

**Unit Title:** Hotel Reservations  
**Unit Level:** Level 2  
**Unit Credit Value:** 3  
**GLH:** 24  
**LASER Unit Code:** WJD501  
**Ofqual Unit Code:** L/504/9446

This unit has 4 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know about reservation systems currently in operation in the hospitality industry.	1.1	Explain manual and automated reservation systems currently in use in the hospitality industry.
		1.2	Describe the relevance of each respective system for different contexts.
2.	Know about pricing methods that can be applied to accommodation.	2.1	Explain the key differences in the main accommodation pricing methods used in the hospitality business.
		2.2	Identify key legal aspects involved in pricing accommodation.
3.	Know about the monitoring systems used in reservations.	3.1	Describe systems that can be used in reservations to monitor a) sales b) customer service standards.
4.	Know the main implications of contract law as applied to hotel reservation transactions.	4.1	Explain the key aspects of relevant legislation in relation to reservation contracts.

**Assessment Guidance:**

NA

**Additional Information:**

NA