

# innRoad University Program

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## innRoad Exercise

### Step-by-step Process: Room Availability

You were just hired by the University Hotel to work as the front desk agent. This is your first day at work and you need to learn about the property where you will be working. Please use the property management system to explore the room types at the University Hotel. Prepare a summary table to assist you with memorizing new information (add extra rows if needed).

N	Room Class	Code	Max Adults	Max Persons	Quantity
1					
2					
3					
4					
5					
6					
7					
8					
Total Number of rooms:					

Now, you start receiving your first phone calls. Please assist customers with their requests. For every phone call please check the room availability and make a decision on whether you can or cannot make a reservation. If there is a room available please also provide the caller with the price quote. If the room is not available, provide your alternative suggestions to keep the customer.

1. Mr. Mathew Tullius would like to make a reservation for today. He needs a Single Room and will stay for one night.

Decision (room is available/ not available):	
Price:	
Suggestion (if applicable):	

2. Ms. Amanda Files is asking for a King room for two nights, checking in tonight.

Decision (room is available/ not available):	
Price:	
Suggestion (if applicable):	

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3. Mrs. Turlington is asking for connecting rooms to accommodate her family of six (6) people. Checking-in today, duration of stay – 2 nights.

Decision (room is available/ not available):	
Price:	
Suggestion (if applicable):	

4. National Association for Sport and Physical Education would like to make a group reservation for the association's annual meeting. They need to accommodate 235 people (110 double rooms, 15 single rooms). The group will check in today and stay for three nights.

Note: Group reservations are usually done far in advance. But for the purpose of this exercise please assume that the group is making a reservation and checking in today.

Decision (room is available/ not available):	
Price:	
Suggestion (if applicable):	

5. Ms. Pecoraro is travelling with her friends. She calls the University Hotel and asks you if it is possible to put roll-away beds in the single room so that it would accommodate three people. Ms. Pecoraro and her friends are students. Sharing one room would help them to stay within the allotted budget. They would like to stay for one night.

Decision (room is available/ not available):	
Price:	
Suggestion (if applicable):	

Please answer all questions and submit the assignment to your instructor.

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## Step-by-Step Process

1. <http://go.innroad.com> (See Figure 1)

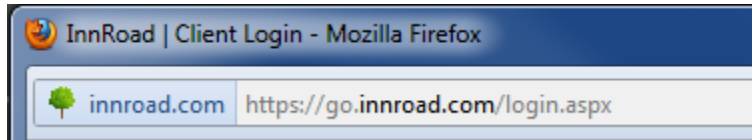


Figure 1

2. Access to your account (See Figure 2). If you do not remember your password, please click on "Forgot your password?" You will receive your password in your email.

