

## innRoad Exercise

### Step-by-step process: Basic Reservation

You are working as a front desk agent at the University Hotel. At about 9 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 him with the reservation.

Please check the property management system and make sure that there is a single vacant 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:** Single Room

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**Name:** Clayton Linnell\_StudentID

**Market Segment:** Leisure Traveler

**Referral:** Walk In

**Title:** Mr.

**Address:** 115 W. University Ave., Gainesville, Florida 32611

**Phone:** +1 352 555 5550

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

Guaranteed By: Credit Card

Business Credit Card Number: 4444333322221111

Credit Card Expiration Date: 05/25

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Mr. Linnell makes a reservation at the University Hotel, checks-in and goes directly to his room. Please check the guest-in.

Mr. Linnell has to catch a flight early in the morning. So, next day he checks-out and leaves the Hotel.

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

## Step-by-Step Process

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

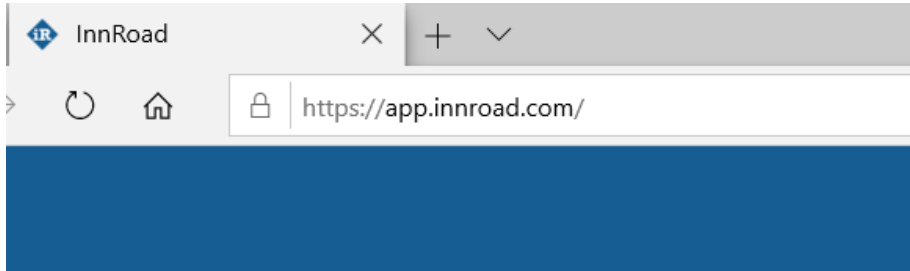


Figure 1

2. Access your account (See Figure 2) by typing in your Client Code, User ID, and password. If you do not remember your password, please click on "Forgot Password?" link. You will receive an email with the link to reset your password.

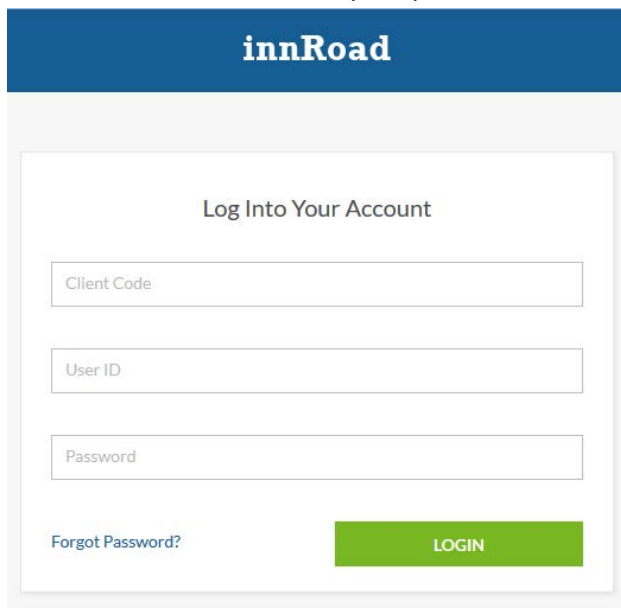
A screenshot of the innRoad login page. The page has a blue header with the "innRoad" logo. Below the header is a white box titled "Log Into Your Account". Inside this box, there are three input fields: "Client Code", "User ID", and "Password". At the bottom left of the box is a link labeled "Forgot Password?". At the bottom right is a green button labeled "LOGIN".

Figure 2

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3. Click on “New Reservation” (See Figure 3)

