



# Magazine 5C – Administration

*This document provides a transcript for the audio in Magazine 5C – Administration. It includes a text copy for interviews, presenter videos and activity audio.*

Slide Image	Transcript
	<p>Servicing the Community - Issue 3</p> <p>Administration</p> <p>Interviews with administration workers in the community</p> <p>+ How to manage bookings</p> <p>Meet Savana &amp; Shari</p>
	<p>Welcome to Issue 3 of Servicing the Community</p> <p>Introduction to Administration</p> <p>00.49 Seconds: Welcome to PreVET</p> <p><i>Welcome to PreVET. This issue we'll be meeting Shari, Savana and Teresa. They work in administration. They manage large amounts of information using books and computers. They speak and write to people. They help keep business running smoothly.</i></p> <p><i>Administration roles exist in all types of industries. The ones in this issue are focused on tourism and hospitality.</i></p> <p><i>Shari, Savana and Teresa talk to trainees, customers and travellers . They ensure the information they need is available and that everything is organised.</i></p> <p><i>Let's have a look.</i></p>



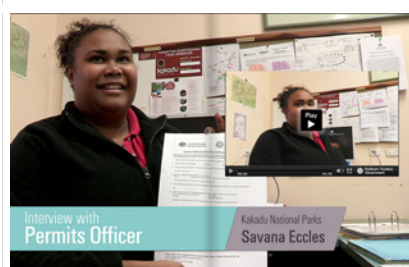
Interview with Training Officer  
Kakadu National Parks  
Shari Aluni

02:41 Minutes: Shari Aluni – Acting Training Officer

*So, my name's Shari Aluni and I'm the Training Officer here at Kakadu National Park and I'm one of the mentors here in the work place. So my role here on Park as a mentor and as a training officer is to be that support person for the Indigenous rangers, um, to go to, um, within the work place, um, so they come and talk to me or they send me an email about what training they need to upskill for themselves. So the type of training the rangers will need in order to fulfil the role as a ranger here on Park is Cert II in Conservation Land Management, forklift training, coxswain tickets, first aid tickets.*

*We also do remote first aid which helps them, which is more relevant here in the Park. So my main role here is to build relationships and get to know the workers, um, and especially the Indigenous rangers, um, and by doing that, and by communicating I get an understanding of what they think they need in order to upskill and it helps me develop a good mentor/mentee relationship. So the main roles of my job is to identify training needs amongst the Indigenous rangers and staff here at Kakadu National Park. I often get staff to come in to see me here at the training area to say, hey I need my forklift licence or, um, you know we're on the air boats and I need my coxon's ticket so, um, passing that information on to my supervisor and co-ordinating the training from there that's my role.*

*Sorry, I also co-ordinate the junior rangers out here at Kakadu National Park. Ah junior rangers has been a program which was developed in partnership between Kakadu National Park and Jabiru area school so every Wednesday mornings the year 6 class come out here or we take them out to the districts and that's to engage them and show them around because they live out here in Kakadu National Park, giving them an understanding of what ranger work is all about and also our Tourism Manager talks to them and our Seasonal Rangers, um, do activities with the junior ranger kids and this is sort of like an ontrack job, to a job here in Kakadu National Park so we want them to come back here and work when they are old enough. So from the junior rangers in year 6 we have our school-based apprentices in year 10, ah, year 10 and 11 and then that can lead into a traineeship here at the Park which can lead into a Kakadu Indigenous ranger, into the Kakadu Indigenous Ranger Program. Okay.*

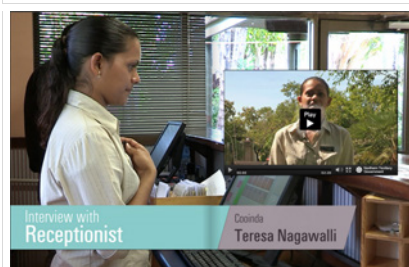


Interview with Permits Officer  
Kakadu National Parks  
Savana Eccles

00:54 Seconds: Savana Eccles – Permits Officer

*Hi my name is Savana. I work for Kakadu National Park in the Northern*

*Territory. I was born in Darwin and raised out here in Kakadu. The main role of my job is to receive bushwalking and camping permits and also to issue permits to applicants. The visitors that sent through applications come from a whole range of people, from elderly people that want to do bushwalks to also school groups, also free and independent travellers. We also receive commercial bushwalking applications.*



