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 2 nights, checking in tonight.

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

3. Mrs. Turlington is asking for connecting rooms to accommodate her family of 6 people. Checking-in today, duration of stay is 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 225 people (110 Double rooms and 15 Single rooms). The group will check in today and stay for 3 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 worksheet to your instructor.

Step-by-Step Process

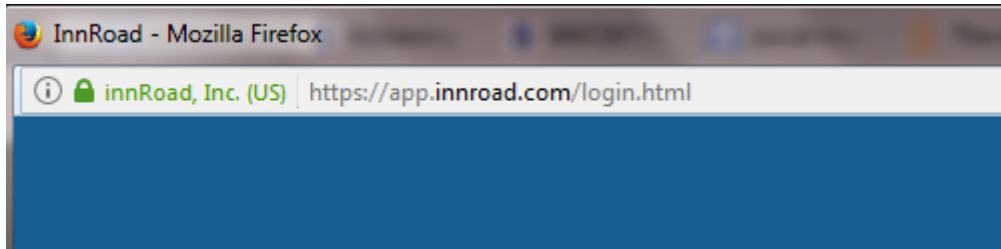1. http://app.innroad.com (See Figure 1)

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.
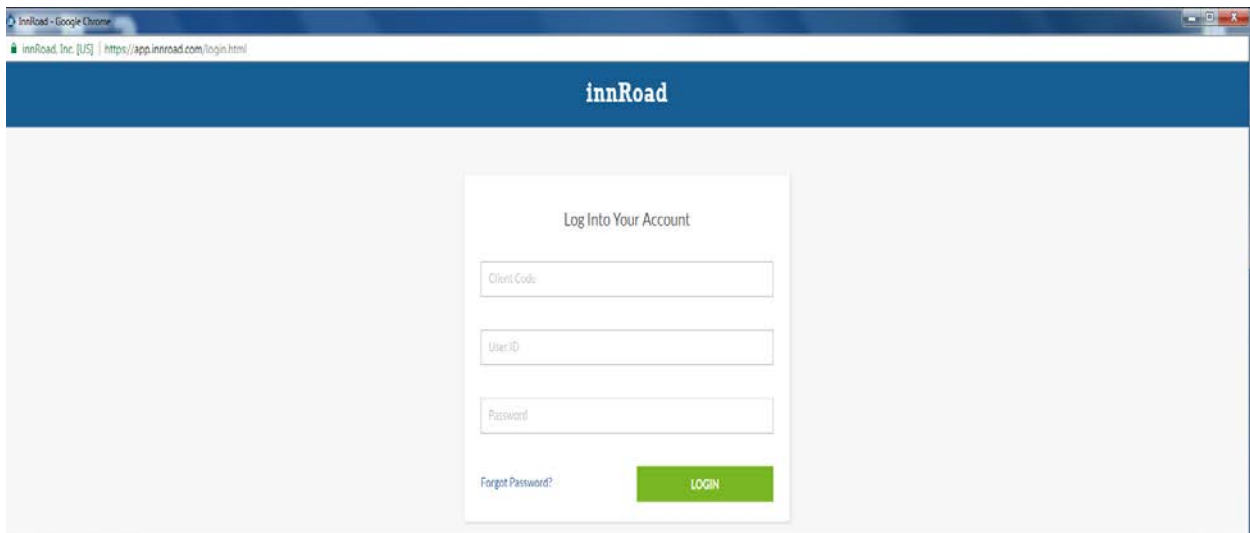

Figure 2

3. Next, go to "Setup" menu and choose "Room Classes" (See Figure 3)

Figure 3

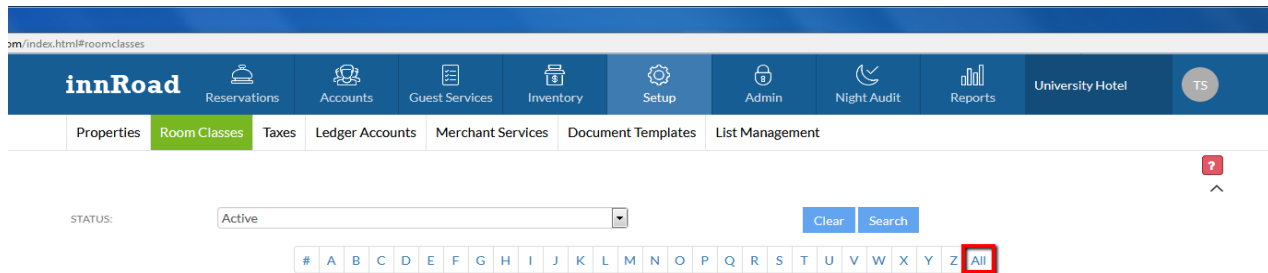4. You will see "Room Classes" tab. Please click on "All" to display all room classes available at your hotel (See **Figure 4**).

