



# Guest Counts

## Quick Reference Guide

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### Introduction

Maestro's advanced operational features allow the user to create many types of Complex Reservations.

Unlike a Simple Reservation that holds only one Room Type that is assigned to one Rate Type for the duration of the guest's stay – a Complex Reservation can hold several Room Types and several Rate Types for each night of the guest's stay. Alternatively, it can also hold a series of single room assignments each involving a move to a different Room Type and/or to a different Rate Type for each night of the guest's stay. Sharers that arrive and depart on different dates, Per Person Rates and Per Room Rates introduce yet another level of complexity to these reservations.

Because of the many combinations that are possible when creating a Complex Reservation, Maestro will report the Guest Counts based on several rules. An understanding of these rules will help the user decide how to best utilize these enhanced reservation features.

This Quick Reference Guide explains how to assign the number of Guests to a Reservation at two separate levels:

- **Reservation Level** – This is the consolidated Guest Count for all of the Rooms that have been attached to this one Reservation.

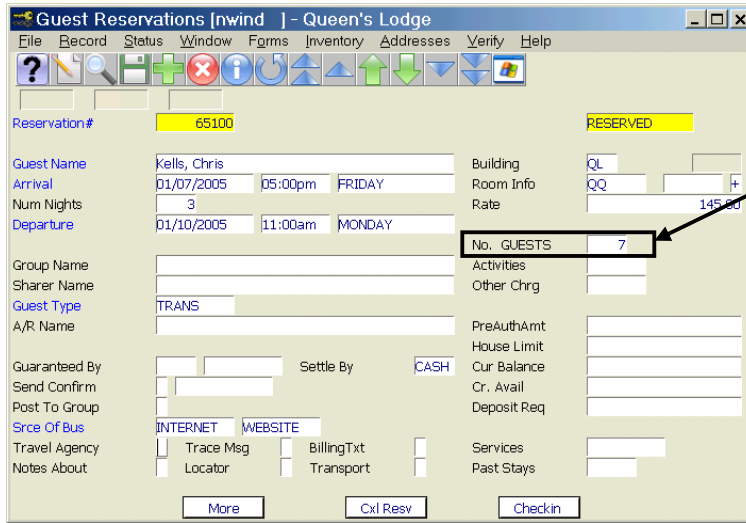
For Sharers, this count should still only represent the number of guests that have been attached to this one Reservation. The total Guest Counts from all of the other Sharers Reservations that are assigned to this same room will be assigned at the Room Level.

- **Room Level** – This is the Guest Count that will be occupying each of the Rooms that have been attached to the Reservation. This level is used to correctly factor the Room Rate for each of the rooms that are attached to the Reservation.

For Sharers, this count should represent the total number of guests from all of the Sharers Reservations that are assigned to the same room.

This guide will also explain how these Guest Counts are compiled for reporting purposes.

## Reservation Level Guest Counts



Guest Reservations [nwind] - Queen's Lodge

Reservation# 65100

Guest Name Kells, Chris

Arrival 01/07/2005 05:00pm FRIDAY

Num Nights 3

Departure 01/10/2005 11:00am MONDAY

Building QL

Room Info QQ

Rate 145.00

No. GUESTS 7

Group Name

Sharer Name

Guest Type TRANS

A/R Name

Guaranteed By

Settle By CASH

Send Confirm

Post To Group

Src Of Bus INTERNET WEBSITE

Travel Agency

Notes About

Trace Msg

Locator

BillingTxt

Transport

Services

Past Stays

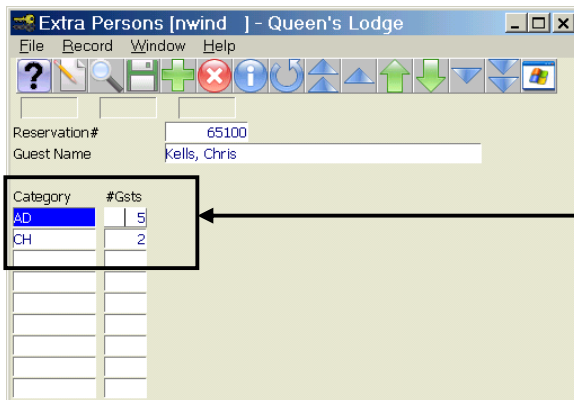
More Cxl Resv Checkin

The Guest Counts for the **Reservation Level** appear on the main Guest Reservation screen.

