



Waitlist Reservations Management

Quick Reference Guide

Published Date: November 15

Introduction

The purpose of this Quick Reference Guide is to outline the required configuration, set-up and management of Waitlist inventory. It assumes understanding of the following:

- The Maestro User Interface
- The Individual Reservation Creation Process
- The Group Reservation Creation Process
- Maestro Messaging

Waitlist reservations are created when the actual physical room inventory is not available and the reservation enquiry would like to add their name to a list in case that room type becomes available. During the reservation creation process the status of the reservation can be changed to 'Waitlist'.

Set-up

Before waitlist reservations can be created there are some configuration options to be considered.

Configuring Waitlist Inventory

Firstly Waitlist Inventory has to be enabled.

Open a session of Front Desk Maintenance and select Set-up | System Options. On the right side of the System Options Screen ensure the 'Use Waitlist' flag is set to 'Y'. This can be done by doing a look-up (F8) in the field or by typing a 'Y'.

System Option [nwind] - Northwind Hotel

File Window Help

?

Ind Guest Addr Y Suppress Tr/Gst Y

Ind Agency Addr Y Skip Folio Dilg? N

Ind Agent Addr Y Res. Aval. Selct N

Ind Caller Addr Y Use Text Entry Y

Ind Company Addr Y Enable Services Y

Ind A/R Addr Y Enable Other Charges Y

Grp Guest Addr Y Enable Adult Rates N

Grp Agency Addr Y Force Turnaway N

Grp Agent Addr Y Force Cancel N

Grp Caller Addr Y Use Name Notify Y

Grp Company Addr Y Use Revenue Sharing Y

Grp A/R Addr Y Use Manager's Overrides Y

Reserve W/O Type N Use Waitlist Y

Termn Room Type Y Early CheckOut L

Asgn Rm Order R Use Charge Routing Rules Y

Disp Total Y Enable Vessel N

Agent Posting? Y Default Room Number Chart W

Anniversary Pst Y Allow Zero Rate Activities Y

Anniversary Prt Y Display Text on Checkout Y

Check Folios Y Print Guest Name R

Recalc Rate w/Rm Chg Y Disp Waitlt Res on Cancel Y

Once the 'Use Waitlist' flag has been set to a Y, additional Inventory options also need to be configured in Front Desk Maintenance.

Inventory Options

In the Inventory Options screen (Front Desk Maintenance |Set-up | Inventory Options) Waitlist inventory needs to be configured for Individual reservations and if required also for Group Reservations.

The screenshot shows a software window titled 'Inventory Options [nwind] - Northwind Hotel'. It has a menu bar with 'File', 'Window', and 'Help'. Below the menu is a toolbar with various icons. The window is divided into two main sections: 'Individual' on the left and 'Group' on the right. Each section contains several configuration fields.

Individual		Group	
Allow Tentative for FIT	Y	Allow Tentative for Group	Y
FIT Description	WAITLIST	Group Description	TENTATIVE
FIT Default for New Resv	1	FIT Default for New Resv	9
Allow Mixed Inventory	Y	Allow Mixed Inventory	
Hold Tentative for	7 Days	Hold Tentative for	Days
Discard	Days Before Arrival	Discard	Days Before Arrival

Individual

The *Allow Tentative for FIT* flag needs to be set to a 'Y' to continue configuring Waitlisting. This can be done by either typing a 'Y' in the field or by using a look-up in this field.

FIT Description is a free-form text field and allows the user to enter the preferred display status for waitlist reservations. There is space for 11 characters which can be numbers, letters, symbols or a combination of all three. In the example above 'WAITLIST' has been used.

FIT default for new reservation sets the default status when a user is creating new FIT reservations (i.e. non-group reservations). There are two options for the default status for all new reservations these are either tentative (i.e. waitlist) or confirmed (i.e. reserved status). The difference being that waitlist status does NOT hold inventory and reserved status will hold inventory. A look-up (F8) on the field can be done to select the appropriate option or it can be typed.

Allow Mixed Inventory enables inventory to be booked on one reservation which is both in reserved and tentative (or waitlist status). For example on a 5 night stay a guest could have 3 nights reserved and the remaining nights waitlisted.

Hold Tentative and *Discard Days Before Arrival* are fields to be used for Future Development.

Group

The *Allow Tentative for Group* flag needs to be set to a 'Y' to continue configuring the Waitlist option for group master reservations. A 'Y' can be typed in this field or a look-up (F8) can be performed.

The *Group Description* is a free-form text field and allows the user to enter the preferred display status for tentative group reservations.

FIT default for new reservation sets the default status for new group reservations. There are two options for the default status for all new reservations these are either tentative or confirmed (i.e. reserved status). The difference being that waitlist status does NOT hold inventory and reserved status will hold inventory. A look-up on the field can be done to select the appropriate response or it can be typed.



Allow Mixed Inventory enables inventory to be booked on a group reservation which is both in reserved and tentative status. For example some rooms on the group block are taken from the hotel inventory and held for this group and other rooms are in a tentative status (i.e. the inventory is not held).

Hold Tentative and *Discard Days Before Arrival* are fields to be used for Future Development.

Waitlist Notification Configuration

There are 2 methods that Maestro can use to notify Users that a Waitlist Reservation exists. Both methods trigger a notification when a reservation is cancelled on a date when there was no inventory previously available. Maestro compares the room type that has become available with any waitlist reservation that has the same room type and date range. If there are multiple waitlist reservations that meet this criteria Maestro selects the reservation with the lowest reservation number – i.e. on a first come, first served basis.

