

Front Desk Practice Exercises - #2



The following exercises are to reinforce the training material implemented from the **Front Desk Core Session #2**. Begin with writing down names below for creating guest reservations. Use different names from what was used during training sessions and from Practice Exercise #1. These reservations will be used to complete each of the exercises within this document. As you create each reservation, record the Maestro reservation # next to each guest name.

G	Guest Name	Res#	G	Guest Name	Res#
1.			4.		
2.			5.		
3.			6.		

Make a reservation for each of the guests listed above, based on the booking criteria as noted below.

Reservation Booking Criteria				
G	Arrival	Nts	Rate Type	Additional Requirements
1	Today	1	Transient/Leisure (ie. BAR)	
2	Today	3	Disc/Qual (ie. AAA, CORP)	
3	Today	3	Transient/Leisure (ie. BAR)	
4	Today	4	Government (ie. GOV, MIL)	Two different room types, moving rooms after 1 st night
5	2 Weeks from Today	3	Transient/Leisure (ie. BAR)	
6	2 Days from Today	2	See Additional Requirements	Same room type, 1 st night BAR, 2 nd night any discount rate

Complete the Below Additional Reservation Information Tasks

- ☐ 1. **Guest #1-3** | Assign room numbers from the **Face of the Reservation**
- ☐ 2. **Guest #4-6** | Assign room numbers from the **Assignment Chart**
- ☐ 3. **Guest #1** | Upon arrival, this guest requested to be in a **different room type**. Please change their room type assigned and select an option in the pop-up window accordingly
- ☐ 4. **Guest #3** | This guest has requested for their room number not to change. Please apply the **Do Not Move** option
- ☐ 5. **Guest #5** | If user permission allows, increase the nightly rate for the last 2 nights by \$50.00 per night
- ☐ 6. **Guest #2** | Has requested a reservation for one month from now. Please complete using the **Copy Reservation** feature
- ☐ 7. **Guests #6** | Add **Other Charge** to this guests' reservation (ie. Pet Fee, Rollaway, Breakfast, Parking, Crib)
- ☐ 8. Check-In all reservations you made for today's date
- ☐ 9. **Guests #1 & 3** | Using the Tape Chart. Move these guests to a new room number of the **same room type**
- ☐ 10. **Guests #2 & 4** | Move these guests to a **different room type** and select an option in the pop-up accordingly
- ☐ 11. Create 2 Sharer Reservations and split the rate equally
- ☐ 12. **Guest #4** | Add any chargeable item to the reservation using the Other Charge feature (ie. Rollaway, Parking, Pet Fee)
- ☐ 13. **Guest #1** | Add an A/R account to the reservation and ensure the following fields are updated according; On race of reservation: **Guaranteed By, Settle By** | Folio **Header** Entry/View: **Sett**