

# innRoad University Program

www.innRoadUniversity.com

## innRoad Assignment Advanced Reservation 1

### GUEST INFORMATION

Jane Blossom called the *University Hotel* directly and wanted to make a reservation for her and her husband for this evening. Use the information below to create the reservation.

**Market Segment:** Internet  
**Referral:** GDS

**Arrival Date:** Today's date  
**Departure Date:** Tomorrow's date  
**Room Type:** Deluxe Suite  
**Number of adults:** 2  
**Children:** 0

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**Name:** Jane Blossom\_StudentID  
**Title:** Ms.  
**Address:** 208 Main St.  
**City:** New York City  
**Zip Code:** 08654  
**State:** NY  
**Country:** (if foreign)  
**Phone:** +(1) 212 555 5550  
**e-mail:** Blossom@noemail.com

**Guaranteed By:** Credit Card  
**Type of CC:** Visa  
**Credit Card No:** 4444 3333 2222 1111  
**CC Exp. Date:** 05/25

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Include a guest note to indicate that Ms. Blossom will need a 6am wake up call. She indicated that room and tax will be paid with business credit card and all incidental charges will be paid by cash.

At 1:00pm Ms. Blossom's party arrived. You will need to check them into the hotel. The Blossoms had lunch in the hotel restaurant and paid \$35.

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Please post these charges to Ms. Blossom's folio. Ms. Blossom made a couple of purchases at the bar totaling \$14.50, her husband used Spa services totaling \$90, and made a purchase from the gift shop for \$30. Please post these charges to Ms. Blossom's folio.

Ms. Blossom brought a discount coupon for spa services in the amount of \$25. You verified that this is a valid coupon. Apply this coupon. Also, the restaurant manager decided to refund Ms. Blossom's restaurant charge because they waited too long for food. This is not acceptable and restaurant manager decided to void their lunch charge.

At approximately 10pm, Ms. Blossom had to check out early due to emergency. She paid the balance with his credit card. Clear all of Ms. Blossom's charges and then check her out. Make sure to separate the room+tax folio from the incidentals.

Please print out check-out confirmation page and submit it to your instructor.

Please mark her room as "Clean".

**Good luck!**