



# Moving and Changing Assigned Guest Rooms

## Overview

This Quick Reference Guide shows how to move a guest from one room to another by:

- Moving a guest from one room to another
- Changing a guest's room

The difference is that a room move is planned as part of the reservation. Within the reservation, the 2 rooms are booked individually. On the day of the move, it is listed on the **Current Status** screen and the **Room Moves** report.

To [perform](#) a room move,

1. Check the guest into the 2<sup>nd</sup> room.
2. Release the first room from the reservation's inventory

When changing a guest's room, select a new room number from [either the Guest Reservation screen or the Assignment Chart](#) or simply [key over the existing room number on the Assignment Chart](#). This updates existing room information.

To summarize:

Move	Change
<ul style="list-style-type: none"><li>▪ Planned as part of the reservation</li></ul>	<ul style="list-style-type: none"><li>▪ Unplanned, in response to a guest's spontaneous request or property requirements</li></ul>
<ul style="list-style-type: none"><li>▪ Book 2 rooms separately through <b>Quick Availability</b> screen</li></ul>	<ul style="list-style-type: none"><li>▪ Enter a different room number, either through a <b>Lookup</b> or by keying it.</li></ul>
<ul style="list-style-type: none"><li>▪ <b>Current Status</b> screen alerts the Front Desk that the move will take place</li></ul>	<ul style="list-style-type: none"><li>▪ Not reflected on <b>Current Status</b> screen or reports</li></ul>
<ul style="list-style-type: none"><li>▪ Check guest into 2<sup>nd</sup> room</li><li>▪ Release the 1<sup>st</sup> room from the reservation's inventory</li></ul>	<ul style="list-style-type: none"><li>▪ Immediately updates inventory information about all rooms involved</li></ul>



## Room Move

### Create Guest Reservation

Reservation# 63925

Guest Name Kelly, Mr David

Arrival 05/18/2004 10:53am TUESDAY

Room Nights 2

Departure 05/20/2004 11:00am THURSDAY

Room Info: INHOUSE, 45QJ, 283

Rate 130.00

Adult Rate

No. AD 1

Settle By CASH

Cur Balance -291.20

Cr. Avail 291.20

Deposit Req

Services Past Stays 1

The reservation at the left shows that the guest has reserved a room for 2 nights, May 18 – May 20, and is inhouse in room 283.

Reservation# 63925 Kelly, Mr David

Arrival 05/18/2004

Room Nights 2

Departure 05/20/2004

		MAY 2004						
		TUESDAY	WEDNESDAY	THURSDAY	FRIDAY		#G	Total Stay
		18	19	20	21			
Bld	Invtry							
QL	283	Y	STD	130.00			1	130.00
QL	393	N	STD	130.00			1	130.00
** = WAITLIST INVENTORY NOT RESERVED								
Charges Total								1 260.00
Taxes to Add								31.20
Total								291.20

The **Assignment Chart** shows that the guest will be moving to room 393 tomorrow, May 19.

Note that room 283 has a 'Y' indicating it is currently checked in and 393 has an 'N', indicating it is not.



### Guest Stays the 1<sup>st</sup> Night in the Original Room

TOTAL ROOMS	144	Rooms Vacant Clean	124	Dirty	8
(-) Offmarket		Rooms Occupied Clean		Dirty	12
(-) House Use		Discrepancies			
(-) Time Share Models		Expected Room Moves			
POTENTIAL	144	Guests No Room#/Type			
(-) Occupied	13	Unresolved Checkouts		Chkin	5
(-) Inhouse No Room#		Groups Inhouse	5	Depart	
(-) Reserved Gtd Ind		Resw. To Arrive		Chkin	
(-) Rsvrd NonGtd Ind		Today Checked Out	2	Cancel	
(-) Reserved Group		Walkins Today		NoShow	
(-) Unrsd Grp Block		Current Occupancy %	9.02	Exptd	9.02
NET AVAILABLE	131	Current No Of Guest	13	Exptd	13
(-) Adding Rooms		Exptd Arr Guests	15	Exptd	15
(+) Expected Departs		House Use Guests		Depart	
(+) Vacating Rooms	1	Children Inhouse			
AVAILABLE FOR SALE	131				

- The guest stays in the original room for the first night, from May 18 -- 19.
  - On May 19, the Current Status screen shows the planned move in these fields:
    - Expected Room Moves
    - Vacating Rooms
- For information about the move, highlight the **Expected Room Move** field and F5 Drilldown for details.

