

Room Move

Quick Reference Guide

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Introduction

This Quick Reference Guide will explain the procedures on how to change the room of an In house Guest.

Overview

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

- Moving a guest from one room to another room type
- Moving a guest from one room number to another
- Scheduled or on the fly room move

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

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.

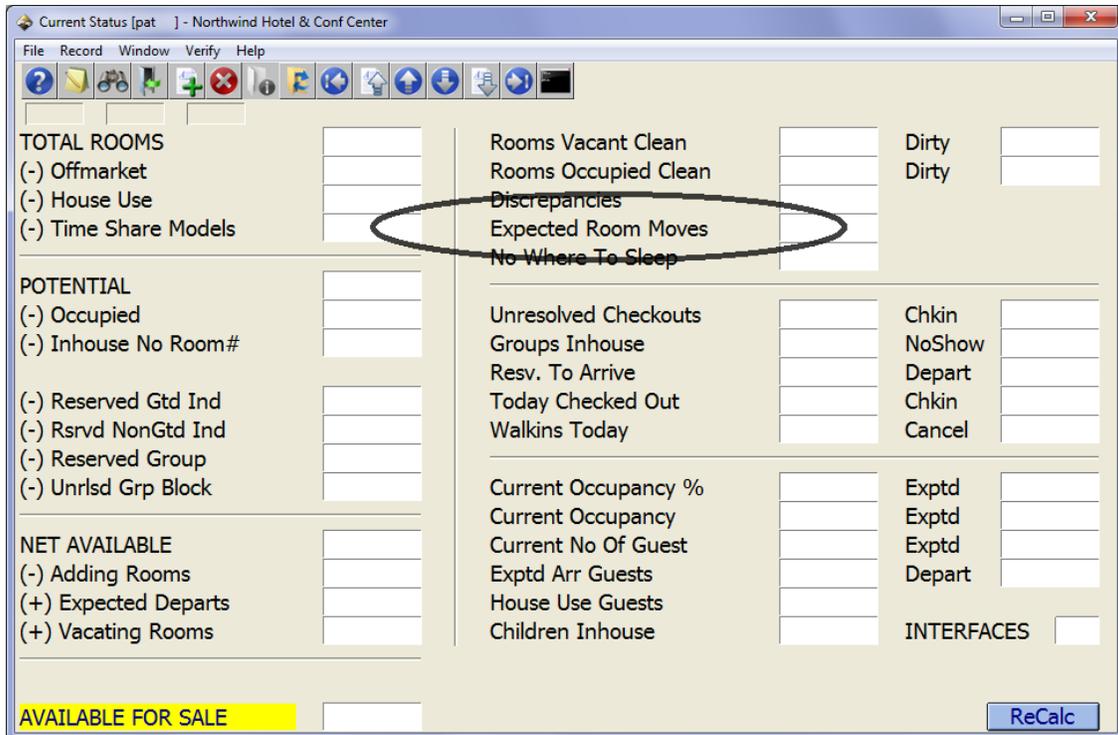
To summarize:

Move	Change
Planned as part of the reservation	Unplanned, in response to a guest's request or property requirements
Book two rooms separately through <i>Quick Availability</i> screen	Enter a different room number, either through a <i>Lookup</i> or by keying it.
<i>Current Status</i> screen alerts the Front Desk that the move will take place	Not reflected on <i>Current Status</i> screen or reports
Check guest into 2 nd room. Release the 1 st room from the reservation's inventory	Immediately updates inventory information regarding all rooms involved

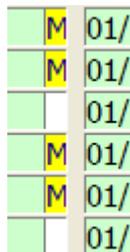
Moving Guests from One Room Type to another Room Type

When a room move is planned and part of the reservation, Maestro has several ways to show planned room moves.

On the Current Status screen, the number of room moves will be shown in the "Expected Room Moves", highlighted in red.