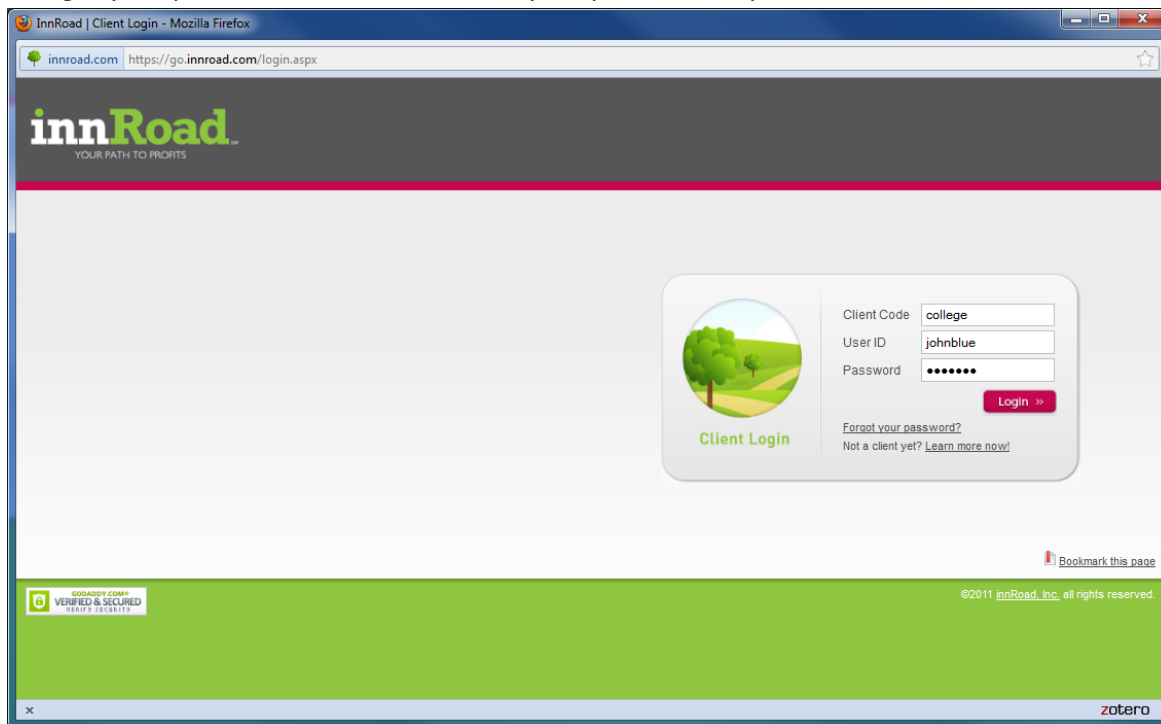


Figure 2

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- Next, go to the Setup Menu and choose Room Classes (See Figure 3)

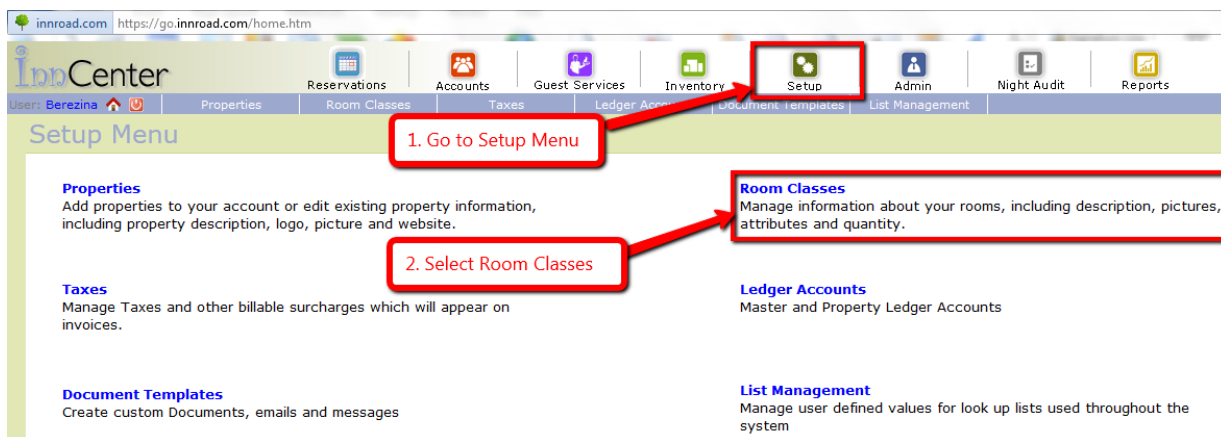


Figure 3

- You will see a List of Room Classes tab. Please click on "All" to display all room classes available at your hotel (See Figure 5).