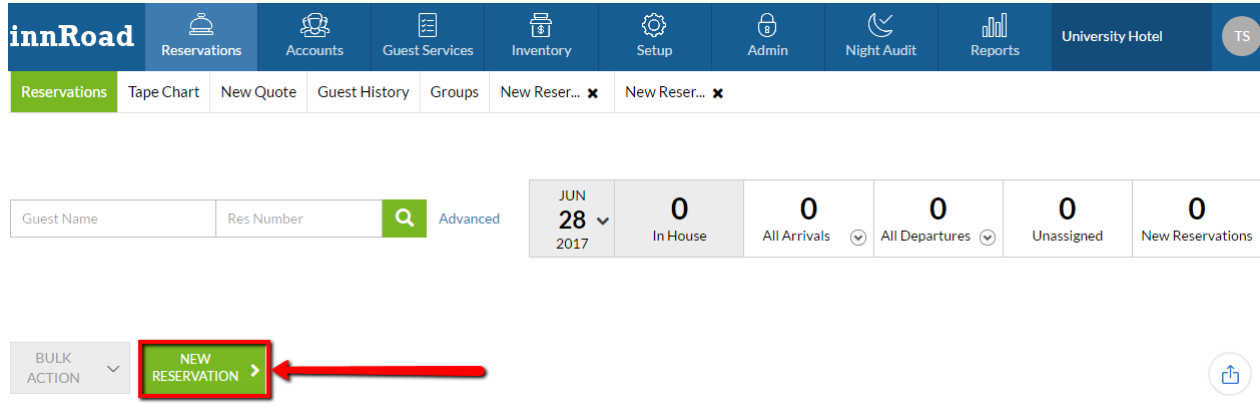


Figure 3

4. Enter the dates and number of adults/children in the room based on your assignment. For room selection press “FIND ROOM” and select a room class. (See Figure 4)

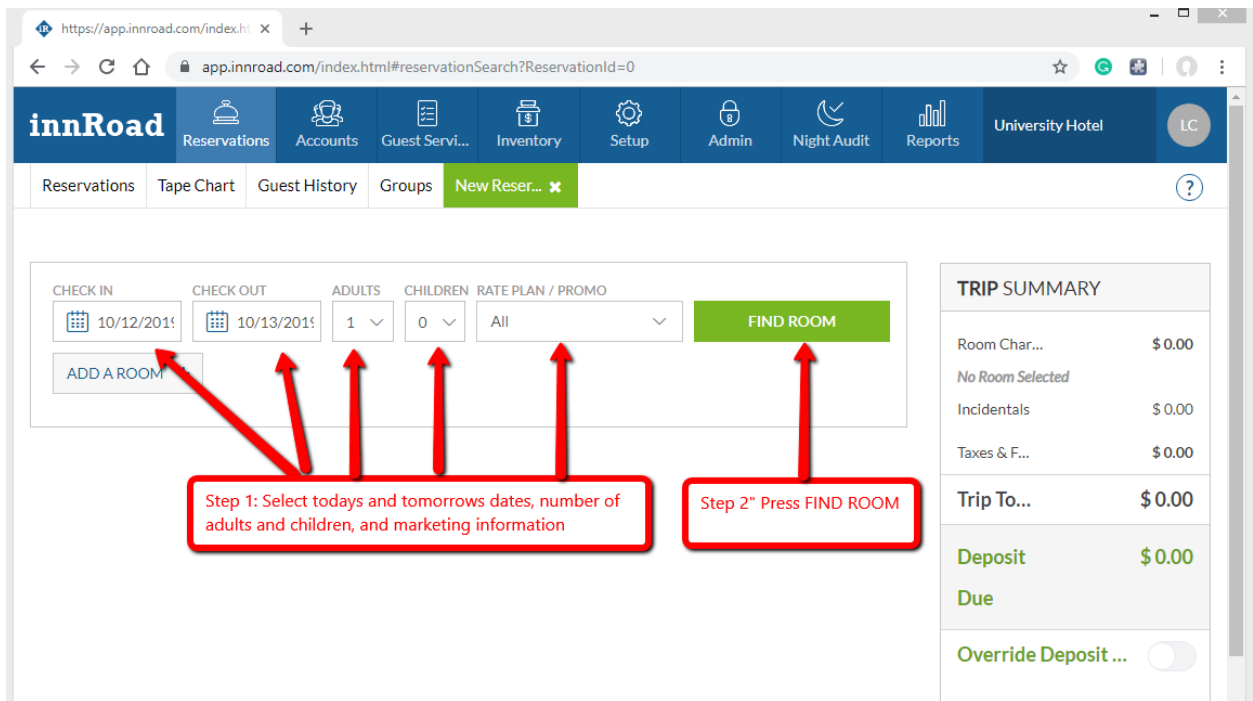


Figure 4

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5. Then, select a room from the provided list. Press “Select” (See Figure 5)

