

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 Quick	Enter a different room number, either through a
Availability screen	Lookup or by keying it.
Current Status screen alerts the Front Desk	Not reflected on Current Status screen or
that the move will take place	reports
Check guest into 2 nd room. Release the 1 st	Immediately updates inventory information
room from the reservation's inventory	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.





Current Status [pat] - Northwind Hotel & Conf Center		
File Record Window Verify Help		
TOTAL ROOMS	Rooms Vacant Clean	Dirty
(-) Offmarket	Rooms Occupied Clean	Dirty
(-) House Use		
(-) Time Share Models	Expected Room Moves	>
	No Where To Sleep	
POTENTIAL		
(-) Occupied	Unresolved Checkouts	Chkin
(-) Inhouse No Room#	Groups Inhouse	NoShow
	Resv. To Arrive	Depart
(-) Reserved Gtd Ind	Today Checked Out	Chkin
(-) Rsrvd NonGtd Ind	Walkins Today	Cancel
(-) Reserved Group	· · · · · · · · · · · · · · · · · · ·	
(-) Unrlsd Grp Block	Current Occupancy %	Exptd
	Current Occupancy	Exptd
NET AVAILABLE	Current No Of Guest	Exptd
(-) Adding Rooms	Exptd Arr Guests	Depart
(+) Expected Departs	House Use Guests	
(+) Vacating Rooms	Children Inhouse	INTERFACES
	—	
AVAILABLE FOR SALE		ReCalc

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.

M	01/
M	01/
	01/
M	01/
M	01/
	01/

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.

< Assignment Chart [pa	at] - Northwind Hotel & C	onf Center		
File Record Window	Rates/Char Changes V	erify Help		
Reservation#			Arrival	12/30/2010
			Departure	4 01/03/2011
	Rms By Attribute	R# Chart & Attr Assemble Pi	ackage	
DECEMBER	2010	THURSDAY FRIDAY SATURDAY	SUNDAY	
Pld Insta	C2 Pato Tuno	30 31	1 2	#C TotalStay E Suito Codo
ENW_1101	BAR	129.00	'	1 129.00
	N BAR	129.00 200.0	0 200.00	1 529.00
		Sea Cha		
		Charges	Total 1	658.00
		Taxes to	o Add	110.96
		Total		768.96
Book G	uest Rooms	Book Other Charge Book Acti	vities	Book Spa/Services

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





Room# Ch	art/Attri	butes (pat] - Nor	thwind H	lotel &	Conf C	:															x
File Record	File Record Window Text Help																						
Reservation# Arrival																							
Building	Building Rate Type Num Nights																						
Room Ty	pe				F	Room	1_co	de						4		De	eparl	tur	e				
HSKP Sta	at													<u> </u>]								
														N		Л							
				[1		Sele	ecte	d Ty	pe		\	/aca	nt Ro	ooms	;]{2							
			_	V												N							
																			_]	1			
		DEC	ΈM	BER	2	010	тн	FR	SA	SU	MC	TU	WE	тн	FR	SA	SU	At	tr. (Crite	eria		
							30	31	1	2	3	4	5	6	7	8	9						
Room#	St	_ <u> </u>	lk	Bld	Rmty	/pe	_											_					
1509	VC		C	ENW	DD		-	-	-	-	-	-	-	-	-	-	-					 	
1502	VC		C	ENW	DD		-	-	-	-	-	-	-	-	<u> </u>	-	-					 	
1109	VC		C	ENW	DD		-	-	-	-	-	-	-	-	<u> </u>	-	-					 	
1608	VC		C	ENW	DD	_	-	-	-	-	-	<u>-</u>	-	-	<u> </u>	-	-					 	
1512	VC		C	ENW	DD		-	-	-	-	-	-	-	-	-	-	-					 	
1405	VC		C	ENW	DD		<u>-</u>	-	-	-	<u>-</u>	<u>-</u>	-	-	<u> -</u>	<u> -</u>	<u> -</u>					 	
1401	VC		C	ENW	DD		<u> </u>	-	-	-	-	-	-	-	-	-	<u> -</u>					 	
1506	VC		C	ENW	DD			-	-	-	-	-	-	-	-	-	-					 	

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.

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.
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.

