



Task Title: Book a Hotel Room Online

OALCF Cover Sheet – Practitioner Copy

Learner Name: _____

Date Started: _____

Date Completed: _____

Successful Completion: Yes No

Goal Path: Employment Apprenticeship

Secondary School Post Secondary Independence

Task Description: The learner will explore search parameters for booking a hotel room on the Holiday Inn website and select the best option.

Main Competency/Task Group/Level Indicator:

- Communicate Ideas and Information/Complete and create documents/B3.2
- Use Digital Technology/D.2

Materials Required:

- Pen/pencil and paper
- Computer or digital device

Learner Information

Travelers often book hotel rooms online to ensure that rooms are reserved in advance. Administrative assistants may be asked to book hotel rooms for an employer or other employees. Many people also book hotel rooms in advance for vacations and personal travel.

Copy and paste the address for Holiday Inn into the web browser of the computer: <https://www.ihg.com/holidayinn/hotels/us/en/reservation>

Read the Scenario provided.

Scenario

Your supervisor has asked you to book a hotel room for the night of September 1st according to the following conditions:

- You must find the cheapest room rate
- The hotel must have parking available
- The hotel must have an indoor pool
- The room is for one adult for one night in Kitchener-Waterloo, Ontario.

Work Sheet

Task 1: On the Holiday Inn website, complete the Destination, Number of Nights, Rooms & Guests, and Rates fields, then click "Book Now". How many hotels were found?

Answer:

Task 2: Look at the available hotel options that came up for Kitchener-Waterloo. Which hotels have parking and an indoor pool?

Answer:

Task 3: Choose the hotel with the lowest price showing and write down the name and address.

Answer:

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Task 4: Click on "Select Hotel" to explore the different room options for the hotel identified in Task 3. Choose the room that meets your needs and click "View Prices". Which room did you choose and how much will it cost before taxes?

Answer:

Task 5: Click "Select" for the room chosen in Task 4. Skip the "Add Extras" page. Write down the information you would need to provide to complete your reservation and book this hotel room.

(Do not actually complete the reservation.)

Answer:

Answers

Task 1: Complete the Destination, Number of Nights, Rooms & Guests, and Rates fields, then click "Book Now". How many hotels were found?

Answer: Answers may vary. As of January 2025, the answer was 8.

Task 2: Look at the available hotel options that came up for Kitchener-Waterloo. Which hotels have parking and an indoor pool?

Answer: Holiday Inn Express & Suites Waterloo-St. Jacobs Area, Staybridge Suites Waterloo-St. Jacobs Area

Task 3: Choose the hotel with the lowest price showing and write down the name and address.

Answer: Answers may vary. As of January 2025, the answer is:

- Holiday Inn Express & Suites Waterloo-St. Jacobs Area, 14 Benjamin Road, Waterloo, Ontario N2V 2J9

Task 4: Click on "Select Hotel" to explore the different room options for the hotel identified in Task 3. Choose the room that meets your needs and click "View Prices".

Which room did you choose and how much will it cost before taxes?

Answers may vary. As of January 2025, the answer is: 1 King Standard will cost \$157 per night; 2 Queen Standard will also cost \$157 per night. Since accommodation is only needed for one adult, the King Standard would be suitable.

Task 5: Click “Select” for the room chosen in Task 4. Skip the “Add Extras” page. Write down the information you would need to provide to complete your reservation and book this hotel room. (Do not actually complete the reservation.)

Answer:

- First and last name
- Email address
- Country/region
- Address
- City/town
- Postal code
- Country/region code
- Phone number
- Credit card number and expiration

Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
B3.2	uses layout to determine where to make entries			
	begins to make some inferences to decide what information is needed, where and how to enter the information			
	makes entries using a limited range of vocabulary			
	follows instructions on documents			
D.2	selects and follows appropriate steps to complete tasks			
	locates and recognizes functions and commands			
	makes low-level inferences to interpret icons and text			
	begins to identify sources and evaluate information			

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	performs simple searches using keywords (e.g. internet, software help menu)			
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This task: Was successfully completed Needs to be tried again

Learner Comments:

Instructor (print):

Learner (print):