Building: (Blank = All)

Beginning Date: 05/19/2004

Ending Date: 05/19/2004

Outstanding Only: N

Buttons: OK, Cancel

- This takes you to the setup screen for the **Room Move Report** for May 19.
- Select the building, beginning and ending dates of the report, and whether you would like a list of all moves or only those that are not yet completed.
  - Select "OK"

```

Room Move Report For: QL From 05/19/2004 To 05/19/2004
Page 1
< Still to Move OUT
> Still to Move IN

Guest Name      Res#  Bid Rm  Bid Rm  Move Date  Check Out  Tour Operator
-----
Rally, Mr David  63025  QL 283  <> QL 393  05/19/2004  05/20/2004

Total Changes: 1

end of report
  
```

This takes you to the **Room Move Report** for May 19.

Exit from the report. This returns you to the **Current Status** screen.



Reservation# 63897 INHOUSE

Guest Name Kelly, Mr David Building QL

Arrival 05/11/2004 10:47am TUESDAY Room Info 4SQJ 281 +

Num Nights 2 Rate

Departure 05/13/2004 11:00am THURSDAY Adult Rate

Tour Operator No. AD 1

Group Name Activities

Sharer Name Other Chrg

Guest Type LEIS A/R Owing

A/R Name Pre-Audit

House Limit

Guaranteed By Settle By CASH Cur Balance 145.60

Send Confirm Cr. Avail 145.60

Post To Group Deposit Req

Sec Of Bus TA TA

Trace Msp Billing Txt Services

Locator Transport Past Stays

Notes About

More Checkout

When you return to the **Guest Reservation** screen, a "+" now displays next to the room number. This shows that the guest is using an additional room today, until the move is completed.

Reservation# 63925 Kelly, Mr David Arrival 05/18/2004

Num Nights 2

Departure 05/20/2004

Res by Attribute R# Chart & Attr

MAY	2004	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY		Total Stay
Bld	Invtry	Rate	Typ				
QL	283	Y	STD	130.00		1	130.00
QL	393	N	STD	130.00		1	130.00

\*\* - WAITLIST INVENTORY NOT RESERVED

Charges Total 1 260.00

Taxes to Add 31.20

Total 291.20

Checked-in Flags

4. **Inventory > Assignment Chart** takes us to the **Assignment Chart** for this reservation.

The guest is checked into room 281.

- The checked-in flag for that room is set to **Y**.
- The checked-in flag for room 393 is set to **N**.

To move the guest, the user:

- Checks him into the 2<sup>nd</sup> room, room 393
- Releases the original inventory, room 281



### Check Guest into the 2<sup>nd</sup> Room; then Release Original Room



On May 19, the guest moves to room 393.

1. On the **Assignment Chart**, highlight anywhere on the line for the 2<sup>nd</sup> room
2. Select **Changes > Checkin Room**
3. Confirm the room move by selecting "OK" in the dialog box

Bld	Invt	Rate	Type	18	19	20	21	#G	Total Stay
QL	283	Y	STD						1
QL	393	Y	STD						1

Charges Total: 260.00  
Taxes to Add: 31.20  
Total: 291.20

The checked-in flags show that guest is now checked into both rooms.

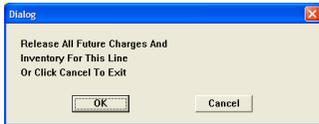
#### 1.1 Release the Original Room

Bld	Invt	Rate	Type	18	19	20	21	#G	Total Stay
QL	283	Y	STD						1
QL	393	Y	STD						1

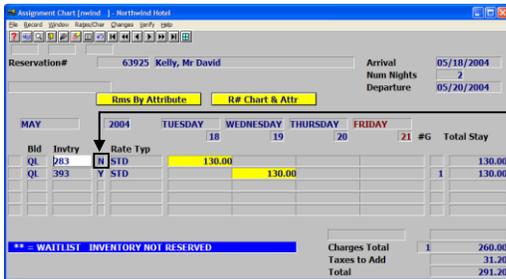
Charges Total: 260.00  
Taxes to Add: 31.20  
Total: 291.20

When the guest vacates the original room, release that inventory.