Interview with Receptionist  
Cooinda  
Teresa Nagawalli

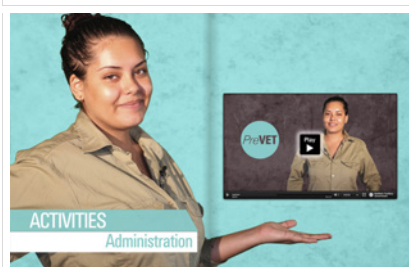
02:15 Minutes: Teresa Nagawalli – Receptionist

*Hi, my name's Teresa. I work in the front office. I'm doing reception at the moment, just learning.*

*So, the three main jobs in Reception is booking tours, booking rooms and making sure the guests feel welcome. Well, the main thing that I'm loving about my job right now is the training, just learning about it, 'cause I'm pretty new at it at the moment. Well, I've done training for retail. I've got my retail certificate two and I'm looking forward to getting my Certificate III in Hospitality.*

*The next thing I'm looking at in this department is maybe moving to the bar or even doing the tours ... ah, the boat tours and yeah, I kind of just want to build up my skills on almost anything I can get my hand on.*

*The best thing I find about this company is that you can travel to any country that you want to go to and work. You don't have to be in this once place. They've got companies all over the world. I'd really recommend getting a career with the IHG Company 'cause you get great opportunity, you don't just stay in one department, if you want to move around you get the opportunity to and you can travel all around the world if you wanted to. You get great discounts on hotel rooms and I really love meeting new people from different countries. I'm just that kind of person, just really enjoy it and I just love meeting new people.*



Activities  
Administration

00:25 Seconds: Activities Introduction

*In this set of activities you'll see how Savana communicates and makes bookings for travellers.*

*And Teresa will show us how she makes a booking for the travellers at the hotel she works in.*

*You'll do some activities based on reading and how to respond to emails. You'll also be interpreting booking calendars, scheduling tour bookings and costs.*

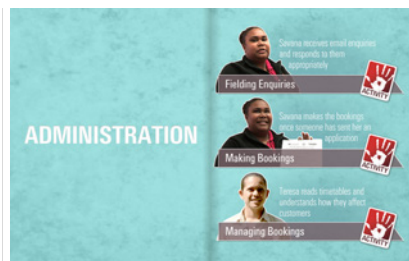
*Let's have a go!*

## ADMINISTRATION

Fielding Enquiries - Savana receives email enquiries and responds to them appropriately

Making Bookings – Savana makes the bookings once someone has sent her an application

Managing Bookings – Teresa reads timetables and understands how they affect customers



## REVIEW

00.36 Seconds: Review

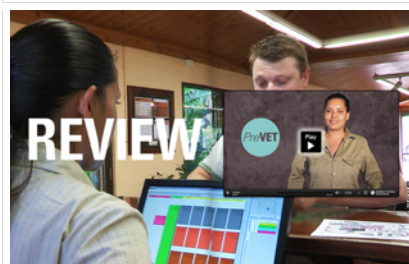
*Hey, now you've had a go at some of the things admin staff do in their job. Things like reading for information, responding to emails, booking calendars and schedules as well as cost.*

*Admin work also involves speaking with customers and representing the business you work for.*

*You probably need to like working with people and managing lots of information.*

*Nice work!*

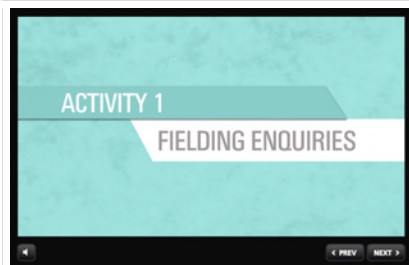
Northern Territory Government logo





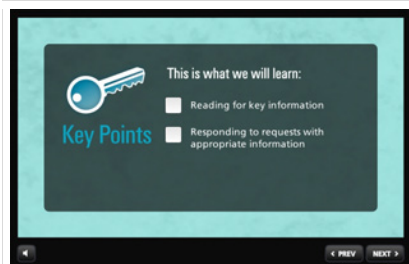
## Slide Image

## Activity 1 Fielding Enquiries



### Activity 1 Fielding Enquiries

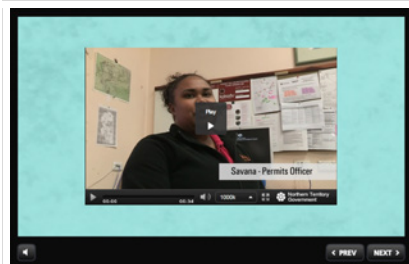
*Savana has to receive email enquiries and respond to them appropriately. This involves reading and understanding what information people are asking for. This is what she means when she says she 'fields enquiries.'*