Figure 4

5. "Room Classes List" 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).

Figure 5

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

Figure 6

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

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

7. Then, switch from "Details" tab to "Rooms" tab. (See Figure 7)

Figure 7

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

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.

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.

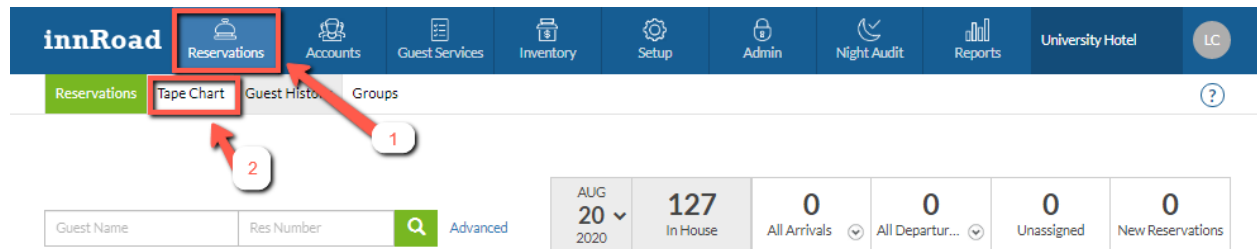In order to check room availability please go to "Reservations" and tab "Tape Chart" (See Figure 9)

Figure 9

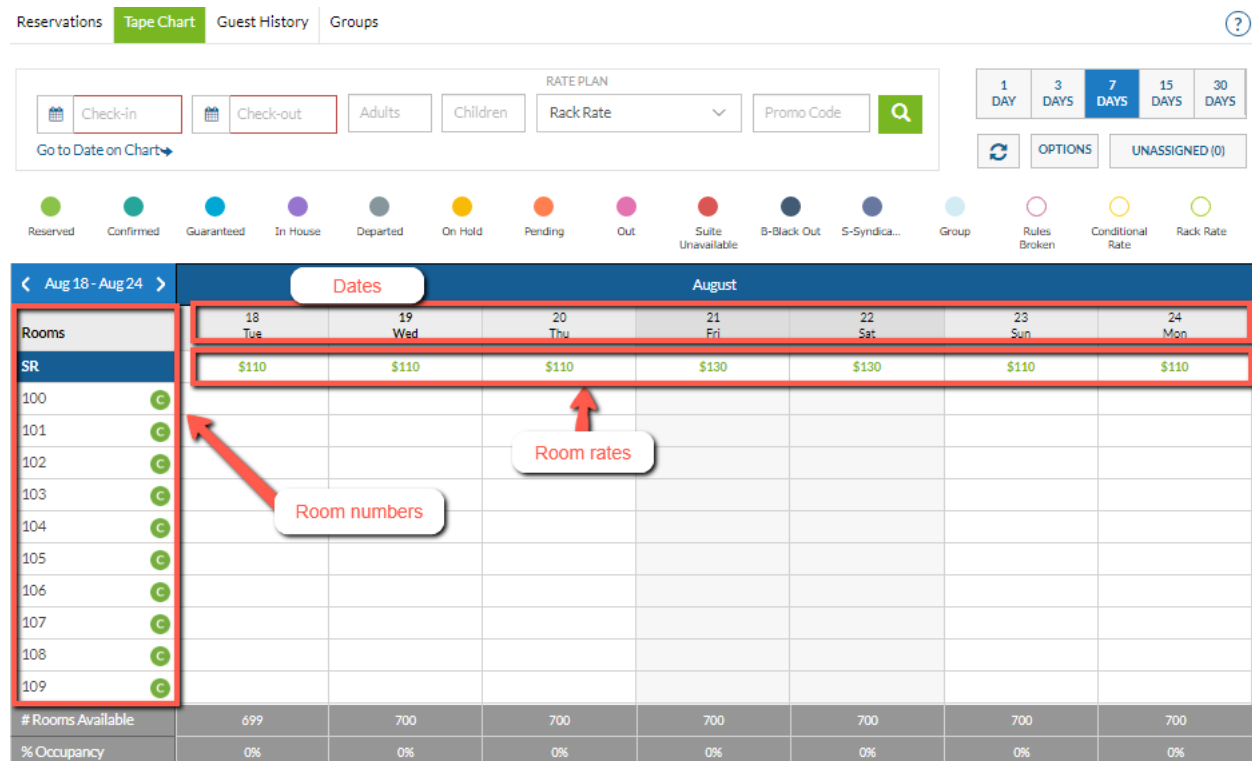The reservation grid will appear on the next screen (See Figure 10)