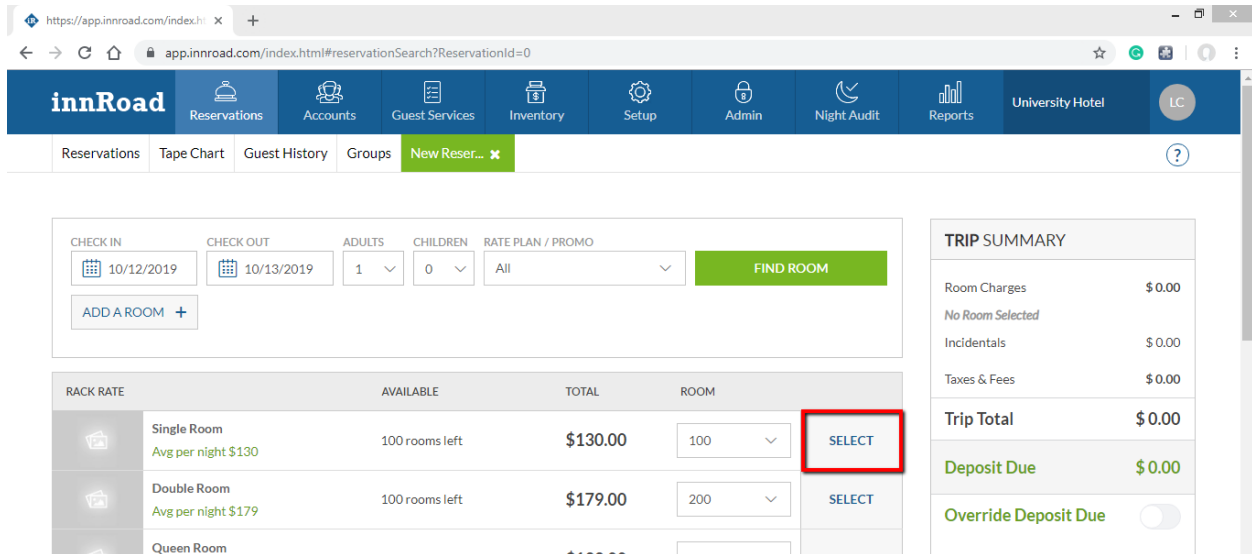


Figure 5

6. In the TRIP SUMMARY section, you will see the details of the room charges, reservation dates, number of adults and children, room type and assigned room number, incidentals, taxes and fees and total charges for this reservation. Press “Next” (See Figure 6)

