

Virtual Hotel



Learning Guide

(Unit 1)
Worktext Specimen

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MUNDUS

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Introduction

The Virtual Hotel consists of three departments, as follows:

1. Reservations
2. Front Desk
3. Back Office

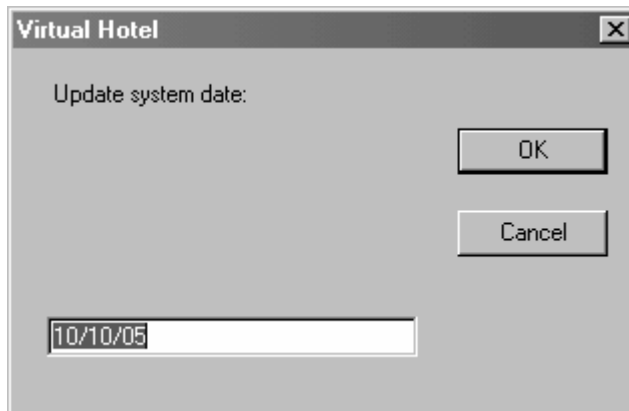
The Reservations department is responsible for determining room availability, booking reservations, retrieving and updating reservations data, and displaying property information.

The Front Desk is responsible for registering guests, retrieving and updating guest folios, check-out, and listing arrivals.

The Back Office is responsible for posting room charges and credits, displaying account balances, and producing management reports.

Getting Started

When the hotel automation system is launched, the date is displayed as follows:



The default date is displayed in the format month/day/year. To accept the default, click on OK. To enter a new date, type the date in the box, in the format shown. The exercises in this Learning Guide all use virtual dates (not the actual date.) As you begin each exercise, input the date given in the instructions.

Each time the virtual hotel is activated, the system updates any guest accounts currently stored in the system.

The system automatically posts the applicable daily room charge and tax to each account, based on the date on which the software was last used. For example, if a guest was checked into the virtual hotel three days ago, room charges for three nights will be posted

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to the guest account automatically. (For this reason, the exercises in this Learning Guide are based on virtual dates.)

When the system has finished updating the guest accounts, the main menu is displayed as follows:



System functions are organized both by department and by activity. The main menu indicates the main departments of the hotel, each of which contains one or more submenus. Additionally, the menu includes links for Help and Exit.

Toolbar

The toolbar below the menu provides an alternative method of accessing various functions, such as retrieving a file or producing a report. The tools are defined as follows:

Reservations



Click on this tool to access reservations functions.

Check in/check out



Click on this tool to access check-in and check-out functions.

Retrieve



Click on this tool to retrieve an existing reservation or a guest folio.

Room status



Click on this tool to display a room status report.

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Charges/credits



Click on this tool to post charges or credits to a guest account.

Reports



Click on this tool to produce a report.

Reference Guide



Click on this tool to display the Reference Guide.

Using Virtual Dates

The exercises in this Learning Guide are based on virtual dates, ranging from September to December. By using the suggested dates, you will maintain a consistent hotel history. Virtual Hotel automatically updates all guest records each time you access the system. For example, if you do not use the software for 7 days, all your guests will be charged for 7 nights the next time you access the system. The virtual dates in the role-play exercises provide a day-by-day sequence of events, so that your hotel records remain consistent, accurate, and realistic.

Unit 1 Room Availability

The reservations function consists of receiving, documenting, and updating room requests. The process of taking and documenting reservations is called "selling rooms." Most reservation requests are simple inquiries regarding room availability and rates, but many clients may prefer a specific room location, bedding, or rate category. Reservationists must be capable of quickly determining the client's needs, checking availability, and quoting rates.

Availability refers to the number of rooms of each room type and rate that may be sold on a specified date. When a reservation is taken, details are gathered from the client and entered into the system. A confirmation number is given to the client. The reservation data includes the guest surnames, given names or initials, arrival date, departure date, number of adults per room, and preferences for room type, location, or bedding. The client address and telephone number may also be documented for confirmation and marketing purposes.

