

# innRoad University Program

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## innRoad Assignment Housekeeping

You are working as a front desk agent at the University Hotel. You receive a phone call from Mr. Raymond Goodman asking you to help him with booking a room to celebrate a 10-year anniversary with his wife Ruth. You say that you are happy to assist him with the reservation.

### GUEST INFORMATION

**Arrival Date:** Tomorrow's date

**Departure Date:** The day after tomorrow

**Room Type:** Please book any room type that you like

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**Name:** Raymond Goodman\_StudentID

**Market Segment:** Leisure Traveler

**Referral:** Tripadvisor.com

**Title:** Mr.

**Address:** 8846 4th Street West, Palos Verdes Peninsula, CA 90274

**Phone:** +1 352 333 5522

**e-mail address:** goodman@noemail.com

Guaranteed By: Credit Card

Business Credit Card Number: 4444333322221111

Credit Card Expiration Date: 07/25

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Given the special occasion, Mr. Goodman asks you if it would be possible for the couple to have an early check-in by 11 am, so that they can start their anniversary celebration earlier. You honor guest's request and place an early check-in note on the guest folio. Please add your initials in the subject of the note, e.g. "11 am arrival (KB)." Please continue using your initials on all notes that you enter. This way, it will be easier to track in the system who placed a specific request on the guest reservation. Then, you create another note for housekeeping that the room needs to be ready by 10 am to accommodate guest's request for early check-in.

Mr. Goodman also orders a Romantic Package #2 that includes a dozen red roses, chocolate covered strawberries, and a chilled bottle of champagne. He asks you to make sure that the package is delivered to their room at 8:30 pm after the couple comes back from the dinner. You create a request for this reservation to deliver the Romantic Package at the specified time. Then,

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you repeat all reservation details to the guest, and thank him for choosing to spend their anniversary at the University Hotel.

On the day of the arrival a housekeeper goes into the Goodmans' room at 9 am to make sure that all preparations are completed by the time when the couple arrives. Upon entering the room the housekeeper discovers that the room has been flooded. She immediately notifies you that the Goodmans have to be assigned to another room. You find Mr. Goodman's reservation and move the couple to another room of the same type. You also put the initial room out of order in the property management system. You need to take this room out of inventory for 3 nights to allow for water extraction and drying.

Next you run several reports to make sure the guests are taken care of and the situation is followed up on. Please make sure to run the report for the arrival date:

1. Housekeeping report that would reflect the rooms that should be cleaned first for early arrivals;
2. Request report to make sure that guests receive all requested items on time;
3. Rooms-out-of-order report to send it to the Maintenance department to start the repair process.

Please prepare the guest registration card for your reservation along with the three reports, and submit all four files to your instructor. To print out the guest registration card, please click on a small Printer icon in the right top corner in your reservation and select a Guest Registration Card.

**Good luck!**