## 7706 Project

**Specific Outcome 1:** Explain the importance of giving accurate information to customers and the need to be aware of time

#### Case study 1

1. You have been approached by a couple who are planning to get married in six months’ time. They will be inviting 600 guests to the wedding. After discussions, they have requested you to

* Arrange a venue for the wedding ceremony
* Arrange the venue for the reception afterwards
* The photographer
* The flowers for the wedding
* The band to play at the reception
* The organist to play in the church
* The drinks at the reception, including one bottle of champagne for each table
* A three course meal for the wedding guests
* Accommodation for three guests who need to stay over
* Air tickets for these three guests from George to Johannesburg
* Car hire for these three guests

On the basis of the information you gave them, they had the wedding invitations printed and sent out to the guests. Three months before the wedding, you realise that that you gave them an incorrect time for the venue for the reception. Their guests will have to wait for one hour after the wedding before they can go into the venue where the reception is held. In your own words, explain what the implications for your client are as a result of the incorrect information that was given.

**Specific Outcome 2**: Explain the reasons for providing an efficient service

**Specific Outcome 3**: Explain the need to meet customer expectations in terms of knowledge of services and facilities

1. Refer to case study 1 and in your own words explain why there is a need to always meet the expectations of customers by knowing the services and facilities of your organisation.

**Specific Outcome 11**: Offer alternative facilities to customers and explain the importance of doing this

1. Refer to case study 1. You have since realised that there is an alternative, but more expensive, venue available. This venue can seat more than 600 people and also has better facilities. In your own words, explain the following:
2. How you will offer the alternative facilities to the customer.
3. How you will accommodate the customer regarding the higher price.
4. What you can do at the venue to ensure that wedding guests are directed to the correct wedding.
5. Explain why it is important to inform the customer of the alternative venue.

**Specific Outcome 10**: Determine the availability of services and facilities correctly and communicate this clearly to the customer

1. Make a list of the departments you have to contact to find out if the facilities are available.

**Specific Outcome 6**: Explain the importance of keeping other departments informed of current and future bookings

1. The customer has accepted the new venue. Make a list of all the departments that have to be informed about the change in venue.
2. Explain why it is important to keep the other departments informed of the changes to this booking.

**Specific Outcome 15**: Given a range of amendments, choose a procedure and give reasons for the method chosen

1. Design a form to use in order to inform the other departments of the amendments to the bookings.
2. Explain why you are following this procedure.

**Specific Outcome 12**: Given a range of bookings, take down the details and record the booking

1. Develop forms (or collect forms from companies who arrange events) for the following:

* To book the venue for the wedding ceremony
* To book the venue for the wedding reception
* To book the photographer
* To book the florist for the flowers
* To book the band
* To book the organist
* To book the drinks and champagne for the wedding reception
* To book the caterer
* To book the accommodation
* To reserve the air tickets
* To book the car at the car hire company

**Specific Outcome 17**: Carry out all work in an organised and efficient manner taking account of priorities

1. Prioritise the actions from question 12.

**Specific Outcome 4**: Explain the importance of taking deposits in terms of `no shows

**Specific Outcome 14**: Confirm the bookings and request deposits from customers

**Specific Outcome 8**: Give customers accurate information and meet their enquiry needs.

**Specific Outcome 13**: Provide customers with confirmations of bookings and all relevant information

1. Explain why it is important to take deposits from customers.
2. Write a fax confirming all the bookings and request a deposit from the customer.

**Specific Outcome 9**: Promote the establishment’s services and facilities at all appropriate times and explain why

1. Explain why it is important to focus the attention of the customer of the other facilities the organisation has available.
2. Explain how you will make the customer from case study 1 aware of the other facilities that are available.

**Specific Outcome 16**: Given a system failure or error in manual systems, decide what action to take

1. You want to send an e-mail to the caterers to confirm the catering details of the wedding in case study 1, but the computer system is down. The booking notification has to be sent today, since this is the last date for the booking. What action can you take to ensure the caterers are notified about the event today?

**Specific Outcome 18**: Describe situations where a guest’s booking has been cancelled incorrectly

1. It is the day of the wedding and one of the guest’s accommodation has been cancelled accidentally. What can you do to ensure the customer’s satisfaction?

**Specific Outcome 19**: In a different type of establishment describe how performance would be adapted

1. You are no longer working for an organisation that arranges functions for customers, but because of your experience, you have been tasked with arranging the year end function. Describe the process you follow, from booking the venue, drinks, band and meals to sending out invitations to the employees.

