

# innRoad University Program

www.innRoadUniversity.com

## innRoad Exercise

### Step-by-step Process: 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 decide on 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. Mr. Mathew Tullius would like to make a reservation for today. He needs a Single Room and will stay for one night.

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

2. Ms. Amanda Files is asking for a King room for two nights, checking in tonight.

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

# innRoad University Program

www.innRoadUniversity.com

3. Mrs. Turlington is asking for connecting rooms to accommodate her family of six (6) people. Checking-in today, duration of stay – 2 nights.

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

4. National Association for Sport and Physical Education would like to make a group reservation for the association's annual meeting. They need to accommodate 235 people (110 double rooms, 15 single rooms). 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. Ms. Pecoraro is travelling with her friends. She calls the University Hotel and asks you if it is possible to put roll-away beds in the single room so that it would accommodate three people. Ms. Pecoraro and her friends are students. Sharing one room would help them to stay within the allotted budget. They would like to stay for one night.

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

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

# innRoad University Program

www.innRoadUniversity.com

## Step-by-Step Process

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

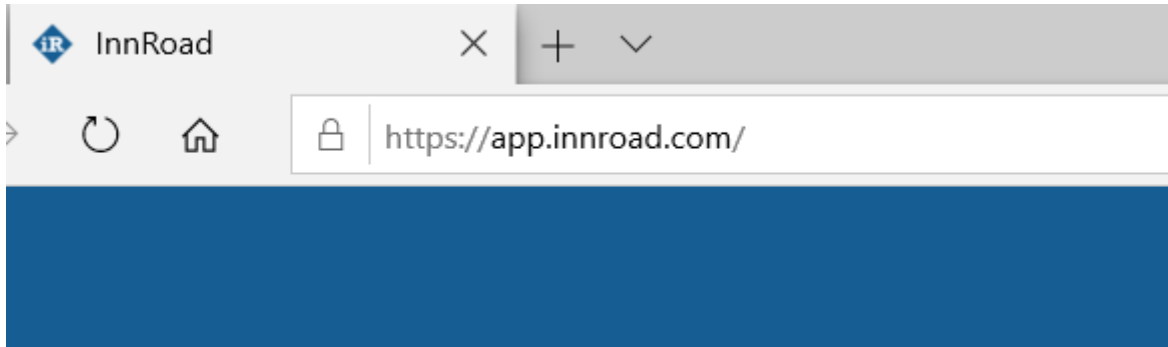


Figure 1

2. Access to your account (See Figure 2). If you do not remember your password, please click on "Forgot your password?" You will receive your password in your email.

