Using Discussion Boards

1. In the Primary Links, click the **Discussions** and then select the relevant section.

2. The page for Discussion Forum will open, listing the available discussion topics in the section. To view a specific discussion topic:
   
   i. Choose the required section
   
   ii. Sort the discussions in alphabetical order

3. The resultant page shows the discussion topic selected. Write your post and click **Post** button.
4. You can view your post and the subsequent messages in a discussion thread as shown below.

It is the Christmas season and definitely a peak season for the hotel. The hotel needs to prepare itself well to accommodate a large number of guests. However, there may still be a situation where the rooms are over-booked! As a Service Leader, develop an action list which your team may make use of when managing an over-booked situation. Note that walking of guests should only be done as a last resort because there is a possible loss of goodwill.