

Practice Exercises – Front Desk Group Management

Please use the Name List below to complete the following exercises

1. Create a New Group Master using for your “Family Reunion”, that is arriving tomorrow with the following details:
 - a. 4 nights
 - b. Post to group “P”
 - c. 10 Kings, 7 QQs, 6 Qs, 10DDs
 - d. 1 Suite for last two nights only
 - e. (Remember to enter Original / Contracted number)
 - f. Create a Special Rate that is different Before, During and After
2. Charge Routing Rules
 - a. 100% Room and Tax per day billed to Master
 - b. \$5.00 phone per day
 - c. \$150.00 Restaurant Food for the stay
 - d. All photocopy charges for last two days only
3. Create a Rooming List
 - a. Use Guests 1-20, assigning different room type each time
 - b. Sharing a room is: 21&22, 23&24, 25&26, 27&28&29.
 - c. Guest 30 gets the suite
 - d. Guest 30 gets 100% phone and \$250 Food for the stay
4. Add notes about to all members reminding them of dinner in the Atrium.
5. Add a VIP status to Guest # 5
6. Starting from the room type space chart, make a reservation for Guest# 31 with the group for a king bed room.
7. Guest #32 and #33 are individuals (not with a group) sharing a room for 3 nights starting next Monday. They are both seniors.
8. Guest # 34 is making an individual reservation for tomorrow for 5 nights but has to change rooms on the second night.
9. Auto Create 5 Group Members, then change the names on the reservations for Guest# 35-40



January 2014

Names List:

- | | |
|------------------------|---------------------|
| 1. Asimov, Isaac | 39. Twist, Susan |
| 2. Barker, Melanie | 40. Whalley, Joanne |
| 3. Burrows, Justin | |
| 4. Campi, Marji | |
| 5. Cunningham, Glenn | |
| 6. Darling, Alison | |
| 7. Daye, Gabrielle | |
| 8. Dwyer-Lynch, Trevor | |
| 9. Ellison, Harlan | |
| 10. Farmer, Suzan | |
| 11. Grahame, Olga | |
| 12. Guilfoyle, Stephen | |
| 13. Hallett, Mark | |
| 14. Harker, Diana | |
| 15. Hawley, Graeme | |
| 16. Joyner, Vernon | |
| 17. Kennally, Eileen | |
| 18. King, Dave | |
| 19. Lally, Paul | |
| 20. Lauren, James | |
| 21. Maguire, Oliver | |
| 22. Marsh, Keith | |
| 23. Mosley, Bryan | |
| 24. Nedjari, Al | |
| 25. Noakes, Carol | |
| 26. O'Hagan, Michael | |
| 27. Oxenford, Daphne | |
| 28. Pattinson, Bobby | |
| 29. Perkins, Rosie | |
| 30. Plant, Blair | |
| 31. Rogers, Mitzi | |
| 32. Russell, Clive | |
| 33. Sanderson, Nicola | |
| 34. Searby, Joe | |
| 35. Stone, Richard | |
| 36. Swinton, Tim | |
| 37. Terris, Malcolm | |
| 38. Tomlinson, Andy | |