

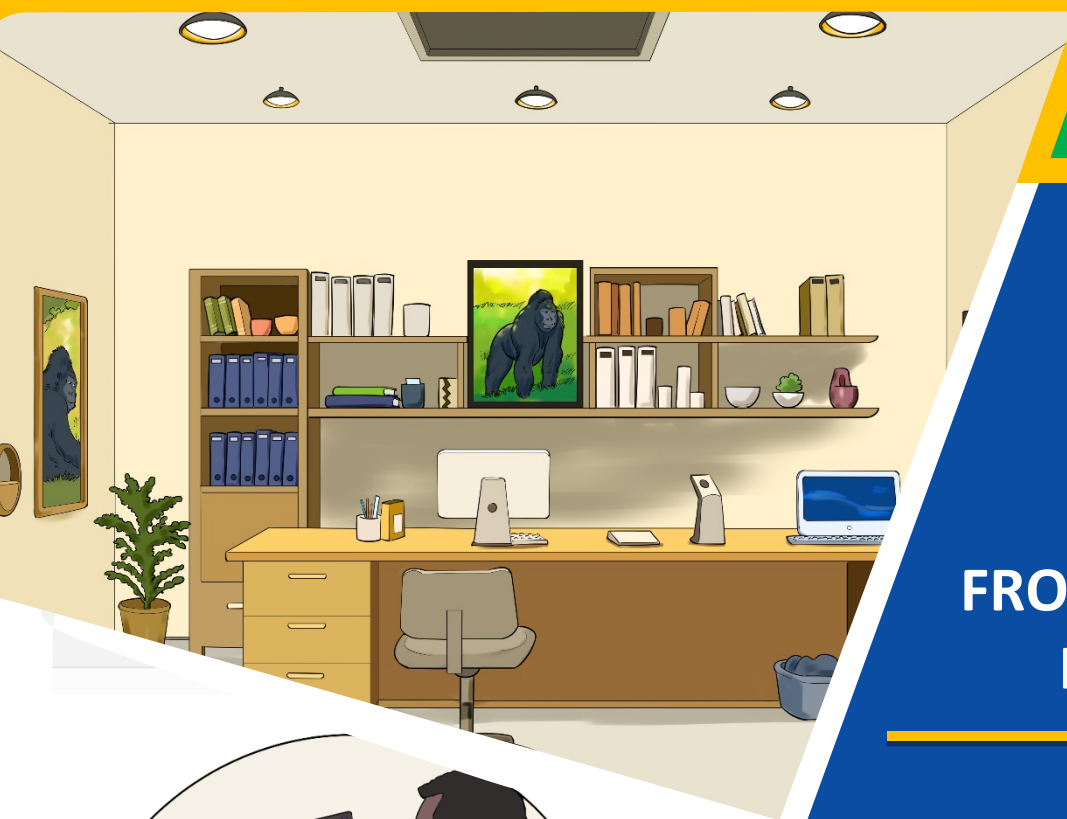


Republic of Rwanda
Ministry of Education



RTB | RWANDA
TVET BOARD

RQF LEVEL 5



FRONT OFFICE AND HOUSEKEEPING

FHORA501

Performing Reservation Activities



TRAINEE'S MANUAL

April 2025



Republic of Rwanda
Ministry of Education



RTB | RWANDA
TVET BOARD

PERFORMING RESERVATION ACTIVITIES



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LIST OF ABBREVIATIONS AND ACRONYMS

CBET:	Competence Based Education and Training
RQF:	Rwanda Qualification Framework
RTB:	Rwanda TVET Board
TVET:	Technical and Vocational Education and Training
PMS:	Property Management System
OTAs:	Online Travel Agencies
SOPs:	Standard Operations Procedures
HDMI:	High-Definition Multimedia Interface
HVAC:	Heating, Ventilation Air Conditioning
CRM:	Customer Relationship Management
POS:	Point Of Sale
VIP:	Very Important Person
LOS:	Length Of Stay
GDS:	Global Distribution System
ID:	Identification
SMS:	Short Message Service
F&B:	Food and Beverage
ADR:	Average Daily Rate
RevPAR:	Revenue Per Available Room
UPS:	Up Selling
FAQs:	Frequently Asked Questions
RMS:	Reservation Management System
TV:	Television
ADA:	American with Disabilities Act.
CTA:	Closed to Arrival
CTD:	Closed to Departure
CCPA:	California Consumer Privacy Agency
PCIDSS:	Payment Card Industry Data Security Standards
CW:	Confirmation Waiver

INTRODUCTION

This trainee's manual encompasses all necessary skills, knowledge and attitudes required to **perform reservation activities**. Students undertaking this module shall be exposed to practical activities that will develop and nurture their competences. The writing process of this training manual embraced competency-based education and training (CBET) philosophy by providing practical opportunities reflecting real life situations.

The trainee's manual is subdivided into units, each unit has got various topics, and you will start with a self-assessment exercise to help you rate yourself on the level of skills, knowledge, and attitudes about the unit. A discovery activity is followed to help you discover what you already know about the unit.

After these activities, you will learn more about the topics by doing different activities by reading the required knowledge, techniques, steps, procedures, and other requirements under the key facts section, you may also get assistance from the trainer. The activities in this training manual are prepared such that they give opportunities to students to work individually and in groups.

After going through all activities, you shall undertake progressive assessments known as formative and finally conclude with your self-reflection to identify your strengths, weaknesses, and areas for improvement.

Do not forget to read the point to remember the section which provides the overall key points and takeaways of the unit

Module Units:

Unit 1: Prepare Reservation Office

Unit 2: Gather Reservation Information

Unit 3: Process Reservation

UNIT 1: PREPARE RESERVATION OFFICE



Unit summary

This unit provides you with the knowledge, skills and attitudes required to prepare reservation office by checking cleanliness of working place; checking tools and equipment and checking reports, to gather reservation information by checking rooms' availability; collecting information of reservation and sharing information, and to process reservation by guest reservation; guest reservation confirmation and reports preparation.

Self-Assessment: Unit 1

1. Referring to the unit illustration above, answer the following questions:
 - a. What does the picture show?

- b. What is the difference between the features in the picture?
 - c. Basing on the picture, what do you think this unit is about?
2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills, and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills, and attitudes acquisition during the learning process.
 - b. Think about yourself; do you think you have the knowledge, skills, or attitudes to do the task? How well?
 - c. Read the statements across the top, put a check in a curriculum that best represents your level of knowledge, skills, and attitudes.
3. At the end of this unit, you will assess yourself again.

Experience Knowledge, skills, and attitudes	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Identify the tools and equipment used in reservation office					
Describe the methods of cleaning various surfaces, tools and equipment					
Describe data analysis methods to interpret trends and patterns in the reports.					
Describe specific software and tools used for tracking reservations and					

Experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
generating reports.					
Classify materials, tools and equipment used in reservation office					
Manage inventory of tools and supplies needed for the office.					
Interpret data and identify trends or discrepancies in reports.					
Use reports for efficient review					
Convey findings or concerns from					



Key Competencies:

Knowledge	Skills	Attitudes
1. Identify the tools and equipment used in reservation office	1. Check working place cleanliness.	1. Comply with national and international standards during work execution.
2. Describe the methods of cleaning various surfaces, tools and equipment	2. Classify materials, tools and equipment used in reservation office	2. Take necessary safety precautions while cleaning various surfaces, materials, tools and equipment

Knowledge	Skills	Attitudes
3. Describe the storage requirements for cleaning tools and office equipment in good working condition.	3. Manage inventory of tools and supplies needed for the office.	3. Be attentive to details while preparing reservation office
4. Describe the functions of reservation system works	4. Apply software and hardware used in reservation systems	4. Demonstrate flexibility in your daily activities
5. Explain the terminologies of reservation office equipment	5. Interpret data and identify trends or discrepancies in reports	5. Establish team spirit while working with others
6. Describe data analysis methods to interpret trends and patterns in the reports.	6. Use reports for efficient review	6. Be careful while using report findings to enhance processes and outcomes in the reservation office
7. Explain how to present findings clearly and effectively	7. Convey findings or concerns from	
8. Describe specific software and tools used for tracking reservations and generating reports.		



Discovery activity

Scenario1: Using your previous experience in Preparation of Reservation Office, answer the following questions:



Task 1:

1. How many kinds of offices you know in a front office of a hotel?
2. What you think can be checked upon entering the office?
3. How cleanliness of reservation office can be checked?

4. What specific actions can be taken cleanliness in the office?
5. Imagine what can be the steps taken when preparing reservation office?
6. How tools and equipment in the reservation office can be checked?
7. Why do you think is it important to check cleanliness, tools and equipment, and reports in a reservation office?

Topic 1.1: Preparing for reservation office

Scenario1: Suppose there is a hotel which need some preparation in their reservation office:



Activity 1: Problem Solving



Task 2:

Referring to the scenario 1 above, answer the questions below:

1. Imagine what can be the first steps during checking cleanliness in the office?
2. What are the areas can be focused on when checking of reservation office's cleanliness?
3. Why checking cleanliness of reservation office?
 - a. Have you been any time hear that there are some reports in the reservation office?
 - b. Try to guess the different types of reports found in reservation office.

Key Facts 1.1: Preparing for reservation office

- **Checking of cleanliness for reservation office**

- ✓ **Visual inspection**

When conducting a visual inspection to check the cleanliness of a reservation office, it's important to ensure that the space is clean, organized, and welcoming for both staff and customers.

Those are the key Area for vision inspection:

-  Entrance Area
-  Flooring
-  Workstations and Desks
-  Furniture and Chairs

-  Counters and Surfaces
-  Windows and Glass
-  Lighting
-  Restroom (if applicable)
-  Trash and Recycling
-  Waiting Area (if applicable)
-  Air Quality and Odor

✓ **Finger marks**

When checking for cleanliness in a reservation office, finger marks are an important aspect to consider as they can give the space an unkempt or unprofessional appearance.

Different area must be considered

-  Entry Doors
-  Reception Desk
-  Workstations and Desks
-  Windows and Glass Partitions
-  Furniture
-  Phones and Telecommunication Devices
-  Light Switches and Controls
-  Promotional Materials, Brochures, and Displays
-  Restroom (if applicable)
-  Other Touchpoints

✓ **Odor checks free of dust**

When conducting a cleanliness inspection of a reservation office, checking for odors and ensuring the space is free of dust are crucial for maintaining a professional and welcoming environment.

 Odor Check:

Odors can significantly impact the comfort and perception of a space.

As you enter the office, pay attention to the first impression you get from the smell. A clean office should have a fresh or neutral scent, with no musty, stale, or unpleasant odors.

 Check Specific Areas:

- Restrooms
- Trash Bins
- Kitchen or Break Areas (if applicable)
- Carpets/Flooring
- Air Fresheners
- HVAC/Ventilation Systems

 How to Address Odor

- Ventilate the Space.
- Use Air Purifiers
- Clean Regularly
- Deodorize as Needed

 Dust Check:

Dust can accumulate quickly in an office and affect the air quality and appearance. Regular dusting is essential for maintaining a clean environment.

 Surface Inspection:

- Desks and Workstations
- Counters and Reception Areas

 Furniture and Fixtures:

- Chairs
- Bookshelves and Cabinets
- Electronics
- Flooring and Carpets
- Windows and Glass Surfaces

 How to Address Dust:

- Regular Dusting

- Vacuum or Sweep Floors
- Air Filtration
- Wipe Down Electronics
- Clean Hard-to-Reach Areas
- Checking tools and equipment of reservation office

✓ **Tools and equipment**

When preparing a reservation office, it's essential to ensure that all tools and equipment are in good working condition and ready for use. The following checklist will guide you through the process of checking tools and equipment in a reservation office:

-  Computers and Software
-  Phones and Communication Devices
 - Desk Phones or VoIP Systems
 - Mobile Phones (if applicable)
-  Printers and Scanner
-  Point-of-Sale (POS) Systems (if applicable)
 - Hardware Check
 - Software Check
-  Reservation Tools and Systems
 - Online Booking System
 - Manual Reservation Logs (if applicable)
 - Calendar/Booking System
-  Payment and Billing Systems
 - Cash Register (if applicable)
 - Credit Card Machines
-  Office Furniture and Workspaces
 - Desks and Chairs
 - File Cabinets/Storage Units
-  Environmental Controls
 - Air Conditioning/Heating
 - Lighting

-  **Security Equipment**
 - Cameras (if applicable)
 - Alarm System

-  **Miscellaneous Equipment**
 - Clock
 - First Aid Kits
 - Stationery Supplies
 - Labels or Signage

✓ **Materials**

When preparing a reservation office and checking the tools and equipment, the materials needed will vary depending on the office's specific operations (e.g., hotel reservations, travel bookings, event scheduling).

Reservation offices rely on various consumable materials to maintain their daily operations. Here are some examples:

 **Paper:** For printing receipts, booking confirmations, and other documents.

 **Ink and Toner Cartridges:** For printers and fax machines.

 **Pens, Pencils, and Markers:** Essential for writing and marking documents.

 **Notepads and Sticky Notes:** For quick notes and reminders.

 **Envelopes and Mailing Supplies:** For sending physical correspondence.

 **Cleaning Supplies:** Such as paper towels, tissues, and disinfectants to keep the office clean.

 **Batteries:** For wireless devices and office equipment.

 **Staples and Paper Clips:** For organizing documents.

 **Adhesive Tapes and Glue:** For attaching or sealing items.

✓ **Software and Booking Systems**

When preparing a reservation office, selecting the right **software and booking systems** is essential to ensure smooth operations, accurate reservations, and customer satisfaction.

