Strengthened Senior High School

DepED
DEPARTMENT OF EDUCATION

Learning Activity Sheets for Hotel Operations (Front Office Services)

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Learning Activity Sheets for Hotel Operations (Front Office Services)
Grade 11—Term 2

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If you have feedback on the LAS, please accomplish this form, which may be accessed through the following link: **https://tinyurl.com/sshstechprofeedbackform.**

Table of Contents

Learning Activity Sheet 1.....**1**
Learning Activity Sheet 2.....**17**
Learning Activity Sheet 3.....**21**
Learning Activity Sheet 4.....**26**
Learning Activity Sheet 5.....**37**
Learning Activity Sheet 6.....**43**
Learning Activity Sheet 7.....**50**
Learning Activity Sheet 8.....**55**

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	1	**Date**	
Lesson Title/Topic:	Hotel Guest Cycle		
Name		**Grade & Section**	**11**

Activity No. 1: Understanding the Hotel Guest Cycle

I. Objectives

At the end of the activity, you should be able to:

1. Identify the definition and importance of the hotel guest cycle.
2. Classify the different stages of the hotel guest cycle.

II. Materials Needed

- Learning Activity Sheet
- Ballpen
- Reference notes/illustrations (if available)

III. Instructions

Test 1: Match Column A with Column B. Write the letter of the correct answer.

Column A		Column B
___ 1. Reservation	A	Departure Stage
___ 2. Check-in	B	Occupancy Stage
___ 3. Requesting room service	C	Arrival Stage
___ 4. Paying the bill	D	Pre-Arrival Stage

Test 2: Directions: Read each situation carefully. Choose the best answer that demonstrates proper front office procedures, professionalism, and effective guest handling.

1. Prearrival Stage
A guest arrives at the hotel and informs the front office staff that their confirmed online reservation cannot be found in the system.
What should the front office staff do FIRST?

A. Tell the guest that the reservation is not the hotel's responsibility
B. Ask the guest to wait without explanation
C. Apologize politely and verify the reservation using available records or confirmation details
D. Immediately suggest that the guest books another hotel

2. Arrival Stage
A guest arrives before check-in time and is informed that the room is not yet ready.
What is the MOST appropriate response of the front office staff?

A. Ask the guest to come back later without assistance
B. Ignore the guest's concern since check-in time has not started

C. Explain the situation courteously and offer alternatives such as luggage storage or access to the waiting lounge
D. Cancel the reservation

3. Occupancy Stage
A guest complains that their room is noisy and they cannot rest properly.
A guest complains that their special room request (non-smoking room) was not followed during check-in.

What should the front desk staff do to handle the concern professionally?
A. Tell the guest to wait until the next day
B. Listen attentively, apologize sincerely, and offer an appropriate solution such as room transfer or assistance
C. Blame housekeeping or maintenance staff
D. Ignore the complaint

4. Departure Stage
During check-out, a guest questions an additional charge reflected on the bill.
What is the BEST response from the front office staff?
A. Argue with the guest to defend the charge
B. Ask the guest to pay first before discussing the issue
C. Review the charges calmly, explain clearly, and correct any error if necessary
D. Tell the guest to contact management at a later time

Test 3: Short Situational Response (5 points each)
A guest complains that their special room request (non-smoking room) was not followed during check-in.

1. What stage of the guest cycle is involved?

_____
_____.

2. What should the front office staff do to resolve the concern professionally?

_____
_____.

Scoring Guide:
- Correct identification of guest cycle stage
- Appropriateness of response
- Professional language and attitude

IV. Synthesis
The hotel guest cycle is important because
_____
_____
_____.

Teacher's Feedback / Remarks:
☐ Complete ☐ Incomplete ☐ Needs Follow-up
Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	1	**Date**	
Lesson Title/Topic:	Hotel Guest Cycle		
Name		**Grade & Section**	**11**

Activity No. 2: Pre-Arrival Stage (Reservation Process)

I. Objectives

At the end of this activity, you should be able to:

1. Demonstrate correct procedures during the pre-arrival stage.
2. Practice proper communication in handling reservations.
3. Create a simple role play script based on a given scenario.

II. Topic Overview

The **pre-arrival stage** happens before the guest arrives. It includes inquiries, reservations, and booking confirmation. This stage forms the **first impression** of the hotel.

III. Materials Needed

• Scenario Guide
• Learning Activity Sheet
• Pen and paper

IV. Instructions

A. Pair Task (Role Play)

1. Let the students Pair Up.
2. Assign roles:
    - Guest
    - Reservation Officer
3. Create your own **3–5-minute role play**.
4. Present your output in class.

B. Script Writing Task (GUIDED ONLY)

Use the guide below to create your script. Do NOT copy—make your own dialogue.

Guide Questions for Script Writing:

- How does the staff greet guests?
- What information will the guest ask for? (dates, room type, price)

- How will the staff explain room options?
- What details does the staff need from the guest?
- How will the reservation be confirmed?

Required Parts of Your Script:

1. Greeting
2. Inquiry (room availability)
3. Offering options
4. Recording guest details
5. Confirmation

V. Expected Performance

✅ Proper reservation procedure
✅ Clear and polite communication
✅ Organized flow of conversation
✅ Professional tone and behavior

ROLE PLAY PERFORMANCE RUBRIC

Criteria	**4 – Excellent**	**3 – Very Satisfactory**	**2 – Satisfactory**	**1 – Needs Improvement**
Accuracy of Procedures	All steps of the assigned stage are correctly demonstrated in proper sequence	Most procedures are correct with minor errors	Some procedures are missing or incorrect	Procedures are mostly incorrect or not shown
Communication Skills	Clear, fluent, polite, and professional always	Generally clear and polite with minor lapses	Some unclear or inappropriate language used	Poor communication; unclear or inappropriate
Professional Behavior	Demonstrates excellent courtesy, confidence, and proper	Shows professionalism with slight lapses	Some unprofessional behavior observed	Displays inappropriate or unprofessional behavior

	hotel etiquette			
Script Organization	Script is complete, well-organized, and follows all required parts	Script is mostly complete and organized	Script lacks some parts or organization	Script is incomplete or disorganized
Creativity & Realism	Role play is highly realistic, creative, and engaging	Role play is realistic with some creativity	Role play is somewhat realistic	Role play lacks realism and effort
Pair Cooperation (Teamwork)	Both members participate equally and actively	Both participate but one is slightly more active	Unequal participation	One member dominates or no cooperation

Scoring Guide

- **24 points** – Outstanding Performance
- **20–23 points** – Very Good
- **15–19 points** – Good
- **10–14 points** – Needs Improvement
- **Below 10** – Poor Performance

VI. Synthesis

I learned that the pre-arrival stage is important because:

_____
_____
_____.

Teacher's Feedback / Remarks:
☐ Complete ☐ Incomplete ☐ Needs Follow-up
Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	1	**Date**	
Lesson Title/Topic:	Hotel Guest Cycle		
Name		**Grade & Section**	**11**

Activity No. 3: Arrival Stage (Check-In Process)

I. Objectives

At the end of this activity, you should be able to:

1. Demonstrate the correct check-in process.
2. Show proper guest welcoming procedures.
3. Develop a role play script using guided steps.