The 2 options are display notification on cancellation and an automatic system generated Trace Message. They can be used exclusively or inclusively.

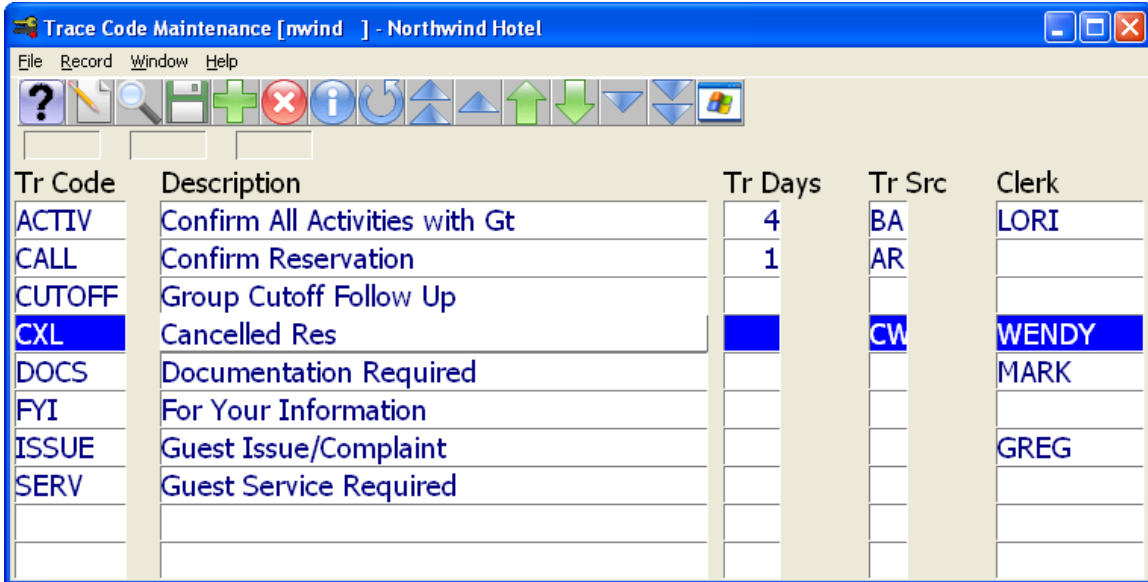
Display notification on Cancellation

On the System Options screen in Front Desk Maintenance (set-up | System Options) the 'Disp Waitlt Res on Cancel' flag will notify the maestro user that just completed a cancellation if a waitlist reservation exists for the same Room Type. If this is required the flag must be set to a 'Y' by either doing a look-up (F8) or typing a 'Y' in the field.

Option	Value	Option	Value
Ind Guest Addr	Y	Suppress Tr/Gst	Y
Ind Agency Addr	Y	Skip Folio Dilg?	N
Ind Agent Addr	Y	Res. Aval. Selct	N
Ind Caller Addr	Y	Use Text Entry	Y
Ind Company Addr	Y	Enable Services	Y
Ind A/R Addr	Y	Enable Other Charges	Y
Grp Guest Addr	Y	Enable Adult Rates	N
Grp Agency Addr	Y	Force Turnaway	N
Grp Agent Addr	Y	Force Cancel	N
Grp Caller Addr	Y	Use Name Notify	Y
Grp Company Addr	Y	Use Revenue Sharing	Y
Grp A/R Addr	Y	Use Manager's Overrides	Y
Reserve W/O Type	N	Use Waitlist	Y
Termn Room Type	Y	Early CheckOut	L
Asgn Rm Order	R	Use Charge Routing Rules	Y
Disp Total	Y	Enable Vessel	N
Agent Posting?	Y	Default Room Number Chart	N
Anniversary Pst	Y	Allow Zero Rate Activities	Y
Anniversary Prt	Y	Display Text on Checkout	Y
Check Folios	Y	Print Guest Name	R
Recalc Rate w/Rm Chg	Y	Disp Waitlt Res on Cancel	Y

System Generated Trace Message

In Front Desk Maintenance select Codes | Trace Code Maintenance



Tr Code	Description	Tr Days	Tr Src	Clerk
ACTIV	Confirm All Activities with Gt	4	BA	LORI
CALL	Confirm Reservation	1	AR	
CUTOFF	Group Cutoff Follow Up			
CXL	Cancelled Res	4	CW	WENDY
DOCS	Documentation Required			MARK
FYI	For Your Information			
ISSUE	Guest Issue/Complaint			GREG
SERV	Guest Service Required			

In the above example a Trace Code (Tr Code) has been created called 'CXL' and the Description of 'Cancelled Res' has been used.