 **Reservation and Booking Management Software**

- Hotel Booking Systems (PMS - Property Management Systems):

- Event or Conference Booking Systems:
- Restaurant Reservation Systems (if applicable):
- Travel Booking Systems (for agencies):



Channel Manager Software

- Customer Relationship Management (CRM) Software
- Payment Processing Software
- Booking Engine Software
- Accounting and Billing Software
- Inventory Management Software
- Communication and Messaging Software
- Customer Feedback and Survey Tools
- Scheduling Software
- Document Management and Digital Filing Software
- Security and Backup Software
- Mobile Application for Reservations
- Task and Workflow Management Software
- Point of Sale (POS) System (if applicable for in-office bookings)
- Email Marketing and Automation Tools
- Business Analytics and Reporting Software

- **Checking reservation reports**

- ✓ **Booking Report**

When preparing a reservation office, it's essential to have the right booking reports in place to track, analyse, and optimize the reservation process. These reports provide critical insights into the performance of the reservation system, customer trends, financial performance, and overall business health. Here's a breakdown of key booking reports that should be checked regularly for efficient management and decision-making in a reservation office:



Tools for managing booking reports:

- Purpose
- Key Data
- Usefulness

Types of Booking report:

- Reservation Summary Report
- Occupancy Report
- Revenue Report
- Booking Channel Performance Report
- Booking Cancellations Report
- No-Show Report
- Length of Stay Report
- Booking Source Report
- Group Booking Report
- Booking Lead Time Report
- Customer Demographic Report
- Payment Report
- Booking Conversion Report
- Revenue per Available Room (RevPAR) Report
- Market Segment Report
- Promotional/Discount Report

✓ **Cancellation reports**

Preparing a reservation office and reviewing **cancellation reports**, it's crucial to understand the underlying trends and patterns that can help in minimizing cancellations and improving the overall guest experience. Cancellations can have a significant impact on revenue, occupancy, and customer satisfaction, so these reports offer valuable insights into operational adjustments.

Here's an overview of the **types of cancellation reports** to check and how they can help when managing a reservation office:

-  Overall Cancellation Report
-  Cancellation Reasons Report
-  Cancellation by Booking Source Report
-  Cancellation Timing Report
-  Cancellation Rate by Room Type or Service
-  No-Show vs. Canceled Reservation Report
-  Customer Segmentation Cancellation Report
-  Cancellation Impact on Revenue Report

-  Cancellation Policy Effectiveness Report
-  Loyalty Program Cancellation Report
-  Cancellation Trends by Seasonality Report

✓ **Postponed reports**

When preparing a **reservation office**, monitoring **postponed reservations** is crucial for understanding shifts in booking behavior, managing availability, and optimizing revenue. Postponed bookings; when a guest moves their reservation to a later date can have both positive and negative impacts, depending on how they are managed. Postponed reservations often arise from guest requests due to personal circumstances, external factors (e.g., travel restrictions, weather issues), or operational needs (e.g., overbooking).

 Types of postponed reservation reports:

- Overall Postponed Reservations Report
- Postponement Reasons Report
- Postponement by Booking Source Report
- Postponed Reservations by Room Type or Service
- Postponement Timing Report
- Customer Segmentation Postponement Report
- Revenue Impact of Postponed Reservations Report
- Postponed Reservations by Length of Stay
- Postponed Reservation Conversion Rate Report
- Postponed Reservations by Deposit/Payment Status Report
- Impact of Postponements on Occupancy Report

 How to Use Postponement Reports Effectively:

- Adjust Policies and Rates
- Improved Customer Service
- Marketing and Promotion
- Occupancy and Revenue Management
- Guest Retention

✓ **Handover reports**

When preparing a **reservation office**, reviewing **handover reports** is essential for ensuring smooth operations, especially when responsibilities are transitioning between shifts, teams, or personnel. These reports help maintain continuity, improve communication, and reduce errors during the handover process. A well-documented handover report provides clear information on ongoing tasks, upcoming bookings, pending issues, and any necessary follow-up actions.

Types of handover reports

- Daily Handover Report
- Pending Action Items Report
- Booking and Reservation Status Report
- Payment and Deposit Status Report
- Guest Requests and Special Needs Report
- Maintenance and Facility Issues Report
- Staffing and Personnel Changes Report
- Group or Corporate Booking Handover Report
- Cancellation and No-Show Handover Report
- Revenue and Financial Overview Report
- Overbooking and Availability Management Report
- Guest Feedback and Incident Report

How to Use Handover Reports Effectively:

- Ensuring Continuity
- Efficient Task Management
- Improving Guest Satisfaction
- Financial Tracking and Accuracy
- Staff Coordination
- Proactive Problem Solving
- Revenue and Occupancy Management



Activity 2: Guided Practice



Task 3:

1. Visit your school hotel front office workshop and perform the following task, under the guidance of the trainer.
 - a. Check cleanliness of reservation office.
 - b. Inspect materials, tools and equipment of reservation office
 - c. Use Software and Booking Systems.
 - d. Examine reservation reports.
2. For any challenge, please ask for assistance from your trainer.
3. Consult to the Key facts 1.1 for clarifications:



Activity 3: Application.



Task 4:

1. Read the scenario below and perform the tasks related
Your trainer wants you to prepare a reservation office of the nearby hotel.
 - a. You arrive at the reservation office early in the morning, and you immediately notice that the workstations are cluttered with papers, and the floor has visible dirt. Ensure the office is clean and presentable before the guests arrive?
 - b. While preparing the reservation office, you notice finger marks on the glass counters, computer screens, and some tables. Remove these marks while ensuring no damage is done to the surfaces?
 - c. During your shift, you detect a musty odor in the reservation office. What steps would you take to identify and eliminate the source of the smell while ensuring the space remains comfortable for both employees and guests?
 - d. You are preparing the reservation office for a busy day and realize that one of the printers isn't working. What would be your approach to troubleshoot and resolve the issue before it affects guest service?

- e. You notice that several brochures and reservation forms are outdated and no longer reflect the current pricing or services offered. How would you ensure that all materials are updated and accessible to the reservation staff?
- f. While trying to process a guest reservation, you notice that the booking system is slow and unresponsive. What steps would you take to resolve this issue quickly and ensure the guest is not delayed?
- g. You are reviewing the booking report and find that there's an overbooking error for one of the room types. How would you manage this situation to avoid guest dissatisfaction?
- h. You have noticed that a high number of cancellations have occurred over the past week for a specific type of room. What steps would you take to address this trend and prevent future cancellations?
- i. A guest has postponed their reservation, but the new dates they chose conflict with other bookings. How would you handle this situation while ensuring the guest's needs are met?
- j. You are reviewing a handover report prepared for the previous shift. What key details should you include in the report to ensure you prepared for the following shift?



Formative Assessment

This formative assessment comprises 3 parts (Definitions, multiple choices and open questions). And the total marks are /20Part 1: Definitions/3marks

1. Provide concise definitions for the following terms:
 - a. Visual Inspection in Reservation Office Preparation
 - b. Booking System Software

Part 2: Multiple Choice Questions/5marks

2. Choose the correct answer from the options provided.
 - a. Which of the following is NOT typically a factor to check when performing a cleanliness inspection in the reservation office?
 - A. Finger marks on surfaces
 - B. Cleanliness of carpets
 - C. Room temperature settings

- D. Presence of dust on equipment
- b. What is the primary purpose of checking cancellation reports in the reservation office?
 - A. To verify the availability of rooms for upcoming bookings
 - B. To ensure proper refund processing and update availability
 - C. To track customer preferences and feedback
 - D. To monitor staff performance and workload
- c. Which of the following tools is most commonly used for managing reservations in a hotel or reservation office?
 - A. Customer Relationship Management (CRM) system
 - B. Manual ledger
 - C. Property Management System (PMS)
- d. Fax machine Why is it important to regularly check materials in the reservation office?
 - A. To ensure customer inquiries are handled manually
 - B. To ensure there are enough supplies for daily operations
 - C. To maintain the cleanliness of the office
 - D. To monitor the office's energy consumption
- e. When handling a handover report in the reservation office, which of the following should be included?
 - A. Customer satisfaction survey results
 - B. Details of pending bookings, cancellations, and customer requests
 - C. Inventory levels of office supplies
 - D. Marketing strategies for promoting new services

Part 3: Open Questions /12marks

1. Why is it essential to check for finger marks on surfaces in the reservation office, and how can you ensure this is done effectively?
2. How would you handle a situation where a booking system experiences a technical issue, and guests are unable to be checked in due to the system being down?
3. Describe the importance of checking cancellation and postponed reports regularly in the reservation office, and what actions should be taken based on these reports.



Points to Remember

- Create a professional and welcoming environment for customers.
- Check all Tools and Equipment
- Verify Software and Booking Systems
- Review Reservation Reports
- Check for Odors and Ambience
- Maintain Professionalism and Readiness



Self-Reflection

1. Re-take the self-assessment they did at the beginning of the unit.
2. Fill in the table above and share results with the trainer for further guidance.
3. Fill in and complete the self-assessment table below to reassess your level of knowledge, skills, and attitudes after undertaking this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills, and attitudes acquisition during the learning process.
 - b. Think about yourself; do you think you have the knowledge, skills, or attitudes to do the task? How well?
 - c. Read the statements across the top, put a check-in a curriculum that best represents your level of knowledge, skills, and attitudes.

Experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Identify the tools and equipment used in reservation office					

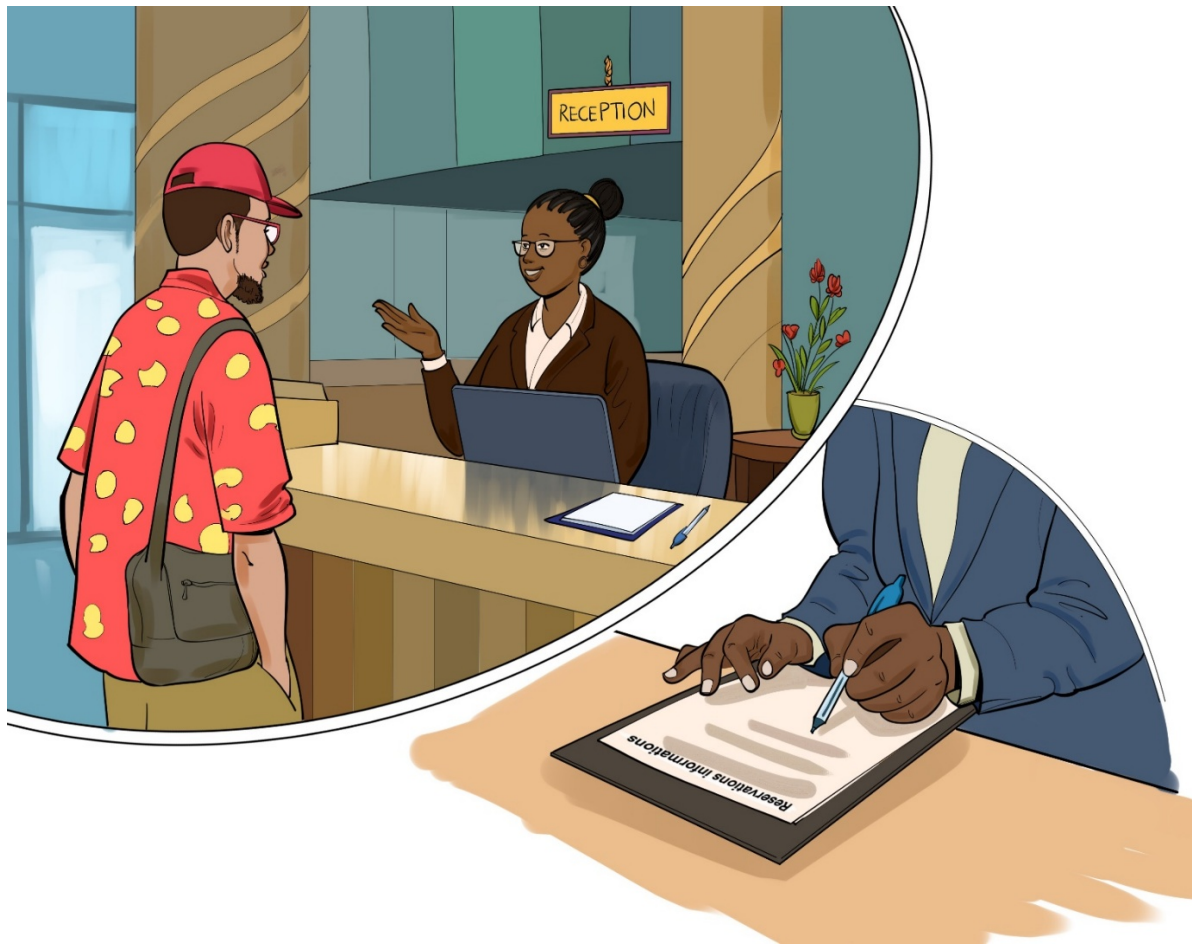
Experience	I do not	I know a	I have	I have a lot	I am
Knowledge, skills, and attitudes	have any experience doing this.	little about this.	some experience doing this.	of experience with this.	confident in my ability to do this.
Describe the methods of cleaning various surfaces, tools and equipment					
Describe data analysis methods to interpret trends and patterns in the reports.					
Describe specific software and tools used for tracking reservations and generating reports.					
Classify materials, tools and equipment used in reservation office					
Manage inventory of tools and supplies needed for the office.					
Interpret data and identify trends or discrepancies in reports.					

Experience	I do not	I know a	I have	I have a lot	I am
Knowledge, skills, and attitudes	have any experience doing this.	little about this.	some experience doing this.	of experience with this.	confident in my ability to do this.
Use reports for efficient review					
Convey findings or concerns from					

1. Fill in the table below above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

UNIT 2: GATHER RESERVATION INFORMATION



Unit summary

This unit provides you with the knowledge, skills and attitudes required to gather reservation information. It includes checking availability of rooms; collecting information of reservation and sharing of information.

Self-Assessment: Unit 2

1. Referring to the unit illustration above, answer the following questions:

- a. What does the picture show?
 - b. What is the difference between the features in the picture?
 - c. Basing on the picture, what do you think this unit is about?
2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills, and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills, and attitudes acquisition during the learning process.
 - b. Think about yourself; do you think you have the knowledge, skills, or attitudes to do the task? How well?
 - c. Read the statements across the top, put a check in a curriculum that best represents your level of knowledge, skills, and attitudes.
3. At the end of this unit, you will assess yourself again.

Experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Identify the types of rooms					
Describe the function of PMS					
Describe the effect different channels of reservations					
Identify types of Reservation Information to collect					
Explain the process of cancellations or no-shows					
Identify hotel reservation policies and procedures					

Experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Manage reservation systems and software					
Communicate effectively with guest and other departments					
Manage revenue and pricing					
Handle reservations from different channels					



Key Competencies:

Knowledge	Skills	Attitudes
1. Identify the types of rooms	1. Analyze historical booking data to identify trends	1. Be attentive to details while checking and cross-reference data to avoid mistakes
2. Describe the function of PMS	2. Predict room availability based on historical occupancy and demand data	2. Be committed to what you are assigned to
3. Describe the software and techniques to predict room availability	3. Manage reservation systems and software	3. Take responsibility for detailed activities in peak seasons, local events, and business cycles
4. explain guest-facing technology	4. Communicate effectively with guest and other departments	4. Demonstrate endurance while analyzing historical data, booking patterns, and market trends

Knowledge	Skills	Attitudes
5. Describe the effect different channels of reservations	5. Manage revenue and pricing	5. Establish team spirit while working with Other Departments
6. Identify types of Reservation Information to collect	6. Describe all reservation details into the system	
7. Explain the channels of communication	7. Handle reservations from different channels	
8. Explain the process of cancellations or no-shows	8. Handle hotel's booking policies	



Discovery activity

Scenario1: Basing on your previous experience in gathering reservation information, answer the following questions.



Task 5:

1. Try to find out the meaning of reservation information concept.
2. What can be the key concepts/points you think may help you to gather reservation information
3. Explain if in gathering reservation information, you think checking room availability, is important?
4. Do you know Property Management System(PMS)? What you guess can help in gathering and managing room reservation information?

Topic 2.1. Checking Availability Of Rooms



Activity 1: Problem Solving



Task 6:

Referring to what you know about checking room availability, answer the questions below:

1. What does it mean by checking room availability?
2. Do you think checking room availability is important? Explain why?
3. Try to identify some types of rooms you know.
4. What do you think are the main factors to consider when checking the availability of rooms in a hotel?
5. Imagine and select how current room availability status in a property management system is checked.
6. To know the Room types when checking room availability, is important? Explain.
7. Guess how does the "maintenance status" of a room affect its availability?
8. What should you think you can do if you find discrepancies in the room availability data in the PMS?

Key Facts 2.1. Checking availability of rooms

- **Room inventory**

- ✓ **Current Room Availability status**

When checking room inventory in a hotel reservation office, it's crucial to have an accurate and up-to-date current room availability status to ensure effective guest reservation management. The availability status informs the reservation team about the number of rooms available, the type of rooms left, and whether any special conditions (like overbooking or restrictions) are in place. Those are the keys point to consider:

-  Room Type Availability
-  Room Status by Date
-  Current Occupancy Levels

-  Restricted Availability
-  Overbooking Information
-  No-show and Canceled Room Status
-  Pending Reservation Status
-  Room Availability by Time of Day
-  Cancellation and Modification Policies
-  Special Offers or Packages Availability
-  Room Inventory Adjustments
-  How to Use Current Room Availability Information
 - o Optimize Booking Decisions
 - o Manage Overbooking
 - o Enhance Guest Satisfaction
 - o Revenue Optimization
 - o Facilitate Efficient Check-in/Check-out
 - o Handle Special Requests
 - o Minimize Cancellations and No-shows
-  Tools for Checking Current Room Availability:
 - o Property Management System (PMS):
 - o Channel Manager
 - o Reservation Software
 - o Booking Engine

✓ **Room Types and Categories**

When checking **room inventory** in a hotel reservation office to gather **guest reservation information**, it's essential to be familiar with the **room types and categories** available. These classifications help the reservation team match guest preferences with available rooms and ensure that rooms are allocated efficiently. Room types and categories also play a crucial role in **room pricing, guest satisfaction**, and **overall revenue management**.

✓ **Common Room Types and Categories in Hotels:**

-  Standard Room
-  Superior Room

-  Deluxe Room
-  Suite.
-  Junior Suite
-  Penthouse Suite
-  Family Room
-  Accessible Room (ADA Room).
-  Connecting Rooms
-  Corner Room
-  Honeymoon Suite
-  Business Room
-  Loft Room
-  Boutique Room
-  Bunk Room

✓ **Maintenance and Cleanliness Status**

When checking **room inventory** in a hotel reservation office to gather **guest reservation information**, the **maintenance and cleanliness status** of each room is a crucial aspect. It ensures that rooms are ready for occupancy and in optimal condition to provide a positive guest experience. Keeping track of maintenance and cleanliness helps avoid overbooking, prevents guest dissatisfaction, and ensures the efficient operation of the hotel.

Maintenance Status

Maintenance status refers to the condition of the rooms and whether any maintenance or repairs are needed before a room can be occupied. Rooms may be out of service or unavailable if they require repairs or technical fixes.

Cleanliness Status

Cleanliness is crucial in ensuring a room is guest-ready. The cleanliness status reflects whether a room has been cleaned and prepared for a new guest. Rooms that are not cleaned or are still being serviced must be marked as unavailable for reservation.

Impact of Maintenance and Cleanliness on Room Availability

The **maintenance** and **cleanliness** status directly affect the room's availability for guests and can influence reservation decisions. Here are some impacts:

- Room Availability
- Guest Satisfaction
- Revenue Optimization
- Booking Management
- Preventing Overbooking



Best Practices for Managing Maintenance and Cleanliness Status

- Real-Time Communication between Departments
- Automated Systems for Updates
- Regular Inspections and Quick Turnaround
- Clear Reporting and Documentation
- Guest Communication

- **Property Management System (PMS)**

- ✓ **Current Room Inventory and Occupancy**

When you check the availability of rooms through a Property Management System (PMS) to gather guest reservation information, the system displays the **current room inventory** and **occupancy** in real-time.



Current Room Inventory:

This refers to the total number of rooms available in a property at any given time, broken down by room type and category. Room inventory is important for managing availability and ensuring the hotel doesn't overbook.



Occupancy:

Occupancy refers to the number of rooms that are currently occupied or reserved by guests. It shows the real-time status of room utilization.

- ✓ **Reservation Blockings and Restrictions**

When checking the availability of rooms through a **Property Management System (PMS)** to gather guest reservation information, **reservation blocking** and **restrictions** are crucial tools that help manage room inventory, ensure operational efficiency, and optimize guest experience.

Types of Reservation Blockings in PMS

- Pre-Arrival Blocks
- VIP Blocks
- Group Booking Blocks
- Maintenance Blocks
- Overbooking Blocks
- Seasonal/Event-Specific Blocks

Reservation Restrictions

Reservation restrictions are rules or conditions applied to guest bookings that limit the types of reservations that can be made for certain rooms. These restrictions control the availability and booking process, ensuring that the hotel can manage bookings in a way that maximizes profitability and meets operational needs.

- Types of Reservation Restrictions in PMS:
 - Minimum Stay Requirement
 - Maximum Stay Restriction
 - Closed to Arrival (CTA)
 - Closed to Departure (CTD)
 - Blackout Dates
 - Length of Stay (LOS) Restrictions
 - Rate Plan Restrictions
 - Booking Window Restrictions
- How Blocking and Restrictions Appear in the PMS:

When a front desk agent or revenue manager checks room availability in the PMS, the system will display these blocks and restrictions in real-time:

 - Blocked rooms
 - Restricted rates and conditions
- Impact of Blocking and Restrictions on Availability:
 - Prevent Overbooking
 - Optimize Revenue
 - Operational Control

✓ **Maintenance and Housekeeping Status**

When checking the availability of rooms through a **Property Management System (PMS)** to gather guest reservation information, the **maintenance and housekeeping status** of rooms play a crucial role in ensuring accurate and up-to-date room availability. The PMS helps track and manage the status of rooms regarding their readiness for guests, ensuring that only rooms that are clean and fully functional are shown as available for booking.

Maintenance Status

Maintenance status refers to the condition of rooms that may be temporarily unavailable due to repair, maintenance, or refurbishment work. Rooms can be blocked in the PMS for maintenance-related reasons, preventing them from being booked by guests until they are fully operational again.

Housekeeping Status

Housekeeping status refers to the cleanliness and readiness of rooms for guest occupancy. The PMS can track whether a room has been cleaned and prepared for the next guest or whether it requires cleaning after a guest checks out.

● **Online Travel Agencies (OTA)**

✓ **Room Descriptions and Features**

When checking the availability of rooms through **Online Travel Agencies (OTAs)** to gather guest reservation information, **room descriptions and features** play a crucial role in providing detailed, transparent, and appealing information to potential guests. OTAs like Expedia, Booking.com, and Airbnb display this information to help guests choose rooms that best meet their preferences. Here's how **room descriptions and features** are presented and what they typically include when checking availability for reservations.

Room Descriptions

Room descriptions on OTAs provide a summary of the room's key characteristics, layout, and overall experience. These descriptions are typically concise but should highlight important aspects that can influence a guest's decision to book.

○ **Key Elements of Room Descriptions**

- Room Type
- Room Size
- Bed Configuration
- Guest Capacity
- View
- Floor Level
- Location within the Hotel

Room Features

Room features include amenities and services available in the room to enhance the guest experience. OTAs typically list these features to provide a complete picture of what guests can expect.

Important Considerations When Gathering Room Reservation Information from OTAs

- Room Availability
- Rate Plans
- Cancellation Policies
- Special Offers

How OTAs Display Room Descriptions and Features

- Images and Virtual Tours
- Icons
- Filters

✓ **Booking Policies and Conditions**

When checking the availability of rooms through **Online Travel Agencies (OTAs)** for gathering guest reservation information, **booking policies and conditions** play a crucial role in ensuring that both guests and hotel management are clear about the terms of the reservation. These policies set expectations regarding payment, cancellations, modifications, and other important aspects of the booking process. OTAs typically present these policies in a clear and transparent manner to help guests make informed decisions.

Key Booking Policies and Conditions on OTAs:

- Payment Policies:

These policies detail when and how payment for a reservation is required, including whether payments are made at the time of booking or upon check-in.

- Prepaid/Non-Refundable:
- Pay at Hotel:
- Partial Prepayment
- Security Deposit:

Cancellation Policies

These policies define the terms under which guests can cancel or modify their reservations, and what penalties (if any) will apply.

- Free Cancellation
- Non-Refundable
- Flexible Cancellation
- No-Show Policy

Modification Policies

These policies govern the ability to change booking details, such as the dates of stay, guest names, or room types.

- Changes Allowed
- No Modifications Allowed
- Changes with Penalties

Check-in and Check-out Policies

These policies specify the expected times for check-in and check-out, as well as any restrictions on early or late arrivals.

- Check-in Time
- Check-out Time
- Early Check-in/Late Check-out

Additional Guest Policies:

These policies specify the conditions under which additional guests can stay in the room beyond the standard occupancy.

- Extra Person Fees
- Children Policies

- Crib/Extra Bed Requests



Pet Policies

These policies specify whether pets are allowed in the room and, if so, under what conditions.

- Pet-Friendly Rooms
- No Pets Allowed



Special Requests:

Many OTAs allow guests to make special requests at the time of booking, such as bed preferences, room location, or early check-in/late check-out requests.



Taxes and Fees:

The total price displayed on the OTA often excludes certain taxes or fees that guests may need to pay during their stay.

- Mandatory Fees
- Tourism Tax



Guarantee Policies:

Guarantee policies detail the requirements for confirming a reservation, including payment, credit card holds, and guarantee conditions.

- Credit Card Guarantee
- Advance Purchase Requirements



How OTAs Display Booking Policies and Conditions:

- Clear Visibility
- Icons and Alerts
- Filtering Option

✓ **Promotional Offers and Packages**

When checking the availability of rooms through **Online Travel Agencies (OTAs)** for gathering guest reservation information, **promotional offers and packages** are key features that can significantly influence guest decisions. OTAs often provide these offers to attract guests, offer added value, and create a sense of urgency or exclusivity. These promotions are clearly displayed alongside room availability, and can be tailored to specific travel dates, guest needs, or preferences.



Key Promotional Offers and Packages on OTAs:

- Discounted Rates

Discounts are one of the most common types of promotional offers and can vary widely based on booking conditions, time of year, or specific guest requirements.

- Early Booking Discounts
- Last-Minute Deals
- Non-Refundable Rates
- Member-Only Discounts

Package Deals

Package deals combine room rates with other services or amenities, offering added value to guests. These packages are often designed to encourage bookings for longer stays or specific travel needs.

- Accommodation + Activities Packages
- Accommodation + Dining Packages:
- Family or Group Packages:
- Romantic Packages:
- Honeymoon Packages

Seasonal Promotions:

Seasonal promotions are designed to attract guests during certain times of the year, often tied to holidays or events. These promotions are popular during peak travel periods or off-season months to help maintain booking levels.

- Holiday or Event-Based Promotions
- Off-Season Deals
- Special Occasion Promotions

Loyalty and Reward Programs

Many OTAs have loyalty or reward programs that allow guests to earn points or benefits for repeat bookings, often leading to discounts or other exclusive offers.

- OTAs' Loyalty Programs:
- Points and Miles:

Flash Sales:

Flash sales are time-sensitive promotional offers that offer steep discounts for a limited period, creating a sense of urgency to book immediately.

- Time-Limited Discounts:
- Hourly or Daily Deals

Bundle Offers

OTAs may offer bundled deals where the guest books multiple services (such as flights, car rentals, or transfers) along with hotel accommodation, which often results in a reduced overall price.

