

CCSMP37

Organise business travel and accommodation within a music publishing organisation



Overview

This unit is about make travel and accommodation arrangements for colleagues planning business trips. It is important that you fully understand the requirements of the traveller along with the budget. You are expected to make and confirm arrangements, collate travel documents and provide the traveller with an itinerary. You will be expected to deal with any problems that should arise from the arrangement. You should undertake an evaluation of the services provided and record the details for future information.

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Performance criteria

You must be able to:

- P1 identify and confirm travellers requirements making note of any special requirements
- P2 identify whether there are any special requirements for travel including visa and vaccinations
- P3 produce and check the draft itinerary and schedule with the traveller
- P4 book travel arrangements and accommodation as agreed
- P5 obtain and collate documents for travel and accommodation
- P6 maintain records of travel and accommodation
- P7 arrange credit and payment facilities and ensure these are conveyed to the traveller
- P8 deal with problems that may arise
- P9 provide the traveller with the final itinerary and required documents in good time
- P10 confirm with the traveller that itinerary and documents meet their requirements
- P11 evaluate and maintain a record of external services used

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Knowledge and understanding

You need to know and understand:

- K1 how to organise business travel and accommodation effectively and efficiently
- K2 the main types of travel and accommodation arrangements you may need to make and the procedures you should follow
- K3 why it is important to confirm a brief and budget for travel and accommodation
- K4 why it is important to confirm access and dietary requirements of the traveller
- K5 the sources of information and facilities you can use to make travel and accommodation arrangements
- K6 how to keep records of travel and accommodation arrangements
- K7 the information you should provide to the person who is travelling
- K8 the procedures you should follow to make credit and payment arrangements
- K9 the types of problems that may occur with travel and accommodation arrangements and how to deal with them
- K10 why it is important to evaluate the travel and accommodation used and record the evaluation

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Suite Music Business (Publishing)

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