

Lisa Olsson Q/A #2

Do I have to have restaurant booking? See it as a part of the room booking, and keep it simple. Package. Replace conference requirement.

Receptionist have other things to do.

What more do they do? General maintenance and taking care of rooms, clothes, guests etc.

Common questions from the guest? Do we have to wear the clothes all the time? No.

Pay when booking is confirmed

We are looking at maybe re-build things; other buildings? Maybe, maybe not, we want to start small.

Maximum amount of days? Haven't thought of that. Sure six month, but not forever...

More assets (logotypes etc)? No.

Extra beds? Yes, for children, not grown-ups.

Shoes are not included in the clothing.

Cancel can be done on the web site. What about refund status? Yes, good to see.

Check-in time optional but not mandatory.

Early check-in, they know this very late, but it is good to request it on the web booking.

Focus on: customer, management, rooms, and clothes.

Not restaurant menu, nor FAQ.

Flexibility; more bookings, more floors etc.

Capacity: 40 rooms.

Accounts; they can book without an account, but then they can't change on the site.

The customer can only see if there are rooms or not.

Can they request rooms close to each other. Yes, close or not close.

*Examiner; possible to pick specific rooms.*

How big are the suits? A few suits, but most have only two beds. Extra children beds can be added.

Clothes data needed: sizes, gender.

Food prefs? Nothing advanced, just entry field for general requests.

Manage requests; management should be able to easily click and confirm; goes as an e-mail to customer, but also displayed in the system.

System automatically assign rooms, but management must be able to override.