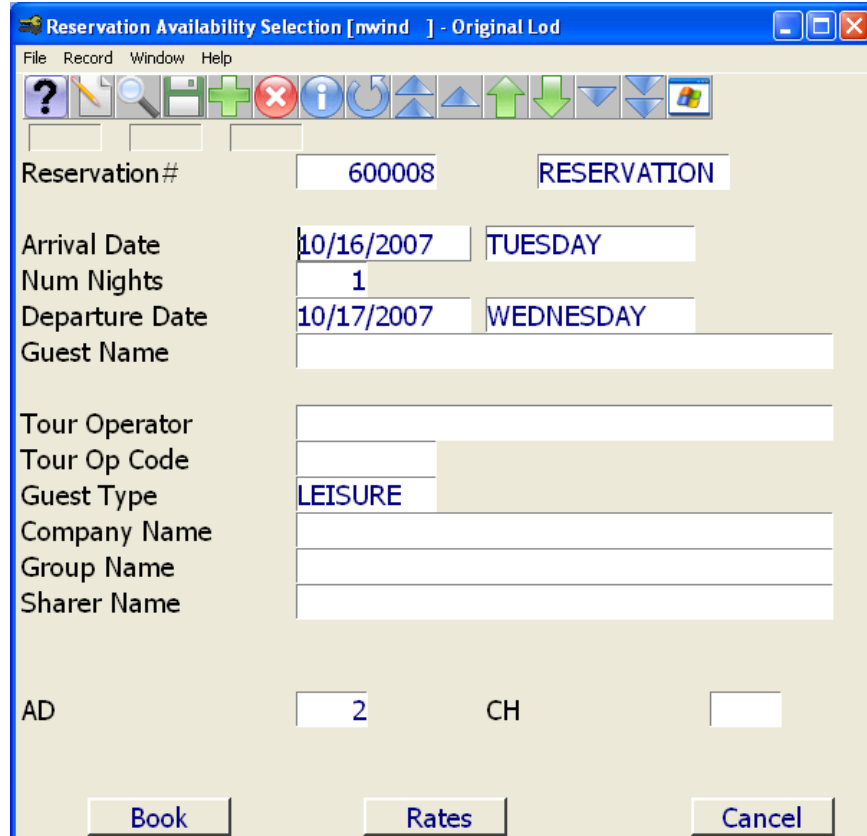
If required, a new Trace Code can be created using the Create (F6) key. After a Tr Code and Description has been entered, the 'Tr Days' field should remain blank.

Next, perform a look-up on the 'TR Src' field and select the last option 'CW' Notification of Cancel with Waitlisted Rooms.

If a Clerk name is entered in the Clerk Field, Maestro will send a trace message to the specified user. To enter a Maestro Clerk Code in the Clerk field, use the Look up Key (F8) or key in a valid user name. Alternatively, this field can be left blank and Maestro will send a notification to the user who canceled the Reserved reservation.

Creating a Waitlist Reservation

The user can start the reservation process from the same screens as if creating a regular reservation. Once the reservation process is started Maestro displays the reservation availability selection screen



On the Reservation Availability Selection screen the reservation status defaults to the status as set by the FIT Default for New Reservations flag in the Inventory Options screen within Front Desk Maintenance.

In the example above the default status is 'Reservation'.

Changing Reservation Status

Changing Reservation Status on the Reservation Availability Selection Screen

If it is known that the reservation will be a different status from the default status for new reservations at this screen the status can be changed, the reservation status can be changed directly from this screen in one of two ways:

- 1) On the field displaying the 'reserved status' beside the reservation number field, using the mouse, double left-click to change the status from Reserved to Waitlisted. By double left-clicking on the mouse once more the reservation status can be changed back to the default status for new reservations.
- 2) Using the arrow keys on the keyboard move the cursor to the field displaying 'reserved' and press the Enter key to change the status from Reserved to Waitlisted. If the cursor is placed back into this field the status can be changed back to the default status for new reservations.

Reservation Availability Selection [nwind] - Original Lod

File Record Window Help

Reservation# 600011 WAITLISTED

Arrival Date 10/16/2007 TUESDAY

Num Nights 1

Departure Date 10/17/2007 WEDNESDAY

Guest Name

Tour Operator

Tour Op Code

Guest Type LEISURE

Company Name

Group Name

Sharer Name

AD 2 CH

Book Rates Cancel

The "Reservation Status" can also be changed from various Availability screens, in addition to the Reservation Availability Selection Screen.

Quick Availability Screen

Using either the mouse or keyboard, navigate to the center field at bottom of the screen displaying 'Reservation' and double left click or press the Enter key to change the status.

Quick Availability Chart [nwind] - Northwind Hotel

File Record Window Text Help

edit

Reservation# 74660
 Guest Name
 Tour Operator
 Guest Type TRANS
 Company Name

Arrival Date 12/19/2007
 Number Nights 1
 Departure Date 12/20/2007
 Res Occup. 1
 Directives 6 2
 Rooms To Book 1
 # Rooms Booked

Group Name
 Sharer Name
 # Of Rooms 1 1 ADULTS CHILD TEENS

Rates For 12/19/2007 SELL T B&B T RACK T Y
 BEST AVAILABL BED & BREAKFA RACK RATE
 PER ROOM PER ROOM PER ROOM

Bld	RmType	#Rms	SELL	B&B	RACK
QL	KM	11	180.00	140.00	300.00
QL	KO	8	195.00	180.00	400.00
QL	TTM	12	180.00	140.00	300.00
QL	TTO	16	180.00	180.00	450.00
QL	RK	8	230.00	200.00	350.00
QL	SG	4	230.00	200.00	350.00
QL	KING	4	180.00	120.00	400.00
QL	QQ	53	180.00	120.00	250.00
QL	Q	23	180.00	120.00	250.00
QL	SL1	3	280.00	230.00	400.00

GENERAL INVENTORY << WAITLIST >>

Room Type Availability/Rates

Using either the mouse or keyboard, navigate to the field at the top left portion of the screen displaying 'Reservation' and double left click or press the Enter key to change the status..