- Flight + Hotel Bundles
- Hotel + Car Rental Bundles
- Hotel + Airport Transfer Bundles

Special Perks or Add-Ons:

Many OTAs offer additional perks or services that come as part of promotional packages to enhance the guest experience.

- Room Upgrades
- Free Night Promotions
- Exclusive Access

Referral or Group Booking Discounts:

Some OTAs provide incentives for guests who refer friends or book in groups, further encouraging multiple bookings.

- Referral Discounts:
- Group Booking Discounts

How OTAs Display Promotional Offers and Packages:

- Visible Highlighting
- Pop-Up Alerts
- Filters
- Bundling and Cross-Promotions



Activity 2: Guided Practice



Task 7

Visit your school's hotel front office workshop and perform the following task, under the guidance of the trainer

1. You are working at the front desk, and you receive a phone call asking about available rooms for a guest arriving in the next two days. How do you begin the process of checking room availability?
2. You check the PMS and see that a room is listed as "available," but you notice it is showing as "under maintenance" on the housekeeping log. What should you do next?
3. A guest calls to ask if there are any rooms available with a king-size bed and a great view of the city. The PMS shows a double room available, but the guest insists on a king-size bed. What do you do?
4. You have a room that was just cleaned, but the housekeeping log shows a "needs inspection" status. A guest arrives soon, and the room is showing as clean in the PMS. What should you do?
5. You find out that a guest was mistakenly overbooked into a room that is unavailable. How would you handle the situation to resolve the issue?
6. A guest requests a room with a king-size bed and non-smoking preference for their stay next week. You check the availability and see that rooms with a king-size bed are available, but they are listed as smoking rooms. How should you proceed?



Activity 3: Application



Task 8:

Read the following small real-life scenarios, then answer the questions on its.

1. You receive a call from a guest who wants to book a single room for next weekend. You check the PMS and find that the room inventory shows available rooms for that weekend.

However, the guest requests a room with a king-size bed. You notice that there is only a double bed available in the inventory. How do you proceed?

2. You check the availability of rooms for an upcoming corporate group booking through the PMS, and you find that suite rooms are fully booked. The group requests upgraded accommodations. How do you handle the situation to ensure the group's needs are met?
3. A guest is scheduled to check-in within the next hour, but you notice that the room assigned to them is marked as under maintenance and needs cleaning in the PMS. How do you ensure the guest is properly accommodated?
4. You are preparing for a busy holiday weekend, and the hotel is filling up fast. You notice that certain room types are being blocked in the PMS for specific periods. How do you handle guest inquiries for these rooms?
5. You receive a booking request through an Online Travel Agency (OTA), but when you check the PMS, you see that the room category the guest is requesting is no longer available. What should you do next?
6. A guest checks your hotel's website and sees a promotional package for a family room at a discounted rate. You receive a booking request for this family room, but when you check the PMS, the room type is shown as unavailable. What do you do?

Topic 2.2: Manage information of reservation



Activity 1: Problem Solving



Task 9:

Referring to his/her previous experience about managing information of reservation, ask him/ her to read the below small scenarios and answer the questions on it:

1. A guest provides their name but is unsure of the correct contact number during the reservation process. Imagine the steps that can you take to ensure that the guest information is accurately collected?
2. A guest wants to make a reservation but isn't sure about the exact dates or room types. Guess what can be the strategies can be used to help the guest provide the necessary booking details?
3. A guest mentions they have a special request, such as requiring a **room with an ocean view**, but they do not specify further. Think to how guest special requests are accurately handled?
4. What can you think as considerations should be taken when sharing the reservation information securely and efficiently?
5. You need to ensure that a special request (e.g., a guest's dietary requirement) is communicated to the kitchen and housekeeping teams. What steps should you take to make sure all departments are well-informed?
6. Suppose that a guest provides payment details, but there is an issue with the billing information (e.g., incorrect credit card number or address). How would you think to handle this issue to ensure the reservation is secure?

Key Facts 2.2: Manage information for reservation

- **Collect information**
 - ✓ **Guest Information**

When collecting guest information for managing reservations, it's essential to gather accurate and relevant details to ensure a smooth and personalized experience. Proper guest information helps in room allocation, communication, and catering to specific needs. Below are the key categories of information to collect from guests during the reservation process:

-  Personal Information
-  Reservation Details
-  Payment Information
-  Communication Preferences
-  Loyalty Program Information (if applicable)
-  Special Requests or Notes
-  Identification (for verification)
-  Additional Services
-  Emergency Contact Information
-  Travel Information
-  Marketing Permissions (Opt-in for Promotions)
-  Key Principles for Collecting and Managing Guest Information:

✓ **Booking Details**

When collecting **booking details** for managing reservation information, it's crucial to gather specific data to ensure smooth processing, accurate inventory management, and a personalized guest experience. Below are the key booking details that should be collected from guests during the reservation process:

-  Reservation Number (or Confirmation Number)
-  Booking Source/Channel
-  Check-in and Check-out Dates
-  Number of Guests
-  Room Type and Configuration
-  Rate Type or Price Plan
-  Special Requests
-  Payment Details
-  Booking Date

-  Cancellation Policy
-  Booking Method (Direct, OTA, or GDS)
-  Deposit Information (if applicable)
-  Loyalty Program Details (if applicable)
-  Booking Agent (for third-party reservations)
-  Group Booking Information (if applicable)
-  Guest's Corporate or Event Information (if applicable)
-  Arrival and Departure Time
-  Additional Notes or Special Instructions

✓ **Special Requests and Preferences**

When collecting special requests and preferences from guests for managing reservation information, it is essential to capture any specific needs or desires they have for their stay. These details are important for personalizing the guest experience and ensuring their comfort and satisfaction. Below are key categories of special requests and preferences to consider when managing reservations:

-  Room Preferences
-  Accessibility Needs
-  Early Check-in / Late Check-out
-  Extra Bedding or Furniture
-  Dietary Restrictions and Special Requests
-  Celebrations and Special Occasions
-  Room Setup or Atmosphere
-  Transportation and Mobility Requests
-  Spa and Wellness Preferences
-  Pet Requests (if the hotel is pet-friendly)
-  Housekeeping Requests
-  Security and Privacy Requests
-  Best Practices for Managing Special Requests and Preferences

• **Share Information**

✓ **Guest Identification and Contact Information**

When managing reservation information, it's essential to ensure that guest identification and contact details are collected and shared in a secure and structured manner. This ensures smooth communication, facilitates problem resolution, and helps provide a more personalized experience for guests. Below are the key elements typically needed for guest identification and contact information in the context of managing reservation information:

-  Guest Identification Information
-  Contact Information
-  Special Requests or Notes
-  Reservation Status and History
-  Communication Preference
-  Security and Data Protection Considerations
-  Sharing Information
-  Example of Information to Share for Managing Reservation
-  Reservation Details

By systematically organizing and securely sharing this information, hospitality providers can ensure a smooth and personalized experience for guests while adhering to privacy and security regulations.

✓ **Reservation Details and Special Requests**

When managing reservation details and special requests for guests, it's crucial to provide clear and accurate information to ensure smooth operations and a positive guest experience. This typically includes essential reservation details, as well as any additional preferences or specific needs a guest may have. These details help ensure that staff are fully informed about the guest's stay, and any special requests are accommodated.

Reservation Details

These are the basic elements of the booking that provide key information about the guest's stay.

- Reservation Code/Confirmation Number
- Guest Name
- Check-in and Check-out Dates

- Room Type/Category
- Number of Guests
- Booking Source
- Payment Method/Guarantee
- Reservation Status
- Billing Information
- Special Promotions or Discounts



Special Requests

Special requests include specific preferences or needs that guests may have shared with the property prior to their arrival. These are important for providing excellent customer service and ensuring that the guest's needs are met during their stay.

- Room Preferences
- Early Check-in/Late Check-out Requests
- Bed Configuration
- Accessibility Needs
- Additional Bedding or Cribs
- Special Occasions
- Dietary Restrictions
- Transportation Requests
- Pet Requests
- Celebration or Gift Requests
- Quiet or Private Area Request

✓ Payment and Billing Information

When managing payment and billing information for reservations, it's essential to handle and share the data securely and accurately, as this information is sensitive and critical for both financial and operational purposes. Proper management ensures a smooth check-in/check-out process and minimizes errors or disputes.



Key Elements of Payment and Billing Information

- Payment Method/Guarantee
- Billing Address

- Invoice Details
- Refunds and Adjustments
- Deposit and Cancellation Information
- Special Billing Requests

 Best Practices for Sharing and Managing Payment and Billing Information:

- Security and Confidentiality
- Internal Communication
- Third-Party Payments
- Payment and Refund Tracking

- **Communicate with operational departments**

- ✓ **Written**

When communicating with operational departments for managing reservation information, clarity, accuracy, and professionalism are essential to ensure smooth coordination and optimal guest experience. Different departments, such as the front desk, housekeeping, concierge, restaurant, and maintenance, rely on specific details to provide tailored services and ensure that guest needs are met.

Here's an overview of how to write clear and efficient communication with operational departments:

- ✓ **Key Principles for Effective Communication**

 **Clarity:** Be clear about the specific details and expectations related to the reservation, guest preferences, and special requests.

 **Conciseness:** Focus on the most important information relevant to each department to avoid overwhelming them with unnecessary details.

 **Timeliness:** Share information well in advance of the guest's arrival to allow enough time for preparation and adjustments.

 **Professionalism:** Maintain a polite and formal tone to ensure positive internal relations and professional communication.

 **Actionable Information:** Ensure that the message is actionable—i.e., that the recipient knows what action they need to take.

- ✓ **Examples of Written Communication to Operational Departments:**

 **Front Desk Communication:**

Subject: Reservation Details for John Doe – December 25–30, 2024

Dear Front Desk Team,

Please note the following details for the reservation of Mr. John Doe, staying with us from December 25th to December 30th, 2024.

- Reservation ID: ABC123456
- Room Type: Ocean-view suite (high floor, non-smoking)
- Guest Names: Mr. John Doe, Mrs. Jane Doe (child, 8 years old)
- Check-in Date: December 25, 2024 (Guest expects to arrive around 3:00 PM)
- Check-out Date: December 30, 2024
- Special Requests:
 - Early check-in requested for 10:00 AM (please confirm availability).
 - Late check-out requested for 1:00 PM (pending availability).
 - Extra rollaway bed for child (please prepare in advance).



Payment Information:

- **Payment Type:** Prepaid (Paid in Full via credit card, ending in 1234)
- **Billing Address:** 123 Main St, Springfield, IL 62701, USA

Please ensure all necessary arrangements are in place. If there are any issues, let me know immediately.

Best regards,
[Your Name]
[Your Position]
[Hotel Name]



Housekeeping Communication:

Subject: Special Room Preparation for John Doe – Reservation ABC123456

Dear Housekeeping Team,

Kindly prepare the following for Mr. John Doe's stay in the Ocean-view suite (room 502) from December 25th to December 30th:

- **Bed Configuration:** King-size bed (please ensure the bed is set up with high-quality linens).
- **Special Requests:**

- Rollaway bed for a child (8 years old).
- No-smoking room.
- **Room Preferences:**
 - High floor requested.
 - Extra towels and toiletries (as per guest preference).
 - Welcome gift: A bottle of champagne and chocolate strawberries for the guest's birthday.

Please ensure the room is ready for early check-in at 10:00 AM, subject to availability.

Thank you for your attention to detail and timely preparation.

Best regards,

[Your Name]

[Your Position]

[Hotel Name]



Concierge Communication:

Subject: Guest Request for Transportation and Special Needs – John Doe, December 25–30, 2024

Dear Concierge Team,

Please note the following special requests for Mr. John Doe, arriving on December 25th, 2024:

- **Airport Transfer:** Pick-up at 9:00 AM on December 25th from JFK Airport to the hotel.
- **Special Occasions:** Mr. Doe is celebrating a birthday during his stay. Please prepare a birthday card and small gift in the room.
- **Dining Preference:** Guest requests vegan meals during their stay. Kindly inform the restaurant team.
- **Transportation Requests:** For December 28th, the guest would like to explore a local tour (half-day city tour). Please assist with bookings and inform me of the time.

Let me know if there are any issues in fulfilling these requests. I will follow up closer to the guest's arrival.

Best regards,
[Your Name]
[Your Position]
[Hotel Name]

 Restaurant Communication:

Subject: Special Meal Request for John Doe – December 25–30, 2024

Dear Restaurant Team,

Please prepare for the following special requests for Mr. John Doe and his family during their stay from December 25th to December 30th, 2024:

- **Dietary Restrictions:** Vegan meals with no dairy or nuts. Please confirm the options available on the menu.
- **Breakfast:** Please ensure breakfast is available for room service on December 25th at 7:00 AM (guest prefers a quiet setting).
- **Special Occasion:** Birthday dinner reservation for Mr. Doe on December 26th at 7:00 PM. A private table by the window is preferred.

Please make the necessary preparations and let me know if you need any further information.

Best regards,
[Your Name]
[Your Position]
[Hotel Name]

 Maintenance Communication:

Subject: Maintenance Request for Ocean-view Suite – John Doe

Dear Maintenance Team,

Please note the following request for the **Ocean-view suite** (Room 502) assigned to Mr. John Doe for his stay from December 25th to December 30th, 2024:

- **Air Conditioning Check:** The guest has mentioned the air conditioning seems to be malfunctioning. Please check and repair before the guest arrives.
- **TV Remote:** The remote in the room is not functioning correctly. Kindly replace it prior to check-in.

- **Shower Pressure:** Guest has requested an adjustment to the water pressure in the shower. Please confirm if this can be addressed.

Please prioritize this request and ensure everything is in order before check-in.

