

## Hotel Kiosk Check In for Truck Driver Test Script

### Explain the below prior to starting the session:

You have made a reservation in advance at Best Western. You've received an email with your reservation # and an account where you can receive items you need to have printed at check-in. You need to print paperwork from your employer at check-in. I have sent you the email in advance to ensure you have it.

1. Initial thoughts about the page?
2. Follow up: Is that a good thing?
3. Do you think you have confidence to navigate this page?

### Basic:

1. How would you log into the kiosk?
2. Verify your room reservation
3. Verify payment information
4. Print Your paperwork
5. Get room key and room number are provided

### Alternative1:

1. Now let's do this again and let's say that your plans have changed as you arrive at the hotel & you're going to be staying a different timeframe. How would you do that on the kiosk?