Name	Period	Date	

Complete each section with the correct answers.

- 1. Information gathering
 - Name, address, phone, and email
 - Arrival and Departure Dates
 - Room Type
 - Room Rate
 - Method of Payment
 - Special requests
- 2. Information given
 - Confirmation number given to guest
- 3. Additional Information Recorded
 - Date reservation made
 - Person or company making reservation

Room Rate Factors

- Time of year
- Day of the week
- Room type
- Room location
- Amenities in the room
- Group rate
- Membership rate
- Discounts

Name	Period	Date

Complete each section with the correct answers.

Room Assignment Check-in

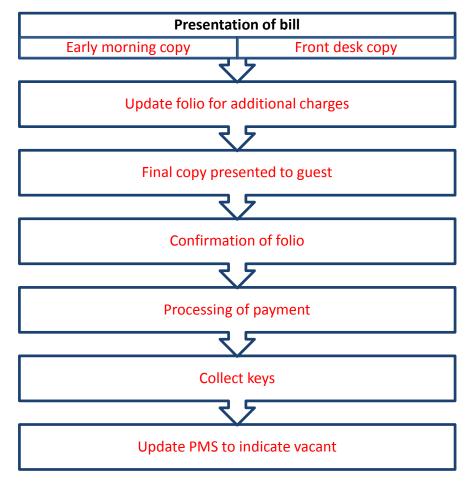
- ✓ Front desk check-in
 - Locate reservation
 - Confirm information
 - Assign room in PMS
 - Make key and hand to guest
- ✓ Self check-in is not common
 - No personal contact
 - Real-time updated systems
 - Legal liability issues

Methods of Payment		
Cash	Credit card	
Personal Check s	Money order	
Business Checks	Vouchers	
Debit card	Foreign currency /checks	

NamePeriodPeriodDate

Complete each section with the correct answers.

Check-Out Procedures



Functions of Meeting / Event Planner

- Generate additional revenue for hotel
 - Act as liaison between hotel departments and guest
 - Banquet services (meals and refreshments
 - Audio visual and technology
 - Reservations
 - Meeting room bookings and layouts
- Negotiate and manage guest contract
- Negotiate and manage vendor relationships
- Create and manage event timeline and all details associated with event or meeting

Name	Period	Date
1441110		

Technology to Get the Job Done

Old School	New School
Credit card verification system	PMS software and computer - Tied to cash draw in most hotels
Check verification system	Key card encoders
Postage scales	TV On-demand
Time stamp machines	Wi-Fi network connections
Telephone systems – multiple line transfers	Internet registrations from hotel site and third-parties