

## UNIT 9

### Assignments

- Activity I:** Assignment for the students to visit the websites of different hotels & hotel booking portals
- ❖ Students to visit the websites of at least 5 hotels and five hotel booking portals (e.g. make my trip, clear trip, yatra etc).
  - ❖ Students should note down their observations and share them in the class.
- Activity II:** Role play on handling of reservation request over telephone and filling of reservation form.  
(Role play by two students one as a guest another student as receptionist)

#### Role-play (1) (Guest calls hotel via telephone)

(Reservation assistant attends the call within 3-rings as a standard procedure followed in hotels to ensure that the staff is alert).

- Receptionist:** Thanks for calling Hotel Plaza. Mary speaking.
- Caller:** Hello. I'm interested in booking a room for the September long weekend.
- Receptionist:** I'm afraid we're totally booked for that weekend. There's a convention in town and we're the closest hotel to the convention center.
- Caller:** Oh, I didn't realize. Well what about the weekend after that?
- Receptionist:** So... Friday the seventeenth?
- Caller:** Yes. Friday and Saturday.
- Receptionist:** It looks like we have a few vacancies left. We recommend that you make a reservation, though. It's still considered peak season then.
- Caller:** Okay. Do you have any rooms with two double beds? We're a family of four.
- Receptionist:** Yes, all of our rooms have two double beds. The rate for that weekend is Rs.5000/- a night.
- Caller:** That's reasonable. And do you have cots? One of my daughters might be bringing a friend.
- Receptionist:** We do, but we also charge an extra Rupees one thousand per person for any family with over four people. The cost is free.
- Caller:** Okay, but I'm not positive if she is coming. Can we pay when we arrive?

- Receptionist:** Yes, but we do require a credit card deposit of rupees 2500/- to hold the room. You can cancel up to five days in advance and we will refund your deposit.
- Caller:** Great, I'll call you right back. I have to find my husband's credit card.
- Receptionist:** Okay. Oh, and just to let you know...our outdoor pool will be closed, but our indoor pool is open.

## **Role-play (2)**

- Caller:** I would like to make a hotel reservation.
- Receptionist:** May I know whom I am speaking to.
- Caller:** My name is P. Smith and I want a room for my myself.
- Receptionist:** What day will you be arriving?
- Caller:** I will be arriving on May 14th.
- Receptionist:** How long will you be staying?
- Caller:** I need the room for 3 nights.
- Receptionist:** How many people will be staying in the room?
- Caller:** I will be staying in the room alone.
- Receptionist:** Would you like a smoking or nonsmoking room?
- Caller:** We need a nonsmoking room.
- Receptionist:** We have booked a room for you. Please be sure to arrive before 4:00 on your check-in date.

### **Key points for the students**

- ❖ Attend the call politely and courteously.
- ❖ Wish the guest according to time and identify your hotel name and your department.
- ❖ Ensure the room rate is informed to the guest.
- ❖ Repeat all guest details to confirm the reservation.
- ❖ Use phrases like
  - ✓ May I help you,
  - ✓ May I suggest
  - ✓ We are happy to inform you
  - ✓ Thank you for calling

## **Activity III : Exercise in filling up booking diary as per guest request**

- ❖ This system is most suitable for small hotels.
- ❖ This book is also called as bound book.

- ❖ Each page of this diary represents one day.
- ❖ The diary system records all guest reservation.
- ❖ Each page of the diary displays the expected arrivals of the day.
- ❖ This diary has 365 pages.
- ❖ All special request like pool facing room, airport pickup etc. will be maintained.

#### Procedure

- ❖ Guest reservation enquiry received.
- ❖ Reservation manager-check room availability in diary system as per guest requested date of arrival.
- ❖ Fill up reservation form with all necessary guest details like,
  - ✓ Arrival date and time
  - ✓ Departure date and time
  - ✓ Type of room requested single, double etc.
  - ✓ Mode of payment.
  - ✓ Permanent address.
- ❖ Entry made in diary and confirmation letter sent to guest.
- ❖ Block the room for the guest.

**Note-** main purpose of this diary system is all guest reservation records are being maintained in a consolidated book and no chance of missing documents. Very safe to handle and maintain.

### Activity IV : Exercise on Filling up of advance letting chart

- ❖ Guest calls for booking room.
- ❖ Reservation assistant-notes down all information of guest.
- ❖ Guest name.
- ❖ Arrival date.
- ❖ Departure date.
- ❖ Type of room booked.
- ❖ Rate of the room.
- ❖ The chart is marked and updated with above mentioned details.
- ❖ Blocking of rooms to be done by the reservation assistant.

(All the other basic formalities of enquiring full details of the guest remain the same).

### Activity V : Exercise on filling up of density chart

#### Key points for the students to fill up

- ❖ This chart also known as room position chart.
- ❖ It is useful for large hotels.
- ❖ This chart books the room of a particular category of room.
- ❖ Blocking of room done by marking against particular room type.

- ❖ The room no will be assigned at the time of guest arrival only.
- ❖ It is much easier and quick to perform the reservation of rooms.
- ❖ Over booking can be done.
- ❖ Counting of room availability is easy in this manual method.

(All the other basic formalities of enquiring full details of the guest remain the same).

## **Activity VI:      How to handle room reservation through whitney system**

### **Key points for the students to fill up**

- ❖ This whitney rack is arranged on the wall of reservation department with 31 racks for the current month.
- ❖ Shannon/ whitney slip has details of guest arrival date, departure date, room no assigned, rate of the room etc.)
- ❖ Colour code on slip will show the type of guest to identify the profile.  
White colour slip - for F.I.T guest  
Green colour slip - for Group guest  
Pink colour slip - for V.I.P. guest.

### **Reservation procedure**

- ❖ The slip in racks shows that the room is occupied.
- ❖ After the departure of the guest the slip is removed.
- ❖ These slips should be typed with name of guest, arrival & departure date and time
- ❖ Billing instruction will also be mentioned in the slip. This is also a manual type of reservation

## **Activity VII:      Exercise on filling of cancellation/Amendment form**

- ❖ Students to perform an impromptu role-play on cancellation and amendment of existing reservation request.
- ❖ Format of cancellation/amendment form to be filled-in by the students.
- ❖ Appropriate changes to be recorded in the corresponding reservation form.
- ❖ Exercise should end with proper filing of all documents.