

# innRoad University Program

www.innRoadUniversity.com

## innRoad Assignment Basic Reservation

You are working as a front desk agent at the University Hotel. At about 8 pm a person walks in and wants to make a reservation for tonight. You welcome the guest and say that you are happy to assist her with the reservation.

Please check the property management system and make sure that there is a King room available for tonight. If so, please make a booking using the information below.

### GUEST INFORMATION

**Arrival Date:** Today's date

**Departure Date:** Tomorrow's date

**Room Type:** King Room

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**Name:** Liza Dettman\_StudentID

**Market Segment:** Business Traveler

**Referral:** Walk In

**Title:** Mrs.

**Address:** 100 14<sup>th</sup> St. W., Bradenton, Florida 34243

**Phone:** +1 941 111 1050

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

Guaranteed By: Credit Card

Business Credit Card Number: 4444333322221111

Credit Card Expiration Date: 04/25

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Mrs. Dettman makes a reservation at the University Hotel, checks-in and goes directly to her room to get ready for her meeting next morning. Please check the guest-in.

Mrs. Dettman has to leave early in the morning to attend her business meeting. So, next day she checks-out and leaves the Hotel. Please check the guest out and charge the balance to the credit card on file. Print out the check-out confirmation page and submit it to your instructor.

**Good luck!**