

RESPONSE TO QUESTIONS

I am the hotel company manager. Thank you for submitting your questions. You seem to have many of them. I will try to provide some answers where I can.

FUNCTIONAL

1. Not sure
2. Probably the hotel
3. We don't use those services yet
4. Well customers can call in. We don't accept advance reservations after 6PM
5. There is no system now, so put what makes sense in your proposal
6. Definitely not more than \$200,000
7. All of the above
8. We are very flexible right now
9. This would be your suggestion
10. Of course
11. We haven't done this before. Give us your suggestions
12. We'll give you our written policies.
13. We give out brochures
14. Good idea
15. Also a good idea. I'll have my staff make up some questions
16. Maybe later
17. Hadn't thought about it
18. We advertise in all the usual places

BOOKING

1. Check in at 3PM. Check out by noon.
2. Whenever they want
3. No more than 4
4. Yes (I think you asked this already)
5. We don't give refunds
6. Not so far
7. Only what is necessary for business
8. Drivers license or passport
9. We give 10% for military and AAA
10. We would like you to provide this

AMENITIES

1. Yes
2. We have a pool
3. Yes. I'll have them send you a menu but remember it changes often

4. No
5. We have room service from 6AM to midnight
6. Our resort location has a free parking lot. Our downtown location has a paid garage.
7. Our resort location has rooms for small business meetings.

ROOM DETAILS

1. We have single and double rooms, and a few suites
2. We do have cots for children
3. Double, queen, king
4. Yes

BACKEND

1. That is up to you
2. Both
3. I don't know
4. You will have to decide
5. Most of them have Samsung phones
6. Hadn't thought about this
7. Sure
8. Good idea. All the standard languages
9. Google
10. I hope so!
11. You will have to design this.