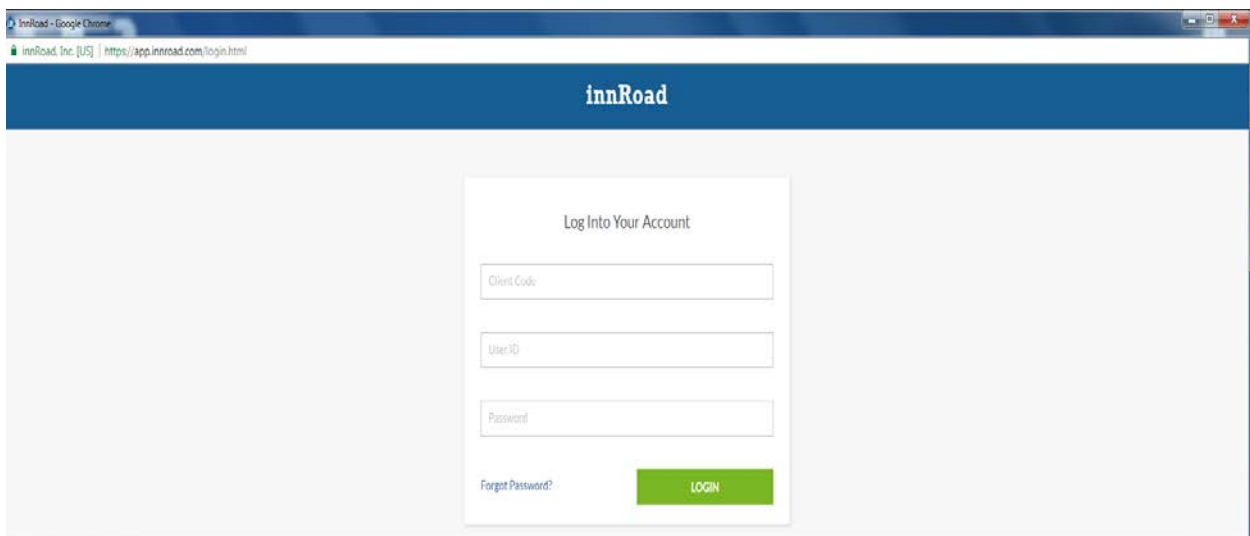


Figure 2

# innRoad University Program

www.innRoadUniversity.com

- Next, go to the Setup Menu and choose Room Classes (See Figure 3)

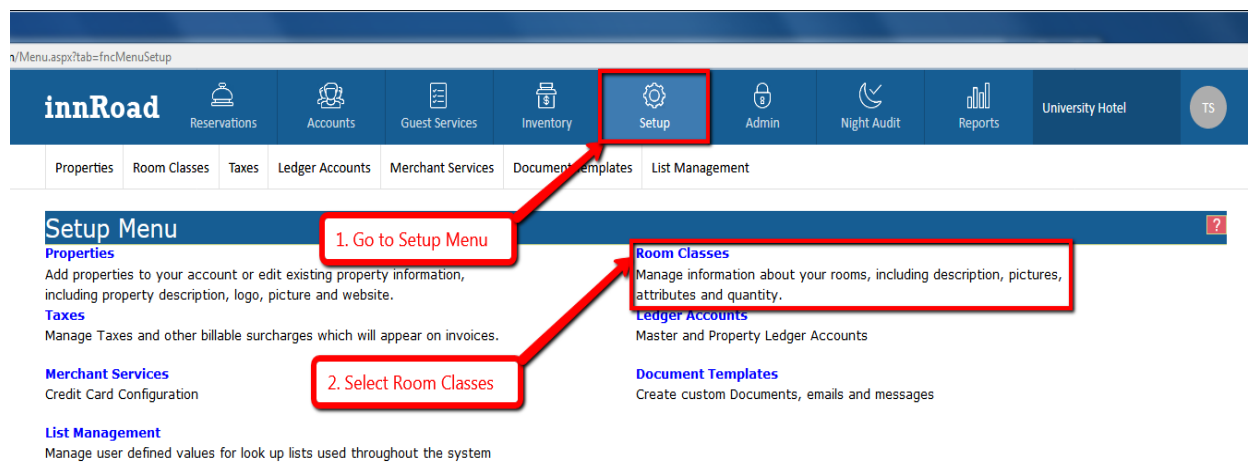


Figure 3

- You will see the Room Classes tab. Please click on "All" to display all room classes available at your hotel (See Figure 4).

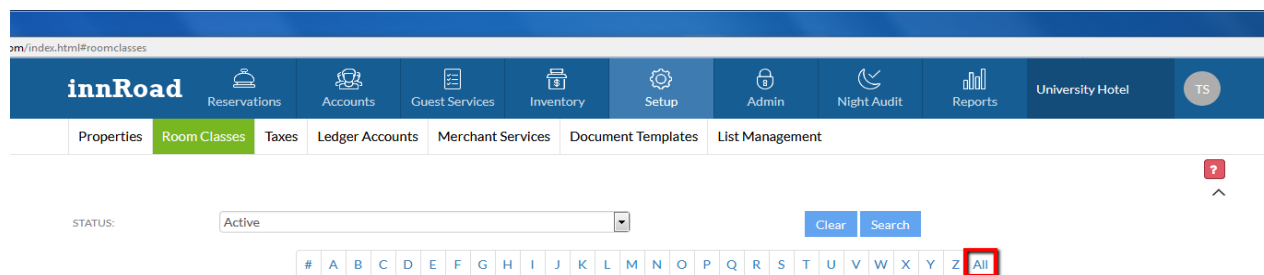


Figure 4

- A Room Classes table will appear on the next screen. Please use this table to learn about the hotel room classes in the University Hotel (See Figure 5).