### Key Points

This is what we will learn:

- Reading for key information
- Responding to requests with appropriate information



00:31 Seconds: Savana - Permits Officer

*A commercial bushwalking tour is when the clients have to pay to do a bushwalk. The way that I receive bushwalking and camping applications by email or fax and also through the post. A lot of my time is fielding enquiries about bush walking or either camping by phone and email.*



*Park visitors might want to camp outside of the designated camp grounds, go bush walking or bring their tour group through if they are a business. When people want to visit Kakadu, to get more information or to make a booking, they could look up the Kakadu National Park's website, call Savana or send her an email.*



### To Whom It May Concern

We are planning a trip to Kakadu national Park on the 5<sup>th</sup> of May until the 10<sup>th</sup> of May.

**We would like to camp in a site that is not a designated campsite.** The map of proposed site is attached.

We look forward to your reply.

Sincerely

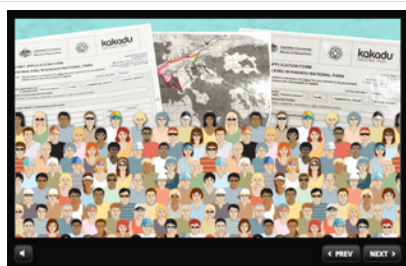
Jo Blogs

*Savana is responsible for sharing information with a lot of people. She helps people who want to visit Kakadu get the information they need. She helps the National Park by sharing the information with emails and application forms.*

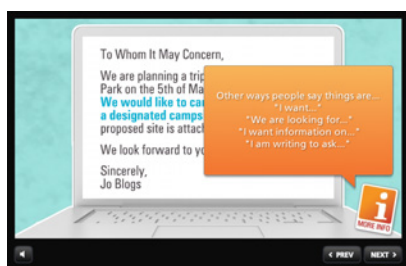


### Job Tip

Managing information is much easier when there is a record of communication with people. Emails and application forms are a good way to record communication.



*Controlling the number of visitors who want to come to Kakadu helps protect the park from becoming over-crowded. So, Savana's job is very important. She helps manage the number of people who get to visit the park by using application forms, emails and phone calls.*



### To Whom It May Concern

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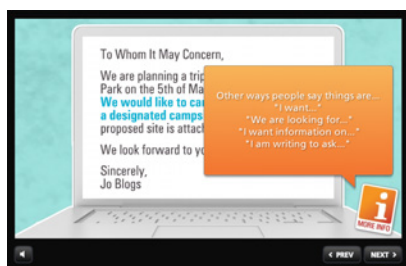
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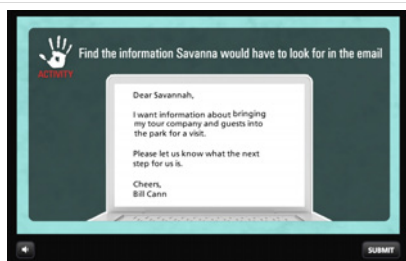
Jo Blogs

*When Savanah gets an email, she has to understand what people are requesting. She looks for key information that describes what they want. This will often be signalled by people starting a sentence with 'we would like ....'*



### More Info

Other ways people say things are..."I want..." "We are looking for..." "I want information on..." "I am writing to ask..."



### Activity

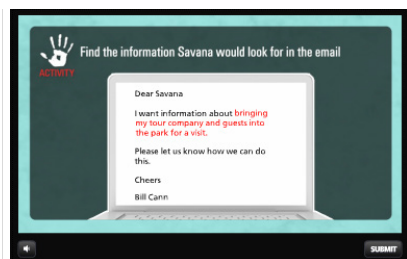
Find the information Savana would have to look for in the email

Dear Savana

I want information about bringing my tour company and guests into the park for a visit. Please let us know how we can do this.