Thank you,

[Your Name]

[Your Position]

[Hotel Name]

Additional Tips for Writing Effective Operational Communications:

- Prioritize Key Details
- Use Bullet Points for Easy Reading
- Actionable Requests
- Follow-up Reminders
- Provide Contact Information:

✓ **Verbal**

When communicating **verbally** with operational departments to manage reservation information, the goal is to ensure clear, concise, and actionable communication. Verbal communication should be direct and efficient, given that it often takes place in fast-paced environments where quick responses and actions are necessary. Below are some tips and examples for verbal communication with operational departments:

Key Principles for Verbal Communication:

- Clarity
- Precision
- Actionable Information
- Tone
- Follow-Up

Verbal Communication Operational Departments:

- Front Desk
- Housekeeping
- Concierge
- Restaurant/Bar
- Maintenance

Tips for Effective Verbal Communication:

- Use Confirmation
- Summarize Key Points
- Follow-up if Needed
- Be Responsive and Open to Questions

✓ **Guest Preferences and Special Requests**

When communicating guest preferences and special requests with operational departments for managing reservation information, it's essential to ensure that the departments are fully informed of what the guest desires and expects. This ensures that the guest's needs are met, enhances their experience, and minimizes any potential issues or dissatisfaction. Here's a guide to how you can effectively communicate guest preferences and special requests to operational departments:

Key Principles for Communicating Guest Preferences and Special Requests:

- Be specific and Detailed
- Prioritize
- Ensure Action ability
- Maintain Consistency
- Use a Professional Tone

Key Guest Preferences and Special Requests to Communicate:

- Room Preferences
- Guest's Dietary or Meal Preferences
- Special Occasions
- Special Requests for Additional Services
- Personal Preferences

Best Practices for Communicating Guest Preferences

- Document and Share Early
- Consistency Across Departments
- Confirmation
- Attention to Detail
- Follow-Up



Activity 2: Guided Practice



Task 6:

1. Visit your school's hotel front office workshop and perform the following task, under the guidance of the trainer
 - a. A guest calls to book a room, and you need to collect their guest information. They are hesitant to provide their phone number, stating privacy concerns. How do you ensure the information is collected while respecting their privacy?
 - b. A guest wants to make a booking but isn't sure about the exact dates for their stay. What steps should you take to collect booking details from them?
 - c. A guest has special requirements (e.g., a wheelchair-accessible room), but they don't clearly specify their needs. How can you gather the details needed to manage their special requests?
 - d. You need to share the guest's contact information and reservation details with the front desk and housekeeping team. How can you ensure the information is shared correctly and securely?
 - e. A guest has specific room preferences and a special request (e.g., a hypoallergenic pillow). How do you ensure that both the housekeeping team and front desk are informed of these requests?
 - f. A guest wants to settle the bill for their reservation, but the payment method they provided is not accepted (e.g., expired credit card). How would you handle this situation to ensure the payment and billing information is processed smoothly?
2. For any challenge, please ask for help from your trainer.
3. Refer to the Key facts 2.2 for clarifications:



Activity 3: Application



Task 7:

1. Visit a nearby hotel and perform the following tasks relate to the management of information for reservation.
 - a. Process the collection of informations
 - b. Perform the sharing of information to the concerned departements of the hotel
 - c. By using the appropriate Channels ,communicate with operational departements of hotel
2. Read the following small real-life scenarios, then answer the questions on its
 - a. A guest calls to make a reservation, and you need to collect guest information, including their phone number and email address. However, they are hesitant to provide their email. How would you handle this situation while ensuring you collect the necessary information?
 - b. A guest is unsure about the exact dates for their booking but would like to secure a reservation. What approach would you take to gather the booking details effectively and ensure the reservation process is still valid?
 - c. A guest mentions that they have a special request for a quiet room but does not provide further details. How do you ensure their request is accurately captured and communicated to the necessary departments?
 - d. You need to share guest identification and contact information with the housekeeping and front desk teams to ensure the guest's needs are met. What steps do you take to ensure this information is shared properly and securely?A guest has made a special request for a king-size bed and a non-smoking room. How would you ensure this request is communicated effectively to both the housekeeping and front desk teams?

- e. guest provides payment information, but there is an issue with the card (e.g., declined payment). How would you handle this situation while ensuring the reservation is not lost
3. Make a report showing the methods, techniques and channels used to collect and sharing information in communication of different operational departments.



Formative Assessment

Section 1: Definitions

Provide definitions for the following terms based on your understanding of the content learned.

1. Room Inventory
2. Property Management System (PMS)

Section 2: Multiple Choice Questions

Choose the correct answer for each question.

3. Which of the following is a key factor in checking the availability of rooms?
 - a. Guest preferences
 - b. Current Room Availability status
 - c. Special Requests
 - d. Payment information
4. What does a Property Management System (PMS) help to manage?
 - a. Guest interactions on social media
 - b. Room types and categories
 - c. Reservations, room inventory, and occupancy
 - d. External marketing and promotions
5. When gathering information for a reservation, which of the following is NOT typically required?
 - a. Guest information
 - b. Room type preferences
 - c. Payment details
 - d. Hotel staff salaries

6. Which of the following systems allows customers to book rooms online?
 - a. Property Management System (PMS)
 - b. Online Travel Agencies (OTA)
 - c. Telephone reservations
 - d. Manual guest logs
7. What is typically included in a reservation block or restriction?
 - a. Room type availability
 - b. Guest preferences
 - c. Promotional offers
 - d. Booking policies

Section 3: Open-Ended Questions

8. Explain why it is important to track room maintenance and cleanliness status in the context of gathering reservation information.
9. Describe the role of online travel agencies (OTA) in the reservation process and how they affect guest bookings.
10. How can effective communication with operational departments (e.g., housekeeping, maintenance) ensure a smooth reservation process?



Points to Remember

- Maintain a detailed record of all available rooms.
- Always check the current availability of rooms before confirming any reservation.
- Understand the different types of rooms.
- Use the Property Management System (PMS).
- Be aware of any reservation blockings.
- Ensure that room descriptions and features are accurately listed on OTAs.
- Familiarize yourself with booking policies on OTAs.
- Gather and record essential guest details.
- Ensure any special requests.
- Share guest identification details with relevant departments.

- Use of written communication to clearly convey guest reservations, special requests, or operational instructions to departments.
- Ensure verbal communication is clear and concise.
- Communicate guest preferences and special requests to operational departments.



Self-Reflection

1. Re-take the self-assessment they did at the beginning of the unit.
2. Fill in the table above and share results with the trainer for further guidance.
3. Fill in and complete the self-assessment table below to reassess your level of knowledge, skills, and attitudes after undertaking this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills, and attitudes acquisition during the learning process.
 - b. Think about yourself; do you think you have the knowledge, skills, or attitudes to do the task? How well?
 - c. Read the statements across the top, put a check-in a curriculum that best represents your level of knowledge, skills, and attitudes.

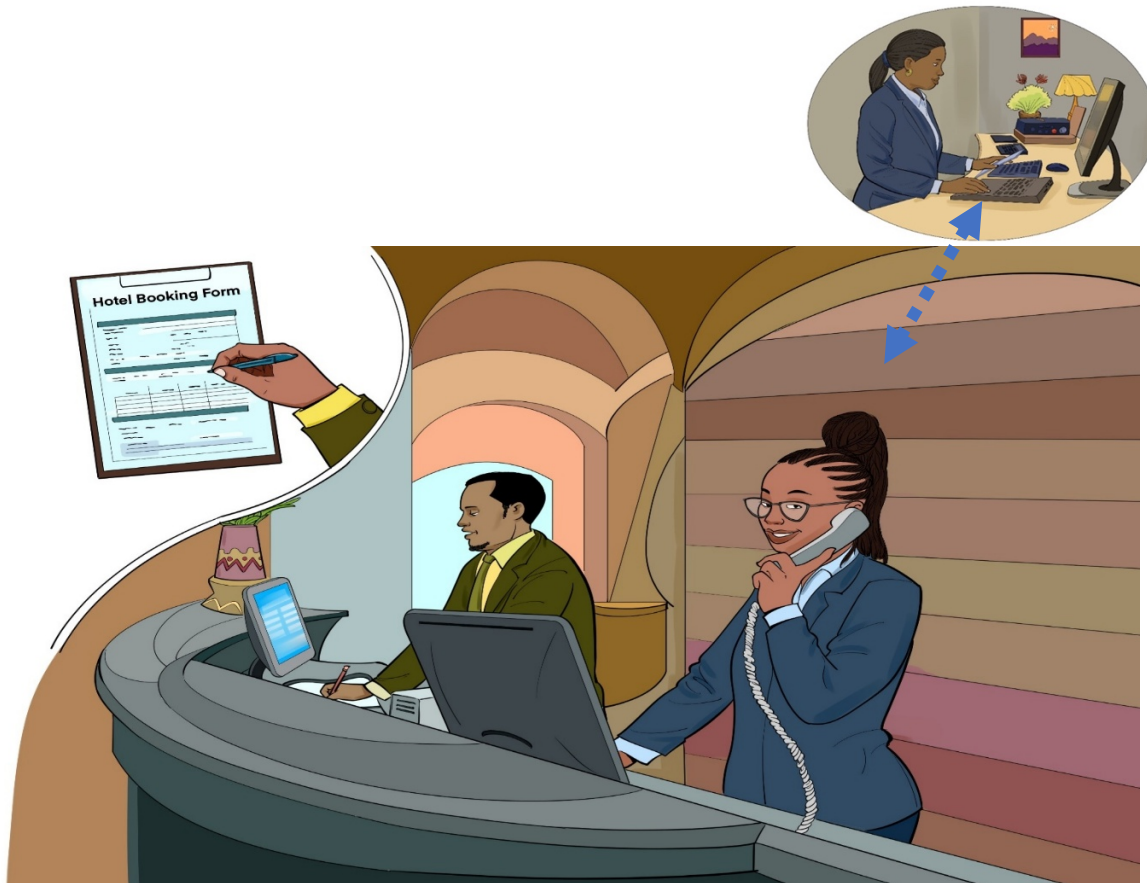
Experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Identify the types of rooms					
Describe the function of PMS					
Describe the effect different channels of reservations					
Identify types of Reservation Information to collect					

Experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Explain the process of cancellations or no-shows					
Identify hotel reservation policies and procedures					
Manage reservation systems and software					
Communicate effectively with guest and other departments					
Manage revenue and pricing					
Handle reservations from different channels					

4. Fill in the table below and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

UNIT 3: PROCESS RESERVATION



Unit summary

This unit provides you with the knowledge, skills and attitudes required to process reservation. It includes recording guest reservations, guest reservation confirmation, and reports preparation.

Self-Assessment: Unit 3

1. to the unit illustration above, answer the following questions:
 - a. What does the picture show?
 - b. What is the difference between the features in the illustration?
 - c. Basing on the illustration, what do you think this unit is about?
2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills, and attitudes under this unit.

- a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills, and attitudes acquisition during the learning process.
- b. Think about yourself; do you think you have the knowledge, skills, or attitudes to do the task? How well?
- c. Read the statements across the top, put a check-in a curriculum that best represents your level of knowledge, skills, and attitudes.
- d. At the end of this unit, you will assess yourself again.

Experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Identify types of reservations					
Describe terms and conditions used in guest reservation confirmation					
Comply with hotel's cancellation policy.					
Differentiate the different room types.					
Describe various payment methods accepted.					

Experience	I do not	I know a	I have	I have a lot	I am
Knowledge, skills, and attitudes	have any experience doing this.	little about this.	some experience doing this.	of experience with this.	confident in my ability to do this.
Use various channels for Receiving Reservation Requests					
Record and relay special guest requests to the appropriate departments					
Manage special requests to the relevant departments.					
Process payments, refunds and adjustments.					



Key Competencies:

Knowledge	Skills	Attitudes
1. Identify types of reservations	1. Apply the process of guest reservation	1. Comply with national and international standards during work execution
2. Explain the process of guest reservation	2. Use various channels for Receiving Reservation Requests	2. Be patience to handle repetitive tasks.
3. Describe terms and conditions used in guest reservation confirmation	3. Apply Cancellation and Modification Policy	3. Be dependable and consistent in processing reservations
4. Comply with hotel's cancellation policy.	4. Record and relay special guest requests to the appropriate departments	4. Demonstrate a commitment to maintaining the confidentiality of guest information and respecting privacy.
5. Describe types of guest information that should be collected.	5. Use office software in reservation activities	5. Demonstrate team spirit while working with others
6. Differentiate the different room types.	6. Apply rates based on the season, room availability, and guest preferences	6. Ability to manage multiple reservations simultaneously
7. Describe different types of reservation report	7. Process payments, refunds and adjustments.	7. Take responsibility in handling of complex situations.



Discovery activity



Task 12 :

Using your prior experience in reservation answer the following questions.

1. What are the different types of reservations do you think that a hotel can record when processing guest reservation?
2. Guess what can be the process of receiving a guest reservation request?
3. Imagine how a reservation with a guest can be confirmed?
4. What are the key terms and conditions do you know that should be included in a guest reservation confirmation?
5. What types of notifications should be sent to the guest during the reservation process?
6. Name different types of reservation report do you know.
7. What should be included in a Cancellation Report?
8. What you think could be the key details to include in a booking report?

Topic 3.1: Recording Guest Reservations



Activity 1: Problem Solving



Task 13:

Referring to your previous experience, read the following questions then answer them.

1. What are the different types of guest reservations you know, and how do think they impact the overall booking process?
2. What information do you know is essential to collect from a guest during the reservation process, and why is each piece important?
3. Why is it important to differentiate between guaranteed and non-guaranteed reservations, and how does this affect hotel operations?

4. How do you handle overbooking situations, and what steps should be taken to ensure guest satisfaction?
5. What role does technology (e.g., property management systems or online booking platforms) play in the reservation process, and how does it improve efficiency?
6. How would you think to handle a situation where a guest wants to cancel or modify their reservation? What procedures should be followed to ensure proper documentation and communication?
7. In a busy season, how can a hotel prioritize reservations and allocate rooms efficiently while maximizing occupancy and revenue?
8. How do you ensure that guest preferences (e.g., bed type, room view) are accurately recorded and communicated to the hotel staff for a smooth check-in process?
9. What steps should be taken to ensure that the reservation system is properly updated and maintained to avoid errors or conflicts in guest bookings?

