

Practice Exercises – Front Desk Session 1

Please use the lists below to complete the following exercises

1. Make a reservation for Guest# 1 for 2 nights, arriving 3 days from today, at a Leisure Rate
2. Make a reservation for Guest# 2 for 1 night, arriving today, at a Government Rate and create and attach Travel Agency #2
3. Make a reservation for Guest # 6 for 3 nights with a corporate rate, arriving one week from today and attach Company Profile #1
4. Make a reservation for Guest#4, arriving today. Add their request for a cot to the reservation.
5. Add an Advance Deposit Request to guest #6 that is due tomorrow
6. Make a Reservation for Guest# 7 at a Leisure rate with Guest # 8 as an additional Name
7. Make a reservation for Guest# 10 for the next month, update the VIP status
8. Change the address and email address of Guest# 1.
9. Make reservation for Guest#7 for next month. Add a guest message.
10. Cancel the reservation for guest # 4

Names List:

1. Aaronovitch, Owen
2. Carson, Violet
3. Ellis, Peter
4. Godber, Jane
5. Hemingway, Polly
6. Jackson, Warren
7. Lauder, Frank
8. Maffie, Christopher
9. Stirling, Christine
10. Terris, Catherine

Company List:

1. Above & Beyond Inc
2. Development Dimensions International
3. Idein Rise Incorporated

Travel Agency

1. Golden Travel : IATA #124578
2. Sunset Travel : IATA #134578
3. Unknown Destinations : IATA #558589