



## Reservations using RMS Hospitality Software

<b>Program Description</b>	This short program provides you with the skills and knowledge required to use RMS Hospitality software to receive and process reservations for a tourism or hospitality product or service offered for sale to agents, or direct to the customer. Covers aspects such as determining the availability of the product or service, offering alternatives, accurately recording the reservation details, and administration of reservations through to finalisation. You will also learn how to use the computerised reservation and operations system to create, maintain and administer bookings for a range of products and services in tourism, hospitality or events; and will use the system capabilities to fulfil a variety of sales and operational functions.
<b>Entry Conditions</b>	You require a reasonable level of literacy and numeracy to successfully complete this program as you will be required to work with written and electronic texts. You will also need good communication skills, the ability to operate a computer and working knowledge of accessing the internet and online products.
<b>Career Opportunities</b>	Reservationist for hotels, resorts, caravan parks, retirement villages, bed and breakfast venues, temporary relief and small accommodation venues.
<b>Campus Location</b>	Online
<b>Method of Study</b>	Online
<b>Program Intake/s</b>	Term 1 Term 2 Term 3 Term 4
<b>Program Duration</b>	10 weeks
<b>Admission Method</b>	Direct Enrolment  No application is necessary for this program. Provided you meet the entry requirements you can directly enrol via phone, mail or at the counter. You may be required to provide evidence of your eligibility prior to, or at the time of enrolment. This could include certified academic results or similar.
<b>Competencies Studied</b>	SITTSL007B Receive and process reservations SITTSL010B Operate a computerised reservations system SITXCOM004A Communicate on the telephone
<b>Assessment Method</b>	Written Task/Assignment
<b>Important Dates</b>	Term 1 2012: January Intake: 23/01/12 to 30/03/12 (enrol by 16/01/12) . . Term 2 2012: April Intake: 16/04/12 to 22/06/12 (enrol by 10/04/12) . . Term 3 2012: July Intake: 16/07/12 to 21/09/12 (enrol by 09/07/12) . . Term 4 2012: October Intake: 08/10/12 to 07/12/12 (enrol by 01/10/12)



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WideBayTAFE

TAFE Queensland



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**Orientation** Must be completed online prior to commencing study

**Approximate Fees and Other Costs** *Please choose carefully – your fees are not refundable once the program has commenced. An Instalment Plan is a credit arrangement. If you have signed an Instalment Plan and you withdraw from, or fail to participate in the program, the balances of any fees remain payable to Wide Bay TAFE. Please refer to the full Refund Policy available at: <http://www.widebay.tafe.qld.gov.au/resources/pdf/refund-policy.pdf>. Fees indicated are approximate and should be used as a guide only, until your enrolment has been finalised. Fees may vary for non-Queensland residents.*

Full Fee: \$286.30 / Concession Fee: \$128.20

**Additional Materials** SOFTWARE/HARDWARE  
Access to a PC, internet access and unique email address required.

### BROWSER RECOMMENDATIONS

Microsoft® Internet Explorer (IE) 7.0 or 8.0 (Note IE 9.0 is not yet supported), Firefox 4+, Safari 4.0 or above. Please note Chrome and Opera are not supported in My.TAFE. Using Chrome could cause Tests, Assessments and Content to display abnormally or function incorrectly.

### SOFTWARE REQUIREMENTS

- A word processing program, such as Open Office or Microsoft® Word
- Adobe® Flash Player® can be downloaded for free
- Adobe® Acrobat® Reader™ will read PDF files and can be downloaded for free

### MINIMUM SYSTEM REQUIREMENTS

Windows XP (512MB RAM) or Windows Vista or Windows 7 (1G RAM), 1.4GHz processor (CPU), Display 800 x 600 resolution

### RECOMMENDED SYSTEM REQUIREMENTS

Windows Vista or Windows 7 (2G RAM), 2.4GHz processor (CPU), Display 1024 x 768 resolution

### Important Information

Please note: Information is correct at time of creation but may change without notice.

Program commencement may be contingent on minimum enrolment numbers being achieved.

WideBay TAFE regularly updates programs to ensure the latest training package is offered. In doing so, some programs may be in the process of registration. Registration will be sought for the new National Training Package qualifications when they become available, at which time students will be transitioned to the new program as soon as it is feasible.



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