In this example, there is a combined total of seven Guests.

The field name "No. Guests" will be displayed if there is a mix of Person Categories (i.e. Adults, Youth, Children etc) assigned to the Reservation. If all guests belong to the same category such as Adults the field name will change to "No. Adults".

To view the breakdown, position the cursor inside this field and Press F5.



Extra Persons [nwind] - Queen's Lodge

Reservation# 65100

Guest Name Kells, Chris

Category	#Gsts
AD	5
CH	2

Of the seven combined Guests, five are Adults and two are Children.

## Room Level Guest Counts

**Assignment Chart [nwind] - Queen's Lodge**

File Record Window Rates/Char Changes Verify Help

Reservation# 65100 Kells, Chris

Arrival 01/07/2005  
Num Nights 3  
Departure 01/10/2005

Rms By Attribute R# Chart & Attr

JANUARY 2005 FRIDAY SATURDAY SUNDAY MONDAY

Bld	Invtry	Rate	Type	1	2	3	4	5	6	7	8	9	10	#G	Total Stay
QL	QQ	RACK		145.00	145.00	145.00								3	435.00
QL	QQ	RACK		160.00	160.00	160.00								4	480.00

\*\* = QUOTE INVENTORY NOT RESERVED

Club Charges  
Charges Total 7 915.00  
Taxes to Add 109.80  
Total 1024.80

The Guest Counts for the **Room Level** appear on the Assignment Chart screen.

In this example, there are three Guests in the first Room and four Guests in the second Room. This is a combined total of seven Guests.

To view the breakdown of the Guests in each of the individual Rooms, position the cursor inside one of these fields and **Press F5**.

**Guests Assigned For Room [nwind] - Queen's Lodge**

File Record Window Help

Reservation# 65100

Guest Name Kells, Chris

Inventory# 1 of 2

Building QL

Room Type QQ Room Number

Rate Type RACK Description Standard Rate

Category #Gsts

AD	2
CH	1
PET	

ADJUST RATES

DO NOT ADJUST RATES

This is the breakdown for the first Room.

The first Room has two Adults and one Child.

**Guests Assigned For Room [nwind] - Queen's Lodge**

File Record Window Help

Reservation# 65100

Guest Name Kells, Chris

Inventory# 2 of 2

Building QL

Room Type QQ Room Number

Rate Type RACK Description Standard Rate

Category #Gsts

AD	3
CH	1
PET	

ADJUST RATES

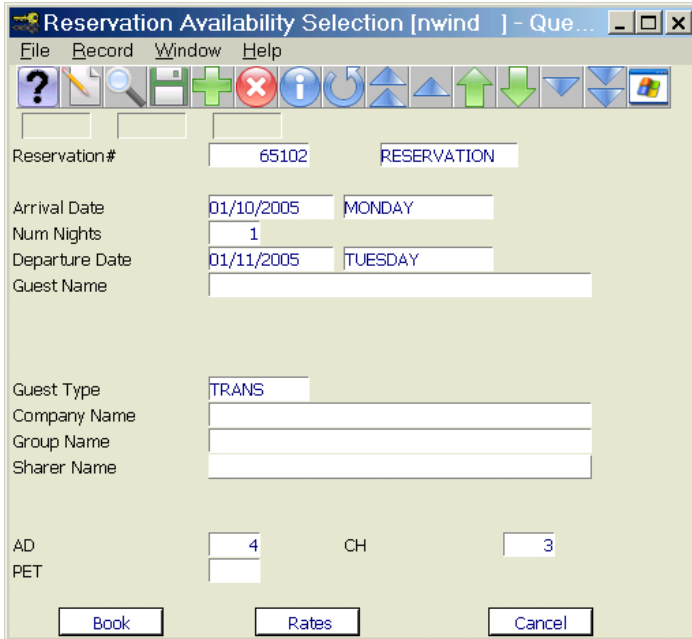
DO NOT ADJUST RATES

This is the breakdown for the second Room.