A deposit or credit card number may be required to guarantee the reservation for late arrival. An advance deposit or payment in full may be required, one week to 30 days prior to arrival. Some properties do not require a guarantee, except group reservations. In the absence of a guarantee, the hotel may promise to hold a reservation until 6:00 PM. If the client fails to check in by that time, the reservation will be canceled. This type of arrangement is called a 6 PM Hold.

When a reservation is requested by a travel agent, the agency's address may be accepted as a form of guarantee. If the client fails to utilize the reservation, the hotel will invoice the travel agency for the amount of the deposit.

Computer Functions

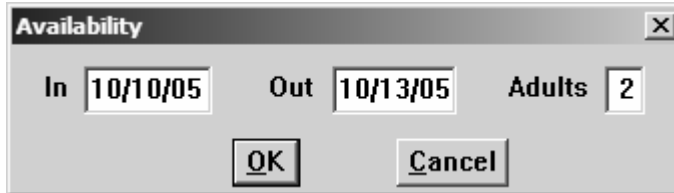
The Reservations menu consists of the following options:



Checking Availability

The Availability function is used to determine the total number of rooms of each room type and rate available for sale on a specified date. Availability must be determined before a reservation may be taken.

Select Availability from the Reservations menu (or the Reservations icon in the toolbar) to display room availability and book reservations. When this option is selected, the system prompts the user to input the arrival date, departure date, and number of adults, as follows:



The screenshot shows a dialog box titled "Availability" with a close button (X) in the top right corner. The dialog contains three input fields: "In" with the date "10/10/05", "Out" with the date "10/13/05", and "Adults" with the number "2". Below these fields are two buttons: "OK" and "Cancel".

Type each date in the format month/day/year. For example, the date November 15, 2003 would be typed 11/15/03. If an invalid date is typed, an error message is displayed.

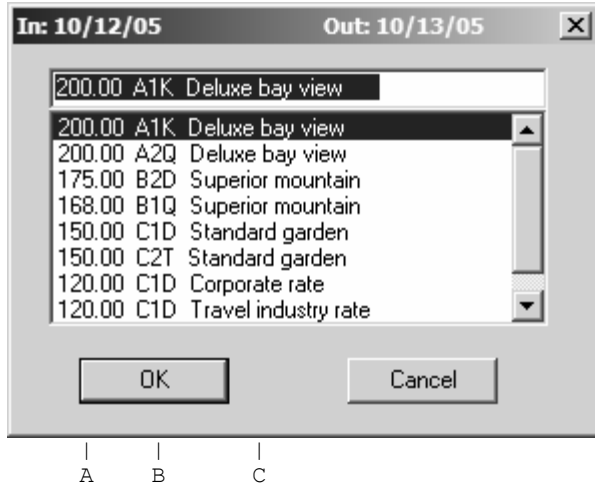
Type the number of adults per room in the *Adults* box. Room rates are based on occupancy by one or two adults. The default 2 is inserted automatically by the system. To change the number of adults, type the number over the default.

For rate purposes, the maximum number of adults per room is 2. If a room will be occupied by more than 2 adults, each additional adult is considered an extra guest. For example, to book a room for 3 adults, first reserve a room for 2 adults, and then indicate one extra guest in the reservation record.

After typing the arrival date, departure date, and number of adults, click on OK to obtain the room availability display.

If an invalid date was input, an error message will be displayed.

The room availability display shows the available room types, rates, and number of rooms available of each type, for the specified date range and occupancy.



The room availability display consists of the following information:

- A Rate
- B Room type code
- C Rate description

The room type code consists of the following elements:

Room Category	Number of beds	Bedding
A Deluxe	1 or 2	K King
B Superior		Q Queen
C Standard		D Double
		T Twin

For example, A1K refers to a deluxe room with one king bed, and C2D refers to a standard room with 2 two double beds.

The following rate categories are used by the system:

- RAC Rack rates
- COR Corporate rates
- IND Industry rates
- WKD Weekend rate

Rack rates are the hotel's normal (undiscounted) rates offered to the general public.

Corporate rates are discounted rates offered to business travelers.

Industry rates are discounted rates available to travel agents and airline personnel.

Weekend rates are special discounted rates valid only on Friday, Saturday, and Sunday.

