

**SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Revenue and Distribution Management					
<b>TSC</b>	Room Reservation Operations Management					
<b>TSC Description</b>	Process guests' requests for reservations to ensure availability of rooms and/or properties upon arrival					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
		<b>HAS-HTO-2014-1.1</b>	<b>HAS-HTO-3014-1.1</b>	<b>HAS-HTO-4014-1.1</b>		
		Create, amend and cancel room and/or apartment reservations, in compliance with the property's policies, guidelines and legislative and regulatory requirements	Supervise activities in reservation services	Manage resource planning to meet reservation function requirements		
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>• Products and services of the property</li> <li>• Operational guidelines of the required property management system</li> <li>• Types of reservations and the accompanying terms and conditions</li> <li>• Importance and guidelines for performing start-of-shift and end-of-shift activities</li> <li>• Legislation and regulatory requirements for creating and confirming reservations according to guest requests</li> <li>• Organisational procedures in handling special requests and issues related to reservations</li> <li>• Organisational procedures and policies on amendment of reservations</li> <li>• Organisational procedures and policies on cancellation of reservations</li> </ul>	<ul style="list-style-type: none"> <li>• Types of start-of-shift and end-of shift activities</li> <li>• Types of strategies used to maintain property inventory</li> <li>• Types of reservation reports and importance of reviewing reservation reports to monitor trends</li> <li>• Guidelines on responding to reservation requests and rectifying discrepancies</li> <li>• Guidelines on following up and clarifying guests' concerns and feedback</li> <li>• Organisational policies on reservations</li> <li>• Organisational procedures for monitoring and analysing reservation requests</li> <li>• Guidelines for implementing and monitoring changes to reservation operations</li> <li>• Guidelines for reporting sales leads</li> </ul>	<ul style="list-style-type: none"> <li>• Types of resources</li> <li>• Relevant stakeholders to consider during resource planning</li> <li>• Factors to consider in the allocation of resources for room reservation operations</li> <li>• Methods to determine optimal utilisation of resources in room reservation operations</li> <li>• Outcomes of effective resource allocation</li> </ul>		

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<p><b>Abilities</b></p>		<ul style="list-style-type: none"> <li>• Perform start-of-shift and end-of-shift activities</li> <li>• Carry out reservation procedures, from taking requests to confirming details of reservations, in the property's reservation system</li> <li>• Apply sales techniques to secure reservations</li> <li>• Perform enquiries to check on room and/or apartment availability and advise guests accordingly</li> <li>• Follow procedures to amend and/or cancel reservations according to requests, and update records</li> <li>• Resolve problems related to making, amending and cancelling reservations</li> <li>• Recommend alternatives to guests if requests for reservations cannot be met</li> <li>• Upsell room and/or apartment packages to guests to increase revenue for the property</li> <li>• Respect and protect the confidentiality of guests' information, in accordance with organisation's guidelines and policies</li> </ul>	<ul style="list-style-type: none"> <li>• Confirm and prepare work assignments</li> <li>• Conduct preparation activities prior to start-of-shift</li> <li>• Conduct shift take-over and hand-over activities</li> <li>• Communicate to staff the strategies to manage room and/or apartment inventory for different situations and reservation trends</li> <li>• Observe and ensure staff responses to reservation enquiries comply with organisational guidelines</li> <li>• Review reservation reports on expected guest arrivals to ensure room assignment and special requests are catered for</li> <li>• Rectify discrepancies in reservation activities and records</li> <li>• Analyse and discuss reservation trends, strategies and outcomes of review with superiors</li> <li>• Address concerns and feedback from stakeholders and offer solutions to problems</li> <li>• Identify and refer reservation requests with potential for future sales to appropriate business unit for follow-up</li> </ul>	<ul style="list-style-type: none"> <li>• Determine resource needs to ensure successful implementation of business function strategies in room reservations</li> <li>• Acquire and allocate resources to support execution of room reservation function strategies</li> <li>• Monitor and review resource usage to determine sufficiency and optimal utilisation</li> <li>• Assess resource allocation outcomes and reallocate resources to meet room reservation function strategy requirements</li> <li>• Adhere to organisational code of conduct, values and ethics to ensure appropriate and optimal utilisation of resources to support room reservation function strategies</li> </ul>		
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