

Students will draw a scenario and perform it live in Opera Cloud. The lecturer will evaluate required steps and service behaviors.

- Max time: 5 minutes.

All items:

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- ☐ Greet the customer properly;
- ☐ Ask for the name;
- ☐ Ask for the arrival date;
- ☐ Ask for the number of nights or departure date;
- ☐ Clarify if the caller has stayed before (returning guest);
- ☐ Find the Guest's Profile and check the email and phone number without exposing the information;
- ☐ Propose at least 2 room types. Inform rates, features and packages;?
- ☐ Fill out the Market, Source & Origin;
- ☐ Ask for CC details (type, number, expiration date & CC holder)
- ☐ Add Fixed Charges;
- ☐ Add Item Inventory;
- ☐ Add Traces;
- ☐ Recap the reservation;
- ☐ Confirm the total price for the customer or give the price of each Extra added;
- ☐ Provide the customer with a confirmation number;
- ☐ Inform the customer about the confirmation email;
- ☐ Inform the customer about the cancellation policy;
- ☐ Propose additional assistance;

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- ☐ Thank the customer and remain available;
- ☐ Did the student use the guest name 3 times?
- ☐ Was the student confident in talking and using an appropriate language?
- ☐ Use of Opera : Did the student know how to use Opera? (To be evaluated by the instructor)
- ☐ Respect of timing :Maximum time allowed is 5 minutes