



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

Names List:

1. Asimov, Isaac
2. Barker, Melanie
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
39. Twist, Susan
40. Whalley, Joanne