

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 fill/sign the registration form?
- ☐ Explain the authorization;
- ☐ Assign a Room Manually;
- ☐ Ask for Guest's preferences while searching for a room;
- ☐ Try to Upsell
- ☐ Was the check-in made before giving the keys?
- ☐ Give the guest the room keys?
- ☐ Do not say the room number out loud;
- ☐ Locate the room to the guest;
- ☐ Give instructions on how to go to the room;
- ☐ Explain the Hotel Facilitie's (Cross Selling)
- ☐ Offer assistance with the luggage or car parking;

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- ☐ Extend help for the next shift/during the stay;
- ☐ 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