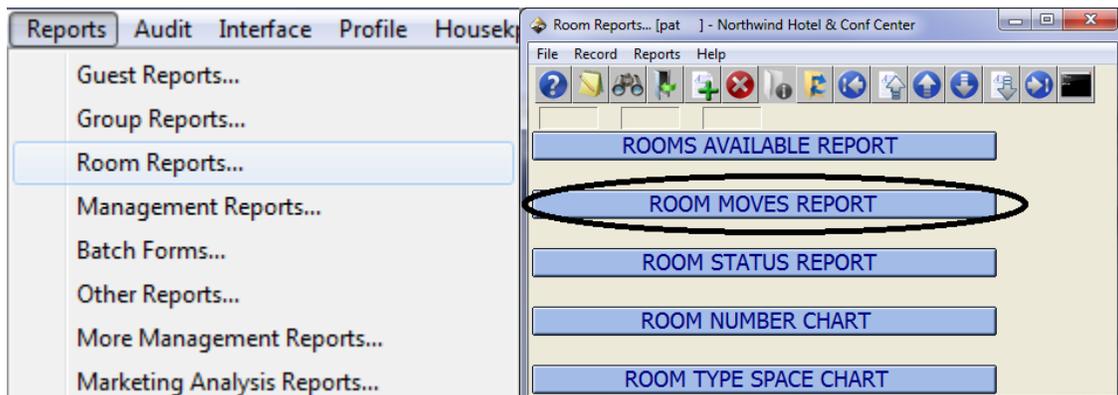


On the Front Desk Dashboard, an “M” with a yellow background will appear next to the room number, indicating a room move for the reservation.



There is a Room Moves Report that can be accessed in two ways. The Room Moves Report lists the statuses of all planned room moves. However, the report will also list unplanned room moves after the move has happened.

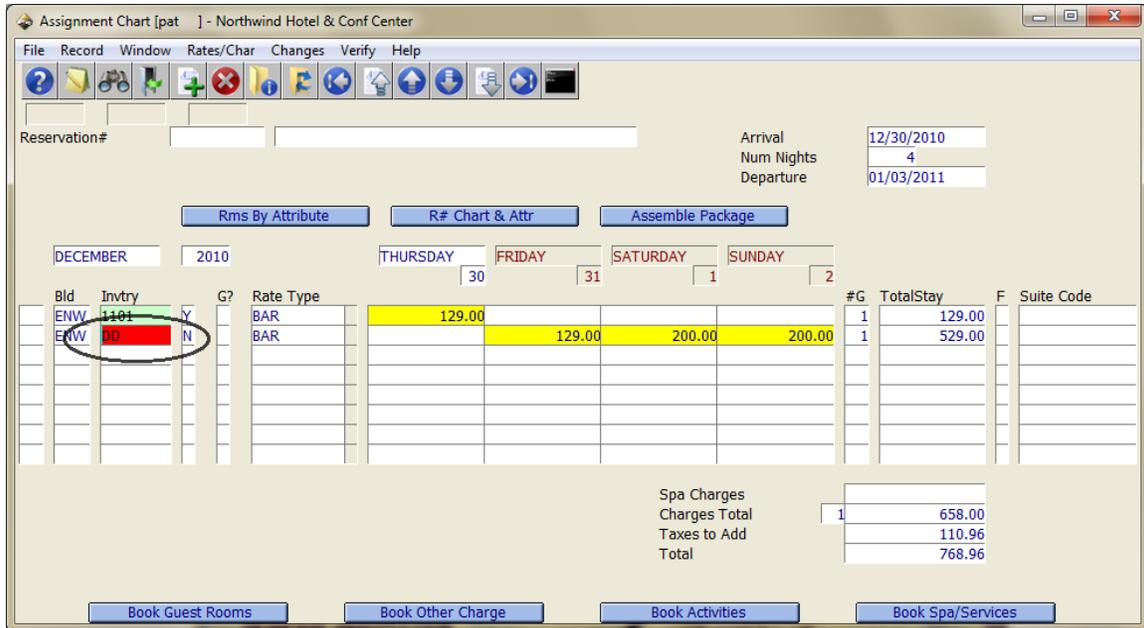
From the Front Desk main screen, go to Reports | Room Reports | Room Moves Report





The Room Moves report can also be accessed from the Current Status screen. Place the cursor on the “Expected Room Moves” field and press F5 to drill down.

When moving a guest from one room type to another, a separate room booking must be made on the assignment chart.



To access the Assignment Chart:

From the Guest Reservation screen: Inventory | Assignment Chart
OR

From the Front Desk Dashboard, right click or F5 Drilldown on the yellow “M” next to the room number

A green background indicates that the room is currently checked in.