Key Facts 3.1: Recording Guest Reservations

- **Types of reservation**

- ✓ **Tentative Reservation**

A **tentative reservation** is a type of reservation made by a guest where they show interest in booking a room but have not yet confirmed or provided a final commitment to the booking. It serves as a placeholder for the guest's potential stay. Here's a breakdown of this concept when recording guest reservations:

 Key Characteristics of a Tentative Reservation:

- **Non-binding:** Unlike a confirmed reservation, a tentative reservation is not legally required. The guest has expressed interest in staying, but no payment or formal commitment has been made yet.
- **Hold Status:** A tentative reservation typically holds the guest's chosen room and dates for a specified period. However, it can be canceled or changed by the guest within the holding period without penalty.

- **Time Frame:** The tentative nature of the reservation often comes with an expiration date. After this date, if the guest hasn't confirmed or paid, the reservation is either canceled or changed to an open availability status.
- **Purpose:** This type of reservation is used when a guest needs time to finalize details such as the exact number of people, travel plans, or confirming other aspects of the trip. It allows the hotel or property to plan for potential occupancy without fully committing the space.
- **Booking Process:** A tentative reservation may require the guest to provide some information, such as a tentative arrival and departure date, and sometimes a deposit or credit card for holding purposes. If the guest doesn't confirm by a specified time, the reservation is removed.



Role of Tentative Reservations in Hotel Management:

- **Inventory Management:** Hotels may use tentative reservations to gauge potential occupancy and make adjustments in pricing or marketing strategies.
- **Revenue Optimization:** Holding rooms for tentative reservations gives a hotel the opportunity to later convert them into confirmed bookings, or release them back to the market if not confirmed.
- **Customer Experience:** For guests, it allows flexibility while planning, but they may risk losing the reservation if another guest books the same room or dates in the meantime.



Example of Process:

- A guest calls or books online, expressing interest in a room for specific dates but unsure about some details.
- The hotel reserves a room for the guest with a tentative status, noting the guest's name and dates.
- The guest has a set period (e.g., 24-48 hours) to finalize the reservation by providing payment or confirming their intent to stay.
- If the guest confirms, the reservation changes from tentative to confirmed. If the guest doesn't confirm, the room is released for sale.

✓ **Waitlisted Reservation**

A **waitlisted reservation** is a type of reservation where the guest expresses interest in booking a room, but the hotel or property does not have any available rooms at the time the reservation is requested. Essentially, the guest is placed on a waiting list, with the possibility of securing a reservation if a room becomes available.

Key Characteristics of a Waitlisted Reservation:

- **No Immediate Availability:** A waitlisted reservation occurs when the hotel is fully booked or lacks rooms for the desired dates. However, the guest is still interested in staying and wishes to be considered if a room opens up.
- **Conditional Booking:** The guest is not guaranteed a room, but they are placed on a waiting list in the hopes that a room will become available due to cancellations, no-shows, or changes in existing bookings.
- **Priority:** Often, a waitlisted guest is given priority over new inquiries. For example, if a room becomes available, it may be offered to the first guest on the waitlist before offering it to a new customer.
- **Time-Sensitive:** The hotel may set an expiration time for a waitlisted reservation. If no room becomes available by a certain date, the reservation is canceled, and the guest is informed that they were unable to secure a room.
- **Communication:** Hotels typically inform the guest about their waitlisted status and may also keep them updated if a room becomes available or if they are removed from the waitlist.

Purpose of a Waitlisted Reservation:

- **Managing Overbookings:** When a hotel has a high demand for rooms, a waitlist helps manage overbookings. If some guests cancel or don't show up, the waitlisted guests can fill those gaps, ensuring the hotel doesn't lose revenue.
- **Maximizing Occupancy:** Waitlisting ensures that rooms are sold as long as possible, even when the hotel is near or at full capacity. It gives the property an opportunity to sell rooms that might otherwise go unsold due to cancellations or last-minute changes.

- **Guest Flexibility:** For the guest, being waitlisted allows them to remain hopeful that a room may become available without losing the opportunity to book at other hotels.

How a Waitlisted Reservation Works:

- **Guest Requests a Reservation:** A guest contacts the hotel for a specific date or range of dates, but no rooms are available.
- **Guest Is Placed on Waitlist:** The guest is added to a waitlist and notified that the reservation is not confirmed yet. They may be told about the likelihood of a room becoming available based on past occupancy trends or cancellation history.
- **Room Availability:** If a room becomes available due to a cancellation, no-show, or change, the hotel will contact the first guest on the waitlist, offering them the room.
- **Confirmation:** If the guest accepts the offer, the reservation is confirmed. If the guest declines, the next person on the waitlist may be offered the room.

Role of Waitlisted Reservations in Hotel Management:

- Revenue Optimization
- Occupancy Management
- Guest Satisfaction

✓ **Confirmed Reservation (Guaranteed and Non-Guaranteed)**

Confirmed Reservation can be classified into two primary types: Guaranteed and Non-Guaranteed.

Guaranteed Reservation

- A guaranteed reservation is a reservation where the guest commits to staying at the property, and the hotel guarantees the guest's room will be available, even if they arrive late.

Key Characteristics:

- **Payment:** Typically requires a deposit, full payment, or a credit card to secure the booking.
- **Obligation:** The hotel is obligated to provide a room for the guest, even if they arrive late or if the hotel is overbooked.

- **Cancellation Policy:** Usually has a cancellation policy where the guest may be charged a penalty if they fail to cancel within the designated time frame or do not show up.
- **Risk to Hotel:** The hotel assumes less risk since the guest has guaranteed the reservation with a payment or credit card.

Example: A guest books a room at a hotel for a weekend stay, and the hotel requires a credit card to confirm the booking. If the guest does not cancel by the deadline, they may be charged for the first night, even if they don't show up.

Non-Guaranteed Reservation

- A non-guaranteed reservation is one where the hotel reserves a room for the guest, but the reservation is not secured by payment or a credit card. The hotel does not guarantee the room will be held if the guest does not arrive by the specified time.

Key Characteristics:

- **No Payment:** No advance payment or credit card information is required to confirm the reservation.
- **Risk to Hotel:** The hotel takes a higher risk, as the guest may fail to show up without any penalty or charge.
- **Cancellation Policy:** The reservation may be canceled if the guest does not show up by a certain time, often before the hotel closes for the night.
- **Availability:** If the hotel becomes fully booked before the guest arrives, the reservation may not be honored.

Example: A guest calls the hotel to book a room for the night but does not provide a credit card. The hotel holds the room until a certain time, but if the guest does not arrive by that time, the reservation is canceled, and the room is released to other guests.

Key Differences

Feature	Guaranteed Reservation	Non-Guaranteed Reservation
Payment	Required (Deposit, Credit Card)	Not required (Deposit, Credit Card)
Hotel Obligation	Guaranteed room availability	Room not guaranteed after a certain time
Risk to Hotel	Low risk (payment secured)	High risk (no payment, possible no-show)
Cancellation Policy	Penalty for late cancellation	Cancellation may happen if no-show
Booking Confirmation	Room held until check-in time	Room held until a specified time (e.g., 6 PM)

 **Guaranteed reservations** are more secure for both the guest and the hotel as they are backed by payment, reducing the risk of cancellations and no-shows.

 **Non-guaranteed reservations** are riskier for hotels as they rely on guests showing up without any upfront payment, which may result in lost revenue if the guest does not appear.

- **Process guest reservation**

- ✓ **Receiving Reservation Requests**

This is the initial stage where the hotel receives a request from a guest to make a reservation. Reservation requests can be received through various channels, such as:

-  Phone Calls
-  Emails
-  Online Travel Agencies (OTAs)
-  Hotel's Website or Reservation Portal
-  Walk-ins (in some cases)

- **Key Actions:**

- Record the guest's name, contact details, and preferred dates.
 - Collect any special requests (e.g., room preferences, bed types, etc.).
 - Verify the guest's details and make sure all necessary information (such as payment method, if applicable) is captured.

✓ **Checking Room Availability**

This step involves verifying whether the requested room types and dates are available in the hotel's inventory.

Key Actions:

- Access the Property Management System (PMS) to check the current room availability for the requested dates.
- Review the room types, occupancy levels, and any restrictions (e.g., minimum stay, specific room categories, or non-smoking rooms).
- Ensure that rooms are in a clean and maintained status, and that there are no reservations or maintenance blocks on the desired room types.

Reservation Entry

Once availability is confirmed, the reservation details are entered into the system to secure the booking.

○ **Key Actions:**

- Input guest details (name, contact info, etc.), dates, and room preferences into the Property Management System (PMS) or reservation system.
- Specify any special requests (e.g., late check-in, early check-out, additional amenities like extra pillows, etc.).
- Confirm the room type and number of guests.
- If applicable, ensure the payment details (e.g., credit card) are captured for guaranteed reservations.
- Record the booking source (e.g., OTA, direct booking, phone, etc.) to track the reservation's origin.

Confirmation Process

This step involves confirming the reservation with the guest to ensure the booking is successful and acknowledged by both parties.

○ **Key Actions:**

- Send a confirmation (via email, SMS, or phone) with reservation details:
- Guest Name
- Room Type
- Check-in and Check-out Dates

- Special Requests (if any)
- Payment Information (deposit or total cost, if applicable)
- Booking Reference Number (for future reference and changes)
- Confirm Reservation Policies (e.g., cancellation policy, early check-in/late check-out options, etc.).
- Acknowledge any special requests or additional services (e.g., airport pickup, spa reservations).
- Ensure accuracy in the confirmation message to avoid misunderstandings.

Handling Modification or Cancellation

This step involves managing any changes or cancellations to a guest's reservation after it has been confirmed. Handling modifications or cancellations professionally ensures guest satisfaction and maintains booking accuracy.

○ **Key Actions:**

- **Modification:** If a guest requests a change (e.g., changing dates, room type, number of guests), the system should be updated accordingly. Make sure to:
 - Check room availability for the new request.
 - Communicate the change to the guest.
 - Adjust payment details if necessary (e.g., rate changes, additional charges).

○ **Cancellation: If the guest decides to cancel:**

- Check cancellation policy and ensure the guest is aware of any penalties or deadlines.
- Record the cancellation in the system and update room availability accordingly.
- Confirm cancellation with the guest (via email/SMS/phone), including any fees or charges.

- For guaranteed reservations, ensure that cancellation deadlines are strictly followed to avoid financial loss.
- For non-guaranteed reservations, ensure that rooms are released as per the hotel's policy, especially if the guest fails to show up by the cancellation cutoff.

Summary of Key Points When Recording Guest Reservations:

Step	Key Actions
Receiving Reservation Requests	Collect guest details, special requests, and booking source.
Checking Room Availability	Verify room types, dates, availability, and maintenance status.
Reservation Entry	Enter guest and booking details into the PMS, including room preferences and payment.
Confirmation Process	Send a confirmation to the guest with detailed booking information.
Handling Modifications or Cancellations	Process changes or cancellations as per policy and update the system.



Activity 2: Guided Practice



Task 14:

Referring to what learned and discussed; read the following small scenarios, then answer the questions

1. A guest calls in to make a reservation for a weekend stay but is unsure about the dates. How do you handle this request, and what kind of reservation would you create?
2. A guest requests a reservation for a sold-out date. What steps do you take to place them on a waitlist?
3. A guest calls to confirm a reservation for next week, and you check availability in the system. There is a room available for their preferred dates. How do you proceed?
4. A guest requests a modification to their reservation, changing the check-in date by one day. What should you do to update the reservation?
5. A guest wants to cancel their reservation two days before the check-in date. The hotel has a 24-hour cancellation policy. How do you process this cancellation?
6. You need to prepare a booking report for the upcoming month. What key elements should be included in the report?

7. A guest requests a special room (e.g., a room with a view or extra amenities), but this is not currently available in the system. How would you handle this?
8. A guest has canceled a reservation, and you need to prepare a cancellation report. What details would you include in this report, and how does it help the hotel management?
9. You are preparing a forecast report for the next quarter. What kind of data should you include, and why is it essential for the hotel's operations?



Activity 3: Application



Task 15:

Read the following scenario and answer the questions that follow.

1. A guest calls in to book a room but mentions they may not be able to confirm their stay immediately. How would you handle this request and proceed with recording the reservation?
2. A guest wants to book a room for a popular event date, but it's fully booked. How do you place them on a waitlist?
3. A guest contacts you to confirm their reservation for next week, and the room is available. What steps would you take to ensure the reservation is confirmed in the system?
4. A guest calls requesting a modification to their reservation, asking to change their check-in date by one day. How would you handle this request?
5. A guest cancels their reservation a day before their planned check-in date, and the hotel's cancellation policy specifies a 48-hour cancellation period. How would you process this cancellation?
6. You are preparing a booking report for the day. What essential details would you include to ensure the report is accurate, and why is this information important for the hotel's operations?
7. A guest cancels their reservation and provides the reason as "change of plans." How would you record this cancellation in the cancellation report, and why is it important?

8. You are tasked with creating a forecast report for the next quarter. What factors would you consider?
9. As a front desk manager, you need to prepare a handover report for your shift. What essential information should it contain?

Topic 3.2: Guest reservation confirmation



Activity 1: Problem Solving



Task 17:

According to your experience you have about confirmation of guest reservation read and answer the following questions:

1. A guest makes a reservation but does not read the cancellation policy. They later wish to cancel but are upset about the fees involved. How can we ensure guests understand the cancellation policy before confirming their reservation?
2. A hotel has to change the guest's room due to unforeseen circumstances and needs to notify them. What is the best way to communicate this change to the guest while minimizing frustration?
3. A guest receives a reservation confirmation email but finds the terms and conditions lengthy and complex. How can we present the terms and conditions in a more user-friendly way?
4. A guest calls to ask if they need to confirm anything after receiving the reservation confirmation email, stating that they were unsure about some of the terms, like payment procedures or booking changes. What can the hotel do to make the reservation confirmation more clear and help guests understand the key details such as payment terms and modification procedures?
5. A guest is notified of a price increase due to an unexpected change in taxes and fees after their reservation was confirmed, causing dissatisfaction. How should the hotel notify the guest about the price increase while maintaining transparency and ensuring guest satisfaction?

