Create a Guest Reservation

Quick Reference Guide

Create a Basic Reservation

Beginning at the Main Maestro screen

1. Reserve > Guest Reservation

    This takes you to the Guest Reservation screen.

2. Press F6 Create

    Maestro displays the Reservation Availability Selection screen with a Reservation # assigned.

    You can accept or change the:

    - Arrival date
    - Number of nights
    - Departure date
    - Guest type
    - Number of Guests

    Ask the guest whether has stayed at the property before. If he or she has, use the information in section 0 to locate his/her Guest Profile and bring it up to date.

3. Click "Rates" to Select a Rate and Room Type

    This takes you to the Quick Availability Chart (see next page).

Select a Rate and Room Type

The Quick Availability Chart shows the rates and room types that are available to the guest for the whole reservation.

Note: You can move right to see more rates and/or down to see more room types.

1. Select an available room type (with at least 1 room listed in the # Rms column) and a rate.

2. Double-click or press Enter

   This takes you to the Room Type Booking screen.

3. Confirm the booking information with the guest and make any necessary changes.

   You may assign a room number now or at any time until checkin.

4. Click "OK"

   This returns you to the Guest Reservation screen.

Enter the Guest Information

If the guest stayed at the property before

Attach the guest's profile to this reservation following the steps outlined below when needed. This automatically adds information, such as guest address and credit card data, to the reservation. Confirm/update the information in the Guest Profile.

You can also review the guest's preferences, such as Room Type and Services, to assist your marketing and customer service.

1. Key in the first 3 or 4 letters of the guest's last name

2. If only one guest's name starts with those letters, Maestro completes the name and attaches the Client Profile to this reservation.

   Continue creating the reservation in section 0

3. If Maestro displays more than one Guest Name, double-click to select the guest's name from a list of Maestro's previous guests.

   If the guest stayed at your property more than once, continue with step 4.

   If not, continue creating the reservation in section 0.

4. If Maestro displays more than one stay for that guest, double-click to select the reservation profile for the guest's most recent stay.

   Continue creating the reservation in section 0.

If The Guest Has Not Stayed At the Property Before

1. Key the complete name on the Guest Reservation screen and press Enter.

   Maestro then displays the Client Maintenance screen.

2. Create the Client Profile by completing this screen.

3. F4 Exit

Guarantee The Guest's Reservation

▪ Would the guest like to guarantee this reservation?

1. On the Guest Reservation screen, type CC in the Guaranteed by field.

2. To guarantee the reservation, complete the Credit Cards screen, especially the credit card number and expiry date, or assign an A/R account.
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Determine How The Guest Heard About This Property (Source Of Business)

1. Identify the source of the guest's business by pressing F8 Lookup and selecting from the list. This guest heard about the property on the Internet.

2. A sub-source of business may be automatically entered. If not, press F8 Lookup on the Sub-Source of Business field and select one from the list. In this example, the property's website is the sub-source of business.

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The Completed Basic Reservation

We finished creating a basic reservation. The Reservation Status changes to "Reserved".

Add Optional Features

You can add the optional features described below to the reservation.

Identify the Travel Agent for the Reservation by Agency Name

From the Travel Agency field on the Guest Reservation screen, F5 Drilldown.
This takes you to the Travel Agencies Assigned screen.

Key the Travel Agency Name

This takes you to the Travel Agency Lookup by Last Name screen

Click "Yes" to accept the Agency name

IATA Number

1. Click "More" on the Guest Reservation screen

Key in the IATA number

Click "Yes" to confirm

Register a Guest Who Is Sharing The Room

1. With the cursor on the Guest Name field of the Guest Reservation screen, F5 Drilldown.

    This takes you to the Additional Names screen.

2. Press F6 Create to add an Additional Guest Name.

Send a Confirmation Letter

To create an individual confirmation letter in the next batch, select Forms > Confirmation Print.

1. Key or select Y in the Print Confirm field of the Guest Reservation screen.

    OR

    If configured, select E to send an email confirmation.
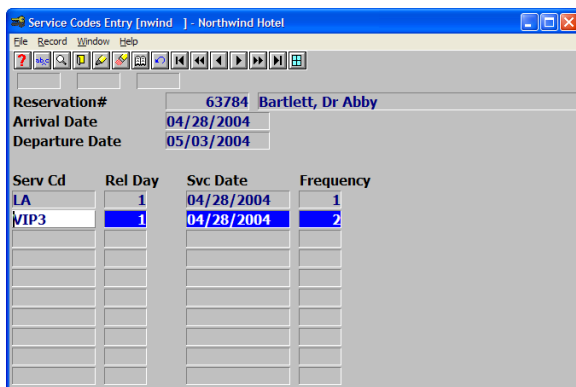
2. Press Enter

Notes About

This feature allows the user to add a note about a guest. The note can be viewed by staff and is intended for internal purposes.
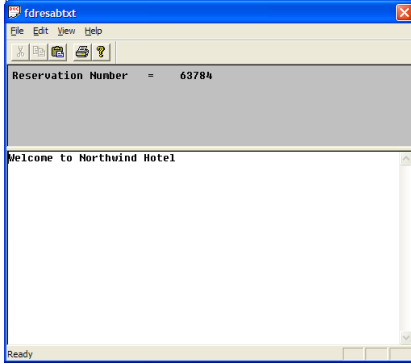
1. On the Notes About field of the Guest Reservation screen, select F5 Drilldown.

   Maestro displays a free-form screen. The user can view an existing note or create one.

Book Additional Services

1. On the Services field of the Guest Reservation screen, select F5 Drilldown to select services for this reservation.

2. To add a service, press F8 Lookup for a list of available services.

3. Highlight a service and press Enter to select

   This guest is scheduled for Late Arrival and the highest level of VIP service (VIP3).

   The VIP service in this example starts on day 1 (Rel Day = 1) and is repeated every 2nd day (frequency = 2).

   Note: If frequency = 0, this guest receives VIP service only once.

The Completed Reservation with Optional Features

The completed reservation now includes the:

- Name of the Travel Agency that made the booking
- Name of the 2nd guest registered in the room
- Request to send a Confirmation Letter
- Note about this guest
- Additional services to be provided: Late Arrival and VIP treatment

After entering these optional features, we saved the reservation by pressing F4. This returns the cursor to the Reservation Number field so we can enter another reservation.

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F5 to view additional guest name(s) or services

Optional features