II. Topic Overview

The **arrival stage** involves welcoming the guest, verifying reservations, and completing check-in. It is crucial in creating a **positive first impression**.

III. Materials Needed

• Scenario Guide
• Learning Activity Sheet

IV. Instructions

A. Pair Task (Role Play)

1. Let the students work with a partner.
2. Assign roles:
    - Guest
    - Front Desk Officer
3. Prepare and perform a **3–5 minute role play**.

B. Script Writing Task (GUIDED ONLY)

Guide Questions:

- How will the staff greet the guest upon arrival?
- How will the guest present their reservation?
- What documents will be requested?
- How will the staff explain hotel policies?

- How will the room key be given?

Required Parts of Your Script:

1. Greeting and welcome
2. Reservation verification
3. Guest registration
4. Room assignment
5. Key issuance and instructions

V. Expected Performance

✅ Smooth check-in process
✅ Friendly and professional greeting
✅ Correct handling of guest information
✅ Confidence and courtesy

ROLE PLAY PERFORMANCE RUBRIC

Criteria	**4 – Excellent**	**3 – Very Satisfactory**	**2 – Satisfactory**	**1 – Needs Improvement**
Accuracy of Procedures	All steps of the assigned stage are correctly demonstrated in proper sequence	Most procedures are correct with minor errors	Some procedures are missing or incorrect	Procedures are mostly incorrect or not shown
Communication Skills	Clear, fluent, polite, and professional at all times	Generally clear and polite with minor lapses	Some unclear or inappropriate language used	Poor communication; unclear or inappropriate
Professional Behavior	Demonstrates excellent courtesy, confidence, and proper hotel etiquette	Shows professionalism with slight lapses	Some unprofessional behavior observed	Displays inappropriate or unprofessional behavior

Script Organization	Script is complete, well-organized, and follows all required parts	Script is mostly complete and organized	Script lacks some parts or organization	Script is incomplete or disorganized
Creativity & Realism	Role play is highly realistic, creative, and engaging	Role play is realistic with some creativity	Role play is somewhat realistic	Role play lacks realism and effort
Pair Cooperation (Teamwork)	Both members participate equally and actively	Both participate but one is slightly more active	Unequal participation	One member dominates or no cooperation

Scoring Guide

- **24 points** – Outstanding Performance
- **20–23 points** – Very Good
- **15–19 points** – Good
- **10–14 points** – Needs Improvement
- **Below 10** – Poor Performance

VI. Synthesis

I learned that the arrival stage is important because:

_____
_____
_____.

Teacher's Feedback / Remarks:
☐ Complete ☐ Incomplete ☐ Needs Follow-up
Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	1	**Date**	
Lesson Title/Topic:	Hotel Guest Cycle		
Name		**Grade & Section**	**11**

Activity No. 4: Occupancy Stage (Guest Stay & Services)

I. Objectives

At the end of this activity, you should be able to:

1. Demonstrate proper handling of guest requests.
2. Show service-oriented communication skills.
3. Create a role play script using a guide.

II. Topic Overview

The **occupancy stage** is when the guest is already staying in the hotel. Staff must respond to needs and ensure guest comfort. This stage determines **guest satisfaction and repeats visits**.

III. Materials Needed

• Scenario Guide
• Pen and paper

IV. Instructions

A. Pair Task (Role Play)

1. Work in pairs.
2. Assign roles:
    - Guest
    - Front Desk / Staff
3. Perform a **3–5 minute role play**.

B. Script Writing Task (GUIDED ONLY)

Guide Questions:

- What request will the guest make? (food, towels, help)
- How does the staff respond politely?
- How does the staff confirm the request?
- What follow-up statement will be given?

Required Parts of Your Script:

1. Guest request
2. Staff response
3. Confirmation of service
4. Closing statement

V. Expected Performance

- ✅ Proper handling of guest needs
- ✅ Polite and respectful communication
- ✅ Prompt response
- ✅ Customer-focused attitude

ROLE PLAY PERFORMANCE RUBRIC

Criteria	**4 – Excellent**	**3 – Very Satisfactory**	**2 – Satisfactory**	**1 – Needs Improvement**
Accuracy of Procedures	All steps of the assigned stage are correctly demonstrated in proper sequence	Most procedures are correct with minor errors	Some procedures are missing or incorrect	Procedures are mostly incorrect or not shown
Communication Skills	Clear, fluent, polite, and professional always	Generally clear and polite with minor lapses	Some unclear or inappropriate language used	Poor communication; unclear or inappropriate
Professional Behavior	Demonstrates excellent courtesy, confidence, and proper hotel etiquette	Shows professionalism with slight lapses	Some unprofessional behavior observed	Displays inappropriate or unprofessional behavior
Script Organization	Script is complete, well-	Script is mostly	Script lacks some parts	Script is incomplete or disorganized

	organized, and follows all required parts	complete and organized	or organization	
Creativity & Realism	Role play is highly realistic, creative, and engaging	Role play is realistic with some creativity	Role play is somewhat realistic	Role play lacks realism and effort
Pair Cooperation (Teamwork)	Both members participate equally and actively	Both participate but one is slightly more active	Unequal participation	One member dominates or no cooperation

Scoring Guide

- **24 points** – Outstanding Performance
- **20–23 points** – Very Good
- **15–19 points** – Good
- **10–14 points** – Needs Improvement
- **Below 10** – Poor Performance

VI. Synthesis

I learned that the occupancy stage is important because:

_____
_____
_____.

Teacher's Feedback / Remarks:
☐ Complete ☐ Incomplete ☐ Needs Follow-up
Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	1	**Date**	
Lesson Title/Topic:	Hotel Guest Cycle		
Name		**Grade & Section**	**11**

Activity No. 5: Departure Stage (Check-Out Process)

I. Objectives

At the end of this activity, you should be able to:

1. Demonstrate the correct check-out procedures.
2. Show professionalism in handling guest departure.
3. Create a guided role play script.

II. Topic Overview

The **departure stage** is the final interaction with the guest. It includes billing, check-out, and farewell. It leaves the **last impression** of the hotel.

III. Materials Needed

• Scenario Guide
• Learning Activity Sheet

IV. Instructions

A. Pair Task (Role Play)

1. Let the students work with a partner.
2. Assign roles:
    - Guest
    - Front Desk Officer/Cashier
3. Perform a **3–5-minute role play**.

B. Script Writing Task (GUIDED ONLY)

Guide Questions:

- How does the staff assist the guest during check-out?
- How is the billing explained?
- What payment method is used?
- How does the staff give a farewell message?

