review	3	20 February 2014	31 December 2020
Review	4	25 January 2018	31 December 2023
Review	5	28 October 2021	N/A

Consent and Moderation Requirements (CMR) reference	0112

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

Comments on this unit standard

Please contact ServiceIQ qualifications@ServiceIQ.org.nz if you wish to suggest changes to the content of this unit standard.