The second room has three Adults and one Child.

## Assigning and Modifying Guest Counts

### Adding Guest Counts to a New Reservation



Reservation# 65102 RESERVATION

Arrival Date 01/10/2005 MONDAY

Num Nights 1

Departure Date 01/11/2005 TUESDAY

Guest Name

Guest Type TRANS

Company Name

Group Name

Sharer Name

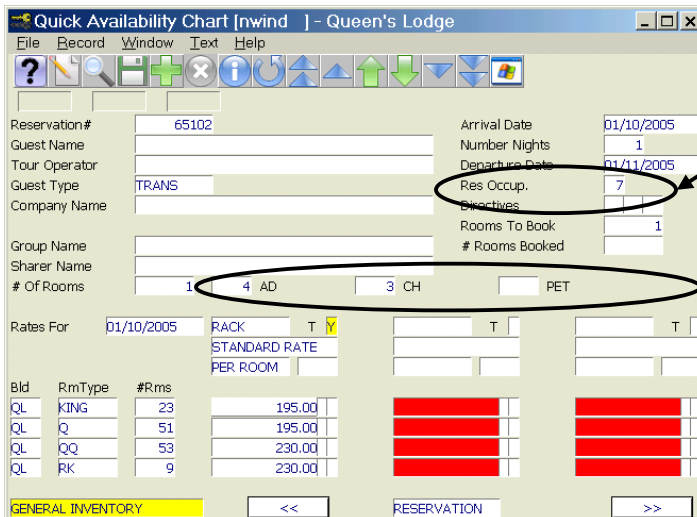
AD 4 CH 3

PET

Book Rates Cancel

When creating a new Reservation, the Guest Counts (for the consolidated number of guests who will be occupying all rooms) are keyed onto this screen.

In this example, there are a total of four adults and three children who will occupy two separate rooms.



Reservation# 65102

Guest Name

Tour Operator

Guest Type TRANS

Company Name

Group Name

Sharer Name

# Of Rooms 1 4 AD 3 CH PET

Arrival Date 01/10/2005

Number Nights 1

Departure Date 01/11/2005

Res Occup. 7

Directives

Rooms To Book 1

# Rooms Booked

Rates For 01/10/2005 RACK T Y

STANDARD RATE

PER ROOM

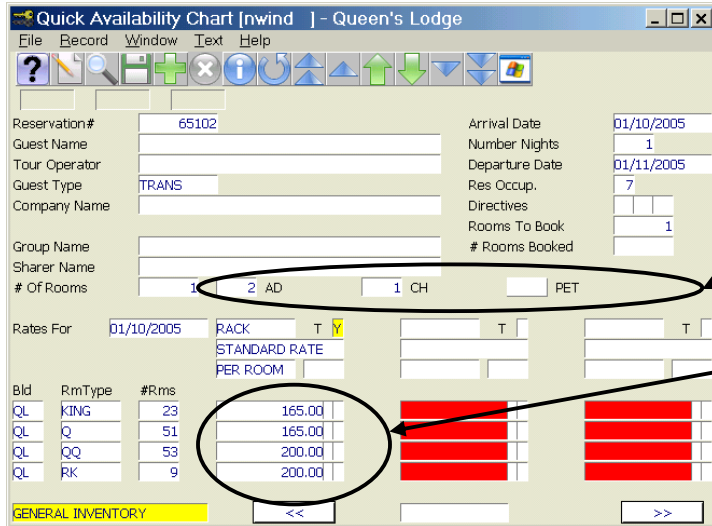
Bld	RmType	#Rms	Rate	Occupied	Available
QL	KING	23	195.00		
QL	Q	51	195.00		
QL	QQ	53	230.00		
QL	RK	9	230.00		

GENERAL INVENTORY << RESERVATION >>

When booking the first room –

The Guest Counts for the **Reservation Level** will be copied here. To view the breakdown of Adults and Children, position the cursor inside this field and **Press F5**

The Guest Counts for the **Room Level** will be initialized with the same values as the **Reservation Level**. This is done to assist the clerks to divide up the total guests between all of the rooms that will be reserved.