Required Parts of Your Script:

1. Check-out request
2. Billing explanation
3. Payment process
4. Thank you and farewell

ROLE PLAY PERFORMANCE RUBRIC

Criteria	**4 – Excellent**	**3 – Very Satisfactory**	**2 – Satisfactory**	**1 – Needs Improvement**
Accuracy of Procedures	All steps of the assigned stage are correctly demonstrated in proper sequence	Most procedures are correct with minor errors	Some procedures are missing or incorrect	Procedures are mostly incorrect or not shown
Communication Skills	Clear, fluent, polite, and professional always	Generally clear and polite with minor lapses	Some unclear or inappropriate language used	Poor communication; unclear or inappropriate
Professional Behavior	Demonstrates excellent courtesy, confidence, and proper hotel etiquette	Shows professionalism with slight lapses	Some unprofessional behavior observed	Displays inappropriate or unprofessional behavior
Script Organization	Script is complete, well-organized, and follows all required parts	Script is mostly complete and organized	Script lacks some parts or organization	Script is incomplete or disorganized

Creativity & Realism	Role play is highly realistic, creative, and engaging	Role play is realistic with some creativity	Role play is somewhat realistic	Role play lacks realism and effort
Pair Cooperation (Teamwork)	Both members participate equally and actively	Both participate but one is slightly more active	Unequal participation	One member dominates or no cooperation

Scoring Guide

- **24 points** – Outstanding Performance
- **20–23 points** – Very Good
- **15–19 points** – Good
- **10–14 points** – Needs Improvement
- **Below 10** – Poor Performance

V. Expected Performance

✅ Accurate billing procedure
✅ Professional communication
✅ Friendly and respectful attitude
✅ Positive closing interaction

VI. Synthesis

I learned that the departure stage is important because:

_____
_____
_____.

Teacher's Feedback / Remarks:
☐ Complete ☐ Incomplete ☐ Needs Follow-up
Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	1	**Date**	
Lesson Title/Topic:	Hotel Guest Cycle		
Name		**Grade & Section**	**11**

Activity 2 Title: Guest Cycle Challenge (Advanced Application)

I. Objectives

At the end of this activity, learners are expected to:

1. Analyze real-life hotel scenarios.
2. Apply appropriate solutions.
3. Evaluate the impact of decisions on guest satisfaction.

II. Materials Needed

- LAS
- Ballpen

III. Instructions

Scenario 1: Pre-Arrival Problem

A guest arrives but the reservation is missing.

1. What stage is involved?

_____
_____.

2. What is the best action?

_____
_____.

3. What will happen if ignored?

_____
_____.

Scenario 2: Arrival Issue

A guest is ignored at the front desk.

1. What is the best response?

_____
_____.

2. How does this affect the guests?

_____
_____.

Scenario 3: Occupancy Issue

A guest reports a dirty room.

1. What should staff do immediately?

_____
_____.

2. Why is this important?

_____
_____.

Scenario 4: Departure Issue
A guest complains about billing errors.

1. What should staff do?

_____
_____.

2. What is the long-term effect if unresolved?

_____
_____.

Assessment Rubric

Criteria	**4**	**3**	**2**	**1**
Understanding	Accurate	Minor errors	Partial	Incorrect
Problem Solving	Complete solution	Adequate	Limited	Poor
Critical Thinking	Insightful	Some reasoning	Minimal	None
Communication	Clear	Good	Fair	Poor

IV. Synthesis
Complete the statement:
"A well-managed guest cycle leads to _____
because _____."

Teacher's Feedback / Remarks:
☐ Complete ☐ Incomplete ☐ Needs Follow-up

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	2	**Date**	
Lesson Title/Topic:	Types of Reservation		
Name		**Grade & Section**	**11**

Activity No. 1
Role-Play Simulation: "Front Desk Reservation"

I. Objectives

At the end of this activity, you should be able to:

1. Identify the type of reservation based on a given situation.
2. Apply correct front office reservation procedures.
3. Demonstrate appropriate communication and professionalism in handling reservations.
4. Appreciate the importance of customer-oriented service in front office operations.

II. Materials Needed

- Scenario cards
- Role-play instruction sheet
- Rubric sheet
- Pen and notebook

III. Instructions

1. Organize a group of **three (3)**.
2. Assign the following roles:
    - Reservation Agent
    - Guest
    - Observer
3. Read the assigned reservation scenario carefully.
4. Perform the role-play by following standard front office reservation procedures.
5. The Observer will assess the performance using the rubric.
6. Be ready to share your experience during class discussions.

IV. Sample Reservation Scenarios

Scenario 1: Individual Reservation

Situation:

A guest calls the hotel to reserve one room for two nights for a personal trip next week. The guest asks about room availability, room rate, and check-in time. Payment will be made upon arrival.

Task for the Reservation Agent:

- Identify the reservation type
- Ask for required guest information
- Confirm reservation details politely and clearly

Scenario 2: Group Reservation
Situation:
A travel agent inquires about reserving 20 rooms for a group attending a three-day seminar. The group requests a discounted rate and asks about payment terms and deadlines for the final guest list.
Task for the Reservation Agent:

- Identify this as a group reservation
- Explain group booking procedures
- Coordinate room availability and payment requirements

Scenario 3: Corporate / Business Reservation
Situation:
A company's administrative officer books five rooms for visiting executives next month. The company has an existing agreement with the hotel, and billing will be charged to the company account.
Task for the Reservation Agent:

- Confirm corporate reservation details
- Verify company agreement
- Ensure proper billing and documentation

V. Rubrics
Role-Play Performance Rubric

Criteria	4 – Excellent	3 – Satisfactory	2 – Needs Improvement	1 – Poor
Accuracy of Reservation Type	Correctly identified and applied	Mostly correct	Some errors	Incorrect
Information Gathering	Complete and accurate	Minor omissions	Several missing details	Incomplete
Reservation Procedure	Followed correctly and in sequence	Minor lapses	Steps unclear	No clear procedure
Communication Skills	Clear, polite, professional	Generally clear	Limited clarity	Unclear
Professional Behavior	Confident and customer-oriented	Acceptable	Inconsistent	Unprofessional

Score: _____ / 20

VI. Synthesis
Answer the question briefly:
What did you learn about handling different types of hotel reservations from this role-play activity?
_____
_____
_____
_____.

Teacher's Feedback / Remarks
☐ **Complete** ☐ **Incomplete** ☐ **Needs Follow-up**
Comments:

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	2	**Date**	
Lesson Title/Topic:	Types of Reservations		
Name		**Grade & Section**	**11**

Activity No. 2
Understanding Reservations in Hotel Operations

I. Objectives

At the end of this activity, you should be able to:

1. Define reservations using your own words.
2. Explain the importance of reservations in hotel operations.
3. Differentiate the types of reservations.
4. Complete a comparison table based on reservation characteristics.

