

Session 3: Guest Reservations

Online Quiz: Test your knowledge

1. What is the difference between an affiliate and non-affiliate network system?
2. What does CRS stand for?
3. What essential information is required for a reservation?
4. What optional information is required?
5. What is the difference between a guaranteed reservation and non-guaranteed reservation?
6. Which ones do Hoteliers prefer and why?
7. What does 'release time' refer to?
8. Why is it important to have a release policy?
9. What does 'NS' stand for?
10. What is a 'walk-in'?
11. Which two departments deal with group reservations?
12. Which two ways do you know of allocating rooms to the individual group members?
13. What is a folio?
14. What is the 'folio' difference for groups and individuals?
15. Why would a reservation be declined?
16. Why would a hotel black list a guest?
17. Which reports are linked to reservations?
18. Why are these reports important?