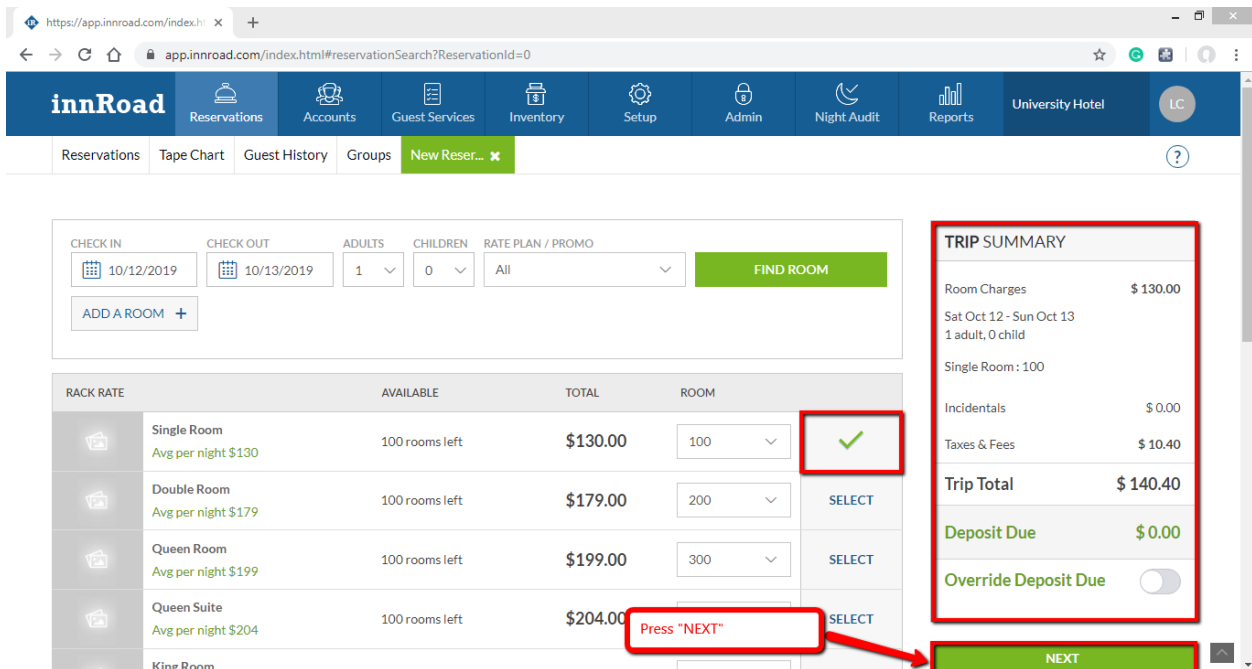


Figure 6

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7. Enter all personal information (See Figure 7) including credit card information (See Figure 8), marketing information (See Figure 9). Do not fill out ADD-ONS & INCIDENTALS, TASKS, AND NOTES as your guest did not request them.

RESERVED

**Enter quest contact information**

**GUEST INFO**

Contact Info Mailing Address

Find Guest Profile Search Address

GUEST LAST NAME ADDRESS 1  
Mr. Clayton Linnell 115 W. University Ave.

CONTACT LAST NAME  
Mr. Clayton Linnell Address 2 Address 3

E-MAIL CITY  
linnell@noemail.com Gainesville

PHONE COUNTRY STATE  
1 (352) 555-5550 Ext United States Florida

1 Alternate Phone Ext  
1 Fax Ext

Account

ADD MORE GUEST INFO +

**TRIP SUMMARY**

Room Charges \$ 130.00  
Sat Oct 12 - Sun Oct 13  
1 adult, 0 child  
Single Room: 100

Incidentals \$ 0.00  
Taxes & Fees \$ 10.40

**Trip Total \$ 140.40**

**Deposit Due \$ 0.00**

Override Deposit Due

View Deposit payment

**BOOK NOW**

SAVE QUOTE

Figure 7

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**PAYMENT METHOD**

**Payment Info**

PAYMENT METHOD:

CREDIT CARD NUMBER:

NAME ON CARD:  EXP DATE:

BILLING NOTES:

Tax Exempt ID

**Billing Address**  Same as mailing address

FIRST NAME:

Search Address:

Address 1:

Address 2:  Address 3:

City:

COUNTRY:

Figure 8

**MARKETING INFO**

Travel Agent   MARKET:  REFERRAL:

Ext Res# SOURCE:  SUB SOURCE:

Figure 9

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8. Press the “BOOK NOW” button to complete the reservation (See Figure 10).

The screenshot displays a reservation form with a 'RESERVED' status bar at the top. The form is divided into two main sections: 'GUEST INFO' and 'TRIP SUMMARY'.

**GUEST INFO:**

- Contact Info:** Includes a search field for 'Find Guest Profile' and a 'Search Address' field.
- Mailing Address:** Includes fields for 'ADDRESS 1' (115 W. University Ave.), 'Address 2', and 'Address 3'.
- CONTACT:** Includes fields for 'LAST NAME' (Linnell) and 'Address 2'.
- E-MAIL:** Includes a field for 'E-MAIL' (linnell@noemail.com) and a 'CITY' field (Gainesville).
- PHONE:** Includes fields for 'PHONE' (1 (352) 555-5550), 'Ext', 'COUNTRY' (United States), and 'STATE' (Florida).
- POSTAL CODE:** Includes a field for 'POSTAL CODE' (32611).

**TRIP SUMMARY:**

- Room Charges:** \$ 130.00
- Sat Oct 12 - Sun Oct 13:** 1 adult, 0 child
- Single Room : 100**
- Incidentals:** \$ 0.00
- Taxes & Fees:** \$ 10.40
- Trip Total:** \$ 140.40
- Deposit Due:** \$ 0.00
- Override Deposit Due:**
- View Deposit payment
- BOOK NOW** (highlighted with a red border)
- SAVE QUOTE**

Figure 10

9. You will receive a Reservation Confirmation notification (See Figure 11). Press “CLOSE”.

The screenshot shows a 'Reservation Confirmation' notification. The main heading is 'Reservation Confirmation'. Below the heading, there is a green box with the text 'Reservation has been created.' Below this, there is a box containing the 'Confirmation No: 15863208' and 'Status: Reserved'. At the bottom right, there is a 'CLOSE' button.

