

Student's Name: _____ Date of Lab: _____

Location of Lab: _____

STATION 1

Reservation Management and Upselling: In this engaging activity, students will step into the role of reservation agents and gain practical experience in handling guest reservations and upselling techniques. Students will interact with various scenarios, enhancing their skills in effective communication, guest service, and the art of upselling.

Duration: 45 minutes

Provided appropriate answers or solutions to different scenarios”

- Scenario 1: Weekend Getaway Booking
- Scenario 2: Room Type Inquiry
- Scenario 3: Additional Services Request
- Scenario 4: Group Booking Inquiry
- Scenario 5: Special Occasion Reservation
- Scenario 6: Last-Minute Booking
- Scenario 7: Vacation Package Inquiry
- Scenario 8: Upselling Opportunity
- Used effective communication
- Handled situations professionally, actively explore upselling opportunities and share information about the hotel's offerings.

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STATION 2

Front Desk Check-In Simulation - In this engaging lab, students will immerse themselves in the world of hotel front desk operations within a realistic hotel or hotel simulation environment. Students will be asked to step into the roles of both front desk staff and hotel guests, gaining valuable hands-on experience in effective communication, guest handling, and problem-solving. The lab provides a dynamic opportunity for students to interact with each other, showcase their hospitality skills, and practice responding to real-world scenarios commonly encountered in the hotel industry. The **objective** of this lab is to provide you with a practical understanding of front desk operations by simulating authentic guest interactions. Through role-play and real-world scenarios, you will develop the ability to employ effective communication techniques, gather guest preferences, offer information about hotel services, and handle guest inquiries and requests professionally and efficiently. By alternating between the roles of front desk staff and guests, you will enhance your guest-centric mindset and contribute to creating a positive and seamless guest experience.

Duration: 1 hour

- Demonstrated effective communication and guest handling skills
- Asked open-ended questions to understand guest preferences
- Offered information about the hotel's services
- Used positive language
- Demonstrated ability to address real-world situations: early check-in request, billing inquiry, complaint resolution, etc.
- Used open-ended questions to understand guest preferences and needs.

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STATION 3

Housekeeping Efficiency Challenge - In this hands-on lab, students will have the opportunity to experience real hotel room housekeeping tasks and challenges. Students will work in teams to complete specific housekeeping tasks, such as making the bed, replenishing amenities, and cleaning. The lab aims to enhance skills in time management, attention to detail, and effective teamwork, all of which are crucial in maintaining high standards of cleanliness and guest satisfaction in a hotel setting.

Duration: 1.5 hours

- Made the bed according to protocol
- Placed amenities neatly and in the right locations
- Ensured room is clean and well-organized, ready for the housekeeping challenge.
- Cleaned room according to protocol
- Emptied trash bins, replaced liners, and ensured proper disposal of waste.

STATION 4

Provided appropriate answers or solutions to different scenarios regarding Conflict Resolution and Guest Satisfaction

Duration: 45 minutes

- Scenario 1: Room Issues
- Scenario 2: Billing Discrepancy
- Scenario 3: Noise Complaint
- Scenario 4: Unsatisfactory Service
- Scenario 5: Wi-Fi Connectivity
- Scenario 6: Housekeeping Oversight

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STATION 5

Customer Feedback and Improvement Plans: This lab is to provide students with hands-on experience in analyzing customer feedback, identifying areas for improvement, and creating actionable improvement plans in a hotel setting. Through group collaboration, students will develop skills in problem-solving, effective communication, and teamwork.

Duration: 1 hour

- Review the feedback carefully
- Identifying specific areas where the hotel could improve its services or address guest concerns.
- Brainstorm potential improvement strategies for the identified areas.
- Develop actionable improvement plans that include clear steps, responsibilities, and timelines