In the example, the rate for a deluxe bay view room with one king bed is 200.00, whereas the corporate rate for a standard room with one double bed is 120.00.

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Set the date to 9/9. Use the availability function to answer the following questions.

1. A client will arrive on 9/17 and depart on 9/20. He requests a room for 2 adults. What is the lowest rack rate? What type of bedding is provided?
2. A client will arrive on 10/23 and depart on 10/25. He requests a room for one adult. What is the corporate rate?
3. Two adults will arrive on 12/2 and depart on 12/7. What is the rate for a deluxe room with one king bed?
4. A client will arrive on 11/12 and depart on 11/15. What is the rate for a superior room with 2 double beds for 2 adults?
5. A client requests a room for one adult. What is the lowest rack rate for a room with one double bed, for check-in on 9/16 and check-out on 9/18?
6. A client will arrive on 10/27 and depart on 10/30. He requests a room for one adult. What is the lowest rate for a room with one queen bed?
7. A client will arrive on 9/12 and depart on 9/16. He requests a room for 2 adults. What is the corporate rate? What type of bedding is provided?
8. A client will arrive on 11/3 and depart on 11/8. What is the rate for a deluxe room with two queen beds for 2 adults?
9. A client will arrive on 12/14 and depart on 12/15. He requests a room for 2 adults. What is the difference between the rate for a superior room with one queen bed and a superior room with two double beds?
10. A client will arrive on 9/28 and depart on 10/1. He requests a room for one adult. What is the difference between the rack rate for a superior room with one queen bed and a standard room with one double bed?

Unit 2 Booking Reservations

To book a reservation, room availability must be displayed for the desired arrival date, departure date, and number of adults.

Rate	Room Code	Description
200.00	A1K	Deluxe bay view
200.00	A2Q	Deluxe bay view
175.00	B2D	Superior mountain
168.00	B1Q	Superior mountain
150.00	C1D	Standard garden
150.00	C2T	Standard garden
120.00	C1D	Corporate rate
120.00	C1D	Travel industry rate

Select the desired rate and room type with the mouse or other pointing device. Then click on OK to book the selected room type and rate.

When a room type and rate are selected, a blank reservation record is displayed, as follows:

Reservation

In: Out:

Last name: First:

Company:

Street:

City: State: Code:

Telephone:

Rooms: Adults: Type: Rate: Extras/Opts:

Other:

Guarantee:

Source: Telephone:

Taken by: Expected arrival:

Special info:

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The system automatically inserts the arrival date, departure date, number of rooms, room type code, number of adults, and rate.

Entering Reservation Data

Type the client details into the boxes. Use the mouse or other pointing device to select the desired box.

When all the applicable fields are input, click on OK to save the reservation. If you do not want to save the record, click on Cancel.

The fields of the reservation record are defined as follows:

In	Arrival date
Out	Departure date
Last name	Guest last name
First	First name
Company	Company name
Street	Street address
City	City
Country	Country
Code	Postal code
Telephone	Area code and telephone number
Rooms	Number of rooms
Adults	Number of adults
Room type	Room type code
Rate	Room rate
Extras/Opts	Extras/options
EX	Extra adults (in excess of 2)
RA	Adult rollaway
RC	Child rollaway
CR	Crib (infant bed)
Other	Other extras, options, or requests
Guarantee	Guarantee information
Source	Booking source
Telephone	Booking source telephone number
Taken by	Reservationist's name or initials
Expected arrival	Time of arrival or flight details
Special Info	Special information or comments

Personal Information

The guest surname (last name) is input in a separate box. This permits the system to retrieve a reservation by surname and, in the case of multiple reservations with the same surname, to generate a name list. The first name(s) should be input before an identifying title, such as MR or MRS, to enable the system to perform secondary searches using a client's given name. The following are examples of guest name entries:

Last name:	SMITH	First:	JOHN MR
Last name:	HOLSTEIN	First:	S MR
Last name:	SANCHEZ	First:	C MR/MRS

The guest's employer, group, or travel agency may be input in the Company box.

The guest's home or business address should be input in the address boxes provided. The street, city, state or country code, and postal code are typed in separate boxes. The State field consists of 2 characters. If the client address is located in a country other than the U.S., the country code may be typed in the State box.