Room Type Availability/Rates [nwind] - Northwind Hotel

File Record Window Text Help

edit

GENERAL INVENTORY Paan, Mrs. Margaret

Rate Type CORP Corporate Rate
 WAITLIST Valid Types Only

Arrival 12/19/2007
 Num Nights 1
 Departure 12/20/2007

DECEMBER 2007 WED THU FRI SAT SUN MON TUE
 19 20 21 22 23 24 25

#Occ. Room 1 Res 1

Bld	RmType	#Rms	11	11	11	11	11	11	11	11	First Day	Total Rate
QL	KM	11	11	11	11	11	11	11	11	11	115.00	115.00
QL	KO	8	8	8	8	8	8	8	8	8	115.00	115.00
QL	TTM	12	12	12	12	12	12	12	12	12	115.00	115.00
QL	TTO	16	16	16	16	16	16	16	16	16	115.00	115.00
QL	RK	8	8	8	8	8	8	8	8	8	125.00	125.00

General Availability Chart

Using either the mouse or keyboard, navigate to the center field at bottom of the screen displaying 'Reservation' and double left click or press the Enter key to change the status..

General Availability Chart [nwind] - Northwind Hotel

File Record Window Text Help

?

✂

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+

✕

🔗

🔄

⬆

⬇

⬆

⬇

🖼

edit

GENERAL INVENTORY

Reservation#

74660

Guest Name

Paan, Mrs. Margaret

Guest Type

GROUP

Company Name

Group Name

Sharer Name

Arrival Date

12/19/2007

Number Nights

1

Departure Date

12/20/2007

Displayed Date

12/19/2007

Occupancy -Room

1

-Res

1

R

CORP

R

SELL

R

GROUP

R

GOVT

R

SOCIAL

CORPORATE R

BEST AVAILA

STANDARD GR

GOVERNMENT

SOCIAL GROU

Bld	RmType	Min	#Rms				
QL	KM	11		115.00	180.00	125.00	100.00
QL	KO	8		115.00	195.00	125.00	100.00
QL	TTM	12		115.00	180.00	125.00	100.00
QL	TTO	16		115.00	180.00	125.00	100.00
QL	RK	8		125.00	230.00	150.00	100.00

<<

WAITLIST

>>

Room Number/Rates Availability

Using either the mouse or keyboard, navigate to the field at the top left portion of the screen displaying 'Reservation' and double left click or press the Enter key to change the status.

[illegible]

Completing the Reservation

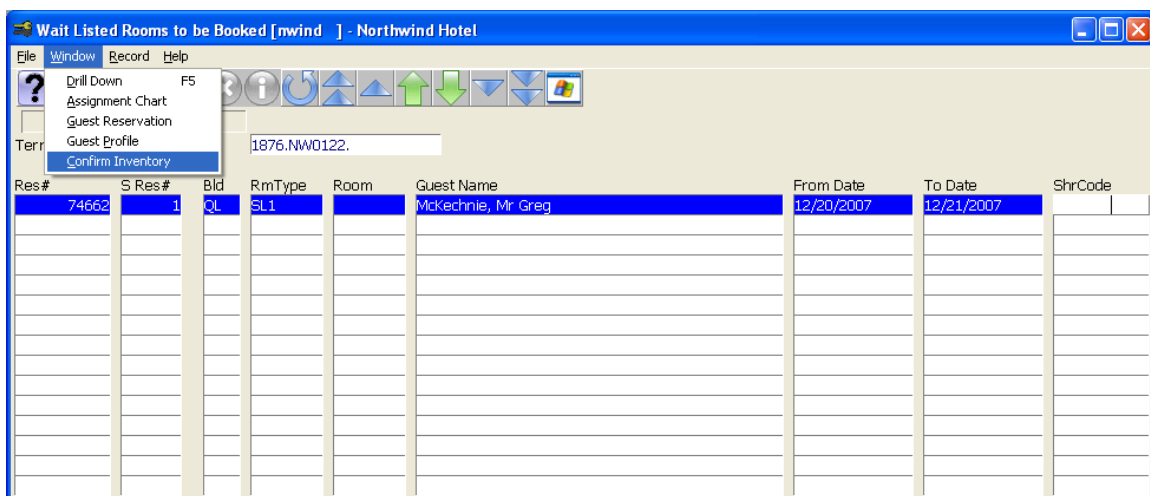
Once the reservation status has been changed as outlined above the rest of the reservation creation process can be completed as normal.

Changing a Waitlist Reservation to be Reserved

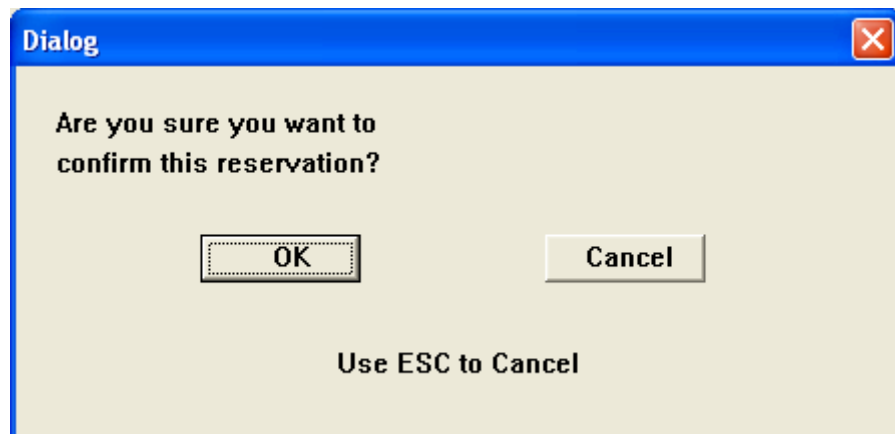
Maestro will follow the configured options for notification of a waitlist reservation (see section 2.2) once a cancellation has been processed.