# innRoad University Program

www.innRoadUniversity.com

## Room Classes List

Room Class Name	Rooms	Status	Published
<a href="#">Single Room</a>	100	Active	Yes
<a href="#">Double Room</a>	100	Active	Yes
<a href="#">Queen Room</a>	100	Active	Yes
<a href="#">Queen Suite</a>	100	Active	Yes
<a href="#">King Room</a>	100	Active	Yes
<a href="#">King Suite</a>	100	Active	Yes
<a href="#">Deluxe Suite</a>	100	Active	Yes

**Figure 5**

6. Click on every room class name to learn more about that type of rooms. For example, first, click on the Single Room. Room Class Details window will open. (See Figure 6).

Single Room PUBLISH CANCEL

Details Rooms **Room Class** **Room Code**

ROOM CLASS NAME: Single Room ROOM CLASS ABBREVIATION: SR STATUS: Active ROOM SIZE: PARTIES ALLOWED: PETS ALLOWED:

SMOKING POLICY: Non-Smoking SORT ORDER: 1 MAX ADULTS: 2 MAX PERSONS: 2

**Figure 6**

Here, you will find information about the room class, room code, maximum number of adults in the room, maximum number of persons in the room (See Figure 6).

N	Room Class	Code	Max Adults	Max Persons	Quantity
1	Single Room	SR			
2					
Total Number of rooms:					

# innRoad University Program

www.innRoadUniversity.com

7. Then, switch from the Details Tab to the Rooms Tab. (See Figure 7)

The screenshot shows the 'Single Room' configuration page. At the top, there are 'PUBLISH' and 'CANCEL' buttons. Below the title, there are two tabs: 'Details' and 'Rooms'. The 'Rooms' tab is highlighted with a red box, and a red arrow points to it with the text 'Switch to the "Rooms" tab'. Below the tabs, there are several input fields: 'ROOM CLASS NAME' (Single Room), 'ROOM CLASS ABBREVIATION' (SR), 'STATUS' (Active), 'ROOM SIZE' (empty), 'PARTIES ALLOWED' (toggle), 'PETS ALLOWED' (toggle), 'SMOKING POLICY' (Non-Smoking), 'SORT ORDER' (1), 'MAX ADULTS' (2), and 'MAX PERSONS' (2).

Figure 7

8. Under the Rooms Tab you will find information about the room class quantity. (See Figure 8)

The screenshot shows the 'Single Room' configuration page with the 'Rooms' tab selected. Below the tabs, there is a section titled 'Physical Rooms'. It includes a 'ROOM QUANTITY' input field with the value '100' highlighted in a red box. To the right of the input field are 'Assign Numbers' and 'Edit' buttons. Below this, there are two tables. The first table has columns: '#', 'Room Number/Name', 'Station Id', 'Sort Order', and 'Housekeeping Zone'. It contains two rows: row 1 with values 1, 100, 100, 100, and Default Zone; row 2 with values 2, 101, 101, 101, and Default Zone. The second table has the same columns and contains two rows: row 51 with values 51, 150, 150, 150, and Default Zone; row 52 with values 52, 151, 151, 151, and Default Zone.

Figure 8

Please use this information to complete the Single Room details in the table

N	Room Class	Code	Max Adults	Max Persons	Quantity
1	Single Room	SR	1	1	100
2					
Total Number of rooms:					

Then, repeat the steps to fill out the table for all other room classes that are available at the hotel.

# innRoad University Program

www.innRoadUniversity.com

Now, let's work on the phone call scenarios.

1. Mr. Mathew Tullius would like to make a reservation for today. He needs a Single Room and will stay for one night.

In order to check room availability please go to Reservations – Tape Chart (See Figure 9)

The screenshot shows the innRoad software interface. The top navigation bar includes 'innRoad', 'Reservations', 'Accounts', 'Guest Services', 'Inventory', 'Setup', 'Admin', 'Night Audit', 'Reports', 'University Hotel', and 'TS'. Below this, a sub-menu is visible with 'Reservations' (highlighted in green), 'Tape Chart', 'New Quote', 'Guest History', and 'Groups'. A red arrow labeled '1' points to the 'Tape Chart' option. Below the sub-menu, there are search fields for 'Guest Name' and 'Res Number' with a magnifying glass icon and an 'Advanced' search option. To the right, a summary dashboard shows statistics for 'JUN 26 2017': 'In House' (0), 'All Arrivals' (0), 'All Departures' (0), 'Unassigned' (0), and 'New Reservations' (0). At the bottom left, there are buttons for 'BULK ACTION' and 'NEW RESERVATION'. A share icon is located at the bottom right.

