

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Travel consultation and sales

Title	Use the sales system to book tourism products and services
Code	110630L3
Range	This unit of competency involves the ability to master the operation of the sales and reservation systems of the company and the market. Practitioners should be able to order tourism products and services for customers through the sales and reservation systems to facilitate transactions.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the operation of the sales and reservation systems <ul style="list-style-type: none"> • Understand the operation of the sales and reservation systems of the company <ul style="list-style-type: none"> ○ Seek related information about tourism products ○ Print materials, such as tour itineraries, receipts, and promotional materials for tourism products, etc. ○ Enter data and make reservations • Understand the operation of the global computer reservation systems 2. Order tourism products and services for customers through the sales and reservation systems to facilitate transactions <ul style="list-style-type: none"> • Use the online sales platforms for tourism products to check the latest prices and content of tourism products for reference • Before quoting, confirm the price and details of the tourism products on the system again, including the price validity period, aircraft/hotel class, various taxes, peak season surcharges, travel insurance, and related expenses, etc. • When making a reservation, check that the information entered into the system is correct, including customer information, tourism product items, and customer special requirements, etc. • Provide after-sales service to customers, including making flight enquiries, reserving flight seats/hotels/transportation, issuing air tickets, and providing detailed reservation information • Take adequate measures to protect all personal data that is collected, including the name, gender, date of birth, type and number of travel documents, contact number, and address, etc. • Handle payment procedures, issue company receipts, remind customers of remaining payment deadlines (if any), and keep receipts properly • Ensure that customers have valid travel documents, and understand the visa and quarantine requirements issued by various travel destinations 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Skilfully operate the sales and reservation systems of the company and market • Provide customers with accurate and efficient service with a sincere attitude
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Skilfully operate the sales and reservation systems of the company and in the market; and • Order tourism products and services for customers through the sales and reservation systems to facilitate transactions
Remark	