6. A guest arrives at the hotel but has mistakenly booked for the wrong date. They point out that they never received any notification about the booking date or confirmation details. How should the hotel handle the guest's confusion and ensure they receive the correct booking details in the future?
7. A group of guests books multiple rooms but only receives confirmation for one. How can we improve our reservation confirmation process to avoid such oversights?
8. A guest is unhappy because they were not notified of a service change (e.g., pool closure) during their stay. How can we enhance our notification system to keep guests informed of service changes?

Key Facts 3.2: Guest reservation confirmation

- **Terms and conditions**

- ✓ **Cancellation and Modification Policy**

- ✚ **Cancellation:**

- You may cancel your reservation up to [X] days before your scheduled check-in without incurring a fee. If you cancel within [X] days of your check-in, a cancellation fee of [X] % of the total booking amount will apply.
 - For cancellations made on the day of arrival, no refund will be provided.

- ✚ **Modification:**

- Changes to your reservation (e.g., date changes, room upgrades) can be requested up to [X] days before check-in and are subject to availability. Any modification may incur a fee of [X] % of the total booking amount if requested after [X] days.

- ✓ **Payment and Deposit Requirements**

- ✚ **Deposit:** A deposit of [X] % of the total reservation amount is required to confirm the reservation. This deposit must be received within [X] hours/days of making the reservation

- ✚ **Full Payment:**

- The balance payment is due upon check-in unless otherwise specified. We accept payment via [credit card, debit card, bank transfer, etc.].

- If full payment is not received at check-in, your reservation may be canceled, and the deposit will not be refunded.

✓ **Check-in/Check-out Policy**

 **Check-in:** The standard check-in time is [X] PM. Early check-in may be available upon request, subject to availability, and may incur an additional fee

 **Check-out:** Check-out time is by [X] AM. Late check-out requests can be made but are subject to availability and additional charges.

• **Notifications**

✓ **Confirmation**

Once your reservation has been successfully processed, and the deposit has been paid, you will receive a **Confirmation Notification** from us. This notification includes the booking details (dates, room type, and price) and serves as proof of your confirmed reservation.

Confirmation Email/SMS: Sent within [X] hours/days after deposit/payment.

✓ **Tentative**

If your reservation status is **Tentative**, it means that the booking has not yet been fully confirmed. A deposit or further information is required to finalize the reservation. You will receive a notification to confirm or complete the booking within [X] hours/days. If no action is taken by the deadline, the reservation will be canceled.

Tentative Status Notification: Sent within [X] hours/days after reservation request.

✓ **Cancellation**

If you decide to cancel your reservation, or if your booking is canceled due to non-payment or other reasons, a **Cancellation Notification** will be sent to inform you about the cancellation and any applicable fees.

Cancellation Notification: Sent immediately after cancellation is processed, detailing cancellation fees, refund amounts (if applicable), and reasons for cancellation.

✓ **Summary of Reservation Confirmation:**

You are now confirmed for your reservation at [Hotel/Property Name] under the terms listed above. Should you need further assistance or wish to make any changes, please feel free to contact us at [Contact Information].

We look forward to hosting you!

Kind regards,

[Hotel/Property Name]

[Contact Information]

 When is the Guest Reservation Confirmation Sent?

- **Guest Reservation Confirmation** is sent after:
 - The booking request has been processed and confirmed.
 - The deposit (if required) has been received.
 - The reservation is officially confirmed and finalized.



Activity 2: Guided Practice



Task :18

Read the following scenarios and answer the questions that follow.

1. A guest books a room but calls to modify their reservation, asking for a change in the dates of stay. They seem unsure if they can make the change without incurring extra charges. How should the hotel respond to the guest's request for modification, considering the cancellation and modification policy mentioned in the reservation confirmation?
2. A guest makes a reservation but does not provide a credit card to guarantee the booking, as the confirmation email clearly states a deposit is required. The guest arrives, expecting the room to be held without the deposit. How can the hotel handle this situation regarding payment and deposit requirements in the reservation confirmation?
3. A guest calls the hotel to confirm their reservation, stating they never received the reservation confirmation email. They are concerned about the check-in time, which was mentioned in the terms and conditions. What steps should the hotel take to ensure the guest receives the correct information about check-in/check-out times and other essential terms?
4. A guest cancels their reservation due to an emergency but is unhappy to learn about the non-refundable cancellation policy, which was included in the reservation

confirmation. How should the hotel address the guest's dissatisfaction regarding the cancellation policy, as stated in the terms and conditions?

5. After booking, a guest receives a tentative reservation confirmation and is confused about its meaning. How would you explain what a tentative reservation is and the next steps for the guest?
6. A group of guests is planning an event and books multiple rooms but receives separate confirmation emails for each room. What would you suggest to improve the confirmation process for group bookings?
7. A guest contacts you to confirm their reservation and ask about specific amenities included. Question: How would you respond to ensure they feel informed about their reservation details?
8. A guest is concerned about a policy change regarding payment methods and how it affects their upcoming stay. How would you communicate this change effectively to the guest?



Activity 3: Application



Task :19

1. Read the scenarios below and perform the tasks related

Your trainer wants you to prepare a reservation office of the nearby hotel.

- a. A guest calls the hotel requesting to modify their reservation from a one-night stay to two nights, but the confirmation email clearly mentions that modifications are only allowed up to 48 hours before the check-in date. How should the hotel address the guest's request to modify their reservation, considering the cancellation and modification policy stated in the terms and conditions?
- b. A guest receives a confirmation email stating a 50% deposit is required to secure the booking but did not provide the deposit by the specified deadline. They now wish to check in and claim that they weren't aware of the deposit requirement. How can the hotel handle this situation, considering the payment and deposit requirements mentioned in the reservation confirmation?
- c. A family arrives late for check-in due to travel delays and wants to know if they can still check in. How would you reassure them regarding the check-in/check-out policy?

- d. A guest receives a tentative confirmation for their booking and is confused about the next steps. How would you explain what a tentative confirmation means and what actions the guest should take?
- e. A group of friends has booked multiple rooms but received separate confirmation emails. They are concerned about coordination for their stay. How would you assist them in coordinating their reservations?
- f. A guest informs you that they are unable to check in on the scheduled date and wishes to cancel their reservation instead. How would you handle the cancellation process while ensuring they understand the policies?
- g. A guest who made a reservation two weeks ago calls to confirm that their booking is still valid. The hotel finds the reservation, but it appears to have been canceled due to a failure to meet the deposit requirement, which was clearly stated in the confirmation email. How should the hotel handle this situation in relation to the payment and deposit requirements stated in the reservation confirmation?
- h. A guest calls to cancel a reservation but is upset because they did not realize the reservation was non-refundable as clearly mentioned in the cancellation policy of the confirmation email. How should the hotel handle this guest's cancellation request and provide clarification about the non-refundable cancellation policy?
- i. A guest receives a cancellation notification for a reservation they never made. Upon investigation, the hotel finds the booking was made under the guest's name by a third party. The guest now wishes to reverse the cancellation. How should the hotel handle this situation regarding the cancellation notification and the guest's request to reverse the cancellation?

Topic 3.3: Reports preparation



Activity 1: Problem Solving



Task:20

1. How many types of reports do you know developed within reservation office of a hotel? Name them.
2. You are preparing a weekly booking report, but the data from the reservation system is inconsistent. What steps would you take to identify and resolve the discrepancies in the data?
3. Your manager requests a cancellation report that highlights trends over the last six months. How would you structure this report to effectively present the relevant trends?
4. You've completed a handover report for a colleague going on leave, but you're unsure if it's comprehensive enough. What elements would you include to ensure the handover report is thorough and useful?
5. After compiling a report, you realize it lacks a comparative analysis with previous periods. How would you enhance the report to include comparative metrics that provide deeper perceptions?
6. Several guests postponed their stays due to personal reasons, but the postponed reports only list the new dates without providing any context about why the postponement occurred or if the hotel needs to take any specific actions. How can the postponed report be improved to provide more context and help the hotel make better decisions regarding resource allocation and future bookings?
7. How should the forecast report be structured to clarify the reasons for expected occupancy increases, and how can this help in preparing the hotel for peak periods?
8. You receive a handover report that includes numerous pending tasks related to guest bookings and payments, but it lacks a clear priority level or due dates, which creates confusion. how can the handover report be improved to clearly communicate the priority of tasks and their respective deadlines to ensure smooth continuity?

Key Facts 3.3: Reports preparation

- **Booking reports**

- ✓ **Reservation and Guest Details**

- 📌 **Reservation Number:** Unique identifier for each booking.

- 📌 **Guest Information:**

- Full name
 - Contact details (phone number, email)
 - Address (if required)
 - Special requests (e.g., room preferences, accessibility needs)

- 📌 **Stay Details:**

- Check-in date
 - Check-out date
 - Duration of stay (nights)
 - Room type(s) booked
 - Number of guests (adults, children)

- 📌 **Booking Confirmation:**

- Date of reservation
 - Status of booking (confirmed, tentative, canceled)
 - Payment status (deposit received, full payment pending, fully paid)

- ✓ **Booking Source and Channel**

- 📌 **Source of Booking:**

- Direct (website, phone call, email)
 - Online Travel Agencies (OTAs) like Expedia, Booking.com, Airbnb, etc.
 - Travel Agents
 - Corporate bookings
 - Referral or promotions

- 📌 **Booking Channel:**

- Online booking system (e.g., property management system, website)
 - Third-party platforms (OTAs, travel agents)
 - Walk-in reservations

- Email, call center, or other offline sources

 Marketing Source:

- Organic website traffic
- Paid advertising (Google Ads, social media, etc.)
- Email campaigns
- Partner/affiliate channels

✓ **Financial and Payment Information**

 Booking Price:

- Total booking cost
- Breakdown (room rate, taxes, additional charges, discounts, etc.)

 Payment Details:

- Amount paid (deposit and/or full payment)
- Date of payment
- Payment method (credit card, bank transfer, PayPal, cash)
- Outstanding balance (if applicable)

 Refund Details:

- Amount refunded (if applicable)
- Date of refund
- Reason for refund (e.g., cancellation, overcharge, etc.)

 Payment Status:

- Paid in full
- Partial payment
- Outstanding balance

 Invoices:

- Invoice numbers and dates
- Payment confirmation references

 Booking Report Sample:

Reservation Number	Guest Name	Check-in Date	Check-out Date	Room Type	Booking Source	Payment Status	Total Price	Payment Method	Outstanding Balance
12345	John Doe	2025-02-01	2025-02-07	Deluxe	Website	Paid in full	\$1000	Credit card	\$0
12346	Jane Smith	2025-03-01	2025-03-05	Standard	OTA	Partial	\$800	Bank Transfer	\$400

- **Cancellation reports**

- ✓ **Categorization of Cancellations**

- ✚ **Cancellation Type:**

- **Voluntary:** Guest initiates the cancellation.
 - **Involuntary:** Cancellation by the hotel (overbooking, maintenance issues, etc.)

- ✚ **Cancellation Timing:**

- Early cancellation (before [X] days of check-in)
 - Last-minute cancellation (within [X] days of check-in)
 - No-show (guest does not show up for the reservation)

- ✚ **Cancellation Reason:**

- Guest decision
 - Travel restrictions or health reasons (e.g., COVID-19, illness)
 - Personal circumstances (e.g., family emergencies)
 - Overbooking or hotel error
 - Payment failure or issues with the credit card

- ✓ **Reasons for Cancellation**

- ✚ **Top Reasons for Cancellations:**

- Guest's personal issues (change in plans, illness)
 - Competitive pricing or better offers from other sources
 - Unavailability of preferred room type

- Online review or negative feedback on external platforms
- Travel disruptions (flight cancellations, weather, etc.)
- Poor guest experience (unavailability of requested services)
- Payment issues (declined credit card, failure to pay deposit)

Cancellation Reason Breakdown:

Breakdown of cancellation reasons based on internal categories (e.g., personal reasons, external factors, service dissatisfaction, payment issues)

✓ **Cancellation and Refund Policy**

Cancellation Policy:

- The cancellation deadline (e.g., at least [X] days before check-in).
- Percentage of booking refunded based on cancellation timing:
- More than [X] days before check-in: Full refund.
- Days to [Y] days before check-in: [X] % refund.
- Less than [Y] days before check-in: No refund or partial refund.

Refund Policy:

- Full refund details for cancellations made outside of the specified window.
- Partial refunds based on the time of cancellation.
- Refund processing times and payment method.

Non-Refundable Bookings:

- Highlight if certain bookings are non-refundable under specific conditions (e.g., special offers, promotions, pre-paid bookings).

✓ **Financial Impact and Adjustments**

Financial Impact of Cancellations:

- Total value of canceled bookings within a reporting period.
- Percentage of total bookings that were canceled.
- Loss of revenue due to cancellations.

Adjustments:

- **Revenue Adjustment:** If a cancellation results in a lost booking that cannot be resold, calculate the total lost revenue.

- **Refund Impact:** Record the amount refunded to guests and how it affects the overall financial balance.
- **Occupancy Impact:** Assess the impact of cancellations on overall occupancy rates.

 Cancellation Fees and Penalties:

- If applicable, calculate the revenue generated from cancellation fees and how they offset the losses from refunded amounts.

 Cancellation and Refund Trends:

- Track cancellation trends over time (e.g., by season, booking channel, or customer segment).
- Identify any seasonal variations or patterns in cancellations.
- Assess which cancellation policies have the highest incidence (e.g., flexible vs. non-refundable).