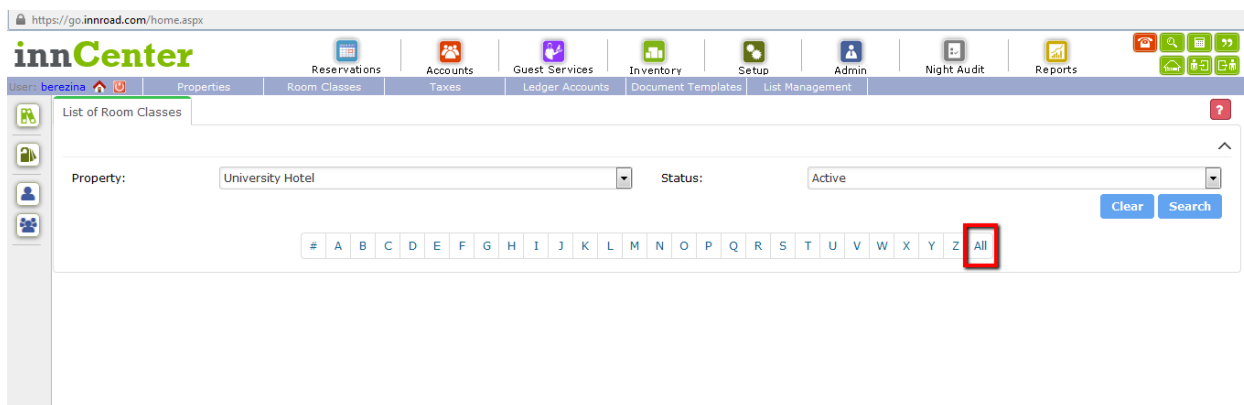
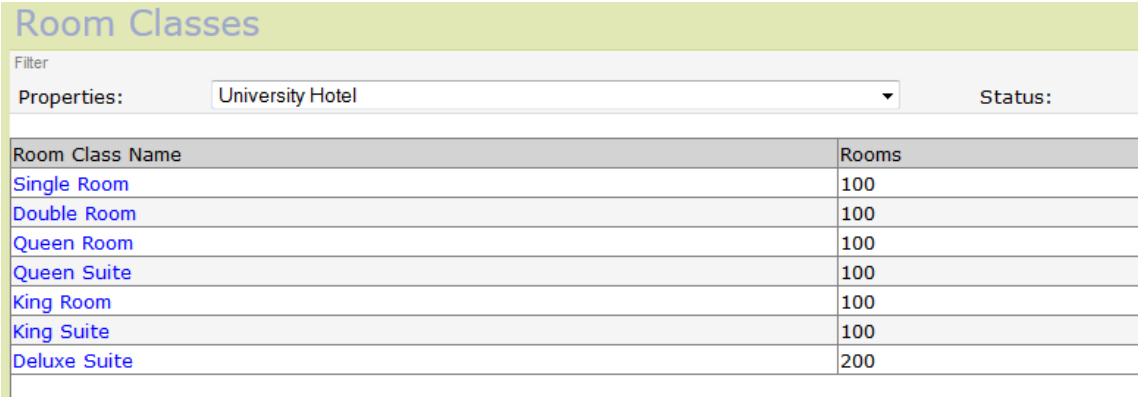


Figure 4

- A Room Classes table will appear on the next screen. Please use this table to learn about the hotel room classes in the University Hotel (See Figure 5).

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Room Classes

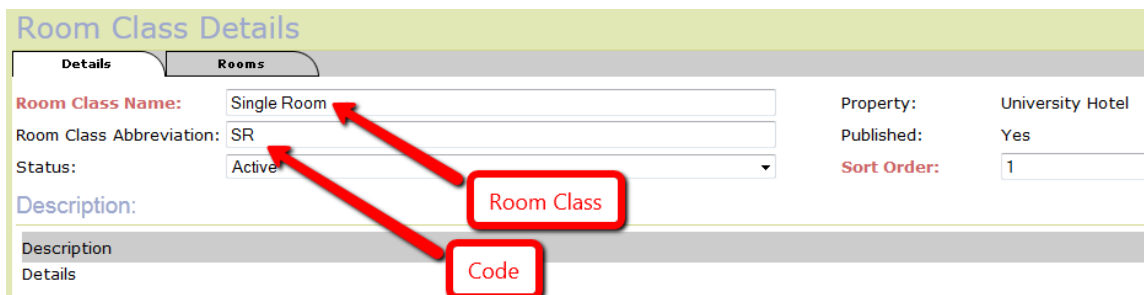
Filter

Properties: University Hotel Status:

Room Class Name	Rooms
<a href="#">Single Room</a>	100
<a href="#">Double Room</a>	100
<a href="#">Queen Room</a>	100
<a href="#">Queen Suite</a>	100
<a href="#">King Room</a>	100
<a href="#">King Suite</a>	100
<a href="#">Deluxe Suite</a>	200

Figure 5

- Click on every room class name to learn more about that type of rooms. For example, first, click on the Single Room. Room Class Details window will open. (See Figure 6).



Room Class Details

Details Rooms

Room Class Name: Single Room

Room Class Abbreviation: SR

Status: Active

Description:

Property: University Hotel

Published: Yes

Sort Order: 1

Room Class

Code

Figure 6

Here you can find Room Class and Code information for your table.