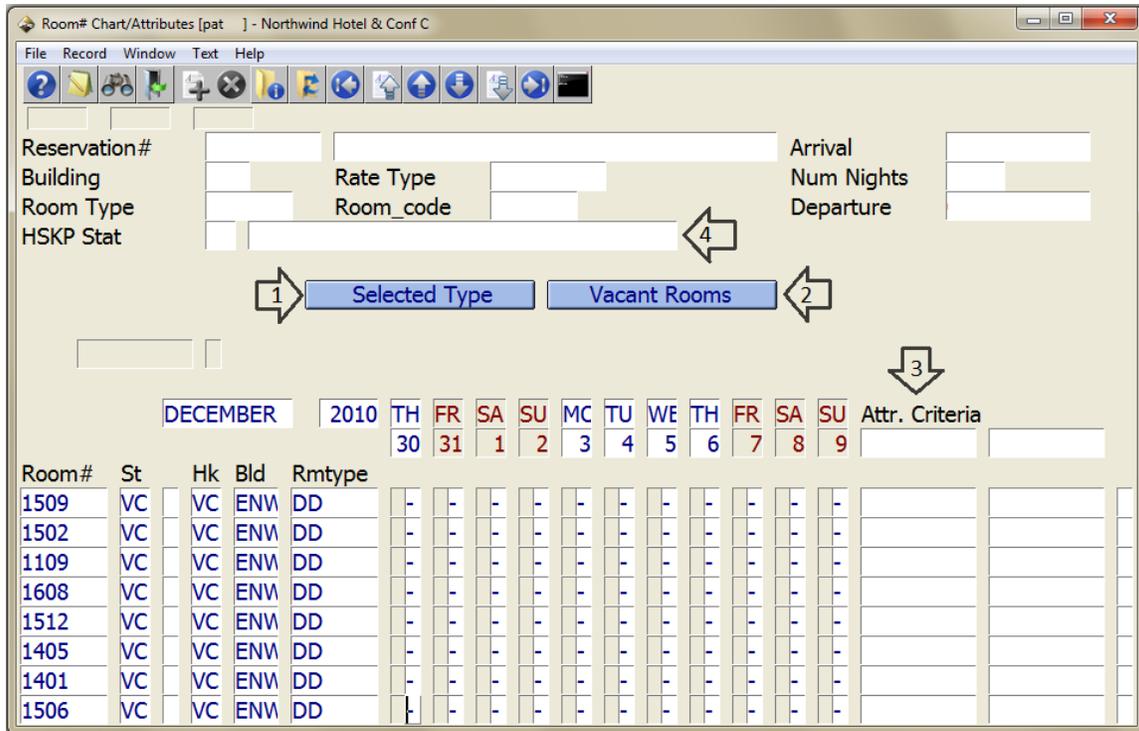
A red background indicates that the room is an unresolved check in.

The Y/N next to the room number/room type indicates whether the room is checked in or not.

Place the cursor on the room type that the guest is moving to. There are two screens from which to select a new room. F5 will bring up the Room Number and Attributes Screen. F8 will bring up the Room Available Search by Attribute screen.

Both the Room Number and Attributes Screen and the Room Available Search by Attribute