Cancellation Report Sample:

Reservation Number	Guest Name	Cancellation Date	Cancellation Reason	Refund Status	Refund Amount	Financial Impact (Revenue Loss)	Cancellation Fee (if applicable)
12347	Sarah Lee	2025-01-10	Personal reasons	Refunded	\$500	\$500	\$0
12348	Mike Brown	2025-01-05	Travel disturbance	Pending	\$0	\$800	\$50

• **Postponed reports**

✓ **Categorization of Postponements**

 Postponement Type:

- **Guest-Initiated:** Postponements requested by the guest due to personal or external reasons.
- **Hotel-Initiated:** Postponements initiated due to internal issues (e.g., overbooking, maintenance issues, and service disruptions).

 Postponement Timing:

- Short-Term Postponement: Postponement within [X] days or weeks.
- Long-Term Postponement: Postponement extending beyond a few weeks or months.

 Postponement Reason:

- Guest Reason: Personal issues, travel restrictions, health concerns, family emergencies, etc.
- Hotel Reason: Overbooking, unforeseen circumstances, hotel closure, renovation work, etc.

 Postponement Status:

- Confirmed: The new dates are confirmed.
- Pending: Awaiting final confirmation of new dates.
- Canceled: The booking is eventually canceled instead of being postponed.

✓ **Operational and Departmental Notes**

 Department Notes:

- Any specific department (Housekeeping, Front Desk, Maintenance, etc.) updates related to the postponement.
- Special room requests or modifications required for the new booking dates.

 Operational Impact:

- Any changes in room allocation due to the postponement (e.g., room availability, changes in room type).
- Coordination between departments for guest satisfaction during postponed stay.

 Guest Communication:

- Details of communication with the guest regarding the postponement (email, phone calls, confirmation details).
- Any promises or guarantees made to the guest related to their postponed stay (e.g., room upgrade, special services).

✓ **Financial Information**

 Original Booking Details:

- Original booking value.
- Paid amount and remaining balance.

 Adjusted Financials:

- Any changes in the booking value after postponement (e.g., price adjustments, additional charges for changes in dates).
- Impact on revenue due to postponed bookings.

 Refunds or Additional Charges:

- Amount refunded (if any).
- Additional charges (e.g., rescheduling fees, price differences between dates).

 Payment Status:

- Any outstanding balance due to postponement.
- New payment schedules or changes in payment methods, if applicable.

• **Handover report**

✓ **Pending Issues and Follow-ups**

 Outstanding Tasks:

- Any pending tasks that need to be addressed (e.g., booking confirmations, special requests).
- Specific follow-ups with guests, agents, or other departments regarding ongoing or future bookings.

 Guest Requests:

- Unresolved requests that need attention (e.g., specific room preferences, early check-ins, late check-outs).
- Requests for extra services (e.g., transportation, airport pickups, event bookings).

✓ **Special Requests and Requirements**

 Guest Preferences:

- Specific preferences (e.g., room temperature, bedding, and dietary restrictions).
- Special requests for additional services (e.g., spa treatments, restaurant reservations).

 VIP or Group Booking Notes:

- Any special instructions for VIP guests or groups (e.g., special check-in process, extra amenities).
 - ✚ **Accessibility Needs:**
 - Any accessibility-related requests (e.g., wheelchair-accessible rooms, special equipment required).
- ✓ **Instructions for Ongoing Processes**
 - ✚ **Ongoing Reservations:**
 - Any bookings that are scheduled to occur during the handover period and need ongoing attention (e.g., check-in reminders, special check-out instructions).
 - ✚ **Important Dates:**
 - Important dates for upcoming reservations or events (e.g., group bookings, VIP guest check-ins).
 - ✚ **Task Delegation:**
 - Clear delegation of responsibilities for tasks that will continue after the handover.
 - Information on who to contact for specific issues during the handover period.
- **Forecast report**
 - ✓ **Reservation Volume and Occupancy Data**
 - ✚ **Reservation Volume:**
 - Total number of reservations for the upcoming period.
 - Breakdown by type (e.g., corporate, leisure, group bookings).
 - ✚ **Occupancy Rate:**
 - Current occupancy rate compared to historical data (e.g., occupancy rate for the same period in the previous year).
 - Expected occupancy rate for upcoming dates.
 - ✚ **Booking Lead Time:**
 - Average lead time for bookings (e.g., how far in advance guests are making reservations).
 - ✚ **Seasonality and Trends:**

- Trends based on time of year, local events, or holidays that affect booking volume.
- Variations in occupancy based on the day of the week or month.
- ✓ **Revenue Forecast and Pricing Information**
 -  **Revenue Forecast:**
 - Projected revenue for the upcoming period based on current bookings.
 - Breakdown by room type, services (e.g., F&B), or market segment (corporate, leisure).
 -  **Average Daily Rate (ADR):**
 - Projected ADR based on current reservations.
 - Historical ADR trends to forecast future performance.
 -  **Revenue per Available Room (RevPAR):**
 - Expected RevPAR for the period, based on occupancy and ADR.
 -  **Pricing Strategies:**
 - Planned pricing adjustments for rooms or services (e.g., discounts, seasonal offers, or dynamic pricing).
 - Promotions or packages that could impact revenue (e.g., special offers, early-bird discounts).
- ✓ **Market Segmentation and Demand Trends**
 -  **Market Segmentation:**
 - Breakdown of reservations by segment (e.g., corporate, group, leisure, transient).
 - Market share from different booking channels (e.g., OTA, direct website, travel agents).
 -  **Demand Trends:**
 - Analysis of demand fluctuations (e.g., peak vs. off-peak periods, day-of-week variations).
 - Competitive analysis: insights into how competitors' rates and occupancy are influencing market demand.
 -  **Forecast for Future Demand:**

- Predictions of demand based on historical trends, local events, and upcoming holidays.
- Potential risks or opportunities in the market (e.g., competitors' actions, Economic shifts, local events).



Activity 2: Guided Practice



Task 21:

Read the following scenarios and answer the questions that follow.

1. The booking report for the last month shows an increase in bookings, but the report lacks detailed information about the reservation and guest details, making it difficult to analyze the data effectively. How can you improve the booking report to include comprehensive reservation and guest details, and why is this important for understanding the trends and making informed decisions?
2. The hotel receives numerous bookings from online travel agencies (OTAs), but the booking report does not break down which OTAs are generating the most reservations. How can you modify the booking report to track which booking channels and sources (like OTAs) are driving the highest volume of reservations?
3. How can you modify the booking report to track which booking channels and sources (like OTAs) are driving the highest volume of reservations?
4. A guest canceled their reservation, and the cancellation report includes only the cancellation date but does not specify the reason for cancellation or whether a refund is due. How can you improve the cancellation report to include more useful data, such as categorization of cancellations, reasons for cancellations, and the financial
5. During a handover, the previous team provided a report with a list of pending issues but did not specify which ones need urgent attention or who is responsible for follow-up. How would you structure the handover report to ensure clarity regarding pending issues and ensure timely follow-up on important matters?
6. The forecast report shows an increase in reservations for the upcoming quarter, but it does not break down the revenue forecast or pricing strategy. How can you modify the

forecast report to include detailed revenue forecasting and pricing information to help the hotel better prepare for the predicted demand?

7. The cancellation report includes only the number of cancellations but lacks insights into whether the cancellations were due to issues with the booking process, guest dissatisfaction, or external factors like weather. What additional categories or insights would you add to the cancellation report to better understand the reasons for cancellations and take corrective actions?
8. The booking report does not provide a breakdown of reservation volume by season or time period, making it difficult to forecast demand for peak times. How would you modify the booking report to track reservation volume by season, time period, and other relevant trends for better future planning?
9. A guest postpones their booking, and the postponement report doesn't clearly indicate whether the guest paid any additional fees for the new reservation or if the room rate was adjusted. How can you adjust the postponed report to include financial details about any adjustments to fees or rates due to the postponement?



Activity 3: Application



Task 22:

Read the following scenario and answer the questions that follow.

1. The booking report for last week shows that several guests have made last-minute bookings, but it doesn't specify their payment status or the source of their bookings. How would you enhance the booking report to include both the source and payment status of these bookings, and why is this important for financial tracking?
2. Scenario: You are preparing a cancellation report and realize that it doesn't categorize cancellations based on whether they are within the policy or outside it. How would you categorize the cancellations and determine the financial impact of each type, and why is this categorization important for understanding the hotel's performance?
3. A group of corporate guests postponed their reservations to later dates, but the postponed report only shows the new dates without noting any changes in payment or

room type. What additional details should be added to the postponed report, and how will this information help in managing operations?

4. The handover report from the previous team lists several unresolved issues, but it doesn't clarify which ones need urgent attention. How would you structure the handover report to prioritize the unresolved issues and ensure that they are handled promptly?
5. The forecast report shows a potential drop in bookings for the upcoming quarter, but it doesn't provide any suggestions for mitigating the expected decline. How can you enhance the forecast report to include recommendations for addressing the expected drop in bookings?
6. The booking report shows a sudden spike in reservations from an OTA, but the report doesn't specify which specific OTA platform these bookings came from. How would you modify the booking report to track reservations by each OTA, and why is this crucial for channel management?
7. You notice that several reservations were canceled last minute, but the cancellation report does not explain the reasons for these cancellations. How can you enhance the cancellation report to include the reasons for last-minute cancellations, and how would this information be useful for the hotel?
8. A number of reservations have been postponed, but the postponed report lacks details on the financial adjustments made due to the changes in booking dates. What financial details should be included in the postponed report to give a full picture of the impact on revenue?
9. The forecast report shows high expected occupancy but doesn't provide any insights into the types of rooms or market segments expected to book. How would you improve the forecast report to include perceptions into the types of rooms and market segments, and why is this beneficial for planning?



Formative Assessment

Section A: Definition of Key Terms

1. Tentative Reservation
2. Waitlisted Reservation
3. Confirmed Reservation
4. Cancellation Policy

Section B: Multiple Choice Questions

1. **What is a Tentative Reservation?**
 - a. A confirmed booking
 - b. A temporary hold on a booking
 - c. A cancellation
 - d. A waitlisted booking
2. **Which of the following is NOT typically part of the reservation process?**
 - a. Receiving reservation requests
 - b. Checking room availability
 - c. Conducting check-out
 - d. Confirmation process
3. **What does the Cancellation Policy define?**
 - a. The amenities available during the stay
 - b. The terms for modifying a reservation
 - c. The conditions under which a reservation can be canceled
 - d. The payment methods accepted
4. **Which report categorizes cancellations?**
 - a. Booking reports
 - b. Cancellation reports
 - c. Handover reports
 - d. Forecast reports

5. What information does a Forecast report include?

- a. Guest preferences
- b. Reservation volume and revenue forecast
- c. Special requests from guests
- d. Operational notes

Section C: Open Questions

1. A guest calls to make a tentative reservation for a weekend stay but is unsure about their plans. How should the reservation agent handle this request, and what information should they provide?
2. A guest who made a confirmed reservation contacts the hotel to cancel their booking. What steps should the reservation team take to process the cancellation and inform the guest?
3. A hotel receives a large number of cancellation requests due to an unforeseen event. What actions can management take to assess the financial impact and adjust their bookings?
4. A reservation agent is tasked with preparing a handover report for a busy weekend. What key information should be included in this report to ensure smooth operations?
5. The hotel is analyzing its market segmentation based on recent bookings. What type of information would be included in the forecast report to help with this analysis?



Points to Remember

- Be consistency.
- Pay attention to Detail to avoid mistakes that could lead to guest dissatisfaction.
- Effective Communication Skills.
- Stay Updated for system updates and any changes in policies to ensure accuracy.
- Accuracy is Crucial.
- Double-check guest contact information.
- Confirm the details with the guest, ensuring they understand their booking.
- Note any special requests and communicated to relevant departments.
- Verify and record the correct payment method. If a deposit is required.
- Send a confirmation as soon as possible (ideally within 24 hours).
- Ensure all terms and conditions are clearly communicated.
- Explain how guests can modify or cancel their reservations and they know the deadlines and penalties, if any.
- Ensure reports include accurate guest information, reservation source, payment status, and any special requests.
- Ensure cancellations are handled according to the refund policy
- Record postponed bookings with the new check-in dates, reasons, and any changes in pricing or guest preferences.



Self-Reflection

1. Re-take the self-assessment they did at the beginning of the unit.
2. Fill in the table above and share results with the trainer for further guidance.
3. Fill in and complete the self-assessment table below to reassess your level of knowledge, skills, and attitudes after undertaking this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills, and attitudes acquisition during the learning process.

b. Think about yourself; do you think you have the knowledge, skills, or attitudes to do the task? How well?

c. Read the statements across the top, put a check in a curriculum that best represents your level of knowledge, skills, and attitudes.

Experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Identify types of reservations					
Describe terms and conditions used in guest reservation confirmation					
Comply with hotel's cancellation policy.					
Differentiate the different room types.					
Describe various payment methods accepted.					
Use various channels for Receiving Reservation Requests					
Record and relay special guest requests to the appropriate departments					
Manage special requests to the relevant departments.					
Process payments, refunds and adjustments.					

4. Fill in the table below and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.



Summative assessment

Integrated situation

Read the integrated situation here below and perform the tasks that follow:

Integrated situation UMUTUZO Hotel is located in Kigali city, Gasabo District received an email booking of a group representative saying that he will call the hotel management on 10th April, 2024 to confirm his booking of 20 rooms for 3 nights; arriving on 28th April, 2024 to departure on 31st March 2024. As a hotel reservation clerk, you are requested to:

1. Prepare the reservation office
2. Gather reservation information
3. Process reservation for Canadian tourists' group. All the activities will be done within 2 hours

Resources

Tools: Office tables, office chairs, telephone, paging board, paper tray, clock, dust bin, stapling machine, punching machine.

Equipment: Printer, computer.

Materials/ Consumables: Pens, paper, printed guest information, PMS, markers, notepad, business cards, brochures, staples, files, internet access.

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