N	Room Class	Code	Max Adults	Max Persons	Quantity
1	Single Room	SR			
2					
Total Number of rooms:					

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- Then switch from the Details Tab to the Rooms Tab. (See Figure 7)

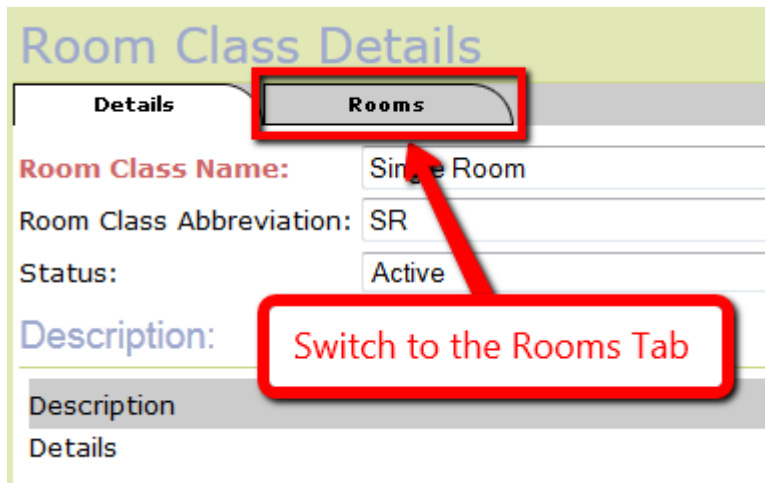


Figure 7

- Under the Rooms Tab you will find information about the maximum number of adults in the room, maximum number of persons in the room, and room class quantity. (See Figure 8)

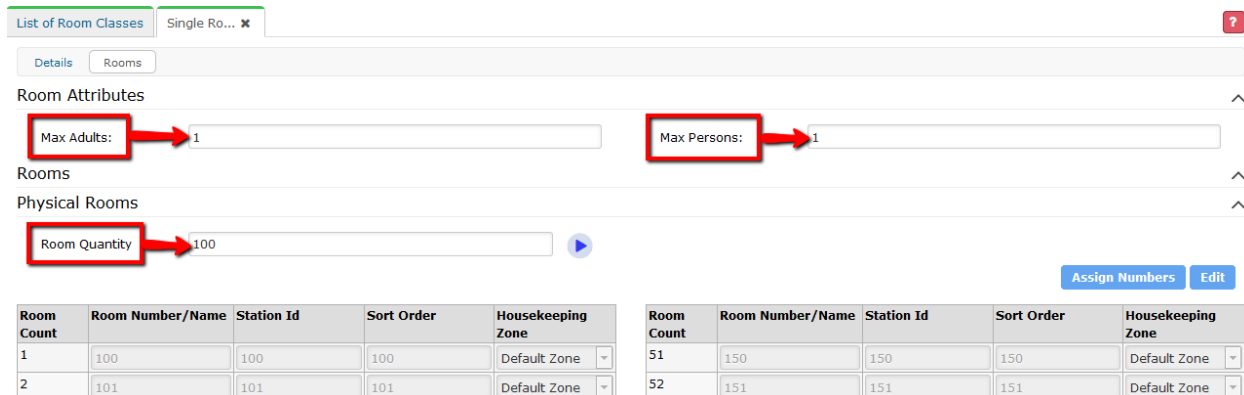


Figure 8

Please use this information to complete the Single Room details in the table

N	Room Class	Code	Max Adults	Max Persons	Quantity
1	Single Room	SR	1	1	100
2					
Total Number of rooms:					

Then, repeat the steps to fill out the table for all other room classes that are available at the hotel.

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Now, let's work on the phone call scenarios.

1. Mr. Mathew Tullius would like to make a reservation for today. He needs a Single Room and will stay for one night.

In order to check room availability please go to Reservations – Tape Chart (See Figure 9)

