

innRoad University Program

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innRoad Assignment Group Reservation

GUEST INFORMATION

Mr. John Heng is planning his family reunion. This year only his sister's family can join the event. Based on the friend's recommendation Mr. Heng calls the University Hotel to arrange a group reservation. Use the information below to create the reservation.

Arrival Date: Today's date

Departure Date: Tomorrow's date

Group Name: Heng Reunion_StudentIDNumber

Market Segment: Conference Group

Referral: Guest referral

Address: 208 Main St. New York City, New York 08654

Phone: +1 212 555 5550

e-mail address: Heng@familymail.com

Guaranteed By: Credit Card

Business Credit Card Number: 4444333322221111

Credit Card Expiration Date: 05/25

Mr. Heng would like to make a gift for his sister and pay for her room. Please set up payment so that both rooms will be paid from one account (Mr. Heng's credit card).

Room Type: Please block two rooms of any type. Each of them should accommodate two adults and one child.

Mr. Heng arrives to the hotel first. He picks-up his room and checks-in (when checking-in please use Heng_StudentIDNumber). He pays the parking fee (\$10.00) and also buys gifts for the family at the gift shop (\$70). Please post the charges to Mr. Heng folio.

Mr. Heng's sister arrives one hour later. Her name is Miranda Nessler_StudentIDNumber. She comes to the hotel front desk and informs you that she has a reservation for Heng Reunion. Please pick up her room and check the guest in.

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The family is very happy to get together. Ms. Nessler insists to pay for the family dinner at the hotel restaurant. The total charge is \$250.00. Please post it to Ms. Nessler's folio. She also bought some toys to occupy kids (total is \$35.00).

The reunion goes very well. But now it is time to check out. Please pay all charges and remember that Mr. Heng is paying the room charges for both rooms, but Ms. Nessler is paying for dinner and her incidentals. Please pay for the rooms with group account. Assume that Ms. Nessler paid her incidentals in cash.

Please print out check-out confirmation pages and submit them to your instructor.

Please mark both rooms as "Clean".

Good luck!