

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 room number;
- ☐ Ask how was the Guest's stay;
- ☐ Ask the guest for any other extra consumptions (e.g. Minibar/parking);
- ☐ Post the extras;
- ☐ Recap the Guest's charges;
- ☐ Correct any incorrect posting;
- ☐ Open a new window / Organize the folio as requested by the guest;
- ☐ Post every payment correctly;
- ☐ Check out the room;
- ☐ Ask the guest to sign the copy of the Invoice;
- ☐ Give the invoice to the customer;
- ☐ Offer assistance with luggage and transportation;
- ☐ Offer additional help
- ☐ Offer help for future reservations;
- ☐ Did the student use the guest name 3 times?
- ☐ Was the student confident in talking and using an appropriate language?

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- ☐ Did the student know how to use Opera? (To be evaluated by the instructor)
- ☐ Respect of timing - Maximum time allowed is 5 minutes