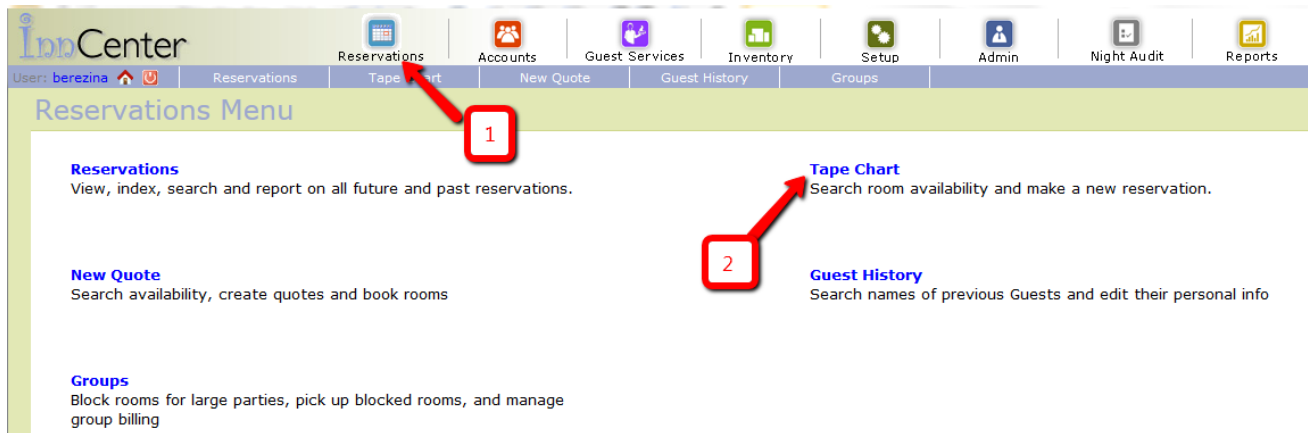


Figure 9

The Reservation grid will appear on the next screen (See Figure 10)

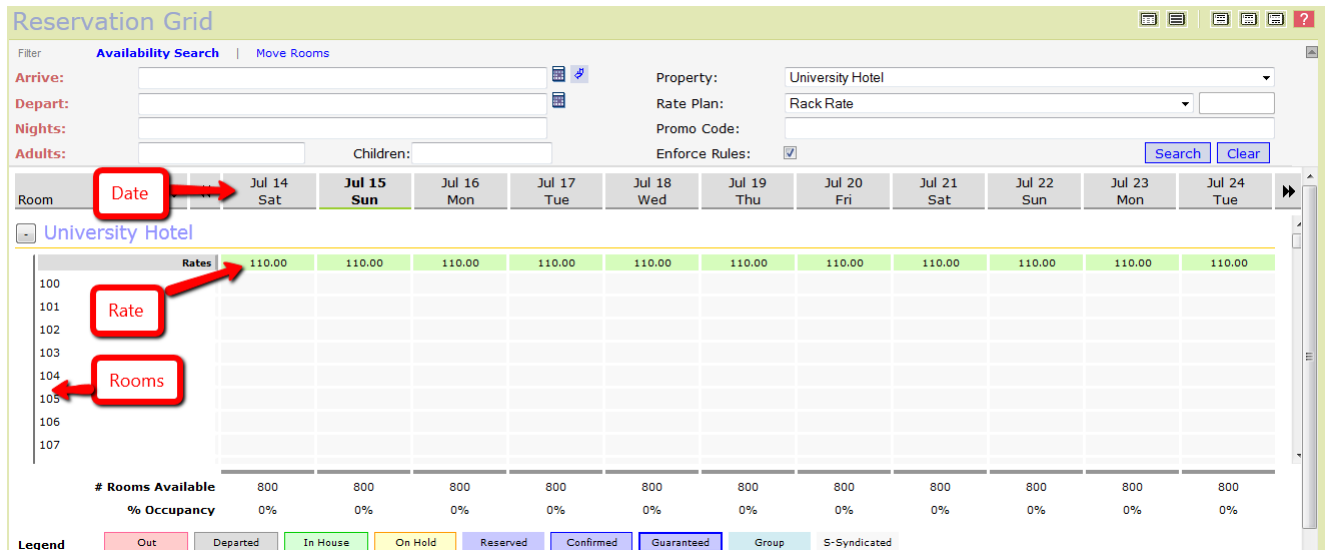


Figure 10

The Reservation grid shows an availability of every room (Rooms), for every date (Date) with respective rates (Rate).

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In order to answer the request you need to put today's date in the Arrive field, tomorrow's date in the Depart field. The system will automatically calculate the number of nights (number 1 will appear in the Nights field). You enter 1 in the adults field since the caller is staying by himself and requesting a Single room.