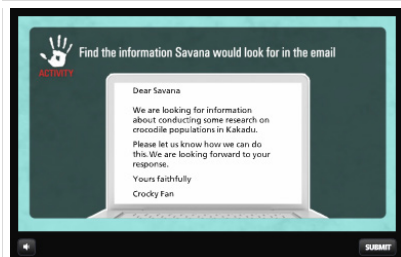
Cheers

Bill Cann



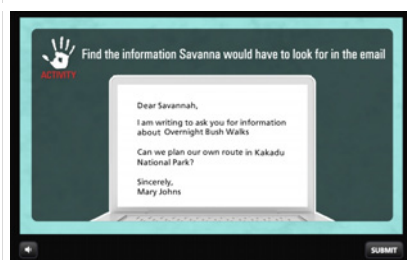
### Correct Answer

Dear Savana  
I want information about bringing my tour company and guests into the park for a visit. Please let us know how we can do this.  
Cheers  
Bill Cann



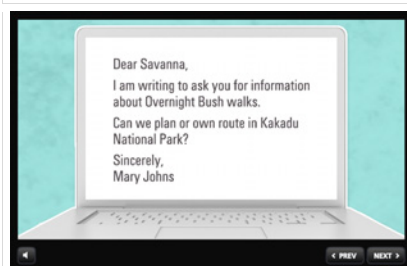
Activity  
Find the information Savana would have to look for in the email

Dear Savana  
We are looking for information about conducting some research on crocodile populations in Kakadu.  
Please let us know what our next step is. We are looking forward to your response.  
Yours faithfully  
Crocky fan



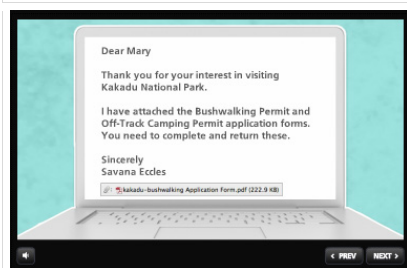
Activity  
Find the information Savana would have to look for in the email

Dear Savana  
I am writing to ask you for information about Overnight Bush Walks  
Can we plan our own route in Kakadu National Park?  
Sincerely  
Mary Johns



Dear Savana,  
I am writing to ask you for information about Overnight Bush Walks  
Can we plan our own route in Kakadu National Park?  
Sincerely,  
Mary Johns

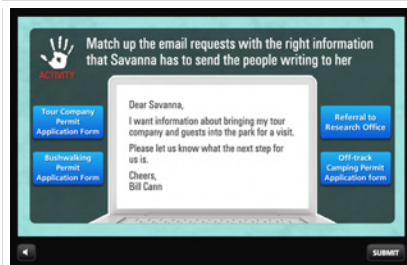
*When Savana finds out what the person writing to her wants, she has to find the right information to give to them. She has a number of forms she can send to people. This message was for information about overnight bush walking off the tracks, so she had to send them the bush walking permit application form.*



### Savana's Reply

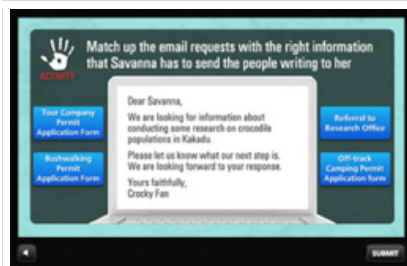
Thank you for your interest in visiting Kakadu National Park.  
I have attached the Bushwalking Permit and Off-Track Camping Permit application forms.  
You need to complete and return these.  
Sincerely

Savana Eccles



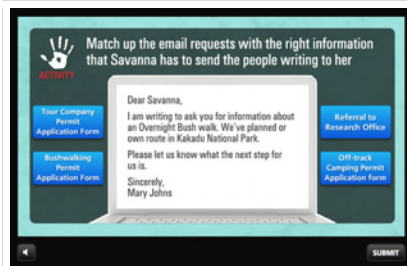
Activity

Match up the email requests with the right information that Savanna has to send to the people writing to her