Country Codes

Australia	AU
Austria	AT
Belgium	BE
Denmark	DK
France	FR
Germany	DE
Greece	GR
Ireland	IR
Italy	IT
Japan	JP
Mexico	MX
Netherlands	NL
New Zealand	NZ
Norway	NO
Portugal	PT
South Africa	ZA
Spain	ES
Sweden	SE
Switzerland	CH
United Kingdom	UK
United States	US

Extras and Options

To indicate a room option, type the number needed after the code. For example, to indicate an extra adult, type 1 after the code EX.

An extra person must be indicated if the room will be occupied by more than two adults. For example, to accommodate a party of three adults in one room, a room must be booked with one extra person (EX) indicated. Depending on the bedding provided, a rollaway bed may be required. A maximum of 5 persons are permitted to occupy one room, utilizing two beds and one rollaway.

Guarantee Information

This box is used to indicate a deposit or other form of payment for guaranteeing the reservation.

If a deposit will be sent to the hotel by the party making the reservation, type the amount of the deposit.

Type the full amount, including the decimal, as in the following example:

DEP 125.00 DUE 10/17

This text indicates that a deposit of 125.00 will be due on October 17.

If a credit card will be used to guarantee the reservation, include the credit card type, account number, and expiration date, as follows:

AX6545111102936652 EXP 12/07

The following are examples of common credit card codes:

AX	American Express
VI or BA	Visa
MC or IK	Mastercard
DS	Discover
EC	Eurocard
CB	Carte Blanche
DC	Diner's Club

Information about the Reservation

The *Source* box is used to note the name of the person who requested the reservation, such as the client, a travel agent, or a tour representative. When entering a travel agency name, include the agent's name as well as the name of the agency. A code or abbreviation, such as CLI for "client" or GST for "guest" may be used.

The *Phone* box next to the *Made By* box is used for the telephone number of the party who requested the reservation. If the client made the reservation, you may type an alternative contact phone in this box. If a travel agent made the reservation, type the agency phone. After typing the phone number, press Tab to advance.

The *Taken By* box is used to record the given name, surname, or initials of the employee taking the reservation. Type your own name or initials in this box each time you enter a new reservation.

The *Expected Arrival* box is used to note the estimated arrival time or flight details.

The *Special Info* field may be used for any free-form remark about the reservation.

Confirmation number

The confirmation number is entered in the *CNF #* field automatically when the reservation is saved.

Information does not have to be typed in all the fields. At a minimum, every reservation must have the client's surname and first name or initial. The arrival date, departure date, number of rooms, number of adults, room type, and rate are also mandatory and are inserted automatically by the system. However, this information may be changed by typing the new information in the applicable fields.

The following is an example of a completed reservation form:

The screenshot shows a 'Reservation' dialog box with the following fields and values:

- In: 10/10/05
- Out: 10/16/05
- Last name: GUEST
- First: JOHN
- Company: USA CORP
- Street: 12342 CACTUS BLVD
- City: PHOENIX
- State: AZ
- Code: 85012
- Telephone: 602 555-1234
- Rooms: 1
- Adults: 2
- Type: A1K
- Rate: 200.00
- Extras/Opts: (empty)
- Other: (empty)
- Guarantee: VI 3333567788889999 EXP 10/07
- Source: SAGUARO TVL
- Telephone: 602 555-0987
- Taken by: MARY ANN
- Expected arrival: 2PM
- Special info: RQST GROUND FLOOR

Buttons: Close, Cancel

Finishing the Reservation

Click on the Close button to store the reservation record. Select Cancel to exit this function without saving the data.

A reservation summary is displayed for each new record saved. Make a note of the surname and confirmation number for future reference.

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Set the date to 9/12. Book the following reservations. Include any applicable information provided.

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1. A client wants to check in on 10/6 and depart on 10/9. He would like a room for one adult at the lowest rack rate.

Surname: Starbuck
First: Thomas, Mr.
Address: 44 Oak Street
Chattanooga TN 37421
Telephone: 423 556-0909

The client does not want to guarantee the reservation. He will arrive at about 4 P.M.