Figure 11

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10. Next, check-in the guest by clicking the “Check-in” button at the top of the screen (see **Figure 12**) and “CONFIRM CHECK IN” (see **Figure 13**).

The screenshot shows the innRoad software interface. At the top, there is a navigation bar with icons for Reservations, Accounts, Guest Services, Inventory, Setup, Admin, Night Audit, Reports, and University Hotel. Below this, a breadcrumb trail shows 'Reservations > Tape Chart > Guest History > Groups > Clayton ...'. The main content area displays reservation details for Mr. Clayton Linnell, including contact information, reservation number (RESERVED - 15863208), and dates (Oct 12 - Oct 13, 2019). A summary table shows TRIP TOTAL and BALANCE both at \$140.40. A green 'CHECK IN' button is highlighted with a red box. Below the reservation details, there are tabs for Details, Folio(s), History, and Documents. The 'STAY INFO' section shows the stay at University Hotel, rate plan 'Rack Rate', and dates Oct 12, 2019 (Saturday) to Oct 13, 2019 (Sunday) for 1 Adult(s) in a Single Room (Room 100) for a total of \$130.00. The 'ADD-ONS & INCIDENTALS' section is empty, displaying 'There are no add-ons & incidentals set'. The 'TRIP SUMMARY' section on the right shows Room Charges (\$130.00), Incidentals (\$0.00), Taxes & Fees (\$10.40), Trip Total (\$140.40), Paid (\$0.00), and Balance (\$140.40). There are buttons for 'TAKE PAYMENT' and 'COPY'. The 'GUEST INFO' section is also empty.

Figure 12

The screenshot shows the 'Check In' dialog box. At the top, it says 'Check In' with a close button. Below this, a green bar displays 'Mr. Clayton Linnell' and 'RESERVED - 15863208'. The 'GUEST CONTACT INFO' section shows a table with columns for PRIMARY GUEST NAME, LAST NAME, E-MAIL, and PHONE. The data row shows Mr. Clayton Linnell, linnell@noemail.com, and 1-(352) 555-5550. The 'STAY INFO' section shows the stay at University Hotel, rate plan 'Rack Rate', and dates Oct 12, 2019 (Saturday) to Oct 13, 2019 (Sunday) for 1 Adult(s) in a Single Room (Room 100) for a total of \$130.00. At the bottom, there is a toggle for 'Generate Guest Registration' and a green 'CONFIRM CHECK IN' button highlighted with a red box.

Figure 13

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11. The Guest Registration statement will be opened in a new browser tab. Please make sure to allow innRoad pop-up windows in your browser. You may close the browser tab with the Guest Registration statement. Please return to the innRoad reservation tab.
12. Once you complete the check-in you will be prompted to the Reservations screen showing that your guest is in house. (See **Figure 14**)

The screenshot displays the innRoad reservation system interface. At the top, there is a navigation bar with icons for Reservations, Accounts, Guest Services, Inventory, Setup, Admin, Night Audit, Reports, and University Hotel. Below the navigation bar, there is a breadcrumb trail: Reservations > Tape Chart > Guest History > Groups > Clayton ... x. The main content area shows a reservation for Mr. Clayton Linnell, with contact information (1-(352) 555-5550, linnell@noemail.com) and a reservation ID of IN-HOUSE - 15863208 (Oct 12 - Oct 13). The reservation status is highlighted as 'IN-HOUSE' with a red arrow and a red box. The reservation summary shows a TRIP TOTAL and BALANCE of \$140.40, with a CHECK OUT button. Below the reservation summary, there are tabs for Details, Folio(s), History, and Documents. The STAY INFO section shows the reservation at University Hotel, with a rate plan of Rack Rate, dates from Oct 12, 2019 (SATURDAY) to Oct 13, 2019 (SUNDAY), 1 Adult(s) and 0 Child(s), and a Single Room (ROOM: 100) for a total of \$130.00. The ADD-ONS & INCIDENTALS section shows that there are no add-ons and incidentals set. The TRIP SUMMARY table shows Room Charges of \$130.00, Incidentals of \$0.00, and Taxes & Fees of \$10.40, resulting in a Trip Total of \$140.40. The Paid amount is \$0.00, and the Balance is \$140.40. A TAKE PAYMENT button is also visible. The interface is updated by Lena on 10/12/19 01:03 AM (GMT-05:00).