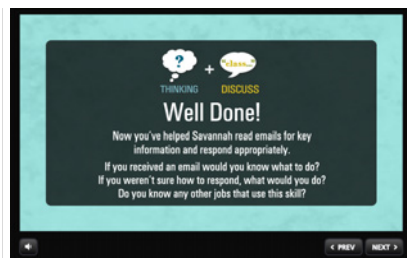
Activity

Match up the email requests with the right information that Savanna has to send to the people writing to her



Activity

Match up the email requests with the right information that Savanna has to send to the people writing to her



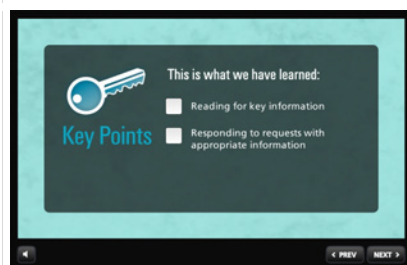
Thinking + Discuss

*Well Done!*

*Now you've helped Savanna read emails for key information and respond appropriately.*

*If you received an email would you know what to do? If you weren't sure how to respond, what would you do?*

*Do you know of other jobs that use this skill?*

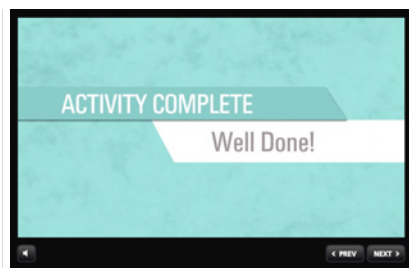


Key Points

This is what we have learnt:

- Reading for key information
- Responding to requests with appropriate information

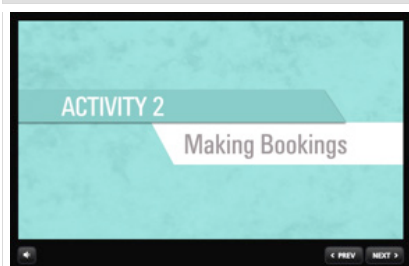




Activity complete  
Well done!

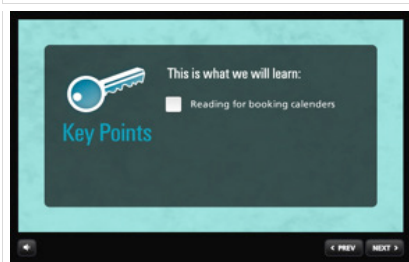
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## Activity 2 Making Bookings



Activity 2 Making Bookings

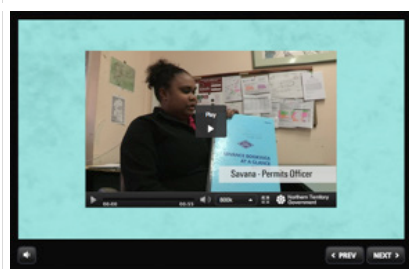
*Savana makes the bookings once someone has sent her an application. She has to use the bookings calendar and understand how many places are free for different kinds of bookings.*



Key Points

This is what we will learn:

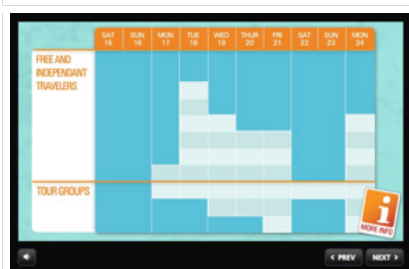
- Use a calendar to make bookings



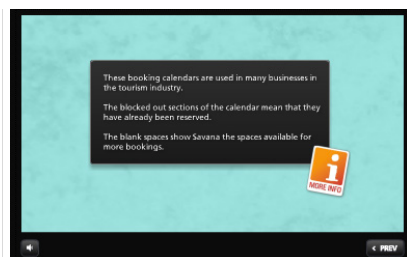
00:55 Seconds: Savana – Making Bookings

*So this book here, this is the Koolpin camping book. When I receive applications to camp, for Koolpin I go to this book to see if there's any spots with the dates they have allocated on their application.*

*So, during the week, for free and independent travellers, there's 16 spots. So, this is the cut-off line here and on the Friday and Saturday there's 40 spots, so, you can see there's about 40 spots here. During the week the free and independent travellers, they have 12 spots. Each square is one person and on the weekend, they have 40 spots allocated to them.*

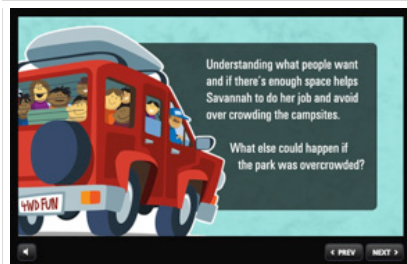


*Savana has to read the booking calendar and know how many free places there are available. She also has to know how many people are applying for a space.*



### More info

These booking calendars are used in many businesses in the tourism industry. The blocked out sections of the calendar mean that they have already been reserved, The blank spaces show Savana the spaces available for more bookings.