Figure 9

The Reservation grid will appear on the next screen (See Figure 10)

The screenshot shows the reservation grid in the innRoad software. At the top, there are search filters for 'Check-in', 'Check-out', 'Adults', 'Children', 'Rate Plan', and 'Promo Code'. To the right, there are buttons for '1 DAY', '3 DAYS', '7 DAYS', '15 DAYS', and '30 DAYS', with '7 DAYS' selected. Below the filters, there are buttons for 'Go to Date on Chart', 'SHOW', and 'PARKING LOT'. A legend below the filters identifies various reservation statuses with colored circles: Reserved (green), Confirmed (teal), Guaranteed (blue), In House (purple), Departed (grey), On Hold (yellow), Out (pink), Suite Unavailable (red), B-Black O... (dark blue), S-Syndica... (light blue), Group (light green), Rules Broken (orange), Conditional Rate (yellow), and Rack Rate (light green). The main grid shows a calendar view for June and July. The 'Dates' column is highlighted in red. The 'Rooms' column is also highlighted in red. The 'SR' row is highlighted in blue. The 'Rates' column is highlighted in red. The grid shows that the SR room is available for \$110 per night from June 25 to July 1. At the bottom, there is a summary row for '# Rooms Available' and '% Occupancy'.

	25 Sun	26 Mon	27 Tue	28 Wed	29 Thu	30 Fri	1 Sat
SR	\$110	\$110	\$110	\$110	\$110	\$110	\$110
Room 100							
Room 101							
Room 102							
Room 103							
Room 104							
Room 105							
Room 106							
Room 107							
Room 108							
Room 109							
Room 110							
Room 111							
Room 112							
Room 113							
# Rooms Available	700	700	700	700	700	700	700
% Occupancy	0%	0%	0%	0%	0%	0%	0%

Figure 10

support@innRoadUniversity.com

# innRoad University Program

www.innRoadUniversity.com

The Reservation grid shows availability of every room (Rooms), for every date (Date) with respective rates (Rate).

In order to answer the request, you need to put today's date in the Check-In field, tomorrow's date in the Check-Out field. You enter 1 in the "Adults" field since the caller is staying by himself and requesting a Single room.

After you enter all information, hit Search and room availability will be displayed on the screen (See Figure 11)

