

innRoad University Program

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innRoad Exercise

Step-By-Step Process: Travel Agency Reservation

This assignment aims to teach you how to create a hotel reservation through a travel agency and process a travel agency commission. For the purpose of this assignment you will need to:

- 1) Create a travel agency account,
- 2) Create a reservation under that travel agency's account,
- 3) Make sure that travel agency commission was processed.

TRAVEL AGENCY INFORMATION

The University Hotel works with a travel agency JOY-travel. Please create an account for this travel agency.

Travel Agency Name: JOY-travelStudentID

Market Segment: Travel Agent

Referral: Other

Mailing Information

First Name: Mr. Michael Seagull

Address: 11 Main St., Gainesville , FL 32603

Phone: +1 352 352 3520

e-mail address: mail@joytravel.com

Billing Information

Check "Use Mailing Information" Box

Travel agency JOY-travel usually pays by check. Please reflect this information in the Bill Type field.

After you created a Travel Agency account, make a reservation that came from this travel agency.

GUEST INFORMATION

Travel agency JOY-travel made a reservation in the University Hotel for Ms. Margaret Roberts. Please create the reservation based on the information below.

Arrival Date: Today's date

Departure Date: Tomorrow's date

Guest Name: Ms. Margaret RobertsStudentID

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Room type: Choose any type of room that you like

Billing information: Ms. Roberts pays all her charges in cash.

Once you create a reservation, check the guest in. Upon arrival Ms. Roberts used Spa services in the hotel. Please post a \$160 charge to her account. After Spa, Ms. Roberts had a dinner at the restaurant. Her total bill was \$42. Please post this charge to the guest folio as well. One hour later Ms. Roberts remembered that she had a coupon from the travel agency for a \$10 restaurant discount. She went back and talked to the Restaurant manager about adjusting the charge. Restaurant manager accepted the coupon and asked you to make changes to Ms. Roberts' folio.

Now please check the guest out, so that the travel agency commission will be processed. Please remember that Ms. Roberts pays all her charges in cash. After the guest checked out, please mark her room as 'Clean'.

Go to the Travel Agency Folio and make sure travel agent has received the commission. Please print out Travel Agent statement and submit it to the instructor for grading.

Step-By-Step Process

1. Go to <http://go.innroad.com>
2. Access to your account
3. Go to Accounts menu and select Accounts tab (Figure 1)

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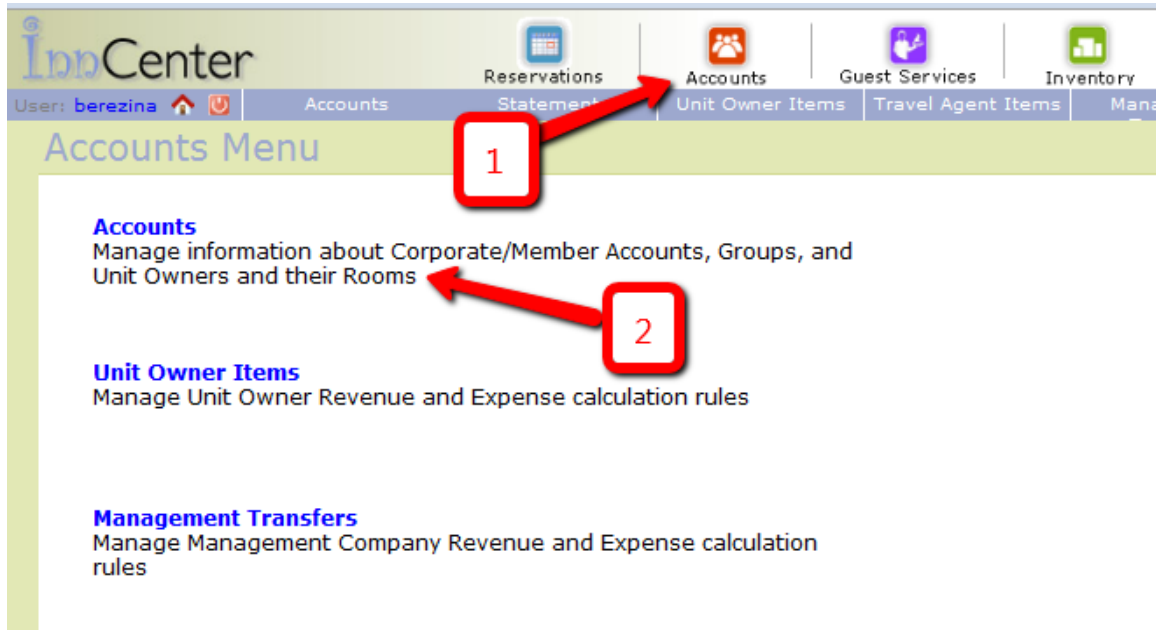


Figure 1

4. Click New Account button at the bottom of the screen
5. Enter all required information to create a travel Agent account (Figure 2)

Please remember to type your student ID after the travel agency name, e.g. JOY-travel00000000.