**Specific Outcome 7**: Given a range of customers, deal with customers politely and efficiently

1. Find out from one of your friends or family members what their customer policy is when dealing with difficult customers. Give details of the procedure they follow.

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| **LOGBOOK 7706** | | | | |
| **Date** | **Assignment No** | **Start** | **Finish** | **Total Hours** |
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| Date | Candidate signature | Date | Mentor/supervisor signature | |

# ASSESSMENT REVIEW

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **NAME of LEARNER** | | | | | **NAME of ASSESSOR** | | | | | |
| **VENUE** | | | | | **DATE of REVIEW** | | | | | |
| **UNIT STANDARD** | | 7706 Maintain a Booking System | | | | | | | | |
| **Review Dimension** | | | | **ASSESSOR** | | **LEARNER/**  **CANDIDATE** | | **ACTION** | | |
| The principles/criteria for good assessment were achieved? | | | | Agree  Disagree | | Agree  Disagree | |  | | |
| The assessment related to the registered unit standard? | | | | Agree  Disagree | | Agree  Disagree | |  | | |
| The assessment was practical? | | | | Agree  Disagree | | Agree  Disagree | |  | | |
| It was time efficient and cost-effective and did not interfere with my normal responsibilities? | | | | Agree  Disagree | | Agree  Disagree | |  | | |
| The assessment instruments were fair, clear and understandable | | | | Agree  Disagree | | Agree  Disagree | |  | | |
| The assessment judgements was made against set requirements | | | | Agree  Disagree | | Agree  Disagree | |  | | |
| The venue and equipment was functional? | | | | Agree  Disagree | | Agree  Disagree | |  | | |
| Special needs were identified and the assessment plan was adjusted | | | | Agree  Disagree | | Agree  Disagree | |  | | |
| Feedback was constructive against the evidence required | | | | Agree  Disagree | | Agree  Disagree | |  | | |
| An opportunity to appeal was given | | | | Agree  Disagree | | Agree  Disagree | |  | | |
| The evidence was recorded | | | | Agree  Disagree | | Agree  Disagree | |  | | |
| **LEARNER”S DECLARATION OF UNDERSTANDING** | | | | | | | | | | |
| I am aware of the moderation process and understand that the moderator could declare the assessment decision invalid | | | | | | | | | | |
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| **Learner** | **Date** | | **Assessor** | | | | **Date** | | **Moderator** | **Date** |

## Candidate Feedback Report

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| Candidate's Name |  | | | | ID No. |  |
| Assessor's Name |  | | | | Reg. No. |  |
| Unit Standard Title | 7706 Maintain a Booking System | | | | | |
| **ASSESSMENT DECISION** | | | | | | |
| Source of Evidence | | C | NYC | Comments | | |
| Assessments | |  |  |  | | |
| Product | |  |  |  | | |
| Indirect Evidence | |  |  |  | | |
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| Overall Assessment Decision | | | |  | | |
| Additional Notes | | | |  | | |
| Date | | | |  | | |
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| Signature of Assessor | | | | Signature of Candidate | | |

## Candidate Appeal Form

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| Candidate's Name: | | ID No. |  |
| Assessor's Name: | | Reg. No. |  |
| Unit Standard Title: | | 7706 Maintain a Booking System | |
| Date: | |  | |
| **SECTION 1** | |  | |
| Candidate's reason for disagreeing with the assessment decision |  | | |
| Assessor's rationale for the assessment decision |  | | |
| Candidate's signature |  | | |
| Assessor's signature |  | | |
| **SECTION 2** |  | | |
| Moderator's decision |  | | |
| Moderator's signature |  | | |

