

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 of the reservation;
- ☐ Ask for ID;
- ☐ Ask for credit card (CC);
- ☐ Recap the reservation correctly;
- ☐ Recap the Extras;
- ☐ Ask the guest to properly fill / sign the registration form;
- ☐ Explain the authorization;
- ☐ Assign a Room manually;
- ☐ Try to upsell;
- ☐ Look for another room status (Dirty/Clean/Pick-up);
- ☐ Do not ask for Guest preferences while choosing the room;
- ☐ Select DNM;
- ☐ Place the reservation on queue;
- ☐ Inform the customer about the situation. That the room is dirty;
- ☐ Inform the customer that the room will be ready at the check-in (C/I) time;
- ☐ Explain the Hotel Facilities (Cross-Sell);
- ☐ Offer to call the customer if the room is ready earlier than the (C/I) time;

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- ☐ Extend help for the afternoon shift?
- ☐ Offer assistance with the luggage or car parking?
- ☐ Did the student use the guest name 3 times?
- ☐ Was the student confident in talking and using an appropriate language?
- ☐ Did the student know how to use Opera? (To be evaluated by the instructor)
- ☐ Respect of timing - Maximum time allowed is 5 minutes