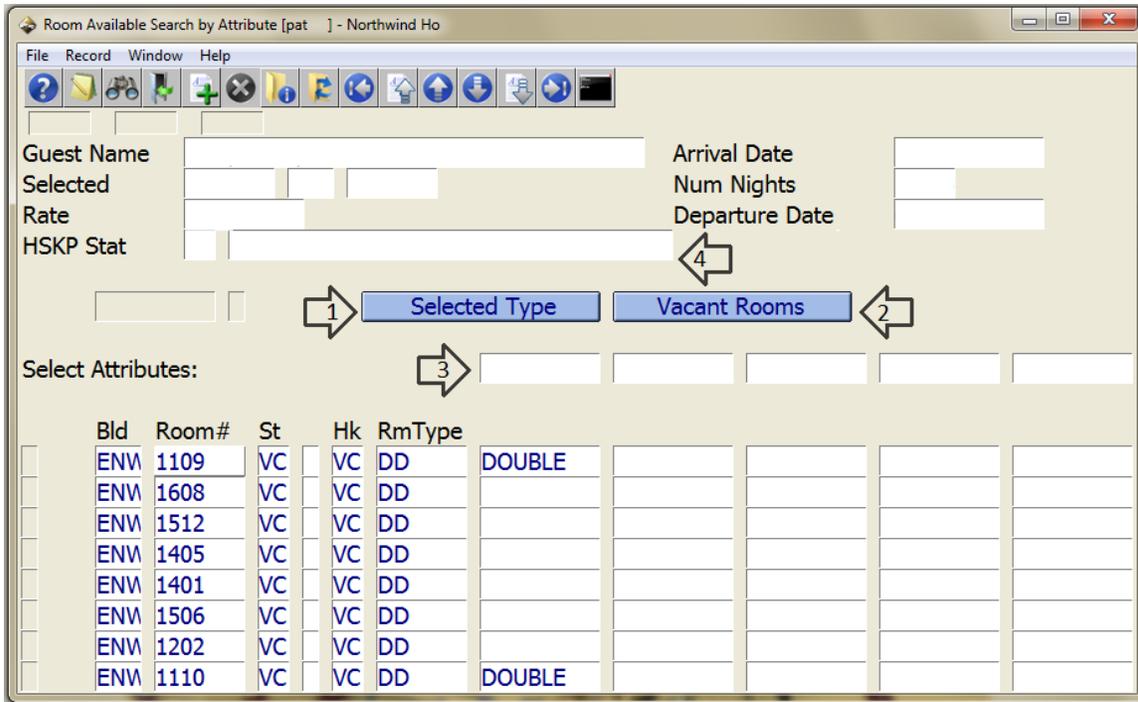
F5 – Room Number and Attributes Screen



1. Toggle Button: This allows the users to view either Selected Type or All Room Types.
2. Toggle Button: This allows the users to view either Vacant Rooms or All Rooms regardless of the housekeeping status.
3. Attribute Criteria: Users can filter rooms by inputting room attributes. To do this, place the cursor on the fields and press F8 to look up attributes. Users can input a maximum of two attributes to search for.
4. Housekeeping Status. Users can specify what the housekeeping status of the room to list below. Place the cursor in the first HSKP Stat field and press F8 to look up the status codes.

To select a room, place the cursor on the room number and press enter, or double click on the room number.

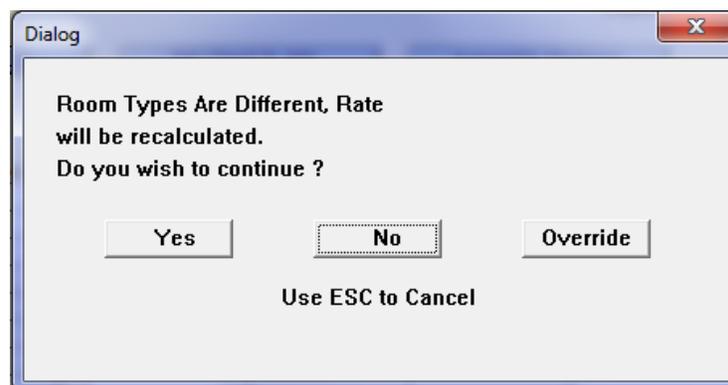
F8 – Room Available Search by Attribute screen



1. Toggle Button: This allows the users to view either Selected Type or All Room Types.
2. Toggle Button: This allows the users to view either Vacant Rooms or All Rooms regardless of the housekeeping status.
3. Attribute Criteria: Users can filter rooms by inputting room attributes. To do this, place the cursor on the fields and press F8 to look up attributes. Users can input a maximum of five attributes to search for.
4. Housekeeping Status. Users can specify what the housekeeping status of the room to list below. Place the cursor in the first HSKP Stat field and press F8 to lookup the status codes.

To select a room, place the cursor on the room number and press enter, or double click on the room number.

When moving a room to a different room type without step inventory, Maestro will prompt the user to recalculate the room rate based on the room type.