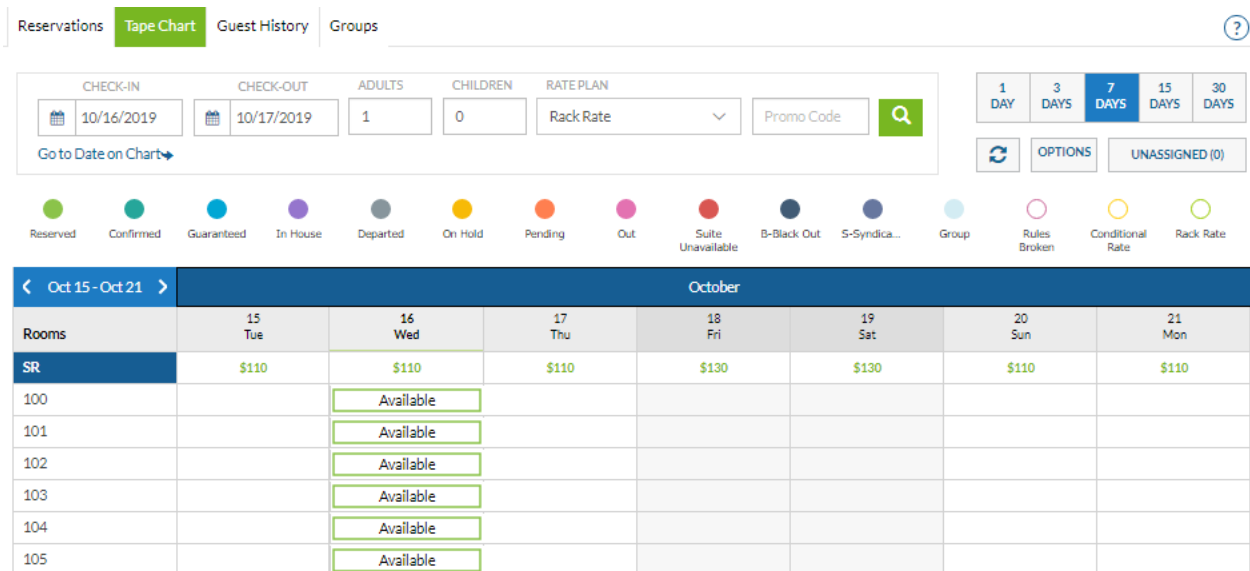


Figure 11



# innRoad University Program

www.innRoadUniversity.com

In order to find a Single room on the reservation grid, you need to scroll down the screen and look on the left-hand side for the room codes. Refer to the table you filled out in the first part of the exercises to find the room codes. The one for the Single Room is SR. (See Figure 12)

SEARCH FILTERS: CHECK-IN: 10/16/2019, CHECK-OUT: 10/17/2019, ADULTS: 1, CHILDREN: 0, RATE PLAN: Rack Rate, Promo Code: [ ]

LEGEND: Reserved, Confirmed, Guaranteed, In House, Departed, On Hold, Pending, Out, Suite Unavailable, B-Black Out, S-Syndica..., Group, Rules Broken, Conditional Rate, Rack Rate

< Oct 15 - Oct 21 >	October						
Rooms	15 Tue	16 Wed	17 Thu	18 Fri	19 Sat	20 Sun	21 Mon
SR	\$110	\$110	\$110	\$130	\$130	\$110	\$110
100		Available					
101		Available					
102		Available					
103		Available					

Figure 12

Now you have all pieces of information to respond to the guest request. The system shows that there are available single rooms for tonight.

To quote a price for a single room scroll back up to the start of the Single Room category. The price appears right above the availability indicator. (See Figure 13)

SEARCH FILTERS: CHECK-IN: 10/16/2019, CHECK-OUT: 10/17/2019, ADULTS: 1, CHILDREN: 0, RATE PLAN: Rack Rate, Promo Code: [ ]

LEGEND: Reserved, Confirmed, Guaranteed, In House, Departed, On Hold, Pending, Out, Suite Unavailable, B-Black Out, S-Syndica..., Group, Rules Broken, Conditional Rate, Rack Rate

< Oct 15 - Oct 21 >	October						
Rooms	15 Tue	16 Wed	17 Thu	18 Fri	19 Sat	20 Sun	21 Mon
SR	\$110	\$110	\$110	\$130	\$130	\$110	\$110
100		Available					
101		Available					
102		Available					
103		Available					
104		Available					

Figure 13

# innRoad University Program

www.innRoadUniversity.com

Now, you can answer the question:

Decision (room is available/ not available):	Available
Price:	\$110
Suggestion (if applicable):	N/A

2. Ms. Amanda Files is asking for a King room for two nights, checking in tonight.

In order to answer this guest request, you will need to adjust the check-out date on the Reservation grid and search for rooms one more time. When the results come up, make sure to find a King Room category (room code is KR). (See Figure 14)

The screenshot shows a reservation system interface. At the top, there are search filters for CHECK-IN (Jul 18, 2017), CHECK-OUT (Jul 20, 2017), ADULTS (1), Children, Rate Plan, and Promo Code. A search button with a magnifying glass icon is on the right. Below the filters, there are buttons for 'Go to Date on Chart', 'SHOW', and 'PARKING LOT'. A table below shows room availability for various room codes (KR, Room 100-103) and rates (\$190). A red arrow points to the 'Adjust the dates' button, and another red arrow points to the 'KR' room category.

Figure 14

You will need to make sure that there is a room that is available for both nights. You can see it on Figure 14. Then, find out the price for the King Room on that date. (See Figure 15)

The screenshot shows a close-up of the room availability grid. The 'KR' room category is highlighted in blue. The rate for the King Room is \$190. A red arrow points to the 'King Room Rate' label, and another red arrow points to the 'Available' status for Room 100.

Figure 15

Now, you can provide your answer.

# innRoad University Program

www.innRoadUniversity.com

Decision (room is available/ not available):	Available
Price:	\$190 per night
Suggestion (if applicable):	N/A

3. Mrs. Turlington is asking for connecting rooms to accommodate her family of six (6) people. Checking-in today, duration of stay – 2 nights.

