



Republic of Rwanda  
Ministry of Education



**RTB** | RWANDA  
TVET BOARD

## PROCESSING RESERVATION

**TORPR402**

### Process Reservation

Learning Hours

RQF Level: 4



50

Credits: 5

Sector: **TOURISM AND HOSPITALITY**

Trade: **TOURISM**

Module Type: **SPECIFIC**

Curriculum: **HOTTR4002- TVET Certificate 4 in Tourism**

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Purpose Statement	This module of processing reservation seeks to provide to learners knowledge, skills and capacity to receive reservation inquiry, record reservation request and maintain the guest account.					
Learning assumed to be in place	Apply computer skills, English, French, Kiswahili					
Delivery modality	Training delivery		100%	Assessment		Total 100%
	Theoretical content		30%	Formative assessment	30%	50%
	Practical work:		70%		70%	
	• Group work and presentation	30%				
	• Individual work	40%				
			Summative Assessment		50%	

### Elements of Competency and Performance Criteria


<b>Elements of competency</b>	<b>Performance criteria</b>
<b>1. Receive reservation inquiry</b>	1.1 Reservation tools, materials and equipment are properly prepared as per front office Standards
	1.2 The best practices for corresponding with guest are properly applied according to reservation standard
	1.3 Sources of reservation inquiries are correctly identified according to modes of reservation
	1.4 Guest needs are effectively identified as per customer's requirements
	1.5 Service providers are properly contacted as per Tourism Service Supply Chain System
	1.6 Services availability is effectively confirmed and recorded as per reservation requirements
<b>2. Record reservation request</b>	2.1 Reservation details are accurately recorded according to the stages of reservation process
	2.2 Reservation is correctly categorized according to the type of reservations
	2.3 Guest complaints are effectively handled according to the company procedures

	2.4 Method of payment is effectively confirmed as per company procedures
<b>3. Maintain the reservation request</b>	3.1 Services to be paid are properly identified according to the guest request
	3.2 Accounting documents are properly prepared according to the type of accounting documents
	3.3 Reservation report is correctly produced as per reservation report template
	3.4 Basic tourism promotion activities are properly performed according to target market


### Knowledge, Skills, and Attitude

Knowledge	Skills	Attitude
<ol style="list-style-type: none"> <li>1. Understanding of the reservation process and procedures</li> <li>2. Knowledge of different reservation systems and software</li> <li>3. Familiarity with various types of accommodations and their features</li> <li>4. Knowledge of pricing and payment methods</li> <li>5. Awareness of local regulations and policies related to reservations</li> </ol>	<ol style="list-style-type: none"> <li>1. Excellent communication skills to interact with customers and colleagues</li> <li>2. Strong organizational skills to manage multiple reservations and bookings</li> <li>3. Attention to detail to ensure accuracy in processing reservations</li> <li>4. Problem-solving skills to handle any issues or conflicts that may arise</li> <li>5. Computer literacy and proficiency in using reservation software and systems</li> </ol>	<ol style="list-style-type: none"> <li>1. Customer-oriented mind-set to provide exceptional service and meet customer needs</li> <li>2. Professionalism and a positive attitude towards all customers and colleagues</li> <li>3. Flexibility and adaptability to handle changing demands and situations</li> <li>4. Patience and empathy when dealing with customer complaints or requests</li> <li>5. Time management skills to prioritize tasks and meet reservation deadlines</li> </ol>

## Course content

<b>Learning outcomes</b>	<p>At the end of the module the learner will be able to:</p> <ol style="list-style-type: none"> <li>1. Receive reservation inquiry</li> <li>2. Record reservation request</li> <li>3. Maintain the guest account</li> </ol>
<b>Learning outcome 1: Receive reservation inquiry</b>	<b>Learning hours: 25</b>
<b>Indicative content</b>	
<ul style="list-style-type: none"> <li>• <b>Preparation of reservation tools &amp; equipment</b> <ul style="list-style-type: none"> <li>✓ Front office tools</li> <li>✓ Front office equipment</li> <li>✓ Front office materials</li> </ul> </li> <li>• <b>Application of best practices for corresponding with guest</b> <ul style="list-style-type: none"> <li>✓ <b>Communication</b> <ul style="list-style-type: none"> <li> Professional response</li> </ul> </li> </ul> </li> <li>• <b>Identification of sources of reservation inquiries</b> <ul style="list-style-type: none"> <li>✓ Source of inquiries</li> <li>✓ Types of reservation</li> </ul> </li> <li>• <b>Identification of guest needs</b> <ul style="list-style-type: none"> <li>✓ Methods of identify guest need</li> <li>✓ Needs of tourists</li> </ul> </li> <li>• <b>Contacting tourism service suppliers</b> <ul style="list-style-type: none"> <li>✓ Tourism suppliers</li> </ul> </li> <li>• <b>Confirmation of a service availability</b> <ul style="list-style-type: none"> <li>✓ Steps to Process booking confirmation</li> </ul> </li> </ul>	