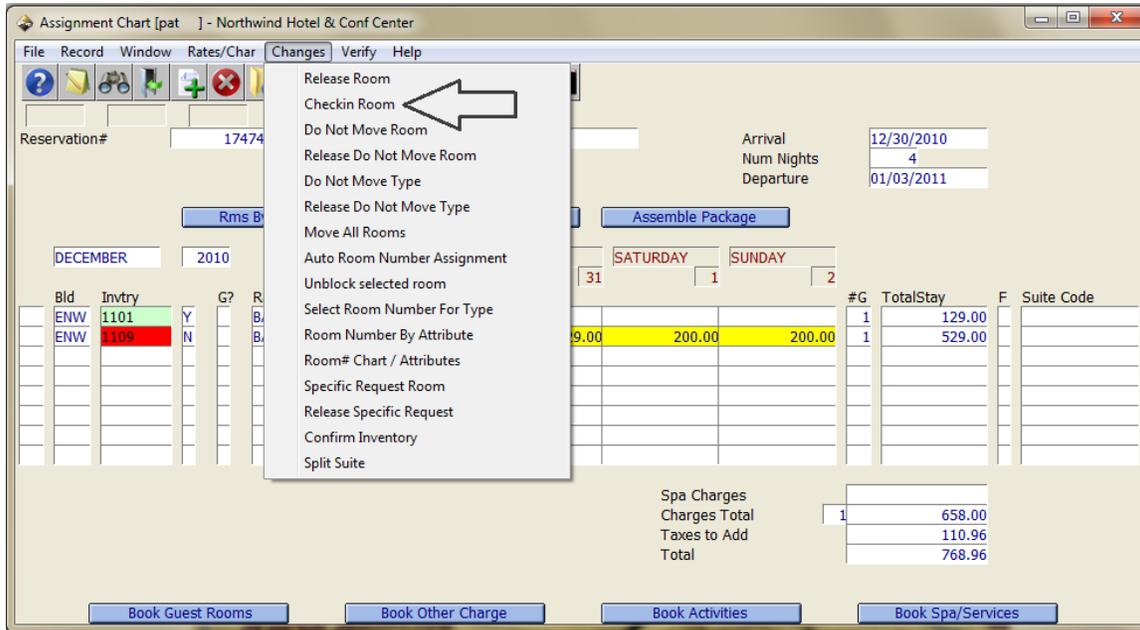
By selecting on Yes, the new room will be booked based on the yielded rate for the new room type.

By selecting on No, Maestro will abort the room move and the guest will remain in the original room.

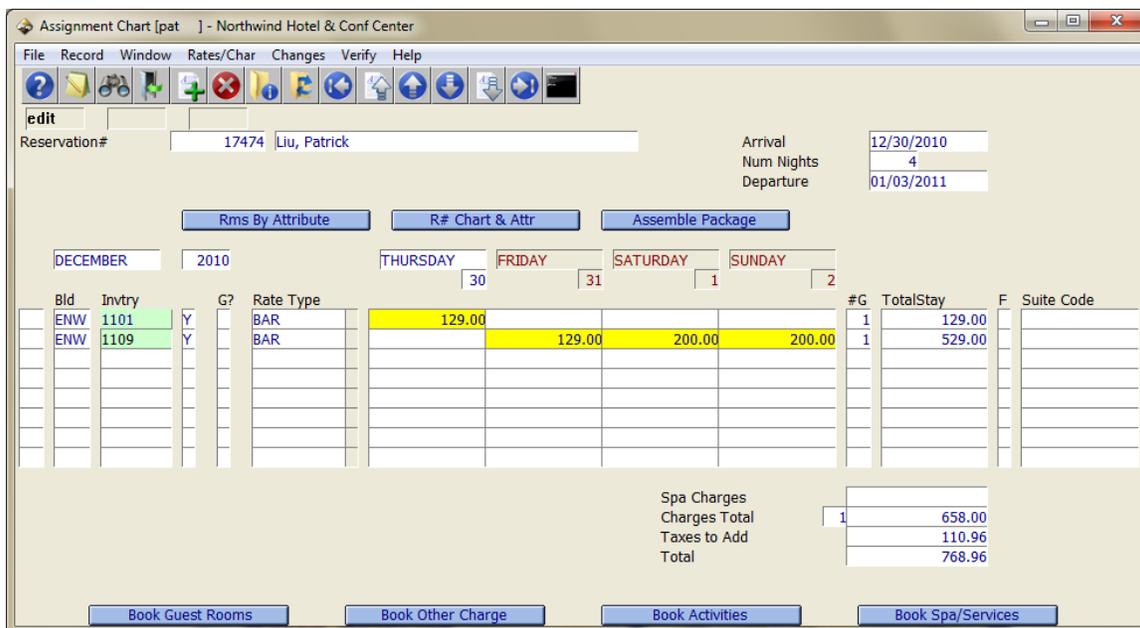


By selecting Override, the new room will be booked while keeping the same room rate as the previous room type.

Now that the room is selected, it is time to check in the room. Go to Changes | Checkin Room



The now both rooms are checked in. To release the first room, select the “Release Room” option from the Changes Menu.



Instead of using the “Checkin Room” option, select the “Move All Rooms” option from the Changes menu. This option will automatically check in the new room and release the old room.

The old room will be highlighted from green to red. An ‘N’ will be next to the room number. The new room will be highlighted from red to green. A ‘Y’ will be next to the room number.