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The screenshot displays the 'InnCenter' software interface. At the top, there is a navigation bar with icons for Reservations, Accounts, Guest Services, Inventory, Setup, Admin, Night Audit, and Reports. Below this is a sub-navigation bar with tabs for Accounts, Statements, Unit Owner Items, Travel Agent Items, Management, and Account Distributions. The main content area is titled 'Account Details' and is divided into several sections:

- Account Information:** Account Name: JOY-travel, Account Number: 444433332222158, Account Type: Travel Agent (selected), Status: Active.
- Account Attributes:** Account Since: Apr 01, 2012, Market Segment: Travel Agent, Pay By Account: Optional, Tax ID: (empty), Referral: Other.
- Mailing Information:** First Name: Mr. Michael, Last: Seagull, Phone: 1 (352) 352-3520, Alternate Phone: 1, Address: 11 Main St., City: Gainesville, State: Florida, Postal Code: 32603, Country: United States.
- Billing Information:** Use Mailing Information (checked), Tax Exempt: (unchecked), Tax ExemptID: (empty).

At the bottom of the form, there are buttons for 'Save', 'Done', 'New Reservation', and 'Cancel'. A 'WebSite Secure' logo is visible in the bottom right corner.

Figure 2

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6. Click "Save"
7. Click "New reservation"
8. Once the reservation screen comes up, select dates and room (Figure 3 and Figure 4)

InnCenter
User: berezina | Accounts | Reservations | Statements | Unit Owner Items | Guest Services | Travel Agent Items | Inventory | Management | Setup | Account Distributions | Admin | Night Audit

Reservation Detail

Summary | **Guest Info** | Folio

Stay Info

Guest Name: _____
Account: _____
Arrive: _____ - Night(s)
Depart: _____ [+]
Adults: _____ Children: _____

Reservation Status: Pending
Group:
Property: _____
Room(s): [v] _____
Folio Balance: \$ 0.00 (Total: \$0.00)

Marketing Information:

Figure 3

Room Assignment

Filter

Arrive: Apr 1, 2012
Depart: Apr 2, 2012
Nights: 1
Adults: 1 Children: _____

Property: College Hotel
Rate Plan: Rack Rate
Enforce Rules: Require Rate:
Split Rooms: Assign Room(s): Search

Date	Room Class	Room Number
Apr 01, 2012	King Room	505

Figure 4

9. Go to Guest Info tab and enter all information about the guest (Figure 5)
Please remember to type your student ID after the guest last name, e.g. Roberts00000000.

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The screenshot shows a web application interface for a reservation system. At the top, there are tabs for 'Summary', 'Guest Info', and 'Folio'. The 'Reservation #' is 'Pending'. The form is organized into several sections:

- Marketing Information:** Includes fields for Rate Plan (Rack Rate), Market Segment (Travel Agent), Travel Agent (JOY-travel), Source (innCenter), Promo Code, Referral (Other), Ext Res #, and Sub-Source.
- Contact Information:** Includes a checkbox for 'Create Guest Profile', fields for Guest First (Ms. Margaret), Last (Roberts), Contact First (Mr. Michael), Last (Seagull), Phone, Alternate Phone, Address (11 Main St), Account, Fax, Email (mail@joytravel.com), City (Gainesville), State (Florida), Postal Code (32603), and Country (United States).
- Billing Information:** Includes a checkbox for 'Same as Contact Info', Tax Exempt, Tax ExemptID, Payment Method (Cash), Exp Date, and Billing Notes.

Red boxes and arrows highlight the 'Guest Name' field in the Contact Information section and the 'Payment Method' field in the Billing Information section.