After you enter all information, hit Search and room availability will be displayed on the screen (See Figure 11)

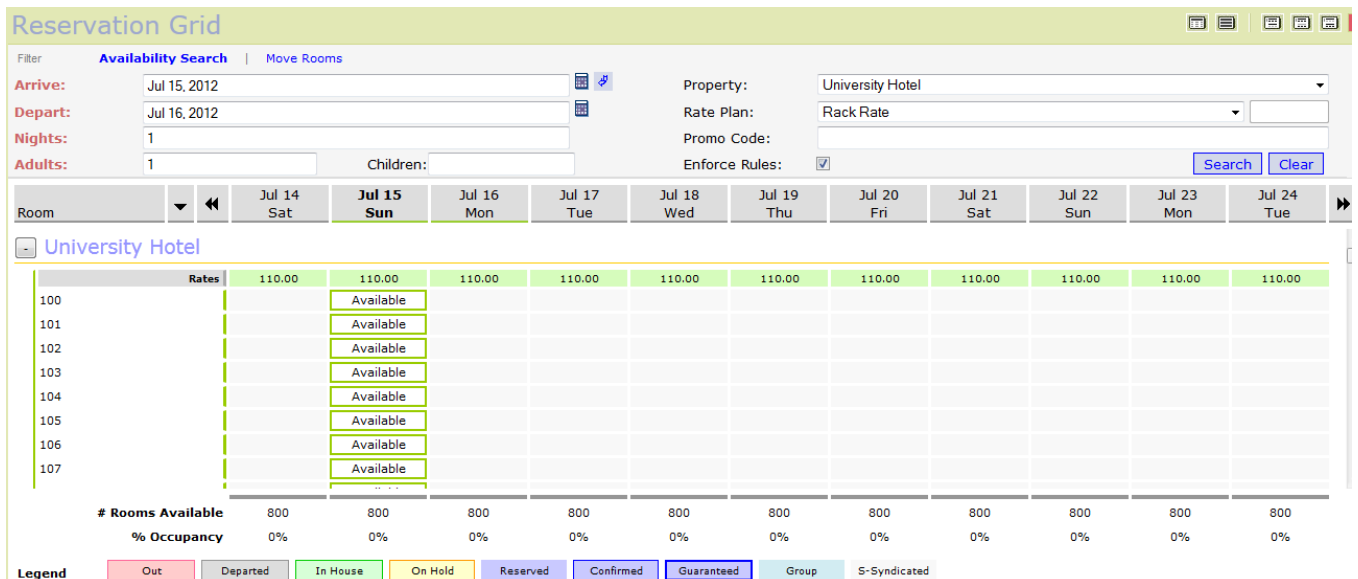


Figure 11

In order to find a Single room on the reservation grid, you need to scroll down the screen and look on the left hand side for the room codes. Refer to the table you filled out in the first part of the exercises to find the room codes. The one for the Single Room is SR. (See Figure 12)

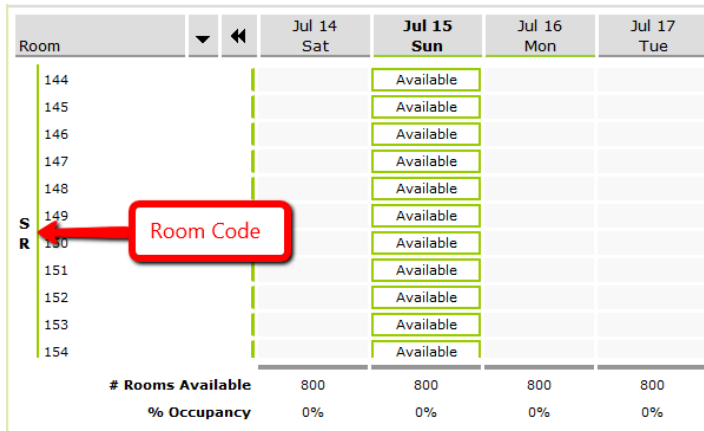


Figure 12



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Now you have all pieces of information to make a decision. The system shows that there are available single rooms for tonight.

To quote a price for a single room scroll back up to the start of the Single Room category. The price appears right above the availability indicator. (See Figure 13)

Room	Jul 14 Sat	Jul 15 Sun	Jul 16 Mon	Jul 17 Tue
<b>University Hotel</b>				
	Rates	110.00	110.00	110.00
100		Available		
101		Available		
102		Available		
103		Available		
104		Available		
105		Available		
106		Available		
107		Available		

Figure 13

Now you can answer the question:

Decision (room is available/ not available):	Available
Price:	\$110
Suggestion (if applicable):	N/A

2. Ms. Amanda Files is asking for a King room for two nights, checking in tonight.

In order to solve this situation, you will need to adjust the number of night on the Reservation grid and search for rooms one more time. When the results come up, make sure to find a King Room category (room code is KR). (See Figure 14)



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Decision (room is available/ not available):	Available
Price:	\$190 per night
Suggestion (if applicable):	N/A

3. Mrs. Turlington is asking for connecting rooms to accommodate her family of six (6) people. Checking-in today, duration of stay – 2 nights.

