

SKILLS FRAMEWORK FOR TOURISM
SKILLS MAP - ASSISTANT COORDINATION AND RESERVATIONS EXECUTIVE

Sector	Tourism			
Sub-Sector	Tour and Travel Services			
Track	Travel Management and Operations			
Occupation	Travel Operations Executive			
Job Role	Assistant Coordination and Reservations Executive			
Job Role Description	<p>The Assistant Coordination and Reservations Executive assists in processing reservations of travel, including air tickets, hotels and attractions and issues reservation slips for group reservations. He/She also processes refund requests in cases of partially-utilised tickets and knows the airline terminology, codes, fare basis, aviation rules and tariffs.</p> <p>Service-oriented with strong multi-tasking skills, he liaises with suppliers and customer support department to coordinate any changes to reservations. He is also able to perform in a fast paced environment and perform checks on the availability of products and services with vendors and holds reservations. He assists in the coordination of travel operations including arranging of tickets to attractions, coaches, meals and hotel rooms allocation.</p> <p>He may be required to work on weekends, evenings, and public holidays in an office environment.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Perform travel coordination and reservations	Perform bookings, amendments, cancellations of flights, transportation, meals, tickets and accommodations		
		Coordinate with office administration for processing of payments		
		Provide prompt responses to queries on itineraries, travel arrangements or vendors		
		Perform data entry in vendor relationship management systems		
		Assist to consolidate demand data for products and services		
	Manage vendors	Assist to coordinate with vendors on fulfilment of contract terms		
		Escalate contractual issues with vendors to higher level		
	Support human resource, technology and/or finance operations	Maintain records of departmental spending and budget utilisation for periodic reviews		
		Assist in research on market trends in relevant technology applications to improve productivity and innovation		
Provide feedback based on usage of workplace technology				
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Budgeting	Level 2	Communication	Basic
	Business Continuity Planning	Level 2	Interpersonal Skills	Basic
	Business Performance Management	Level 2	Teamwork	Basic
	Contract Development and Management	Level 2	Service Orientation	Intermediate
	Data Mining and Modelling	Level 2	Digital Literacy	Basic
	Market Research	Level 2		
	Productivity Improvement	Level 2		
	Resource Management	Level 2		
	Service Excellence	Level 2		
	Stakeholder Management	Level 2		

	Strategy Implementation	Level 2	
	Systems Thinking Application	Level 2	
	Technology Application	Level 2	
	Technology Scanning	Level 2	
	Tour and Travel Coordination, Ticketing and Reservations Management	Level 1	
	Tourism and Economic Development	Level 2	
	Vendor Management	Level 2	
Programme Listing	For a list of Training Programmes available for the Tourism sector, please visit www.skillsfuture.sg/skills-framework/tourism		

The information contained in this document serves as a guide.