Figure 5

10. Click "Save"
11. Click "Check-in"
12. Confirm the room assignment, hit "Select"
13. The Guest Registration Form will come up, click "Confirm"
After this, you should see a reservation screen with your reservation status being "In-House"
14. Click on your reservation, go to the Folio tab
15. Post charges for Spa and restaurant following the steps that you learned in previous exercises.
16. Apply coupon to the restaurant charge
17. Now check the guest out: click "Check-out" button at the bottom of the screen
18. When Payment details window comes up, make sure that the payment method is Cash and click "Add" button, then hit "Continue"
19. Guest Statement will appear on the screen. Click "Confirm" to complete check-out process
20. The system will take you to the Reservation screen where your reservation will appear as Departed
21. Go to the Accounts – Accounts and locate your travel agency. Choose account type "travel Agent, click "Go"
22. Select your travel agency, go to the Folio tab (Figure 6)

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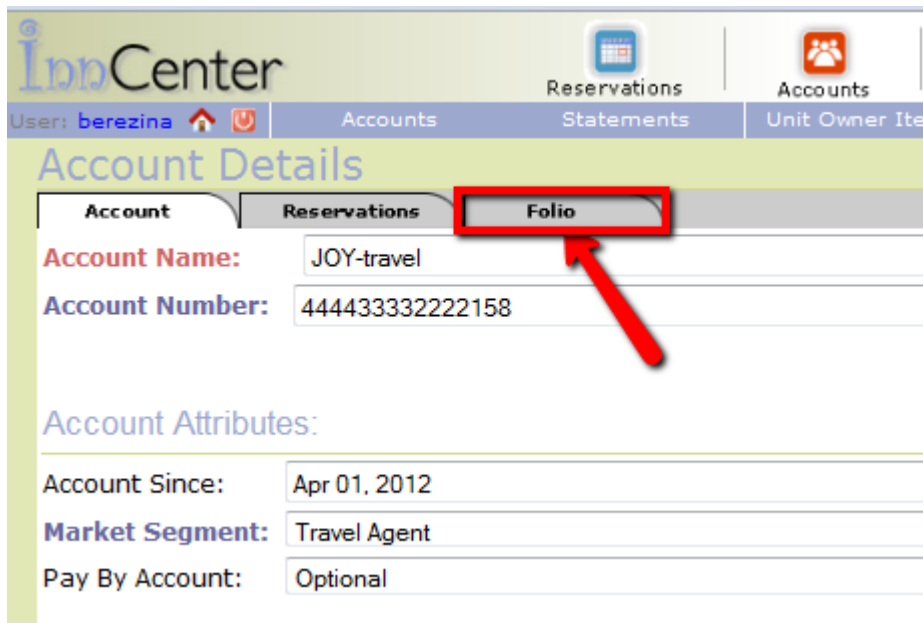


Figure 6

23. Make sure that Travel Agent Room Commission appears in the Line items. Print Travel Agency Account statement by clicking on the small Printer icon in the top right corner (Figure 7)

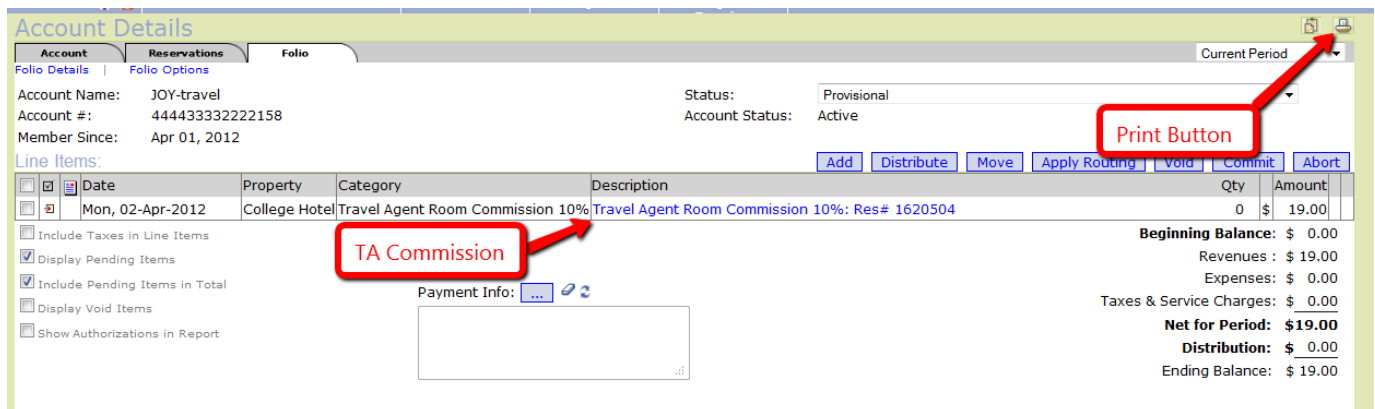


Figure 7

24. Save the account statement and submit it to the instructor
25. Go to the Guest Services – Housekeeping Status to make the room clean: you have already learned how to do that in the previous exercises

Congratulations! Your exercise is completed. Now you may try your homework assignment.