To complete the booking for the first room, the Guest Counts for the **Room Level** should be modified.

In this example, only two of the total of four adults and one of the total of three children will occupy the first room.

If the Room Rate is based on the number of Guests – this action will also adjust the value of the Room Charge.

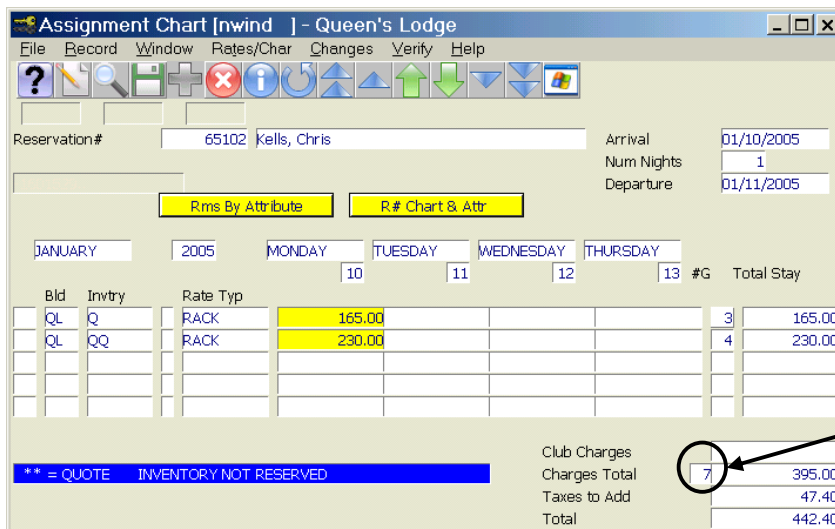
Repeat this process for each additional room and adjust the Guest Counts as necessary.

## Modifying the Guest Counts on a Pre-existing Reservation

The user may modify the Guest Counts for both the **Reservation Level** and for the **Room Level**.

### Reservation Level Guest Counts

The **Reservation Level** Guest Counts may be modified from either the Assignment Chart or from the Guest Reservation screen.



To modify the **Reservation Level** Guest Counts from the Assignment Chart – position the cursor here and **Press F5**.

**Guest Reservations [nwind] - Queen's Lodge**

File Record Status Window Forms Inventory Addresses Verify Help

Reservation# 65102 **RESERVED**

Guest Name Kells, Chris Building QL  
 Arrival 01/10/2005 05:00pm MONDAY Room Info Q  
 Num Nights 1 Rate 165.00  
 Departure 01/11/2005 11:00am TUESDAY

Group Name No. GUESTS 7  
 Sharer Name Activities  
 Guest Type TRANS Other Chrg  
 A/R Name PreAuthAmt  
 Guaranteed By House Limit  
 Send Confirm Cur Balance  
 Post To Group Cr. Avail  
 Srce Of Bus Deposit Req  
 Travel Agency Trace Msg BillingTxt Services  
 Notes About Locator Transport Past Stays

Settle By CASH

More Cxl Resv Checkin

To modify the **Reservation Level** Guest Counts from the Guest Reservation screen – position the cursor here and **Press F5**.

**Extra Persons [nwind] - Queen's Lodge**

File Record Window Help

Reservation# 65102  
 Guest Name Kells, Chris

Category	#Gsts
AD	4
CH	3

Either of these two actions will display the Extra Persons screen.