Figure 14

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13. Next, you will need to check the guest out. In order to do so, you will need to click on the “Check Out” button at the top of the screen. (See **Figure 15**). Then, click on “PROCEED TO CHECK OUT PAYMENT” in the next screen (See **Figure 16**).

**innRoad** Reservations Accounts Guest Services Inventory Setup Admin Night Audit Reports University Hotel LC

Reservations Tape Chart Guest History Groups Clayton ...

Mr. Clayton Linnell 1-(352) 555-5550 TRIP TOTAL \$ 140.40  
IN-HOUSE - 15863208 (Oct 12 - Oct 13) linnell@noemail.com BALANCE \$ 140.40 **CHECK OUT**

Details Folio(s) History Documents **Click on the "CHECK OUT" button to check the quest out** Reports

**STAY INFO**

University Hotel RATE PLAN: Rack Rate

Oct 12, 2019 1N Oct 13, 2019 1N  
SATURDAY SUNDAY

1 Adult(s)  
0 Child(s)

Single Room  
ROOM: 100

TOTAL  
\$ 130.00

**ADD-ONS & INCIDENTALS**

There are no add-ons & incidentals set

ADD-ONS + INCIDENTALS +

**TRIP SUMMARY**

Room Charges	\$ 130.00
Incidentals	\$ 0.00
Taxes & Fees	\$ 10.40
<b>Trip Total</b>	<b>\$ 140.40</b>
<b>Paid</b>	<b>\$ 0.00</b>
<b>Balance</b>	<b>\$ 140.40</b>

TAKE PAYMENT

Updated By:Lena  
10/12/ 19 01:03 AM (GMT-05:00)

Figure 15

## Check Out

Mr. Clayton Linnell IN-HOUSE - 15863208

Are you sure you want to check out this reservation?

Generate Guest Statement PROCEED TO CHECK OUT PAYMENT

Figure 16

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14. Payment details window will pop up. Guest credit card information should appear in the PAYMENT METHOD section. Please double check this information and click the “LOG \$140” button (See **Figure 17**). Please note that the dollar amount on the green LOG button will reflect the charge specific to your reservation, and, therefore, may be different from these instructions.

### Check Out Payment

DATE  Balance: \$ 140.40

AMOUNT	TYPE
\$ 140.40	Capture

PAYMENT METHOD

VISA Visa

CARD NUMBER: XXXX 1111

NAME ON CARD: Clayton Linnell

EXPIRY MM/YYYY: 05/25

CVV CODE:

Log as External Payment  Set As Main Payment Method

[ADD NOTES](#)

**Figure 17**

15. After that, a Guest Statement will be prepared and you will see the notification “Check out Successful” (see **Figure 18**). Then, click on the PRINT button to open the Guest Statement.

### Check out Successful

Date: 10/12/19 Balance: \$ 0.00

AMOUNT	TYPE
\$ 140.40	Capture

PAYMENT METHOD:  VISA Visa - XXXX1111 (Clayton Linnell) (Exp. 05/25)

STATUS: Approved

**Figure 18**

Please make sure to allow innRoad pop-ups in your browser!

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16. The Guest statement will be opened in a new tab of your browser (See **Figure 19**). Make sure to save the Guest Statement on your hard drive. You may be asked to submit this form to your instructor.

**University Hotel**  
123 Main St  
New York, NY 02134  
Phone : +1 000-000-0000  
Fax :  
university@hotel.com

**University Hotel**

**Guest Statement**  
Invoice #: 1  
Folio Name : Guest Folio  
Date : 10/12/2019

**To**  
Clayton Linnell (Clayton Linnell)  
115 W. University Ave.  
Gainesville, FL 32611  
Phone : +1 (352) 555-5550  
Email id : linnell@noemail.com

**Property**  
: University Hotel  
Room : Single Room : 100  
Arrival : Sat, Oct 12, 2019 - 1 Night(s)  
Departure : Sun, Oct 13, 2019  
Reservation # : 15863208  
# Guests : 1 Adults / 0 Children

DATE	CATEGORY	DESCRIPTION	ROOM	AMOUNT
10/12/2019	Room Charge	Room Charge	Single Room : 100	\$ 130.00
		Room Charges		\$130.00
		Incidentals		\$0.00
		Taxes & Service Charges		\$10.40
		<b>Total Charges</b>		<b>\$140.40</b>