F8 - Room Available Search by Attribute screen





Room Available Search by Att	ribute [pat] - N	orthwind Ho											
File Record Window Help	File Record Window Help												
	3 🚹 🗜 🔇		0 🔅 🔇 🖿	_									
Guest Name				Arrival Date									
Selected				Num Nights									
Rate				Departure Date									
HSKP Stat													
	╴┎╲	Selec	ted Type	Vacant Rooms	<u>6</u> -								
, , ,	57												
Select Attributes:		L L											
		~											
Bld Room#	St Hk	RmType											
ENW 1109	VC VC	DD	DOUBLE										
ENW 1608	VC VC	DD											
ENW 1512	VC VC	DD											
ENW 1405	VC VC	DD											
ENW 1401	VC VC	DD											
ENW 1506	VC VC	DD											
ENW 1202	VC VC	DD											
ENW 1110	VC	DD	DOUBLE										

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.

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.
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.

Dialog	
Room Types Are Different, Rate will be recalculated. Do you wish to continue ? Yes No Override Use ESC to Cancel	

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.

Assignment Chart [pat] - Northwind H	Hotel & Conf Center	
Reservation # 17474	Release Room Checkin Room Do Not Move Room Do Not Move Room Do Not Move Type Release Do Not Move Type Move All Rooms Auto Room Number Assignment Unblock selected room Select Room Number For Type Room Number By Attribute Room Wumber By Attribute Room # Chart / Attributes Specific Request Room Release Specific Request Confirm Inventory Split Suite	Arrival Num Nights Departure 12/30/2010 4 01/03/2011 Assemble Package 31 1 2 #G TotalStay F Suite Code 9.00 200.00 1 129.00 1 529.00 1 529.00 1 1 2 1
		Spa ChargesCharges Total1658.00Taxes to Add110.96Total768.96
Book Guest Rooms	Book Other Charge	Book Activities Book Spa/Services

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.

Assignment Chart [pat] - Northwind Hotel &	onf Center	
File Record Window Rates/Char Changes	'erify Help	
2 3 88 1 4 5 6 1 6 1 6 1 6 1 6 1 6 1 6 1 6 1 6 1 6		
Reservation# 17474 Liu, Patric	Arrival	12/30/2010
	Num Nights	4
	Departure	01/03/2011
Rms By Attribute	R# Chart & Attr Assemble Package	
DECEMBER 2010	THURSDAY FRIDAY SATURDAY SUNDAY	
	30 31 1 2	
Bld Invtry G? Rate Type		#G TotalStay F Suite Code
ENW 1101 Y BAR	129.00 200.00 200.00	1 129.00
	125.00 200.00 200.00	323.00
	-	
	Spa Charges	
	Charges Total	1 658.00
	Taxes to Add	110.96
	lotal	/68.96
Book Guest Rooms	Book Other Charge Book Activities	Book Spa/Services

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 & Cont	Center	
File Record Window Rates/Char Changes Veri	y Help	
Reservation# 17474 Liu, Patrick	Arrival Num Nights Departure	12/30/2010 4 01/03/2011
Bid Invtry G? Rate Type ENW 1101 N BAR BAR ENW 1109 Y Enverthered Enverthered ENV 1109 Y Enverthered Enverthered ENV 1109 Y Enverthered Enverthered Enverthered Enverthered Enverthered Enverthered	R# Chart & Attr Assemble Package THURSDAY FRIDAY SATURDAY SUNDAY 30 31 1 2 129,00 200,00 200,00 129,00 200,00 200,00 129,00 200,00 200,00 129,00 200,00 200,00 129,00 200,00 200,00 129,00 200,00 200,00 129,00 200,00 200,00	#G TotalStay F Suite Code 1 129.00
Book Guest Rooms	Spa Charges Charges Total Taxes to Add Total Book Other Charge Book Activities	1 658.00 1 110.96 768.96 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.

			Rm	s By Attribute	R#	Char	t & Attr		Assemble Pa
JANUA	ARY	20	011		MONDAY	_	TUESDAY	_	WEDNESDAY
						10		11	12
Bld	Invtry		G?	Rate Type					
ENW	1401	Y		BAR	2(00.00	20	0.00	

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.

			Rm	s By Attribute	R# (Char	t & Attr	Assemble Pa
JANUA	RY	2	011		MONDAY	_	TUESDAY	WEDNESDAY
						10	11	l 12
Bld	Invtry		G?	Rate Type	 			
ENW	1401	Ν		BAR	20	0.00		
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.

Dialog
Sharer, Name has already checked into the
room. Do you wish to continue?
YES NO
Use ESC to Cancel

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.