2. A client wants to reserve a superior room with 2 double beds for 2 adults. They want to check in on 10/29 and check out on 11/3.

Surname: Albrecht
First: Henry, Mr. and Mrs.
Address: 3218 W. Flat Creek Dr.
Jackson WY 83001
Telephone: 307 555-7552

The clients request a room on the ground floor. They do not want to guarantee the reservation. They will arrive at about 5 P.M. Mrs. Albrecht requested the reservation.

3. A client would like a room at the lowest corporate rate for one adult. The guest will arrive on 10/10 and depart on 10/11.

Surname: Avery
First: Stewart, Mr.
Company: Advanced Computer Systems
Address: 1725 S. Mission Rd.
Fairfield CA 94533
Telephone: 707 552-4110

The client will guarantee the reservation with his American Express card. The account number is 30329987540319872, expiring 12/08. The reservation was received from Erica Fallbrook. The client will arrive at about 8:30 P.M.

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4. A client plans to arrive on 11/4 and depart on 11/9. He would like a deluxe room with one king bed for 2 adults.

Surname: Hutchinson
First: Roland, Mr. and Mrs.
Address: 57 Dorset St.
Burlington VT 05403
Telephone: 802 555-2756

The client requests a room with a bay view. He will guarantee the reservation with his Visa credit card. The account number is 49242283799726662, expiring 10/08. Elizabeth Palmer of Voyager Travel requested the reservation. The agency's telephone number is 802 554-7261.

5. A client plans to arrive on 10/10 and depart on 10/13. She would like a room with one double bed at the corporate rate for one adult.

Surname: Pappas
First: Ellen, Ms.
Company: Atlantic Transport
Address: 2442 Ithaca Rd.
Albany NY 12207
Telephone: 518 555-4355

The client will guarantee the reservation with her Mastercard. The account number is 39930029394762551, expiring 11/07. The client's secretary, Michelle Simmons, requested the reservation. The client will arrive at 7 P.M.

6. A client wants to check in on 10/7 and depart on 10/9. He would like a room for 2 adults at the lowest rack rate.

Surname: Daugherty
First: Keith, Mr. and Mrs.
Address: 2282 Highwoods Blvd.
Raleigh NC 27604
Telephone: 919 552-8762

The clients request a crib. They do not want to guarantee the reservation. They will arrive at about 3 P.M. Mr. Daugherty requested the reservation.

7. A client wants to reserve a superior room with one queen bed for 2 adults. They want to check in on 10/13 and check out on 10/17.

Surname: Naber
First: Wilhelm, Mr. and Mrs.
Address: 8214 Keebler Way
Allentown PA 18103
Telephone: 610 550-1429

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The clients will send a one-night deposit to guarantee the reservation. They will arrive at about 11 A.M. The reservation was received from Curt Cummings of Gateway Travel. The agency's fax number is 610 555-3919.

8. A client would like a room at the weekend rate for one adult. The guest will arrive on 10/11 and depart on 10/13.

Surname: Montero
First: Carmen, Ms.
Address: 265 Laurel Rd.
Cherry Hill NJ 08012
Telephone: 201 551-3849

The client will guarantee the reservation with her American Express card. The account number is 3764524242456, expiring 12/09. The client requested the reservation. She will arrive at about 7 P.M.

9. A client plans to arrive on 10/29 and depart on 11/2. She would like a standard room with one double bed for 2 adults.

Surname: Tennyson
First: Paul, Mr. and Mrs.
Address: 4634 Henderson St.
Kerrville TX 78025
Telephone: 210 556-0312

The clients request a child rollaway for their 10-year-old son. They will guarantee the reservation with a Mastercard. The account number is 46265341002982762, expiring 11/08. Mrs. Tennyson requested the reservation. The clients will arrive at about 8 P.M.

10. A client plans to arrive on 10/10 and depart on 10/15. He would like the lowest rate for a room with one queen bed.

Surname: Fitzgerald
First: John, Mr.
Address: 184 Carlson Ct.
Toronto ON M9W 6H5
Telephone: 416 555-1019

The client does not want to guarantee the reservation. He requested the reservation himself and plans to arrive at about 3 P.M.