Status change on the 'Display Notification on Cancellation' screen

Maestro will notify the user when they cancel a reservation if a waitlist reservation exists for the SAME Room Type during the same date range.



To change the status of the waitlisted reservation to 'Reserved' ensure that the reservation is highlighted blue by using the arrow keys or left-clicking the mouse. Next, from the window pull down menu select confirm inventory.



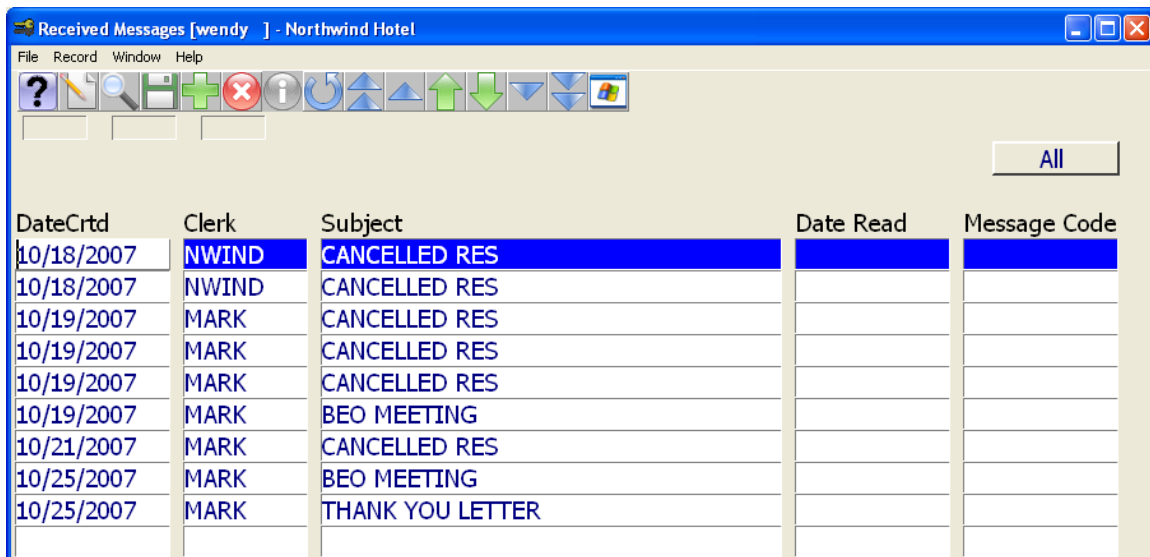
When the dialogue box is displayed, select the OK button.

Change the Status using the 'Trace Message Notification'

Once a reservation has been cancelled when a Waitlist reservation exists with the same room type and matching date range Maestro automatically sends a message to the designated clerk or group of clerks. The Mail Lamp subsequently illuminates.



Access the Received Messages window via File | Mail\Reports | Messaging and using either the mouse or arrow keys select the message entitled 'Cancelled Res' and press enter to read the message.



Mail/Trace Message [wendy] - Northwind Hotel

File Record Window Help

Date Created: 10/19/2007 11:47am
 From Clerk: MARK
 To Clerk/Group: WENDY
 To Program:
 Message Code:
 Trace Code: CXL
 Subject: Cancelled Res
 Effective: 10/19/2007 11:47am
 Expiry: 10/19/2007 11:47am
 Redirection From:
 Keep After Send: Y
 Confidential: N
 Done: N

RESERVATION TRACE

Line	Message
1	Cancelled Res
2	74628
3	74629
4	74630

In the body of the message the first line will display cancelled Res and in the remaining lines display the waitlisted reservation numbers.

Exit from the Message, return to the main Maestro Screen and select the Guest Reservation Screen.

In the Reservation number field type in the waitlist reservation number.