### Thinking + Discuss

*Understanding what people want and if there's enough space helps Savana to do her job and avoid over-crowding the campsites. What else could happen if the park was overcrowded?*

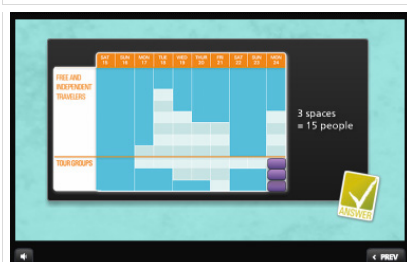


*This booking calendar shows what places are available for each kind of group booking. This application form requests a booking for two people over three days. Remember, Savana said one box is for one person. You can see that there is just enough space for this request.*



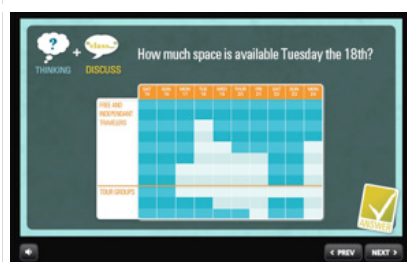
### Thinking + Discuss

If each square in the group booking section represents five people, how many people can tour groups bring on Monday the 24<sup>th</sup>?



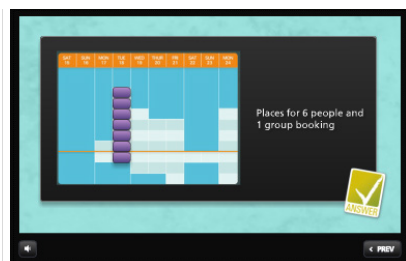
### Correct Answer

3 spaces = 15 people



### Thinking + Discuss

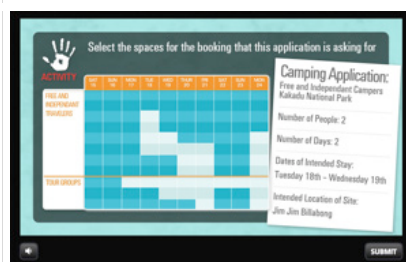
How much space is available on Tuesday 18<sup>th</sup>?



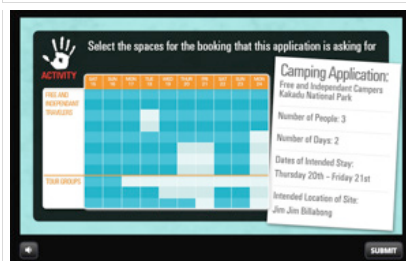
Correct Answer  
Places for 6 people and 1 group booking



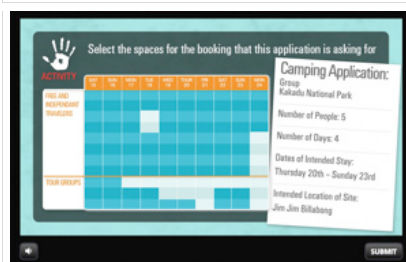
Activity  
This application is asking for a group booking over the 17<sup>th</sup>, 18<sup>th</sup> and 19<sup>th</sup>. If each square in the group booking section represents five people, what is the maximum number of people who can stay for all three nights?