II. Materials Needed

- Lecture notes / PowerPoint presentation
- Learning Activity Sheet
- Pen

III. Instructions

1. Listen carefully to the teacher's discussion about **reservation and its importance**.
2. Participate actively when the teacher asks guide questions.
3. Complete the activities and table provided in this sheet while listening.
4. Answer all questions honestly and based on the lecture discussion.

IV. Activities

A. Understanding the Concept of Reservation

Direction: Complete the statements based on the discussion.

1. A hotel reservation is compared to _____ because _____.
2. **Reservation (Definition):**
   A reservation is _____
   _____.

B. Importance of Reservations

Direction: Write one (1) reason why reservations are important in each area.

1. **Revenue Control**

_____

2. **Guest Satisfaction**

_____

3. **Operational Planning**

_____

C. Types of Reservation
Direction: Match the reservation type with its correct description. Write the letter of the correct answer.

Reservation Type	Description
1. Guaranteed Reservation	
2. Confirmed Reservation	
3. Individual Reservation	
4. Group Reservation	
5. Corporate Reservation	

Descriptions:
A. Made by companies for executives or employees and charged to company account
B. Booking without advance payment and held only until a specific time
C. Booking for 15 or more guests traveling together
D. Booking made by one guest or family
E. Booking with assured payment even if the guest does not arrive

D. Comparison Table
Direction: Complete the table based on the lecture.

Reservation Type	Payment Required	Risk to Hotel
Guaranteed		
Confirmed		
Individual		
Group		
Corporate		

E. Guide Questions (Reflection)
Answer the questions briefly.

1. What makes a reservation **"guaranteed"**?

_____

2. Who benefits more from a guaranteed reservation—the guest or the hotel? Why?

_____

3. How is a group reservation different from an individual reservation?

_____

4. Why are corporate reservations important for hotels?

_____

V. Synthesis
Direction: Complete the statement.
I learned that reservations are important to hotels because

_____
_____.

Teacher's Feedback / Remarks
☐ **Complete** ☐ **Incomplete** ☐ **Needs Follow-up**
Comments:

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	3	**Date**	
Lesson Title/Topic:	Reservation System and Technology		
Name		**Grade & Section**	**11**

Activity 1 Title: Understanding Reservation Systems and Technology

I. Objectives

At the end of this activity, the learners are expected to:

- Identify and differentiate the major reservation systems used in hotels (CRS, PMS, and Online Booking Engine).
- Explain the functions of each reservation system and how they support hotel operations.
- Appreciate the importance of reservation systems in ensuring accurate bookings and guest satisfaction.

II. Materials Needed

- Teacher Handout: Reservation Systems, Procedures, and Policies
- CRS vs PMS vs Online Booking Engine comparison chart
- Worksheets
- Pen and paper

III. Instructions

1. Read the Teacher Handout provided by your teacher.
2. Study the comparison chart of reservation systems.
3. Answer the activity tasks individually.
4. Participate actively in the guided discussion.

IV. Activity Tasks

A. Matching Type

Match the reservation system in Column A with its correct function in Column B.

Column A:	Column B:
1. Central Reservation System (CRS)	a. Allows guests to book rooms through the hotel website
2. Property Management System (PMS)	b. Internal system that manages room status and guest profiles
3. Online Booking Engine	c. Centralized system used by hotel chains for reservations

B. Short Answer

1. What is the main purpose of a Central Reservation System?

_____
_____.

2. Why is the Property Management System important to front office staff?

_____
_____.

3. How does an online booking engine benefit both the hotel and the guests?

_____
_____.

C. Application Question Explain how CRS, PMS, and online booking engines work together when a guest books a room online.

_____
_____
_____.

V. Synthesis

Complete the sentence:
"Reservation systems are important in hotel operations because _____."

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	3	**Date**	
Lesson Title/Topic:	Reservation System and Technology		
Name		**Grade & Section**	**11**

Activity 2 Title: Reservation Handling Simulation

Objectives

At the end of this activity, the learners are expected to:

- Apply standard reservation procedures in handling guest inquiries.
- Accurately record reservation details using forms or PMS templates.
- Explain reservation policies clearly while observing professionalism and data privacy.

II. Materials Needed

- Reservation scenario cards
- Sample reservation forms / PMS templates
- Reservation Handling Flowchart Poster
- Performance Rubric

III. Instructions

1. Form groups of three (reservation officer, guest, observer).
2. Read the reservation scenario assigned to your group.
3. Perform the role-play following standard reservation procedures.
4. Observer completes the checklist during the role-play.

IV. Activity Tasks

Scenario-Based Task:

A guest contacts the hotel to inquire about room availability for selected dates. The guest requests a specific room type and asks about the cancellation policy.

Reservation Officer Tasks:

- Greet the guest politely.
- Check room availability.
- Record the guest's information accurately.
- Explain the cancellation and no-show policies.
- Confirm the reservation.

Observer Tasks:

- Check accuracy of information recorded.
- Observe communication skills and professionalism.
- Note proper use of reservation forms or PMS.

V. Output

- Completed reservation form or PMS entry
- Successful role-play performance

VI. Synthesis

Answer the following questions:

1. What difficulties did you encounter during the reservation process?
2. Why is it important to explain reservation policies clearly?
3. How does professionalism affect guest satisfaction?

VII. Assessment

Learners will be assessed using the Performance Rubric for Reservation Handling Simulation focusing on accuracy, system use, policy explanation, communication, and data privacy.

Performance Task: Learners perform a simulated hotel reservation transaction following standard front office procedures.

Criteria	4 – Excellent	3 – Satisfactory	2 – Developing	1 – Beginning
Accuracy of Reservation Information	All required guest details are complete, accurate, and correctly recorded	Minor errors in details but do not affect reservation	Several errors that may affect reservation accuracy	Information is mostly incomplete or incorrect
Use of Reservation Forms / PMS	Uses forms or PMS correctly and confidently without assistance	Uses forms or PMS correctly with minimal assistance	Uses forms or PMS with frequent errors and guidance	Unable to properly use forms or PMS
Explanation of Reservation Policies	Clearly and accurately explains cancellation, guarantee, and no-show policies	Explains policies with minor omissions	Incomplete or unclear explanation of policies	Unable to explain reservation policies
Communication Skills	Communicates clearly, confidently, and courteously at all times	Generally clear communication with minor lapses	Communication is unclear or inconsistent	Communication is inappropriate or ineffective

Criteria	4 – Excellent	3 – Satisfactory	2 – Developing	1 – Beginning
Professionalism and Data Privacy	Consistently demonstrates professionalism and protects guest information	Generally professional with minor reminders needed	Occasionally fails to observe professionalism or data privacy	Does not observe professionalism or data privacy

Scoring Guide:

- 18–20 = Outstanding
- 14–17 = Very Satisfactory
- 10–13 = Satisfactory
- Below 10 = Needs Improvement

Teacher Note: This rubric will be used by the teacher and observer during the role-play to evaluate learners' practical reservation handling skills.

