

innRoad University Program

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innRoad Assignment 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 of 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. Ms. Allie Boster would like to make a reservation for today. She needs a King Suite and will stay for one night.

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

2. Mr. Allan Bryer is asking for a Double Room for three nights, checking in tonight.

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

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3. Ms. Tania Brazel is asking for a Presidential Suite to spend a honeymoon. Checking-in today, duration of stay – 5 nights.

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

4. National Dance Association would like to make a group reservation for the association's annual meeting. The Association is requesting 105 single rooms, and 10 double rooms to accommodate 125 people. 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. Mr. and Mrs. Brickley are travelling with their four children. They call the University Hotel and ask for a Double Room for two nights, checking in today. Please assist the family with making a reservation.

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

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

Good luck!