The guest is asking for connecting rooms, however, your summary table does not have connecting rooms. This means that the hotel does not have connecting rooms.

However, try to see if you will be able to offer other room types to the guest and check the availability.

First, you need to adjust the dates and the number of guests. Then, see if there are any rooms available that would accommodate this number of guests. (See Figure 16)

You may also refer back to the Room Class table that you filled out at the beginning of the exercise to find room classes that can accommodate 6 adults. For example, Deluxe Suite can accommodate a total of 8 persons (6 adults, 2 children).

Figure 16 shows a screenshot of a hotel booking interface. The search filters are: CHECK-IN: Jul 18, 2017; CHECK-OUT: Jul 20, 2017; ADULTS: 1. The search results table shows room classes (KR) and room numbers (Room 100 to Room 108) with prices of \$190. The status for all rooms is 'Available'. Annotations include: 'Adjust the number of guests' pointing to the 'ADULTS' field; 'Adjust the dates' pointing to the date fields; and 'Scroll down to see available rooms' pointing to the 'Available' status in the room list.

Figure 16

Decision (room is available/ not available):	Not available
Price:	\$116 per night
Suggestion (if applicable):	Offer an alternative: Deluxe Suite

# innRoad University Program

www.innRoadUniversity.com

4. National Association for Sport and Physical Education would like to make a group reservation for the association's annual meeting. They need to accommodate 235 people (110 double rooms, 15 single rooms). 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.

The association is requesting 110 double rooms, 15 single rooms. Before checking the system, please remember (or refer to your table) how many rooms of each type you have in the hotel.

According to your table, there are 100 double rooms in the hotel. This means you will not be able to create a group reservation for this group.

However, you may think how you could help the group out and offer them other room types that may accommodate two adults to substitute not available double rooms.

Please use the same steps that you have learned to check availability of single rooms. You need to check if there 15 rooms available. (See Figure 17)

The screenshot shows a reservation system interface. At the top, there are search filters: CHECK-IN (Jul 15, 2017), CHECK-OUT (Jul 18, 2017), ADULTS (1), Children, Rate Plan, and Promo Code. Below the filters is a legend for room status: Reserved (green), Confirmed (teal), Guaranteed (blue), In House (purple), Departed (grey), On Hold (yellow), Out (pink), Suite Unavailable (red), B-Black O... (dark blue), S-Syndica... (medium blue), and Group (light blue). The main part of the screenshot is a calendar grid for July, showing availability for rooms SR, Room 100 through Room 106 from Friday, July 14 to Tuesday, July 18. The SR row shows a price of \$110 for each night. The room rows show 'Available' for each night.

Rooms	14 Fri	15 Sat	16 Sun	17 Mon	18 Tue
SR	\$110	\$110	\$110	\$110	\$110
Room 100		Available	Available		
Room 101		Available	Available		
Room 102		Available	Available		
Room 103		Available	Available		
Room 104		Available	Available		
Room 105		Available	Available		
Room 106		Available	Available		

Figure 17

Decision (room is available/ not available):	Single rooms are available, only 100 double rooms are not available. Need 10 additional double rooms.
--	---

# innRoad University Program

www.innRoadUniversity.com

Price:	Single rooms - \$110 per night
Suggestion (if applicable):	May substitute double rooms with Queen rooms (\$179) or Queen Suites (\$184).

5. Ms. Pecoraro is travelling with her friends. She calls the University Hotel and asks you if it is possible to put roll-away beds in the single room so that it would accommodate three people. Ms. Pecoraro and her friends are students. Sharing one room would help them to stay within the allotted budget. They would like to stay for one night.

In order to answer this question, you need to examine the maximum occupancy standards for the requested room type. Please refer to the table that you completed in the first part of the exercise. You will see that the maximum occupancy for the Single room is two people.

However, to keep the customer you may offer them other types of rooms that would be able to accommodate three adults. Any room would meet these requirements, but Single Room. Hence, you may look up a room of any class and offer it to the guests.

Decision (room is available/ not available):	Not available, does not meet occupancy requirements
Price:	
Suggestion (if applicable):	Offer guests to stay in a Double room (\$159 per night)

Now, you have completed your exercise. Please submit your assignment file to the instructor.  
Good job!