

## Overview

This standard is about processing bookings for travel services, making sure that customers' details are captured and that all post booking documentation is up-to-date and available for customers.

With the increase of electronic bookings, and the reduction in travel ticket issues, it is particularly important that post booking documentation is completed accurately and quickly for ease of availability to customers.

The standard is for all staff in contact with customers and responsible for ensuring that travel arrangements are confirmed and processed promptly and accurately after products and services have been sold.

When you have completed this standard, you will be able to demonstrate your knowledge of and ability to:

- Process travel services bookings

## Performance criteria

### *You must be able to:*

1. Confirm customers' details and travel services booking arrangements are accurate
2. Use travel services booking systems in line with organisational procedures
3. Record customers' information in line with organisational procedures and current data protection legislation
3. Process travel services documentation after the booking is complete, following your organisation's and suppliers' procedures
4. Provide confirmation of the travel services booked to customers and suppliers
5. Issue copies of travel and other documentation to customers and suppliers within the timescale required and according to your organisation's procedures
6. Update travel and additional services documentation as necessary
7. If identified, deal with travel services bookings discrepancies in line with organisational procedures
8. Handle and store travel services booking information and documentation following your organisation's procedures and relevant legal requirements

## Knowledge and understanding

### *You need to know and understand:*

1. The relevant industry codes of practice and legislation regarding leisure or business travel responsibilities
2. The importance of accurate and secure record keeping
3. How relevant legislation affects the ways in which you record and store personal information
4. The types of travel documentation that can be issued and completed
5. How to process, monitor and log travel services bookings and issue documentation
6. The relevant booking terms and conditions
6. The abbreviations and terms used on travel documentation
7. The multi-channel methods of making documents available to customers
8. Your organisation's and supplier's procedure for completing bookings
9. Your organisation's systems for processing travel services bookings
10. The types of travel documentation used in your organisation
11. The types of customer information that must be recorded and means of maintaining necessary confidentiality
12. How to use current travel services booking systems
13. The consequences of booking errors or incorrect issue or process of documents
15. The importance of accuracy in documentation

## Scope/range

Booking arrangements includes:

- a) Package holidays
- b) Mode of travel e.g. air, coach, bus, rail, tram, ferry, cruise
- c) Accommodation
- d) Sustainable options
- e) Accessible options
- f) Additional services e.g. car hire, VIP lounges, car parking, transport to and from departure point, accommodation, insurance, pre-bookable excursions and tickets, tour operators' extras, ski packs, upgrades e.g. cabin, drinks, meal, other transport, passports, visas, meetings, incentives, conferences and exhibitions (MICE), sporting packages, events, foreign exchange, airline extras.

Documentation includes:

- a) Pre-issued
- b) On departure
- c) E-tickets
- d) Ticketless

## Behaviours

1. Work methodically and with an eye for detail
2. Refer all matters outside of your work responsibilities or experience to the relevant person
3. Work speedily and accurately

## Links to other NOS

PPLTT01 Sell travel-related products and services

PPLTT02



Process travel services bookings

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