B	I	N	G	O
Room key doesn't work	Book a future date for guest	Extend stay for guest	Locate a package for a guest	Guest needs valet/bell asst
Credit card declines	Replace room key for guest	Guest requests sheets for pullout	Bring out rain equipment	Guest requests upgrade
Provide guest a campus map	Send a call to reservations	**FREE**	Check in a guest	Guest asks where restroom is
Guest comes to wrong hotel	Lost & Found Inquiry	Guest has TV problem	Guest asks about Executive Club	Guest requests late checkout
Fill information table	Code 20	Guest requests toothbrush	Talk Duke sports with a guest	Credit card machine goes down

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B	I	N	G	O
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Extend stay for guest	Talk Duke sports with a guest	Guest needs valet/bell asst	Code 20	Guest requests upgrade
Guest comes to wrong hotel	Check in a guest	**FREE**	Guest asks where restroom is	Book a future date for guest
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