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	4	**Date**	
Lesson Title/Topic:	Importance of Revenue Management		
Name		**Grade & Section**	**11**

Activity 1 Title: Understanding Revenue Management Concepts

I. Objectives

At the end of this activity, the learners are expected to:

1. Define revenue management in hotel operations.
2. Identify key factors affecting room pricing such as demand, seasonality, and booking behavior.
3. Explain why revenue management is important in maximizing hotel revenue ethically.

II. Materials Needed

- LAS handout
- Pen
- Visual aids / slides (optional)

III. Instructions

Read the situations and discussion points carefully. Answer the questions that follow using complete and clear sentences. Base your answers on the lesson discussion and examples.

IV. Activity Tasks

Task 1: Read and Analyze

A hotel in Makati increases its room rates during weekends and holidays but offers discounts from Monday to Thursday. During the Christmas season, the hotel is fully booked due to returning OFWs and local events.

Guide Questions:

1. Why do you think the hotel increases its room rates during weekends and holidays?
   _____
   _____
   _____.
2. What factors influence the hotel's decision to give discounts on weekdays?
   _____
   _____
   _____.
3. How does demand affect room pricing in this situation?
   _____
   _____
   _____.

Task 2: Concept Check
Answer the following questions briefly:

1. What is revenue management?
   _____
   _____
   _____
   _____.
2. Why is revenue management important even if the number of hotel rooms does not change?
   _____
   _____
   _____
   _____.
3. Give one example of a **high-demand** situation and one **low-demand** situation in Philippine hotels.
   _____
   _____
   _____
   _____.

RUBRIC*: Understanding Revenue Management Concepts*
(Conceptual Understanding and Explanation)

Performance Criteria and Descriptors

Criteria	**4 – Excellent**	**3 – Proficient**	**2 – Developing**	**1 – Beginning**
Understanding of Revenue Management Concepts	Clearly explains revenue management using correct terms; shows accurate understanding of demand, seasonality, and pricing with relevant examples.	Explains main concepts correctly with minor errors or limited examples.	Shows partial understanding; explanations are unclear or incomplete.	Shows little or no understanding of key concepts.
Analysis of Hotel Situations	Accurately analyzes given hotel situations and clearly explains how demand affects pricing decisions.	Analyzes situations correctly but explanation lacks depth.	Analysis is partially correct but shows confusion about demand or pricing.	Unable to analyze hotel situations correctly.

Use of Examples and Justification	Uses appropriate Philippine hotel examples to justify answers clearly.	Uses examples but justification is limited.	Examples are weak or not clearly related to the concept.	No valid example or justification provided.
Clarity and Completeness of Responses	All answers are complete, clearly written, and well-organized.	Most answers are complete and understandable.	Some answers are incomplete or unclear.	Answers are mostly incomplete or unclear.

Scoring Guide (LAS 1)

- **16–14** – Excellent
- **13–11** – Proficient
- **10–7** – Developing
- **6–4** – Beginning

V. Synthesis

Complete the statement below:

Revenue management is important in hotel operations because _____.

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____.

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	4	**Date**	
Lesson Title/Topic:	Importance of Revenue Management		
Name		**Grade & Section**	**11**

Activity 2 Title: Applying Revenue Management in Hotel Scenarios

I. Objectives

At the end of this activity, the learners are expected to:

1. Analyze hotel scenarios using basic revenue management principles.
2. Determine appropriate room pricing and reservation decisions based on demand.
3. Demonstrate ethical and customer-focused decision-making as a front office staff.

II. Materials Needed

- LAS handout
- Scenario cards (optional)
- Pen

III. Instructions

Read each hotel scenario carefully. Answer the questions that follow by applying what you learned about revenue management. Write your answers clearly.

IV. Activity Tasks

Scenario 1: Beach Resort During Off-Peak Season

A beach resort in Batangas has many vacant rooms during the rainy season on weekdays.

1. Should the hotel increase or decrease room rates? Why?

   _____
   _____
   _____
   _____.

2. What type of guests can the hotel target during this period?

   _____
   _____

_____
_____.

3. What reservation strategy can help increase bookings?

_____
_____
_____
_____.

Scenario 2: City Hotel During a National Convention

A city hotel in Manila is almost fully booked due to a national government convention happening next week.

1. Should the hotel offer promotional discounts? Why or why not?

_____
_____
_____
_____.

2. How should the front desk handle walk-in guests during this period?

_____
_____
_____
_____.

3. What ethical considerations should be observed when quoting room rates?

_____
_____
_____
_____.

RUBRIC: *Applying Revenue Management in Hotel Scenarios*

(Application, Decision-Making, and Ethics)

Performance Criteria and Descriptors

Criteria	**4 – Excellent**	**3 – Proficient**	**2 – Developing**	**1 – Beginning**
Application of Revenue Management Principles	Correctly applies revenue management principles to all scenarios with well-reasoned pricing and	Applies principles correctly to most scenarios with acceptable reasoning.	Applies principles inconsistently ; reasoning is weak or incomplete.	Unable to apply revenue management principles appropriately.

	reservation decisions.			
Decision-Making Based on Demand and Seasonality	Decisions clearly reflect demand patterns and seasonality and are realistic for hotel operations.	Decisions generally reflect demand and seasonality with minor lapses.	Decisions partially consider demand or seasonality.	Decisions do not consider demand or seasonality.
Ethical and Customer-Focused Judgment	Demonstrates strong ethical awareness, fairness, and professionalism in all responses.	Shows ethical awareness with minor lapses.	Shows limited consideration of ethical or guest-focused practices.	Shows no awareness of ethical considerations.
Justification of Answers	Provides clear, logical, and convincing justification for all decisions.	Provides acceptable justification for most decisions.	Justification is weak or unclear.	No clear justification provided.
Clarity and Organization of Responses	Responses are complete, clear, and well-organized.	Responses are mostly clear and organized.	Responses lack clarity or organization in parts.	Responses are unclear or incomplete.

Scoring Guide (LAS 2)

- **20–18** – Excellent
- **17–14** – Proficient
- **13–10** – Developing
- **9–5** – Beginning

V. Synthesis

Answer the question below:

As a front desk officer, how can proper revenue management help both the hotel and its guests?

_____

_____

_____.

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	4	**Date**	
Lesson Title/Topic:	Importance of Revenue Management		
Name		**Grade & Section**	**11**

Activity 3 Title: (Group) Revenue Management Team Decision Task

I. Objectives

At the end of this group activity, the learners are expected to:

1. Apply revenue management principles to a realistic hotel situation collaboratively.
2. Propose room pricing and reservation strategies based on demand and seasonality.
3. Demonstrate ethical, professional, and customer-focused decision-making as a front office team.

II. Materials Needed

- Learning Activity Sheet
- Pen / Manila paper (optional)
- Calculator (optional)
- Reference notes or handouts

III. Instructions

Create a group of **3–5 members**. Read the hotel scenario carefully and discuss your answers as a team. All group members must participate in discussion and decision-making. Write your agreed answers clearly.