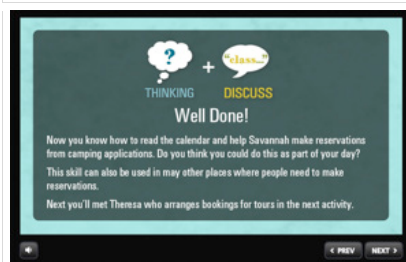
Activity  
Select the spaces for the booking that this application is asking for



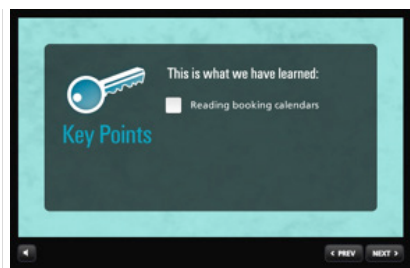
Activity  
Select the spaces for the booking that this application is asking for



Activity  
Select the spaces for the booking that this application is asking for



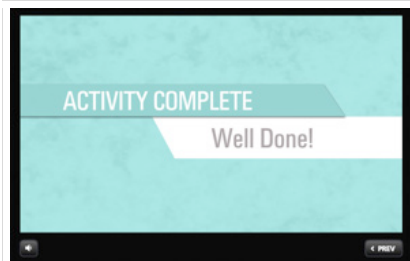
Thinking + Discuss  
Well done!  
*Well done! Now you know how to read the calendar and help Savana make reservations for camping applications. Do you think you could do this as a part of your day? This skill can also be used in any other place where people need to make reservations.*



### Key Points

This is what we have learnt:

- Use a calendar to make bookings

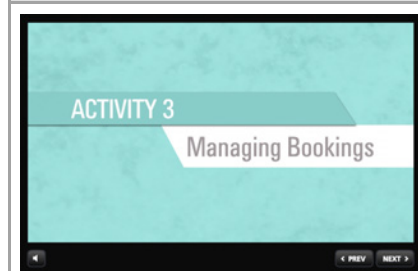


Activity complete

Well done!

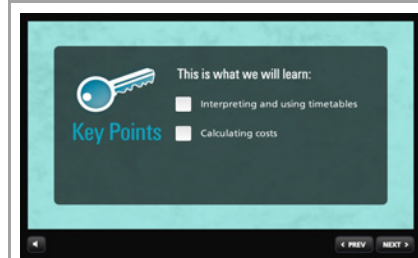
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## Activity 3 Managing Bookings



### Activity 3 Managing Bookings

*In this next session, Teresa deals with a customer asking to go on a tour. She needs to be able to read timetables, as well as understand how it affects the customer.*

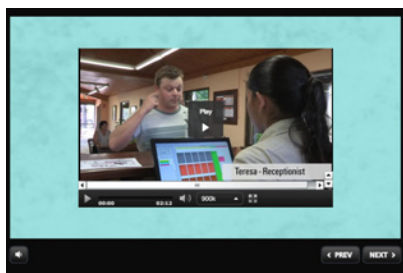


### Key Points

This is what we will learn:

- Using timetables to manage bookings
- Calculating the costs of bookings





02:12 Minutes: Teresa – Receptionist

*Customer (C) How are you going?*

*Teresa (T): Good thank you, how are you?*

*C: I'm just after some information if I could on the Yellow River tours ... and just around the area. Have you got anything, or a brochure on those, can you tell me when they go and how much they are?*

*T: Okay. We have a 6:45 one that's \$99 per person and it's breakfast included and we have a 9:00 am one, 11:30, 1:15 and 4:30*

*C: Do they run for a couple of hours?*

*T: The 9:00 O'clock one runs for two hours, the 11:30 and 1:15 are an hour and a half*

*C: And how do we go about booking those, do I book them with you?*

*T: Yes*

*C: Right and um, in terms of getting to the location is that within walking distance*

*T: That's just directly behind us, there's a bus stop. You've got to be there 20 minutes prior to departure time*