Guest Reservations [nwind] - Northwind Hotel

File Record Status Window Forms Inventory Addresses Verify Help

Reservation# 74630 GsStatus WAITLIST

Guest Name Stewart, Jackie

Arrival 01/20/2008 04:00pm SUNDAY

Num Nights 2

Departure 01/22/2008 12:00pm TUESDAY

Tour Operator

Group Name

Sharer Name

Guest Type TRANS

Company Name

A/R Name

Guaranteed By CC AX Settle By AX

Send Confirm

Post To Group

Src Of Bus REF CHAMBER

Building QL

Room Info SG

Rate 350.00

No. ADULTS 2

Activities

Other Chrg

PreAuthAmt

House Limit .00

Cur Balance

Cr. Avail

Deposit Req

Services

Past Stays 1

Travel Agency

Notes About

Client Text

Trace Msg

Locator

Hk/WO Sts

BillingText

Transport

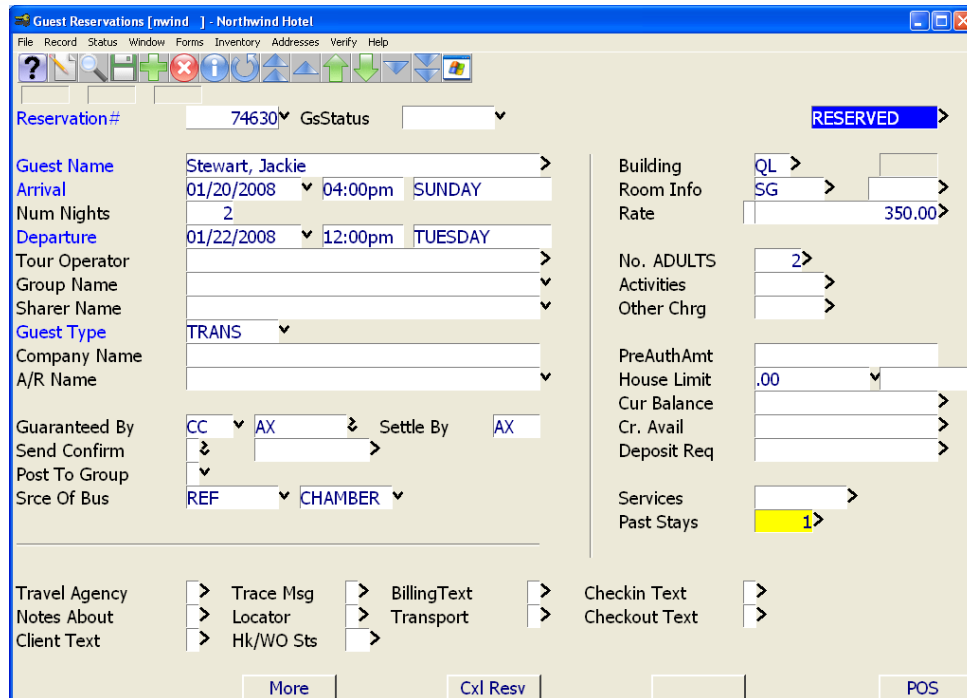
Checkin Text

Checkout Text

More Cxl Resv Reserve

At the top right of the Guest Reservation screen the status of the reservation is displayed. This reservation is the status of 'Waitlist'

To change the status of the reservation from Waitlist to Reserved using the mouse left click on the 'Reserve' button at the bottom right of the screen. Using the keyboard use the arrow keys to move the cursor to the Reserve button and press enter.



Guest Reservations [mwind] - Northwind Hotel

File Record Status Window Forms Inventory Addresses Verify Help

Reservation# 74630 GsStatus [RESERVED]

Guest Name Stewart, Jackie

Arrival 01/20/2008 04:00pm SUNDAY

Num Nights 2

Departure 01/22/2008 12:00pm TUESDAY

Tour Operator

Group Name

Sharer Name

Guest Type TRANS

Company Name

A/R Name

Guaranteed By CC AX Settle By AX

Send Confirm

Post To Group

Src Of Bus REF CHAMBER

Building QL

Room Info SG

Rate 350.00

No. ADULTS 2

Activities

Other Chrg

PreAuthAmt

House Limit .00

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Past Stays 1

Travel Agency

Notes About

Client Text

Trace Msg

Locator

Hk/WO Sts

BillingText

Transport

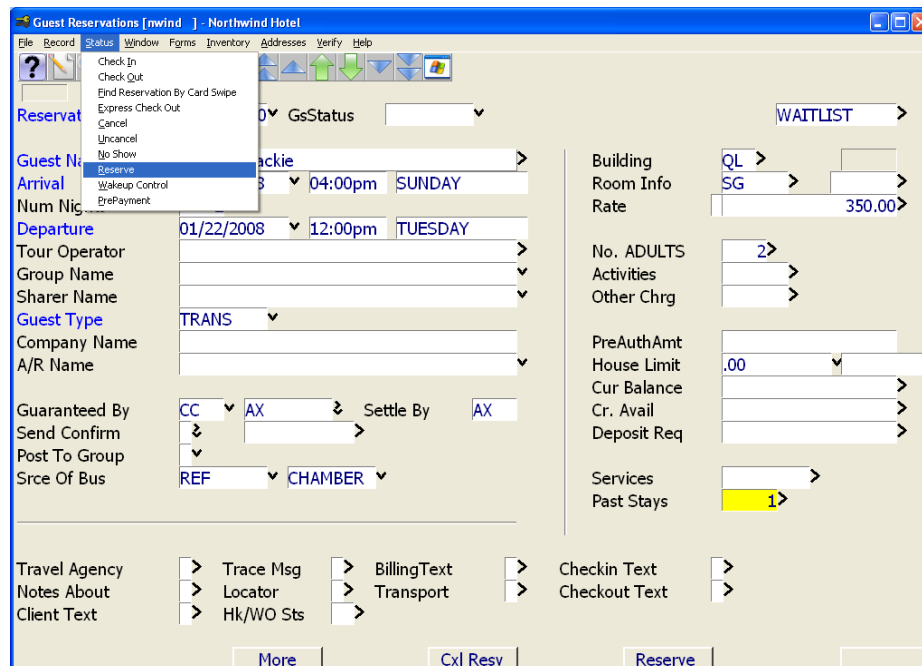
Checkin Text

Checkout Text

More Cxl Resv POS

The status of the reservation has now been changed from Waitlisted to Reserved.

The status of the reservation can also be changed using the mouse or keyboard to access the Status menu at the top of the screen. Select Status | Reserve to change the selected reservation status.