Figure 10

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 "CHECK-IN" field, tomorrow's date in "CHECK-OUT" field. Please 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)
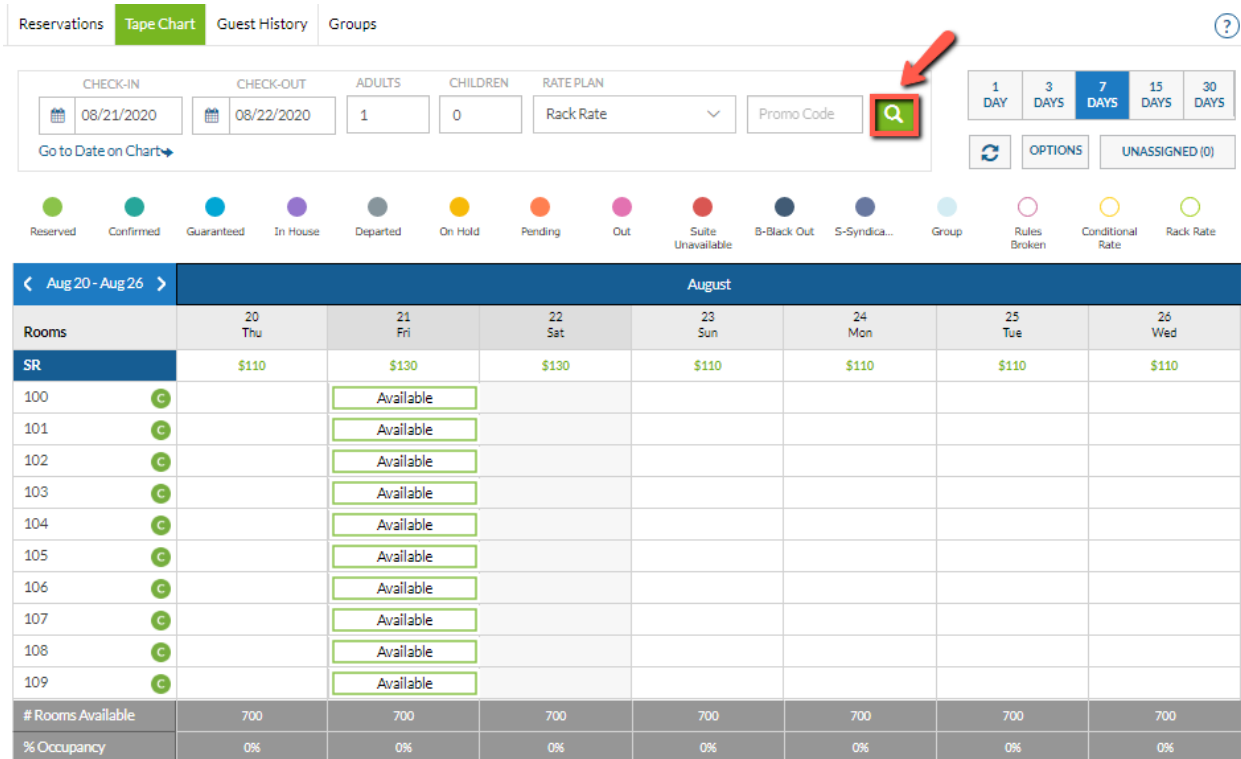

Figure 11

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)
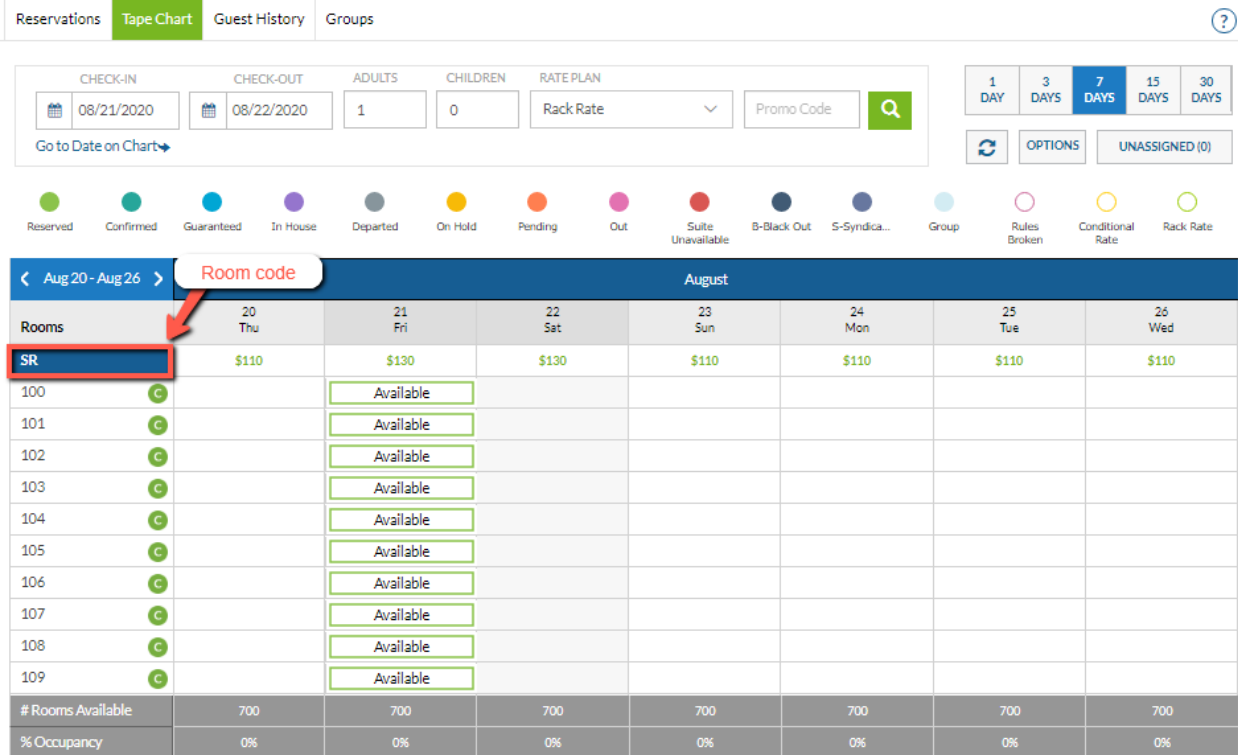

