

Guam Community College

Practicum Student Learning Outcomes: Part 1

Practicum Site: Onward Beach Resort's Room Reservation Department

Student Name: Ms. Ann Michelle Salvado

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Upon completion of 60-hour practicum, Ms. Ann Salvado will be able to:

1. Describe and diagram reservation department's organization chart.
2. List and describe reservation clerk's job description and job specification.
3. List and describe reservation supervisor's job description and job specification.
4. List and describe reservation assistant manager's job description and job specification.
5. List and describe reservation director's job description and job specification.
6. Identify and Explain property management systems used by the front office and the reservation department.
7. Reservation and Sales:
 - a) Describe the role of the sales department in reservations.
 - b) The reservation sales planning process.
8. Types of Reservations:
 - a) List and explain below guaranteed reservations:
Prepayment; credit card; advance deposit; travel agent GTD; travel agency voucher and miscellaneous charge order (MCO) and corporate GTD
 - b) List and explain Non-guaranteed reservations.
9. Reservation Inquiries:
 - a) Explain distribution channels, and
 - b) Explain distribution channel revenues.
10. Group Reservations:
 - a) Describe the process of taking group reservations and discuss group reservation issues (group block, conventions and conferences, and tour groups).
11. Reservation Availability:
 - a) Identify reservation system used, and
 - b) Identify the tools managers use to track and control reservations availability, and discuss the reservation record.
12. The Reservation Record:
 - a) Explain the methods used to maintain reservation record.

13. Reservation Confirmation/Cancellation:

- a) Describe policies and procedures surrounding the confirmation, modification, and cancellation of different types of reservations.

14. Reservation Reports:

- a) Describe the function of typical reservation reports, and summarize other reservation considerations.
- b) Identify reports used to document expected arrival and departure list.
- c) Describe methods to process deposits, and
- d) Identify tools used to track reservations histories.

15. Other Reservation Considerations:

- a) Understand the legal implications of a reservation.
- b) Describe the policy to handle waiting lists.
- c) Identify various promotional packages available and the purposes of having promotional packages.
- d) Identify potential reservation problems, and describe the causes and feasible solutions to prevent potential reservation problems from happening.
- e) Describe E-commerce systems used in the reservation management.