Please send this form to: The training provider

## Assessor's Report

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| --- | --- | --- | --- | --- | --- | --- | --- |
| Candidate's Name |  | | | | | ID No. |  |
| Assessor's Name |  | | | | | Reg. No. |  |
| Unit Standard Title | 7706 Maintain a Booking System | | | | | | |
| **ASSESSMENT DECISION** | | | | | | | |
| Specific Outcome | | C | | NYC | Comments | | |
| Explain the importance of giving accurate information to customers and the need to be aware of time | |  | |  |  | | |
| Explain the reasons for providing an efficient service | |  | |  |  | | |
| Explain the need to meet customer expectations in terms of knowledge of services and facilities | |  | |  |  | | |
| Explain the importance of taking deposits in terms of `no shows | |  | |  |  | | |
| Explain the reasons for keeping bookings up to date and following up on unconfirmed bookings. | |  | |  |  | | |
| Explain the importance of keeping other departments informed of current and future bookings | |  | |  |  | | |
| Given a range of customers, deal with customers politely and efficiently | |  | |  |  | | |
| Give customers accurate information and meet their enquiry needs. | |  | |  |  | | |
| Promote the establishment’s services and facilities at all appropriate times and explain why | |  | |  |  | | |
| Determine the availability of services and facilities correctly and communicate this clearly to the | |  | |  |  | | |
| Offer alternative facilities to customers and explain the importance of doing this. | |  | |  |  | | |
| Given a range of bookings, take down the details and record the booking | |  | |  |  | | |
| Provide customers with confirmations of bookings and all relevant information | |  | |  |  | | |
| Confirm the bookings and request deposits from customers | |  | |  |  | | |
| Given a range of amendments, choose a procedure and give reasons for the method chosen. | |  | |  |  | | |
| Given a system failure or error in manual systems, decide what action to take | |  | |  |  | | |
| Carry out all work in an organised and efficient manner taking account of priorities. | |  | |  |  | | |
| Describe situations where a guest’s booking has been cancelled incorrectly | |  | |  |  | | |
| In a different type of establishment describe how performance would be adapted | |  | |  |  | | |
| Overall Assessment Decision | | | | |  | | |
| Comments | | | | |  | | |
| Date | | | | |  | | |
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| Signature of Assessor | | | Signature of Candidate | | | | |

## Moderator's Report

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| Moderator's Name |  | | | | Reg. No. | |  |
| Assessor's Name |  | | | | Reg. No. | |  |
| Candidate's Name |  | | | | ID No. | |  |
| Unit Standard Title | 7706 Maintain a Booking System | | | | | | |
| **MODERATION DECISION** | | | | | | | |
| Specific Outcome | | | C | NYC | | Comments | |
| Explain the importance of giving accurate information to customers and the need to be aware of time | | |  |  | |  | |
| Explain the reasons for providing an efficient service | | |  |  | |  | |
| Explain the need to meet customer expectations in terms of knowledge of services and facilities | | |  |  | |  | |
| Explain the importance of taking deposits in terms of `no shows | | |  |  | |  | |
| Explain the reasons for keeping bookings up to date and following up on unconfirmed bookings. | | |  |  | |  | |
| Explain the importance of keeping other departments informed of current and future bookings | | |  |  | |  | |
| Given a range of customers, deal with customers politely and efficiently | | |  |  | |  | |
| Give customers accurate information and meet their enquiry needs. | | |  |  | |  | |
| Promote the establishment’s services and facilities at all appropriate times and explain why | | |  |  | |  | |
| Determine the availability of services and facilities correctly and communicate this clearly to the | | |  |  | |  | |
| Offer alternative facilities to customers and explain the importance of doing this. | | |  |  | |  | |
| Given a range of bookings, take down the details and record the booking | | |  |  | |  | |
| Provide customers with confirmations of bookings and all relevant information | | |  |  | |  | |
| Confirm the bookings and request deposits from customers | | |  |  | |  | |
| Given a range of amendments, choose a procedure and give reasons for the method chosen. | | |  |  | |  | |
| Given a system failure or error in manual systems, decide what action to take | | |  |  | |  | |
| Carry out all work in an organised and efficient manner taking account of priorities. | | |  |  | |  | |
| Describe situations where a guest’s booking has been cancelled incorrectly | | |  |  | |  | |
| In a different type of establishment describe how performance would be adapted | | |  |  | |  | |
| Overall Moderation Decision | | | | | |  | |
| Feedback to Assessor | | | | | |  | |
| Action Required | | | | | |  | |
| Date of Moderation | | | | | |  | |
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| Signature of Candidate | |  | | | | | |

# COMPETENCE DECLARATION

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| **Exit level outcomes: Maintain booking systems** | | | | | | | | | |
| **Unit standard** | | | | | **C** | **NYC** | **Comments** | | |
| 7706 | | | | |  |  |  | | |
| Final assessment | | | | |  |  |  | | |
| **Competent** | | | | | | | | | |
| **Source of evidence** | | | | | **Yes** | **No** | **Candidate’s comments** | | |
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| **Assessor signature** | | | **Date** | | | **Candidate signature** | | **Date** | |
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| **Overall Moderation Decision** | | |  | | | | |
| **Feedback to Assessor** | | |  | | | | |
| **Action Required** | | |  | | | | |
| **Date of Moderation** | | |  | | | | |
| **Signature of Moderator** |  | | | | | | |
| **Signature of Assessor** |  | | | | | | |
| **Signature of Candidate** |  | | | | | | |