Practice Exercises – Front Desk Session 2

Please use the Name List below to complete the following exercises

1. Make a reservation for Guest# 3 for 3 nights at the senior rate. The guest will be moving from a queen to a king on the second night.

2. Make a reservation for Guest# 6 for tomorrow, pre-assign a room number using the Do Not Move option

3. Guest# 2 wants to stay for three nights starting today, 2 nights at corporate and 1 night at rack, but in the same room. Assign a room number to the inventory.

4. Add a request for an Amenity on the 2nd day of stay to the Res for Guest# 2

5. Walk in guest # 3 for 2 nights. Rate and room are up to you.

6. Add a trace message to a Reservation made for Guest# 5 that is valid two days from now (arrival dates and rate are up to you)

7. Using the Copy Reservation feature, copy Guest# 6's reservation for next month

8. Guest# 9 is arriving on Dec 1st for 6 nights. The first night will be in a king, the next 3 nights will be in the suite and the last 2 nights are back in the same king.

9. Check in Guest# 6, add a request for a late check-out.

10. Guest # 10 wants a reservation for a premium room on Dec 4th for 2 nights, but none are available. Waitlist the reservation

Names List:
1. Allan, Johnny
2. Baxter, Lois
3. Ellis, Peter
4. Daye, Gabrielle
5. Grahame, Olga
6. Jackson, Warren
7. Humphreys, Chris
8. King, Dave
9. Leeze, Johnny
10. Radcliffe, Naomi