*C: Very good. Is there availability on this evening's 6:00 o'clock tour?*

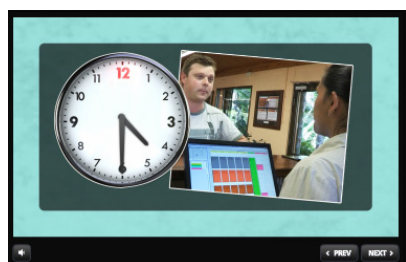
*T: The 4:30?*

*C: Yes, or the 4:30 ... that's it.*

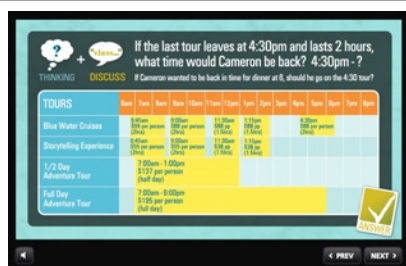
*T: Yes, there is.*

*C: Okay, right, then I'd like to make two reservations then please*

	<p><i>T: Sure. What name was it?</i></p> <p><i>C: Barnett</i></p> <p><i>T: And your first name?</i></p> <p><i>C: Cameron</i></p> <p><i>T: Okay, so that's \$88 per person</i></p> <p><i>C: Right. Can I charge it to my room?</i></p> <p><i>T: Yeah, sure.</i></p> <p><i>C: Okay. Excellent.</i></p> <p><i>T: Okay, yep, that's all good to go.</i></p> <p><i>C: Excellent, we just turn up here 20 minutes beforehand out here to catch the bus</i></p> <p><i>T: Yes, and I'll just get your tickets</i></p> <p><i>C: Terrific. No worries, thank you.</i></p>
	<p><i>Teresa has to listen carefully to what Cameron is asking for so she can respond with the right information. She also has to be able to provide a range of options for the customer in case there is a clash with something they have already planned.</i></p>
	<p>Thinking + Discuss</p> <p>Have you ever had to work out how much time something would take and when it would finish? In order for Teresa to make a booking for a customer what would she need to know?</p>

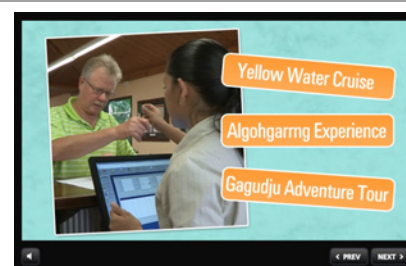


Teresa needs to remember what the customer wants, and then see what options she can offer them. In the clip, there were 2 people who wanted to go on a tour at 4:30.



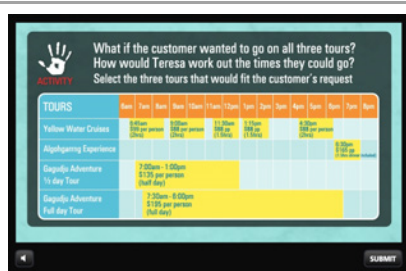
Thinking + Discuss

If the last tour leaves at 4.30pm and lasts 2 hours, would Cameron be back in time for dinner at 6pm?



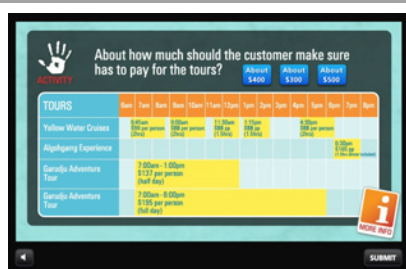
Yellow Water Cruise  
Algohgarrng Experience  
Gagudju Adventure Tour

Teresa has to help the customers manage their timetables as well, so they can have an enjoyable stay, do lots of things and not be rushed. If Teresa had a customer who wanted to do lots of things in the day, it's her job to help manage their bookings.



Activity

What if the customer wanted to go on all three tours? How would Teresa work out the times they could go? Select the three tours that would fit the customer's request.



Activity

Can you estimate how much money the customer will pay for the three cruises? Calculate now.

$$\begin{aligned} & 170 + 140 + 90 \\ &= 100 + 100 + 70 + 40 + 90 \\ &= 200 + 110 + 90 \\ &= 200 + 200 \\ &= 400 \end{aligned}$$

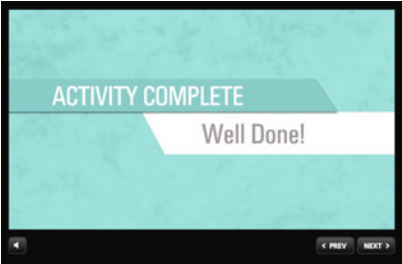
G'day. I'd like to go on three of the tours today. The Blue Water Cruises, the Storytelling Experience and the Adventure Tour. I need to be on the 1:20pm Storytelling Experience. Which bookings do I need to make?

About how much will I need to bring to pay for all of the tours in green?

You've helped Teresa read the timetable and calculate the total cost for her customers. Would you like to help customers plan their holiday activities?

- Using timetables to manage bookings
- Calculating the costs of bookings





Activity complete  
Well done!