IV. Activity Tasks

Group Performance Scenario

Your group represents the **Front Office Team** of a **120-room city hotel in Manila**. The hotel is preparing for the following upcoming events:

- A **national government convention**
- A **long weekend holiday**

- Expected increase in **business and leisure travelers**

Current room status:

- 90 rooms are already booked
- Walk-in guests and last-minute online bookings are expected
- Some repeat guests are requesting discounted rates

Task 1: Group Pricing Decision

1. As a group, decide whether to **increase, maintain, or limit discounts** on room rates.
2. Explain your decision using demand, seasonality, and booking behavior.

Task 2: Group Reservation Strategy

1. How should your team prioritize:
    - advance bookings
    - walk-in guests
2. What reservation controls should your hotel apply (e.g., minimum stay, limited discounts, booking cut-offs)?

Task 3: Ethical Front Office Practices

As a team, answer the following:

1. How will you explain room rates to guests requesting discounts?
2. How will your team ensure fairness and professionalism when handling confirmed reservations and walk-ins?

V. Group Output Requirement

Prepare a **written group recommendation (8–10 sentences)** answering:

How can a front office team use revenue management to maximize hotel revenue while maintaining ethical practices and guest satisfaction?

_____

_____

_____

_____

_____

_____

_____

_____.

GROUP PERFORMANCE RUBRIC FOR LAS 3

Revenue Management Group Task

Criteria	**4 – Excellent**	**3 – Proficient**	**2 – Developing**	**1 – Beginning**
Application of Revenue Management Principles	Accurately and consistently applies revenue management concepts in all decisions.	Applies concepts correctly with minor gaps.	Applies concepts inconsistently.	Unable to apply revenue management principles.
Quality of Pricing and Reservation Decisions	Decisions are realistic, demand-driven, and well-justified.	Decisions are generally appropriate with acceptable justification.	Decisions are partially appropriate but weakly justified.	Decisions are unrealistic or unjustified.
Ethical and Customer-Focused Judgment	Demonstrates strong fairness, professionalism, and ethical considerations throughout.	Shows ethical awareness with minor lapses.	Shows limited ethical consideration.	Shows little or no ethical awareness.
Collaboration and Team Participation	All members contribute actively and respectfully to discussion and output.	Most members participate actively.	Uneven participation among members.	Minimal collaboration or participation.
Clarity and Completeness of Group Output	Output is complete, clear, well-organized, and easy to understand.	Output is mostly clear and complete.	Output lacks clarity or completeness in parts.	Output is unclear or incomplete.

Scoring Guide (Group LAS 3)

- **20–18 points** – Excellent
- **17–14 points** – Proficient
- **13–10 points** – Developing
- **9–5 points** – Beginning

VI. Synthesis

Complete the statement as a group:

Our group learned that revenue management is important because

_____

_____

_____.

Teacher's Feedback / Remarks

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	5	**Date**	
Lesson Title/Topic:	Reservation process		
Name		**Grade & Section**	

Activity 1 Title: Understanding the Reservation Process

I. Objectives

At the end of this activity, the learners are expected to:

1. Identify the steps in the reservation process.
2. Explain the importance of each step.
3. Arrange the steps in the correct order.

II. Materials Needed

- Pen and paper
- Printed activity sheet
- Handout on reservation steps

III. Instructions

Part A: Identification (Understanding the Steps)

Write the correct term being described.

1. The first step where the guest is welcomed. _____
2. Checking if rooms are available. _____
3. The step where options are given to guests. _____
4. Finalizing booking details. _____

Part B: Sequencing Activity

Arrange the following steps from 1–7:

- ___ Confirm reservation
- ___ Offer room options
- ___ Record booking
- ___ Greet guest
- ___ Ask guest details
- ___ Check availability
- ___ Close conversation

Part C: Short Explanation

Explain in 2–3 sentences why following the correct reservation process is important.

_____
_____
_____
_____
_____
_____.

IV. Synthesis

The reservation process ensures that guest needs are properly handled. It follows a logical sequence starting from greeting to confirmation. This helps maintain professionalism and efficiency in hotel operations.

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	5	**Date**	
Lesson Title/Topic:	Reservation process		
Name		**Grade & Section**	**11**

Activity 2 Title: Practicing Professional Communication

I. Objectives

At the end of this activity, the learners are expected to:

1. Use correct reservation phraseology.
2. Practice ethical communication.
3. Identify appropriate responses in reservation scenarios.

II. Materials Needed

- Activity sheet
- Dialogue samples
- Pen

III. Instructions

Part A: Matching Type

Match Column A with Column B.

Column A	**Column B**
1. Greeting	A. “Your booking is confirmed.”
2. Checking availability	B. “Good day, welcome to…”
3. Confirming reservation	C. “Let me check available rooms.”
4. Closing	D. “We look forward to your stay.”

Part B: Identify the Ethical Behavior

Write **YES** if the statement shows good ethics and **NO** if not.

1. Speaking politely to a guest ___
2. Ignoring guest inquiry ___
3. Providing honest information ___
4. Arguing with guest ___

Part C: Dialogue Completion

Complete the conversation:

Receptionist: “Good day! _____”

Guest: “I would like to book a room.”

Receptionist: “May I know

_____**?”**

Guest: “June 10–12.”

Receptionist: “,

_____

your reservation is confirmed.”

IV. Synthesis

Proper phraseology and ethical communication are important in creating positive guest experiences. Using polite language and a professional tone builds trust and satisfaction.

_____

_____

_____

_____.

Teacher’s Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	5	**Date**	
Lesson Title/Topic:	Reservation process		
Name		**Grade & Section**	**11**

Activity 3 Title: Reservation Simulation (Role Play)

I. Objectives

At the end of this group activity, the learners are expected to:

1. Demonstrate the proper reservation process.
2. Apply correct phraseology.
3. Exhibit professionalism and teamwork.

II. Materials Needed

- Scenario cards
- Rubric sheet
- Pen

III. Instructions

Step 1: Group Formation

Form groups of three (3):

- Guest
- Front Office Staff
- Observer

Step 2: Scenario Assignment

Each group will perform one scenario:

- Family booking
- Business traveler
- Tourist inquiry

Step 3: Role Play Execution

Perform a **complete reservation interaction**:

1. Greeting
2. Inquiry (details)
3. Checking availability
4. Offering options
5. Confirmation
6. Closing

Step 4: Rotation

Rotate roles so each member experiences all roles.

PERFORMANCE RUBRIC

Criteria	**4**	**3**	**2**	**1**
Process Flow	Complete and accurate	Minor errors	Some missing steps	Incomplete
Phraseology	Clear and correct	Minor mistakes	Limited usage	Incorrect
Professionalism	Very respectful	Mostly polite	Inconsistent	Poor
Communication	Clear and confident	Understandable	Hesitant	Unclear
Teamwork	Excellent	Good	Fair	Poor

VI. Synthesis

Role playing helps simulate real-life reservation situations. By practicing, learners develop confidence, communication skills, and professionalism needed in the hospitality industry.

