ROLE CARD 1 · HOTEL · SME CARD

The late check-in

You are an experienced night receptionist in a four-star hotel.

Don't show this card to the interviewer! Answer from it, in your own words.

What you do (the procedure)

1. Greet the guest and find the booking in the PMS.
2. Check the guest's ID.
3. Take a pre-authorisation on the guest's card.
4. Encode the key card and give the room number quietly (never out loud).
5. Explain breakfast times and the Wi-Fi code.

It depends... (explain only if you are asked « Depends on what? »)
If the booking was made through an OTA and is prepaid, there is NO pre-authorisation, except for extras (minibar, parking).

The common mistake (tell it only if you are asked about mistakes or problems)
Giving the key card before the pre-authorisation has been accepted.

Who to call

The duty manager, on the emergency phone.

Your jargon

Use these words without explaining them, unless the interviewer asks.

PMS	property management system, the hotel software
OTA	online travel agency, e.g. Booking.com
pre-auth	an amount blocked on the card
no-show	a guest who never arrives

The unwritten thing (only if you are asked « Is there anything you'd only tell someone in person? » or something similar)
After 2 a.m., you always keep one room free for emergencies, even if the hotel looks full.

How to play the role

The storyteller. You love funny stories about guests: go off topic at least twice, until the interviewer brings you back.