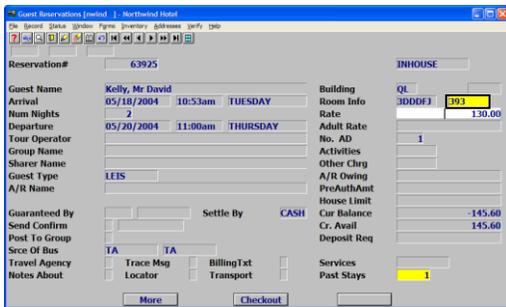
4. On the **Assignment Chart**, highlight anywhere on the line for room 283  
Select **Changes > Release Room**



5. Confirm that this guest will incur no additional charges with respect to this room. Select "OK" in the dialog box



6. The Checked-in Flag changes to N
7. F4 Exit to return to the Guest Reservation



The guest is now shown in room 393. The room move is complete.



## Room Change

To change a guest's room, select a new one from an inventory chart or key in the room number. This can be done in either of 2 ways:

1. **F5** drilldown from the room number field on the **Guest Reservation** screen or an inventory screen, such as the **Assignment Chart** or the **Room# Chart/ Attributes** screen. Choose another room.  
The original room is released back into inventory and disappears from the reservation.
2. A user who is familiar with the status of rooms at the property can overwrite a new room number on the **Assignment Chart**.

For example:

Reservation#	63926	INHOUSE	
Guest Name	Robbins, Mr Timothy	Building	QL
Arrival	05/18/2004 11:26am TUESDAY	Room Info	2PKFJ 250
Num Nights	2	Rate	250.00
Departure	05/20/2004 11:00am THURSDAY	Adult Rate	
Tour Operator		No. AD	1
Group Name		Activities	
Sharer Name		Other Chrg	
Guest Type	FIT	A/R Owing	
A/R Name		ProAuthAmt	
Guaranteed By		House Limit	
Send Confirm		Settle By	CASH
Post To Group		Car Balance	496.25
Src Of Bus	REF FF	Cr. Avail	496.25
Travel Agency		Deposit Req	
Notes About		Trace Msg	
		Locator	
		BillingTxt	
		Transport	
		Services	
		Past Stays	

- a. A guest has reserved room 250 for 2 nights and checks in.  
The next day, the guest requests a different room.
- b. From the Guest Reservation or the Assignment charts, **F5** Drilldown on the **Room Number** field.  
This takes you to the **Room# Chart/ Attributes** screen.



Room Chart/Attributes [Hotel] - Northwind Hotel

Reservation# 63926 Robbins, Mr Timothy Arrival 05/18/2004  
Building QL Rate Type TOP Num Nights 2  
Room Type 2PKF3 Room\_code Departure 05/20/2004

Selected Type Vacant Rooms

Room#	ST	HK	RM	RateType																Attr. Criteria
179	VC	VC	QL	2PKF3																FP JET +
182	VC	VC	QL	2PKF3																FP JET +
279	VC	VC	QL	2PKF3																FP JET +
379	VC	VC	QL	2PKF3																FP JET +
154	VC	VC	QL	2PKF3																FP JET +

- c. Select an available room whose Housekeeping (HK) status is vacant and clean. Highlight the room.

**Note:** Be sure the room you plan to select is highlighted.

In this example, we select room 379.

- d. Double-click or press *Enter*.

Guest Reservations [Hotel] - Northwind Hotel

Reservation# 63926 INHOUSE

Guest Name Robbins, Mr Timothy Building QL  
Arrival 05/18/2004 11:26am TUESDAY Room Info 2PKF3 379  
Num Nights 2 Rate 250.00  
Departure 05/20/2004 11:00am THURSDAY Adult Rate  
Tour Operator No. AD 1  
Group Name Activities  
Share Name Other Chrg  
Guest Type A/R Owing  
A/R Name ProAuthAmt  
Guaranteed By Settle By CASH House Limit 246.25  
Send Confirm Car Balance 246.25  
Post To Group Cr. Avail  
Sce Of Bus REF FF Deposit Req  
Travel Agency Trace Msg Billing Ext Services  
Notes About Locator Transport Past Stays

More Checkout

- e. Room 379 now shows as the inventory for this reservation instead of room 250.

Assignment Chart [Hotel] - Northwind Hotel

Reservation# 63926 Robbins, Mr Timothy Arrival 05/18/2004  
Num Nights 2  
Departure 05/20/2004

Rms By Attribute R# Chart & Attr

Bld	Invt	Rate Type																			Total Stay
QL	250	B	TOP																		250.00
QL	379	V	TOP																		250.00

\*\* - WAITLIST INVENTORY NOT RESERVED

Charges Total 1 500.00  
Taxes to Add  
Total 500.00

- f. Room 379 shows on the **Assignment Chart** as inventory for this reservation instead of room 250.

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