

SKILLS FRAMEWORK FOR TOURISM
SKILLS MAP - COORDINATION AND RESERVATIONS EXECUTIVE

Sector	Tourism			
Sub-Sector	Tour and Travel Services			
Track	Travel Management and Operations			
Occupation	Travel Operations Professional			
Job Role	Coordination and Reservations Executive			
Job Role Description	<p>The Coordination and Reservations Executive supports the efficient output of reservation bookings and smooth flow of operations through timely updates on rates and booking information. He/She liaises with vendors on special rates or special requests from customers. This includes daily reservation processes, servicing customer needs and providing alternatives. He is also responsible for the coordination and reservation of any travel-related operations including arranging tickets to attractions, coaches, meals and hotel rooms allocation.</p> <p>Service-oriented with strong multi-tasking skills, he serves as a mentor to junior team members in all aspects of reservations and coordinates between customer support department and vendors on resourcing and rates. He possesses strong organisational skills and communicates all amendments arising from customers' requests to relevant internal stakeholders and vendors concerned.</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	Perform travel coordination and reservations	Key Tasks	
			Perform bookings, amendments, cancellations of flights, transportation, meals, tickets and accommodations	
			Supervise junior team members on bookings, amendments, cancellations of flights, transportation, meals, tickets and accommodations	
			Supervise junior team members on prompt handling of payments	
			Coordinate with office administration for processing of payments	
			Provide prompt responses to queries on itineraries, travel arrangements or vendors	
			Verify vendor data is maintained within vendor relationship management system	
	Consolidate demand data for products and services			
	Manage vendors	Coordinate with vendors on fulfilment of contract terms		
		Escalate to higher level on complex contractual issues with vendors		
		Handle minor disputes with vendors		
	Support human resource, technology and/or finance operations	Report budget utilisation and spending against department's key performance indicators within approved departmental financial budget		
		Conduct research on market trends in relevant technology applications to improve productivity and innovation		
Provide feedback based on usage of workplace technology				
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Budgeting	Level 3	Communication	Intermediate
	Business Continuity Planning	Level 3	Interpersonal Skills	Basic
	Business Performance Management	Level 3	Teamwork	Intermediate
	Contract Development and Management	Level 3	Digital Literacy	Basic
	Data Mining and Modelling	Level 3	Problem Solving	Basic
	Market Research	Level 3		

Skills and Competencies	Productivity Improvement	Level 3
	Resource Management	Level 3
	Service Excellence	Level 3
	Stakeholder Management	Level 3
	Strategy Implementation	Level 3
	Systems Thinking Application	Level 3
	Technology Application	Level 3
	Technology Scanning	Level 3
	Tour and Travel Coordination, Ticketing and Reservations Management	Level 2
	Tourism and Economic Development	Level 3
Vendor Management	Level 3	
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.