

Practice Exercises – Front Desk Session 3

Please use the Name List below to complete the following exercises

1. Create a sharer reservation for Guest# 1 and # 2 at a Discounted rate in a room with two beds, arriving tomorrow, that is being split evenly
2. Walk In Guest # 7 and post a Meal charge and the required advance deposit
3. Locate an In house reservation that you have made and perform an early check out – post an additional room night then check out to Cash
4. Print a list of in house guests and, using fast folio posting, add food charge to each room. Print the posting report.
5. Guest #7 comes by to say that he will be by the pool for the next 2 hours and is expecting visitors. Please record his location.
6. Make a reservation arriving today for Guest# 8.
7. Walk in guest # 4 for your best available room at your highest rate for 3 days.
8. A meal charge has arrived for the Guest# 3 that was checked out during exercise #3. Open a late charge folio, post the charge and settle to a credit card.
9. Guest# 5 wants his phone charges on a separate bill.
10. Guest # 3 wants to pay for his meal charge. Transfer it to another folio, settle it to cash and close the folio.

Names List:

1. Abney, William
2. Boardley, Freddie
3. Froggatt, Joanne
4. Hennessy, Jennifer
5. Grahame, Olga
6. Kennard, Matt
7. Holder, Noddy
8. King, Dave
9. Raeburn, Malcolm
10. Ritters, Rebecca