_____

_____

_____

_____.

Teacher's Feedback / Remarks

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	6	**Date**	
Lesson Title/Topic:	Reservation Policies		
Name		**Grade & Section**	**11**

Activity 1 Title: Understanding Reservation Policies

I. Objectives

At the end of this activity, the learners are expected to:

1. Define reservation policies in the hospitality industry
2. Identify different types of reservation policies
3. Explain the importance of reservation policies in hotel operations

II. Materials Needed

- Pen and paper
- Worksheet
- Visual aids/infographic

III. Instructions

A. Knowledge Check (Individual Work)

Answer the following questions:

1. What is a reservation policy?
2. Why is it important for hotels to have reservation policies?
3. List at least 3 types of reservation policies

B. Identify Me (Matching Type)

Match Column A with Column B:

Column A	**Column B**
A. Cancellation Policy	1. Guest fails to arrive
B. No-Show Policy	2. Advance payment required
C. Deposit Policy	3. Rules for canceling booking

C. Reflection Question "Why should both guests and hotels follow reservation policies?"

IV. Synthesis

Reservation policies are essential rules that guide booking, cancellation, payment, and guest stay procedures. These policies ensure fairness, avoid misunderstandings, and protect both the hotel and the guests.

_____
_____
_____
_____.

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	6	**Date**	
Lesson Title/Topic:	Reservation Policies		
Name		**Grade & Section**	**11**

Activity 2 Title: Applying Reservation Policies

I. Objectives

At the end of this activity, the learners are expected to:

1. Analyze reservation scenarios
2. Identify appropriate reservation policies
3. Apply correct decisions based on policies

II. Materials Needed

- Scenario cards
- Worksheet
- Pen

III. Instructions

Read each situation and answer the questions below:

Scenario Analysis

Scenario 1: Guest cancels 12 hours before arrival

Scenario 2: Guest did not arrive (no-show)

Scenario 3: Guest wants to rebook

Scenario 4: Guest requests early check-in

For each scenario:

1. What policy applies?
2. What should the hotel staff do?
3. Explain your answer briefly

IV. Performance Rubric (10 points)

Criteria	**4**	**3**	**2**	**1**
Identification of Policy	Correct	Minor error	Limited	Incorrect
Decision Making	Appropriate	Acceptable	Weak	Incorrect
Explanation	Clear & logical	Some clarity	Limited	Unclear

V. Synthesis

Reservation policies such as cancellation, no-show, and rebooking help guide hotel decisions in real-life guest situations, ensuring consistency and professionalism.

_____

_____

_____

_____.

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	6	**Date**	
Lesson Title/Topic:	Reservation Policies		
Name		**Grade & Section**	**11**

Activity 3 Title: Spot the Mistake

I. Objectives

At the end of this activity, the learners are expected to:

1. Identify incorrect handling of reservation policies
2. Correct improper staff responses
3. Improve communication skills in hospitality

II. Materials Needed

- Printed error scenarios
- Pen

III. Instructions

Read each incorrect scenario carefully.

Task:

1. Identify the mistake
2. Rewrite the correct response

Scenarios

1. Staff: “Late cancellation is fine, no charges.”
2. Staff: “No-show? No payment needed.”
3. Staff: “Rebooking is not allowed.”
4. Staff: “Early check-in is impossible.”

IV. Output

Write corrected responses showing:

- Proper policy application
- Professional tone

V. Synthesis

Proper communication of reservation policies ensures guest satisfaction while maintaining hotel standards and fairness

_____

_____

_____.

Teacher's Feedback / Remarks

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET (LAS)

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	6	**Date**	
Lesson Title/Topic:	Reservation Policies		
Name		**Grade & Section**	**11**

Activity 4 Title: Role Play – Reservation Policy Simulation

I. Objectives

At the end of this activity, the learners are expected to:

1. Demonstrate understanding of reservation policies
2. Communicate policies professionally
3. Apply policies in simulated real-life situations

II. Materials Needed

- Scenario cards
- Rubric checklist

III. Instructions

1. Form groups of 4 members:
    - Guest
    - Front Office Staff
    - Manager
    - Observer
2. Each group will perform a **2–3 minute role play**:
    - Cancellation request
    - No-show case
    - Rebooking issue
    - Payment concern
3. The Front Office Staff must:
    - Greet the guest professionally
    - Explain the policy clearly
    - Provide solutions

IV. Performance Rubric (20 points)

Criteria	**4**	**3**	**2**	**1**
Policy Application	Accurate	Minor errors	Some errors	Incorrect

Communication	Clear & confident	Understandable	Hesitant	Poor
Professionalism	Highly respectful	Polite	Inconsistent	Unprofessional
Problem Solving	Effective	Acceptable	Limited	None
Teamwork	Excellent	Good	Fair	Poor

V. Synthesis

Role-playing allows learners to apply reservation policies in realistic hotel situations, improves decision-making, communication, and professionalism in hospitality service.

Teacher's Feedback / Remarks

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	7	**Date**	
Lesson Title/Topic:	Tariffs and Pricing Method		
Name		**Grade & Section**	**11**

Activity 1 Title: Understanding Hotel Tariffs

I. Objectives

At the end of this activity, the learners are expected to:

1. Define hotel tariff and pricing methods
2. Identify factors affecting hotel room rates
3. Differentiate types of tariffs

II. Materials Needed

- Pen and paper
- Worksheet
- Reference notes

III. Instructions

A. Identification (Write your answers)

1. It refers to the price charged for a hotel room.
2. A tariff given to companies with regular bookings.
3. A pricing method based on expenses and profit.
4. A rate that changes depending on demand.
5. A discounted price for many guests booking together.

B. Listing Activity

List **at least five factors** that affect hotel room rates.

C. Matching Type

Column A	**Column B**
A. Rack Rate	1. Discount for groups
B. Corporate Rate	2. Standard published rate
C. Group Rate	3. Company discount

IV. Synthesis

Hotel tariffs refer to the pricing structure used by hotels to determine room rates, influenced by factors such as demand, location, and guest type.

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____.

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	7	**Date**	
Lesson Title/Topic:	Tariffs and Pricing Method		
Name		**Grade & Section**	**11**

Activity 2 Title: Applying Pricing Methods

I. Objectives

At the end of this activity, the learners are expected to:

1. Analyze pricing situations
2. Identify appropriate tariff types
3. Apply pricing methods correctly

II. Materials Needed

- Scenario worksheet
- Pen

III. Instructions

Read each situation carefully and answer the questions.