Guest Reservations [mwind] - Northwind Hotel

File Record Status Window Forms Inventory Addresses Verify Help

Reservation# 74630 GsStatus [WAITLIST]

Guest Name Stewart, Jackie

Arrival 01/20/2008 04:00pm SUNDAY

Num Nights 2

Departure 01/22/2008 12:00pm TUESDAY

Tour Operator

Group Name

Sharer Name

Guest Type TRANS

Company Name

A/R Name

Guaranteed By CC AX Settle By AX

Send Confirm

Post To Group

Src Of Bus REF CHAMBER

Building QL

Room Info SG

Rate 350.00

No. ADULTS 2

Activities

Other Chrg

PreAuthAmt

House Limit .00

Cur Balance

Cr. Avail

Deposit Req

Services

Past Stays 1

Travel Agency

Notes About

Client Text

Trace Msg

Locator

Hk/WO Sts

BillingText

Transport

Checkin Text

Checkout Text

More Cxl Resv Reserve

The status of the reservation has been changed from 'Waitlist' to Reserved.

Guest Reservations [nwind] - Northwind Hotel

File Record Status Window Forms Inventory Addresses Verify Help

Reservation# 74630 GsStatus RESERVED

Guest Name Stewart, Jackie

Arrival 01/20/2008 04:00pm SUNDAY

Num Nights 2

Departure 01/22/2008 12:00pm TUESDAY

Tour Operator

Group Name

Sharer Name

Guest Type TRANS

Company Name

A/R Name

Guaranteed By CC AX Settle By AX

Send Confirm

Post To Group

Src Of Bus REF CHAMBER

Building QL

Room Info SG

Rate 350.00

No. ADULTS 2

Activities

Other Chrg

PreAuthAmt

House Limit .00

Cur Balance

Cr. Avail

Deposit Req

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Past Stays 1

Travel Agency

Notes About

Client Text

Trace Msg

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BillingText

Transport

Checkin Text

Checkout Text

More Cxl Resv POS

Guest Reservations [nwind] - Northwind Hotel

File Record Status Window Forms Inventory Addresses Verify Help

Reservation# 74630 GsStatus RESERVED

Guest Name Stewart, Jackie

Arrival 01/20/2008 04:00pm SUNDAY

Num Nights 2

Departure 01/22/2008 12:00pm TUESDAY

Tour Operator

Group Name

Sharer Name

Guest Type TRANS

Company Name

A/R Name

Guaranteed By CC AX Settle By AX

Send Confirm

Post To Group

Src Of Bus REF CHAMBER

Building QL

Room Info SG

Rate 350.00

No. ADULTS 2

Activities

Other Chrg

PreAuthAmt

House Limit .00

Cur Balance

Cr. Avail

Deposit Req

Services

Past Stays 1

Travel Agency

Notes About

Client Text

Trace Msg

Locator

Hk/WO Sts

BillingText

Transport

Checkin Text

Checkout Text

More Cxl Resv POS

Changing the Status from Reserved to Waitlisted

Once the Status of a reservation has been changed to Reserved it is not possible to change the status back to Waitlist from this screen.

In order to change the status of the reservation from Reserved to Waitlist, the assigned inventory needs to be deleted and re-assigned subject to rate availability.



To Delete the current assigned inventory, begin by accessing the Assignment Chart. Next, highlight the inventory that needs to be re-assigned and use the Delete (F7) key to delete the inventory.

The screenshot shows the 'Assignment Chart' window for Northwind Hotel. The reservation is for Stewart, Jackie, with a reservation number of 74630. The arrival is on 01/20/2008 and departure is on 01/22/2008, for a total of 2 nights. The window includes a menu bar (File, Record, Window, Rates/Char, Changes, Verify, Help) and a toolbar with various icons. Below the reservation details, there are buttons for 'Rms By Attribute', 'R# Chart & Attr', and 'Assemble Package'. A calendar view shows the dates JANUARY 2008, with SUNDAY (20), MONDAY (21), TUESDAY (22), and WEDNESDAY (23). A table with columns Bld, Invtry, G?, Rate Type, #G, TotalStay, and Suite Code is visible. At the bottom, there are buttons for 'Book Guest Rooms', 'Book Other Charge', 'Book Activities', and 'Book Spa/Services'. A summary section on the right shows 'Spa Charges', 'Charges Total' (2), 'Taxes to Add', and 'Total'.

Next, inventory can then be re-assigned with a Waitlist status. To do this, select the 'Book Guest Rooms' located at the bottom of the Assignment Chart and then select the appropriate Availability screen.

Additional Availability screens can also be accessed by using the 'Rates/Char' menu from the Assignment Chart screen by using the mouse to navigate to this menu or the keyboard by pressing 'Alt and T' and the corresponding underlined letter of the desired menu option.

This screenshot shows the 'Assignment Chart' window with the 'Rates/Char' menu open. The menu options include: Other Charges Availability, 3rd Party Activities Availability, Rapid Activities Booking, Activities Processing, Confirmation Print, Room Types Available, General Availability, Quick Availability, Room Numbers Available, Suite Availability, Rate Audit, and Tax Audit. The reservation details and other interface elements are the same as in the previous screenshot.

From the appropriate screen select the room type/rate and change the status of the inventory to Waitlist using any of the methods described in section 3.1 - Changing the Reservation Status.



On Returning to the Assignment Chart the line of inventory will be displayed. The far left column will be populated by "***" and underneath Maestro denotes that the double asterisks' indicate that the inventory held is not reserved but Waitlisted.

The screenshot shows the 'Assignment Chart' window for Northwind Hotel. It displays reservation details for reservation #74630, guest Stewart, Jackie, arriving 01/20/2008 and departing 01/22/2008. The chart shows a table with columns for Bld, Invtry, G?, Rate Type, and dates. The first row shows a room (QL) with inventory (SG) and a rate of 350.00. A status bar at the bottom indicates '** = WAITLIST INVENTORY NOT RESERVED'. A summary section on the right shows charges: Spa Charges 700.00, Taxes to Add 77.00, and Total 777.00.