Re-key the Guest Counts for each Person Category.

**Extra Persons [nwind] - Queen's Lodge**

File Record Window Help

Reservation# 65102  
 Guest Name Kells, Chris

Category	#Gsts
AD	4
CH	3
PET	1

To add an additional Person Category, position the cursor on a blank line and **Press F8** to select one from the lookup.

To remove an unwanted Person Category, position the cursor on the line and **Press F7** to delete it.

All of these actions will update the Reservation Guest Count on the Assignment Chart and on the main Guest Reservation screens.



To modify the Guest Count for the **Room Level** position the cursor here and **Press F5**.

All of these actions will update the Room Guest Count on the Assignment Chart.





## Reporting Guest Counts

### Sample Guest Count Entries

The following examples illustrate how the Guest Counts should be assigned for both the **Reservation Level** and the **Room Level**.

<i>Reservation Level Guest Counts</i>			<i>Room Level Guest Counts</i>		
	Adu lt	Chil d		Adul t	Child
1.1.1.1.1 Simple Reservation (One Room)	1	2	▶	Room #1	1 2
Complex Reservation (Two Rooms)	3	2	▶	Room #1	1 1
				Room #2	2 1
Sharer Reservation (One Room)			▶		
First Sharer Reservation	1	2		Room #1	2 3
Second Sharer Reservation	1	1			
<b>Total Guest Counts</b>	<b>6</b>	<b>7</b>		<b>6</b>	<b>7</b>

### Guest Count System Rules

The Guest Counts that will be reported will depend on whether or not they are derived from Non-Sharer Reservations or from Sharer Reservations.

<b>Rate Type</b>	<i>Reported Guest Counts</i>	<i>Database Table</i>
<b>Non-Sharer Reservations</b>	Room Level	fdrmresxtr
<b>Sharer Reservations</b>	Reservation Level	fdcustresx

**Note:** In practice, Sharer Reservations are a group of two or more separate Reservations where the guests will all be occupying the same room. To assist the property to achieve consistent report results for its Guest Counts – Complex Inventory with multiple room assignments for the same day should not be used. Assign only one room per day per Sharer Reservation.



## Statistical Reports

The Management Reports, including the Revenue Forecast and PAX & Occupancy reports are Statistical Reports.

When generating Statistical Reports, Maestro will collect the data from the Statistics Data Tables. These tables should therefore be routinely updated during the Night Audit or during a manual process. This is explained further in Section 3.

## Non-Statistical Reports

The Guest Reports, including the Arrivals, In-House and Departure reports are Non-Statistical Reports. These reports will calculate the Guest Counts as per the rules in section 2.2.

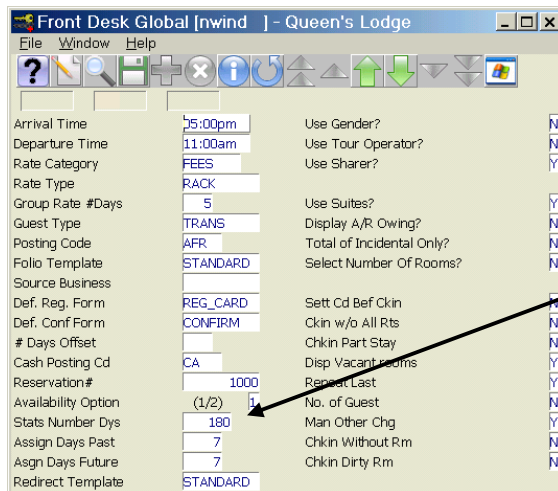
Non-Statistical Reports use the Reservation Detail Tables not the Statistics Data Tables. They do require that the Statistics be updated before printing.

## Updating the Statistics File

There are two methods to update the Statistics file – one Automated Method and two Manual Methods.