Scenario Analysis

Scenario 1: A guest books during Christmas season

Scenario 2: A company reserves 10 rooms

Scenario 3: Only few rooms are available (high demand)

Scenario 4: Few guests during weekdays

Task (Answer ALL):

1. Identify the tariff type

   _____

   _____.

2. Identify the pricing method

   _____

   _____.

3. Explain your answer (2–3 sentences)

   _____

   _____

   _____.

IV. Performance Rubric (15 points)

Criteria	**5**	**3**	**1**
Identification of Tariff	Correct	Partial	Incorrect
Pricing Method	Accurate	Some errors	Incorrect
Explanation	Clear & logical	Limited	Poor

V. Synthesis

Different pricing methods allow hotels to respond to changing demand and maintain profitability while ensuring fair pricing for guests.

_____

_____

_____

_____.

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	7	**Date**	
Lesson Title/Topic:	Tariffs and Pricing Method		
Name		**Grade & Section**	**11**

Activity 3 Title: Hotel Pricing Simulation

I. Objectives

At the end of this activity, the learners are expected to:

1. Apply tariff and pricing methods in real-life situations
2. Demonstrate effective communication skills
3. Justify pricing decisions professionally

II. Materials Needed

- Scenario cards
- Rubric checklist

III. Instructions

Step 1: Group Formation

Form groups of **4 members**:

- Guest
- Front Office Staff
- Manager
- Observer

Step 2: Scenario Assignment

Each group will receive one scenario:

- High-demand weekend booking
- Corporate booking
- Guest asking for discount
- Last-minute booking

Step 3: Task

Each group must:

1. Determine the room rate
2. Identify the pricing method used
3. Explain the rate clearly to the guest
4. Perform a **3–5 minute role play**

Step 4: Observer Task

The observer will evaluate using the rubric below.

IV. Performance Rubric (20 points)

Criteria	**4**	**3**	**2**	**1**
Pricing Decision	Accurate	Minor errors	Limited	Incorrect
Explanation	Clear & logical	Understandable	Some confusion	Poor
Professionalism	Very polite	Polite	Some lapses	Poor
Problem Solving	Effective	Acceptable	Limited	None
Teamwork	Excellent	Good	Fair	Poor

V. Synthesis

Applying pricing methods through simulation helps learners understand how hotels make real-time pricing decisions while maintaining professionalism and customer satisfaction.

_____

_____

_____

_____.

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	8	**Date**	
Lesson Title/Topic:	Trends and innovations in hotel reservations		
Name		**Grade & Section**	**11**

Activity 1 Title: Exploring Modern Hotel Reservation Trends

I. Objectives

At the end of this activity, the learners are expected to:

1. Identify current trends and innovations in hotel reservations.
2. Explain the functions of modern reservation technologies used in hotels.
3. Show appreciation of technology's role in improving hotel operations and guest service.

II. Materials Needed

- Pen and LAS worksheet
- Handout on Trends and Innovations in Hotel Reservations
- Pictures or sample screenshots of online booking platforms (if available)

III. Instructions

Read the short information provided below. Answer the activity tasks that follow by writing your answers on the spaces provided. Read each question carefully and answer honestly.

IV. Activity Tasks

A. Read and Understand

Hotels today no longer rely solely on walk-in or telephone reservations. Modern hotels use online reservation platforms, mobile applications, and automated systems to manage bookings efficiently. One of the most important innovations is the **Revenue Management System (RMS)**, which helps hotels forecast demand, adjust room prices, and maximize revenue while ensuring guest satisfaction.

B. Identify the Trend

Write **Traditional** or **Modern** on the blank before each statement.

1. _____ Guests book rooms using mobile applications and websites.
2. _____ Room availability is checked using a paper logbook.
3. _____ Prices automatically change based on demand and season.
4. _____ Reservations are limited to walk-in guests only.
5. _____ Hotels use technology to avoid overbooking.

C. Short Answer

Answer the following questions briefly.

1. What is one benefit of using online reservation systems for hotels?
   _____
   _____
   _____.

2. Why are mobile and contactless reservations important to guests today?
   _____
   _____
   _____.

3. How does technology help hotels improve guest satisfaction?
   _____
   _____
   _____.

V. Synthesis
Complete the statement:
Modern innovations in hotel reservations are important because
_____
_____.

Teacher's Feedback / Remarks:
☐ Complete ☐ Incomplete ☐ Needs Follow-up
Comments:

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	2
Lesson Exemplar No.	8	**Date**	
Lesson Title/Topic:	Trends and innovations in hotel reservations		
Name		**Grade & Section**	**11**

Activity 2 Title: Applying Reservation Innovations in Real-Life Situations

I. Objectives

At the end of this activity, the learners are expected to:

1. Analyze hotel reservation scenarios using modern reservation innovations.
2. Apply the appropriate reservation technology to given situations.
3. Demonstrate adaptability and professionalism toward reservation technologies.

II. Materials Needed

- Pen and LAS worksheet
- Scenario cards or case descriptions
- Lesson handout on Revenue Management System (RMS)

III. Instructions

Read each situation carefully. Analyze the problem and answer the questions based on what you have learned about trends and innovations in hotel reservations. Write your answers clearly.

IV. Activity Tasks

A. Situational Analysis

Situation:

A hotel is experiencing a high number of bookings due to a local festival. Many guests are booking rooms online, while some are canceling at the last minute. The hotel wants to avoid overbooking and loss of revenue.

Answer the following:

1. What modern reservation system can help the hotel manage this situation?
   _____
   _____
   _____.

2. How can a Revenue Management System (RMS) help the hotel during this period?
   _____
   _____
   _____.

3. What might happen if the hotel continues using only manual reservation methods?
   _____
   _____
   _____.

B. Decision-Making Task
You are a front office staff member. Choose the best option and explain your answer.

Question:
Which reservation method is BEST during peak seasons?
☐ Walk-in booking
☐ Telephone booking
☐ Online reservation with RMS
☐ Manual reservation log

Explanation:
_____
_____
_____.

C. Attitude Check
Answer the question below.
Why is it important for front office staff to stay open and adaptable to new reservation technologies?
_____
_____
_____.

RUBRIC
Task: Analyze how trends and innovations in hotel reservations improve hotel operations and guest experience based on a given scenario.

Criteria	4 – Excellent	3 – Proficient	2 – Developing	1 – Beginning
Understanding of the Scenario	Clearly understands the scenario and all key details	Understands most parts of the scenario	Partial understanding of the scenario	Shows little or no understanding
Application of Concepts	Correctly and effectively applies reservation trends and innovations	Applies concepts correctly with minor errors	Applies concepts with several errors	Unable to apply concepts
Analysis and Explanation	Provides clear, logical, and detailed analysis	Provides clear analysis but lacks detail	Explanation is unclear or incomplete	No clear analysis provided

Clarity of Response	Ideas are well-organized and easy to understand	Ideas are mostly clear	Ideas are somewhat unclear	Ideas are unclear or disorganized

Scoring Guide:

- 16–14 Excellent
- 13–10 Proficient
- 9–6 Developing
- 5–1 Beginning

V. Synthesis

Write one lesson you learned from this activity:
I learned that modern hotel reservation systems _____.

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____