The guest is asking for connecting rooms, however, your summary table does not have connecting rooms. This means that the hotel does not have connecting rooms.

However, try to see if you will be able to offer other room types to the guest and check the availability.

First, you need to adjust the dates and the number of guests. Then, see if there are any rooms available that would accommodate this number of guests. (See Figure 16)

You may also check your table that Suite Deluxe can accommodate a total of 8 persons (6 adults, 2 children).

The screenshot displays the 'Reservation Grid' interface. At the top, there are search filters: 'Arrive:' set to 'Jul 15, 2012', 'Depart:' set to 'Jul 17, 2012', 'Nights:' set to '2', and 'Adults:' set to '6'. Red arrows point to these fields with labels: 'Adjust dates' pointing to the date fields, and 'adjust the number of guests' pointing to the 'Adults' field. To the right, there are fields for 'Property:', 'Rate Plan:', 'Promo Code:', and 'Enforce Rules:'. Below the filters is a grid with columns for dates: 'Jul 14 Sat', 'Jul 15 Sun', 'Jul 16 Mon', 'Jul 17 Tue', 'Jul 18 Wed', and 'Jul 19 Thu'. The 'Jul 15 Sun' column is highlighted. A 'Rates' row shows a price of '116.00' for each day from Jul 15 to Jul 19. Below this, several room types (700, 701, 702, 703, 704, 705, 706) are listed, each with an 'Available' status in the Jul 15 column. A red arrow points to the 'Available' text in the Jul 15 column for room 700, with a label: 'Scroll down to see available rooms'.

Figure 16

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Decision (room is available/ not available):	Not available
Price:	\$116 per night
Suggestion (if applicable):	Offer an alternative: Deluxe Suite

4. National Association for Sport and Physical Education would like to make a group reservation for the association's annual meeting. They need to accommodate 235 people (110 double rooms, 15 single rooms). The group will check in today and stay for three nights.

Note: Group reservations are usually done far in advance. But for the purpose of this exercise please assume that the group is making a reservation and checking in today.

The association is requesting 110 double rooms, 15 single rooms. Before checking the system, please remember (or refer to your table) how many rooms of each type you have in the hotel.

According to your table, there are 100 double rooms in the hotel. This means you will not be able to create a group reservation for this group.

However, you may think how you could help the group out and offer them other room types that may accommodate two adults to substitute not available double rooms.

Please use the same steps that you have learned to check the availability of single rooms. You need to check if there 15 rooms available. (See Figure 17)

**Reservation Grid**

Filter: **Availability Search** | Move Rooms

Arrive: Jul 15, 2012  
Depart: Jul 18, 2012  
Nights: 3  
Adults: 1 Children:   
Property:   
Rate Plan:   
Promo Code:   
Enforce Rules:

Room	Jul 14 Sat	Jul 15 Sun	Jul 16 Mon	Jul 17 Tue	Jul 18 Wed	Jul 19 Thu
100		Available				
101		Available				
102		Available				
103		Available				
104		Available				
105		Available				
106		Available				
107		Available				

Figure 17

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Decision (room is available/ not available):	Single rooms are available, double rooms are not available.
Price:	Single rooms - \$110 per night
Suggestion (if applicable):	May substitute double rooms with Queen rooms (\$179) or Queen Suites (\$184).

5. Ms. Pecoraro is travelling with her friends. She calls the University Hotel and asks you if it is possible to put roll-away beds in the single room so that it would accommodate three people. Ms. Pecoraro and her friends are students. Sharing one room would help them to stay within the allotted budget. They would like to stay for one night.

In order to answer this question, you need to examine the maximum occupancy standards for the requested room type. Please refer to the table that you completed in the first part of the exercise. You will see that the maximum occupancy for the Single room is two people.

However, to keep the customer you may offer them other types of rooms that would be able to accommodate three persons. Any room would meet these requirements, but Single Room. Hence, you may look up a room of any class and offer it to the guests.

Decision (room is available/ not available):	No available, does not meet occupancy requirements
Price:	
Suggestion (if applicable):	Offer guests to stay in a Double room (\$159 per night)

Now, you have completed your exercise. Please submit your assignment file to the instructor.  
Good job!