DATE	CATEGORY	DESCRIPTION	ROOM	AMOUNT
10/12/2019	Visa	Name: Clayton Linnell Account #: xxxx1111 Exp. Date: 05/25	Single Room : 100	\$ 140.40
		<b>Total Payments</b>		<b>\$140.40</b>
		<b>Balance</b>		<b>\$0.00</b>

Payment Authorization

Figure 19

In the next window, select a location on your hard drive to save the file (See **Figure 20**)

Save As

Save in: Computer

Hard Disk Drives (2)

T1106332W0C (C:) 546 GB free of 682 GB

Microsoft Office Click-to-Run 2010 (Protected) (Q:)

Devices with Removable Storage (1)

DVD RW Drive (D:)

File name: ReservationDetail1671533341

Save as type: Adobe PDF Files (\*.pdf)

Save Cancel

Figure 20

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17. After the file is saved, you can close the tab with the statement and return to the innRoad tab (See **Figure 21**). Click the “CLOSE” button to complete the check out.

### Check out Successful

Date: 10/12/19      Balance: \$ 0.00

AMOUNT	TYPE
\$ 140.40	Capture

PAYMENT METHOD: Visa - XXXX1111 (Clayton Linnell) (Exp. 05/25)      STATUS: Approved

[PRINT](#)      [CLOSE](#)

**Figure 21**

18. Next, you will see that the status of the reservation has changed to “Departed” (See **Figure 22** and **Figure 23**).

Reservations | Tape Chart | Guest History | Groups Clayton ... x

Mr. Clayton Linnell      1-(352) 555-5550      TRIP TOTAL \$ 140.40  
DEPARTED - 15863208 (Oct 12 - Oct 13)      linnell@noemail.com      BALANCE \$ 0.00      [ROLL BACK](#)

Details | Folio(s) | History | Documents      [Reports](#)      [✉](#)

**Reservation status changes to "DEPARTED"**

#### STAY INFO

University Hotel      RATE PLAN: Rack Rate

Oct 12, 2019 SATURDAY **1N** Oct 13, 2019 SUNDAY      1 Adult(s), 0 Child(s)      Single Room ROOM: 100      TOTAL \$ 130.00

#### ADD-ONS & INCIDENTALS

There are no add-ons & incidentals set

[ADD-ONS +](#)      [INCIDENTALS +](#)

#### TRIP SUMMARY

Room Charges	\$ 130.00
Incidentals	\$ 0.00
Taxes & Fees	\$ 10.40
<b>Trip Total</b>	<b>\$ 140.40</b>
<b>Paid</b>	<b>\$ 140.40</b>
<b>Balance</b>	<b>\$ 0.00</b>

[TAKE PAYMENT](#)

Updated By: Lena  
10/12/19 01:38 AM (GMT-05:00)

**Figure 22**

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The screenshot shows the innRoad software interface. At the top, there is a navigation menu with options: Reservations, Accounts, Guest Services, Inventory, Setup, Admin, Night Audit, Reports, and University Hotel. The 'Reservations' tab is selected and highlighted with a red box and a red arrow. Below the navigation menu, there is a search bar with 'Guest Name' and 'RES NUMBER' fields. The 'RES NUMBER' field contains '15863208'. To the right of the search bar, there is a summary table:

OCT 12 2019	120 In House	1 All Arrivals	0 All Departures	0 Unassigned	1 New Reservations
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Below the search bar, there is a 'BULK ACTION' dropdown and a 'NEW RESERVATION' button. To the right, it says '1 Record(s) found'. Below this, there is a table with the following columns: PROPERTY, GUEST NAME, ACCOUNT NAME, RES#, ADULTS, CHILD, STATUS, ROOM, ARRIVE, DEPART, NIGHTS, and TASK. The table contains one record:

PROPERTY	GUEST NAME	ACCOUNT NAME	RES#	ADULTS	CHILD	STATUS	ROOM	ARRIVE	DEPART	NIGHTS	TASK
University Hotel	Clayton Linnell	-	15863208	1	0	Departed	SR : 100	Oct 12, 2019	Oct 13, 2019	1	!

The 'Departed' status in the table is highlighted with a red box and a red arrow. At the bottom right, there is a 'Items Per Page' dropdown set to 20.

Figure 23

19. Submit the guest statement to your instructor! Good job!