### Automated Method

### Night Audit Processing



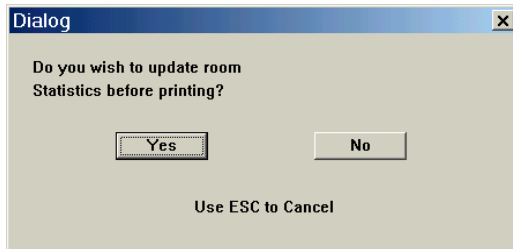
Arrival Time	5:00pm	Use Gender?	N
Departure Time	11:00am	Use Tour Operator?	N
Rate Category	FEES	Use Sharer?	Y
Rate Type	RACK	Use Suites?	Y
Group Rate #Days	5	Display A/R Owing?	N
Guest Type	TRANS	Total of Incidental Only?	N
Posting Code	AFR	Select Number Of Rooms?	N
Folio Template	STANDARD	Sett Cd Bef Ckin	N
Source Business		Ckin w/o All Rts	N
Def. Reg. Form	REG_CARD	Chkin Part Stay	N
Def. Conf Form	CONFIRM	Disp Vacant Rooms	Y
# Days Offset		Repeat Last	Y
Cash Posting Cd	CA	No. of Guest	N
Reservation#	1000	Man Other Chg	Y
Availability Option	(1/2)	Chkin Without Rm	N
Stats Number Dys	180	Chkin Dirty Rm	N
Assign Days Past	7		
Asgn Days Future	7		
Redirect Template	STANDARD		

Maestro will complete a Statistics Update as part of the regular automated Night Audit process. The statistics will be run from the date of the Night Audit until the end of the update period.

The update period is user-defined and can be configured in Front Desk Maintenance under Front Desk Global.

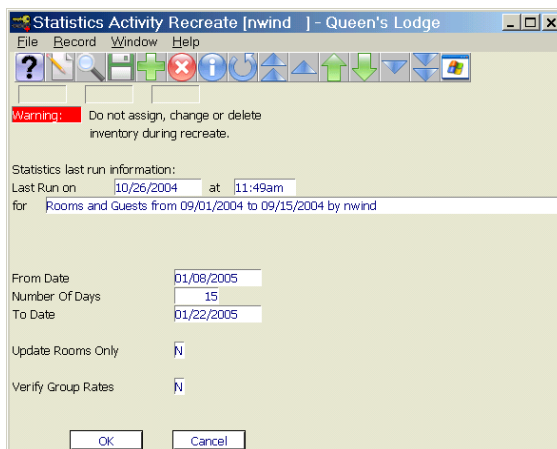
## Manual Methods

### Report Selection



When the user requests a Statistical Report, a dialogue box will appear to enable the user to update the statistics for the period of the report.

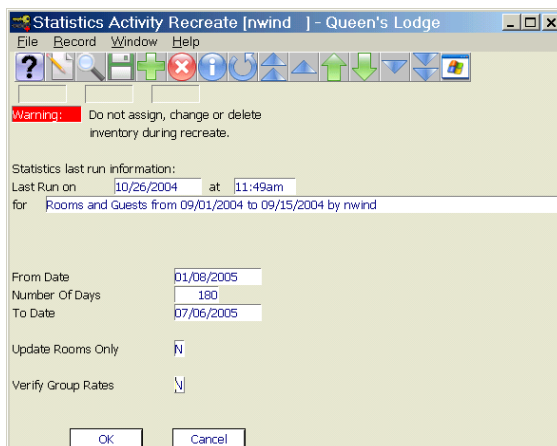
**Note:** This method should not be used if the Statistics Update during the Night Audit is sufficient to cover the period of the report. The update process can be time consuming and may slow operations if it is performed during peak demand periods.



If the user selects Yes, the update period will default to the same date range that was requested for the report.

It is only necessary to update the statistics if there has been significant activity since the last update.

### Front Desk Maintenance



The statistics may be manually updated at any time from Front Desk Maintenance.

To do this, **select** Verify from the main menu and then **select** Statistics Activity Recreate.

The user may re-key the From and To Dates, however the span cannot exceed the range that was pre-configured within Front Desk Global (see section 4.1).