Figure 12

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 "Single Room" category. The price appears right above the availability indicator. (See Figure 13)

Figure 13

Now, you can answer the question:

Decision (room is available/ not available):	Available
Price:	$130
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 "King Room" category (room code is KR). (See Figure 14)

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 a King room on that date. (See Figure 15)

Figure 15

Now, you can provide your answer.

Decision (room is available/ not available):	Available
Price:	$210 per night
Suggestion (if applicable):	N/A

3.   Mrs. Turlington is asking for connecting rooms to accommodate her family of 6 people. Checking-in today, duration of stay is 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 "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 and 2 children).

Figure 16

Decision (room is available/ not available):	Not available
Price:	$216 and $236 per night
Suggestion (if applicable):	Offer an alternative: Deluxe Suite

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 and 15 Single rooms). The group will check in today and stay for 3 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 and 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 15 Single rooms, 100 Double rooms and 10 other types of the rooms that can accommodate 2 people (See Figure 17)
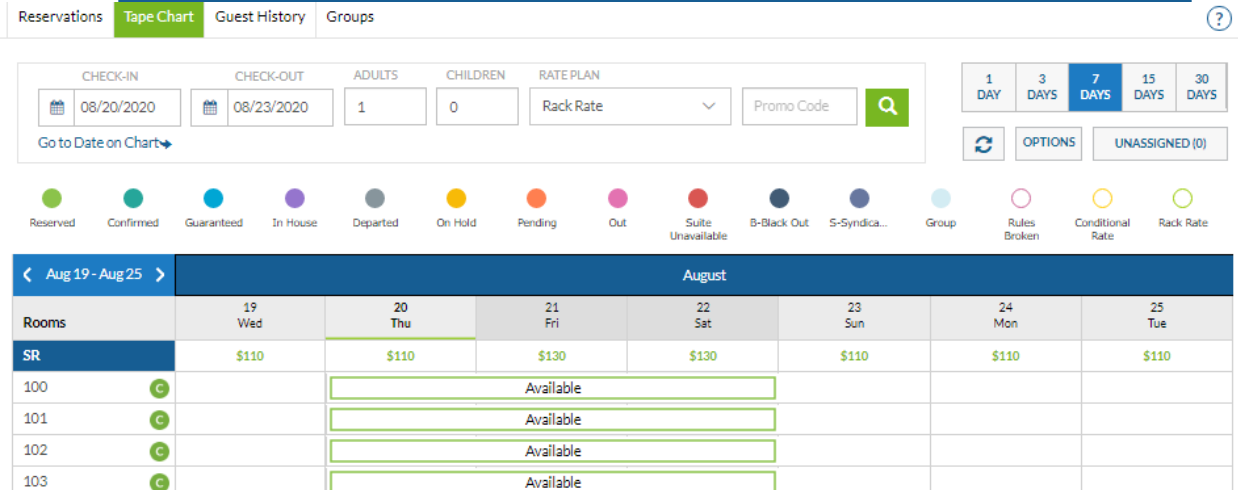
Figure 17

Decision (room is available/ not available):	15 Single rooms are available, only 100 Double rooms are available. Need 10 additional Double rooms.
Price:	Single rooms for $110 on Thursday and $130 per night on Friday and Saturday Double rooms for $159 on Thursday and $179 per night on Friday and Saturday
Suggestion (if applicable):	May substitute Double rooms with Queen rooms for $179 on Thursday and $199 per night on Friday and Saturday.

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 worksheet to the instructor.

Good job!