

## Lab Supplies

### STATION 1

#### Reservation Management and Upselling

- Computer, phone, and reservation forms
- Pens/notepads
- Sample hotel room/convenience packages
- Instructor Guide Scripts printed for each student

### STATION 2

#### Front Desk Check-In Simulation

- Real or Mock check-in counter with computer/laptop/tablet
  - Computer will be used to 'look up' guest info
- Guest registration forms/agreement - printed
- Room key/cards and hotel envelopes if possible
- Ensure that the setup is organized and visually resembles a real hotel front desk to enhance the authenticity of the simulation.

### STATION 3

#### Housekeeping Efficiency Challenge

- Room Setup and Preparation:
  - Bed, chairs, and dresser/tables
  - Standard linens: fitted sheet, top sheet, bedspread, pillows/cases
- Replenishing Amenities:
  - Towels, toiletries, and coffee supplies
- Cleaning and Dusting:
  - Dusting supplies
  - Hard surface cleaning supplies
- Trash Disposal:
  - Trash can liners

### STATION 4

#### Conflict Resolution and Guest Satisfaction

- Real or Mock check-in counter with computer/laptop/tablet
  - Computer will be used to 'look up' guest info
- Guest registration forms/agreement - printed
- Room key/cards and hotel envelopes if possible
- Mock guest billing statement- printed

### STATION 5

#### Customer Feedback and Improvement Plans

- Comment Cards- printed
- Sample Online Review- printed