Resources required for the learning outcome		
<b>Equipment</b>	Computers, Printer and scanner, telephone	
<b>Materials</b>	Papers, Files, Flip chart, Pens, internet, stapling machine, reservation forms	
<b>Tools</b>	Guidebooks for national parks, Tourism Destination Maps, brochures, flyers, filing tray, punching machine, POS machine	
<b>Facilitation techniques</b>	<ul style="list-style-type: none"> <li>▪ Brainstorming</li> <li>▪ Group discussion</li> <li>▪ Role play</li> <li>▪ Practical exercise</li> <li>▪ Demonstration</li> <li>▪ Field study</li> </ul>	
<b>Formative assessment methods /(CAT)</b>	<ul style="list-style-type: none"> <li>▪ Written assessment</li> <li>▪ Oral presentation</li> </ul>	
<b>Learning outcome 2: Record reservation request</b>		<b>Learning hours: 15</b>
Indicative content		
<ul style="list-style-type: none"> <li>• <b>Recording reservation details</b> <ul style="list-style-type: none"> <li>✓ Mode of recording reservation <ul style="list-style-type: none"> <li>✚ Manual</li> <li>✚ Electronic</li> </ul> </li> </ul> </li> <li>• <b>Categorising reservations</b> <ul style="list-style-type: none"> <li>✓ Guaranteed</li> <li>✓ Non-guaranteed</li> </ul> </li> <li>• <b>Handling guest's complaints</b> <ul style="list-style-type: none"> <li>✓ Common guest complaints in tourism industry</li> <li>✓ Steps of handling guest complaints</li> </ul> </li> <li>• <b>Confirmation of method of payment</b> <ul style="list-style-type: none"> <li>✓ Methods of payment</li> </ul> </li> </ul>		

 Cash, POS, Bank transfer, Visa cards, online payment (ex: DPO)



### Resources required for the learning outcome

<b>Equipment</b>	Wi-Fi, computer, telephone, Printer and scanner
<b>Materials</b>	Papers, Files, Flip chart, Pens, internet, stapling machine, reservation forms
<b>Tools</b>	Guidebooks for national parks, Tourism Destination Maps, brochures, flyers, filing tray, punching machine, POS machine
<b>Facilitation techniques</b>	<ul style="list-style-type: none"> <li>▪ Brainstorming</li> <li>▪ Group discussion</li> <li>▪ Role play</li> <li>▪ Practical exercise</li> <li>▪ Demonstration</li> <li>▪ Field study</li> </ul>
<b>Formative assessment methods /(CAT)</b>	<ul style="list-style-type: none"> <li>▪ Written assessment</li> <li>▪ Oral presentation</li> </ul>

**Learning outcome 3: Maintain the guest account**

**Learning hours: 10**

### Indicative content

- **Identification of services to be paid**
  - ✓ Guest services in tourism industry
  - ✓ Pricing strategies
  - ✓ Types of currencies and currency fluctuation
- **Preparation of accounting documents**
  - ✓ Types of accounting documents
  - ✓ Application for accounting documents
    -  Templates
    -  Filing
- **Production of reservation report**

- ✓ Reservation report templates
- ✚ Elements of the reservation reports

- **Applying basic promotional activities**

- ✓ Advertising handouts
- ✓ Sales promotion activities
- ✓ Upselling, cross selling, down selling

### Resources required for the learning outcome

<b>Equipment</b>	Wi-Fi, computer, telephone, Printer and scanner
<b>Materials</b>	Papers, Files, Flip chart, Pens, internet, stapling machine, reservation forms
<b>Tools</b>	Guidebooks for national parks, Tourism Destination Maps, brochures, flyers, filing tray, punching machine, POS machine
<b>Facilitation techniques</b>	<ul style="list-style-type: none"> <li>▪ Brainstorming</li> <li>▪ Group discussion</li> <li>▪ Role play</li> <li>▪ Practical exercise</li> <li>▪ Demonstration</li> <li>▪ Field study</li> </ul>
<b>Formative assessment methods /(CAT)</b>	<ul style="list-style-type: none"> <li>▪ Written assessment</li> <li>▪ Oral presentation</li> </ul>