Assignment Chart [pat] - Northwind Hotel & Conf Center

File Record Window Rates/Char Changes Verify Help

edit

Reservation# 17474 Liu, Patrick

Arrival 12/30/2010
 Num Nights 4
 Departure 01/03/2011

Rms By Attribute R# Chart & Attr Assemble Package

DECEMBER 2010 THURSDAY 30 FRIDAY 31 SATURDAY 1 SUNDAY 2

Bld	Invtry	G?	Rate Type			#G	TotalStay	F	Suite Code
ENW	1101	N	BAR	129.00		1	129.00		
ENW	1109	Y	BAR		129.00 200.00 200.00	1	529.00		

Spa Charges
 Charges Total 1 658.00
 Taxes to Add 110.96
 Total 768.96

Book Guest Rooms Book Other Charge Book Activities Book Spa/Services

Changing a guest from one room to another of the same room type

To move a guest from one room to another of the same room type, users can do either over key the room number or press F5/F8 to perform a lookup.

If this room type is done before the first night, the new room number will replace the old room number.

Rms By Attribute R# Chart & Attr Assemble Pa

JANUARY 2011 MONDAY 10 TUESDAY 11 WEDNESDAY 12

Bld	Invtry	G?	Rate Type				
ENW	1401	Y	BAR	200.00	200.00		

If this room move is done after the first night and charges are posted, Maestro will automatically book a separate line inventory with the same rate amount.

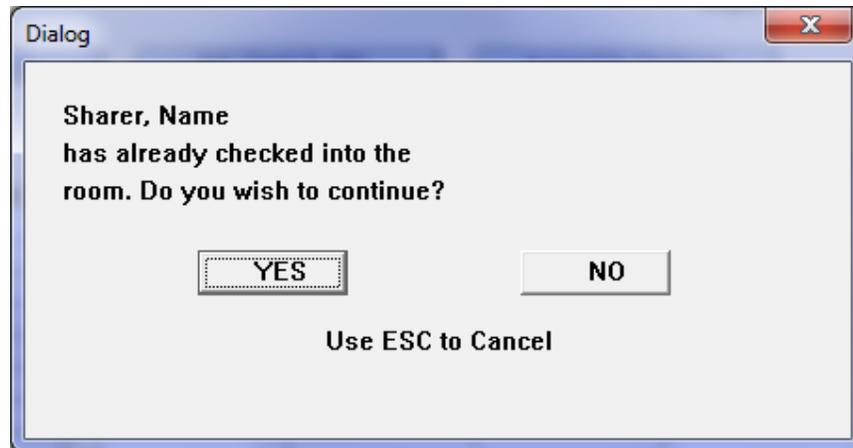
Rms By Attribute R# Chart & Attr Assemble Pa

JANUARY 2011 MONDAY 10 TUESDAY 11 WEDNESDAY 12

Bld	Invtry	G?	Rate Type				
ENW	1401	N	BAR	200.00			
ENW	1405	Y	BAR		200.00		

Moving rooms with Shares

When moving a room with shares, Maestro will show a prompt notifying the user that the share is already checked into the first room.



By selecting YES, Maestro will move the Sharer to the new room.

By selecting NO, Maestro will abort the room move. Both Sharers will remain in their original room.

Possible situations with room moves:

1. What happens when both rooms are left checked in?

Maestro will check out the first room during night audit. After night audit, the first room will have a vacant status in Front Desk and an occupied status in housekeeping, therefore, a discrepant room. The second room will have an occupied status in Front Desk and an occupied status in Housekeeping.

Maestro will post the room charge for the second room as normal. During the time in which both rooms are checked in, the first room will be unavailable to sell in the system.

2. What happens when neither room is checked in?

Before night audit, the reservation will show that the Reservation is checked in.

After night audit, the first room will be Vacant in front desk and Occupied in housekeeping. Second room will be a vacant status in Front Desk and an occupied status in housekeeping.

After night audit, if the second room is still not checked in, Maestro will still charge for the second night at the rate for the second night. On the Front Desk Dashboard, it will be marked as an Unresolved Check-in after night audit.

3. What happens on the day when the room move is to occur, it is not done?

After night audit, the first room will have a vacant status in Front Desk and Occupied in housekeeping, therefore, a discrepant room. The second room will have a vacant status in Front Desk and a vacant status in Housekeeping.

Maestro will post for the second night. On the Front Desk Dashboard, it will be marked as an Unresolved Check-in after night audit.