



## Spa Practice Exercises 4

1. Book a Couples package for Guests # 1 and # 2 for next week
2. Add add-ons to each of the services.
3. Check the guests in.
4. Post the charges. Settle the package with a credit card.
5. Book a day spa package for Guest # 3.
6. Substitute one of the services in the package for another.
7. Make the second service start later than originally booked.
8. Check in the package.
9. Post the charges. Settle the package with a split payment between a credit card and cash.
10. Book a couples massage for Guests # 4 and # 5.
11. Guest # 5 can no longer make the appointment, Guest # 6 will be joining instead. Change the name on the booking.
12. Check in the package.
13. Post the charges. Settle the package to a front desk room reservation.

### Guest Name List

1. Crichton, Michael
2. Flanagan, Helen
3. James, Jennifer
4. Nelson, Fiona
5. Stanson, Andrew
6. Walton, Cindy