## Integrated/Summative assessment

### Integrated situation

RDB-Musanze district, Kinigi sector has requested that you, as a reservationist, receive and handle reservations within a two-hour time frame. This is in preparation for the arrival of two European couples who are interested in visiting the golden monkeys and hiking Karisimbi in Volcanoes National Park. The reservations will involve booking accommodations, arranging transportation, and coordinating attractions to ensure that the couples can have an enjoyable holiday in Rwanda. RDB's reservationist is on maternity leave and they are hiring you as an experienced reservationist to handle these tasks

#### Task

1. Receive reservation inquiry
2. Book products and services
3. Assigning costs and prices
4. Buy permits
5. Record and report a reservation
6. Filling reservation report

#### Resources

<b>Tools</b>	Guidebooks for national parks, Tourism Destination Maps, brochures, flyers, filing tray, punching machine, POS machine
<b>Equipment</b>	Computer, scanning machine, Printer
<b>Materials/ Consumables</b>	Papers, Files, Flip chart, Pens, internet, stapling machine, reservation forms

Assessable outcomes	Assessment criteria (Based on performance criteria)	Indicator	Observation		Marks allocation
			Yes	No	
<b>1. Receive reservation inquiry</b>	1.1 Reservation tools and equipment are properly prepared as per front office	Front office reservation tools & equipment are well identified			7
	1.2 The guest is properly corresponded to according to the best practices	Best practices of corresponding to a reservation are well described			7



	1.3 Sources of reservation inquiries are correctly identified according to modes	Sources of reservation inquiries are well identified			6
	1.4 Guest needs are effectively identified as per customer's requirements	Guest needs are effectively identified			7
	1.5 Service providers are properly contacted as per Tourism Service Supply Chain System	Service providers in the tourism supply chain are well identified			7
	1.6 Services availability is effectively confirmed and recorded as per reservation requirements	The process of confirming service availability is well described			7
<b>2. Record reservation request</b>	2.1 Reservation details are accurately recorded according to the stages of reservation process	Reservation stages are well identified and recorded			7
	2.2 Reservation is correctly categorized according to the type of reservations	Types of reservation are well described			6
	2.3 Guest complaints are effectively handled according to the procedures of dealing with guests	Guest complaints are well identified and handled			7
	2.4 The intended method of payment is effectively confirmed as per company standards.	Methods of payment are well identified			6
<b>3 Maintain the guest account</b>	3.1 Services to be paid are properly identified according to the products requested by guests	Products to be paid are well identified			7

	3.2 Accounting documents are properly prepared according to the type of accounting documents	Accounting documents are well identified and prepared			6
	3.3 The guest's bill is accurately communicated as per company standard	The guest's bill is well identified			7
	3.4 Reservation report is correctly produced as per reservation report template	Reservation report template is well described			6
	3.5 Basic tourism promotion activities are properly performed according to target market	Tourism promotion activities are well identified			7
Total marks		100			
Percentage Weightage		100			
Minimum Passing line % (Aggregate): 70%					

## List of abbreviations

1. **BIOS:** Basic input and output system
2. **CAT:** Common Admission Test
3. **HDD:** Hard Disc Drive
4. **ISO:** (independent system operator)International Organization for Standardization
5. **MIS:** Management Information System
6. **MSI:** Medium Scale Integration
7. **OS:** Operating System
8. **PPEs:** Personal Protective Equipment
9. **RJ: Registered Jack**
10. **SSD:** Solid State Drive
11. **UEFI:** Unified extensible firmware interface
12. **UPS:** Uninterruptible Power Supply
13. **USB 2.0 :**Universal serial bus version 2

## References

### Books

1. Ismail, A. Front Office Operations and Management. Thomson Delmar, 2002
2. Bhatnagar, S.K. Front Office Management. Frank Bros.& Co. (Publishers) Ltd., 2006,2007
3. Tewari, J.R. Hotel Front Office Operations and Management. Oxford University Press, 2013
4. Puri, R. Front Office Operations and Management. Manju Publishers, 2009

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2. [www.EVANSAIRPORTSOLUTIONS.com](http://www.EVANSAIRPORTSOLUTIONS.com)
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