Bld	Invtry	G?	Rate Type	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	#G	TotalStay	Suite Code
QL	SG	N	RACK	350.00	350.00			2	700.00	

** = WAITLIST INVENTORY NOT RESERVED

Spa Charges 700.00
Charges Total 700.00
Taxes to Add 77.00
Total 777.00

On exiting from the Assignment Chart screen, the status of the reservation on the Guest Reservation screen is now Waitlist.

The screenshot shows the 'Guest Reservations' window for Northwind Hotel. It displays reservation details for reservation #74630, guest Stewart, Jackie, arriving 01/20/2008 and departing 01/22/2008. The status is 'WAITLIST'. The window shows various fields for guest information, room details, and charges. The status bar at the bottom indicates 'More', 'Cxl Resv', and 'Reserve' buttons.

Reservation# 74630 GsStatus WAITLIST

Guest Name Stewart, Jackie
Arrival 01/20/2008 04:00pm SUNDAY
Num Nights 2
Departure 01/22/2008 12:00pm TUESDAY
Tour Operator
Group Name
Sharer Name
Guest Type TRANS
Company Name
A/R Name
Guaranteed By CC AX Settle By AX
Send Confirm
Post To Group
Srce Of Bus REF CHAMBER

Building QL
Room Info SG
Rate 350.00
No. ADULTS 2
Activities
Other Chrg
PreAuthAmt
House Limit .00
Cur Balance
Cr. Avail
Deposit Req
Services
Past Stays 1

Travel Agency
Notes About
Client Text

Trace Msg
Locator
Hk/WO Sts

BillingText
Transport

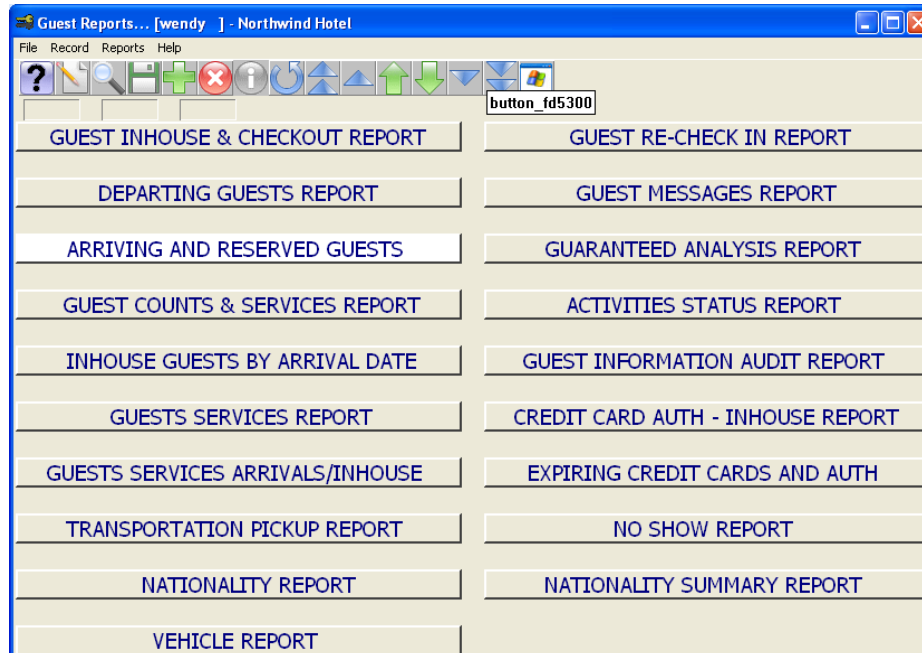
Checkin Text
Checkout Text

More Cxl Resv Reserve



Reporting

Waitlisted Reservations can be reported using the Arrived and Reserved Guests report from the Guest Reports menu (Front Desk Menu | Reports | Guest Reports).



This report can be run for arrivals on a specific date or date range for all buildings or a particular building.



The *Res Status* option is used to define what status of reservations is to be displayed on the report. If only reservations that are in waitlist status are required then a 'W' would be typed in this field. If all reservations regardless of their status are required the field would be left blank. Note that there is no look-up on this field and the default reservation status is 'Reserved'.

The Remaining options on this screen allow for further narrowing of the information generated by the report and importantly the sort order. The report can be sorted by Name, Arrival date, Company, sharer, reservations or room number. Note that there is no look-up in this field and the default sort order is by name (i.e. alphabetically).

Using the 'OK' button at the bottom of the screen will generate the report based on the user's requirements.

```
print.smckechnie - Notepad
File Edit Format View Help
Arrival From : 01/20/2008   Departure From :
Arrival To   : 01/20/2008   Departure To :
Building     : ALL
Status      : ** = WAITLIST   INVENTORY NOT RESERVED
Guest Type  : VIP Option: ALL GUEST   VIP Type:
Sort By?    : N
Group Name  : ALL
Company Name: ALL

      WL Bld Room#   Rm Type   Guest Name/Company   Res#   Arrival   Departure   Rt Type
      Amount Curr Guar   ADULTS CHILDREN SENIORS EXTRA_AD   YOUTH   OTHER

              1
              ----
** QL  _____ SG      Stewart, Jackie      74630 01/20/2008 01/22/2008 RACK
350.00 CC              2

Totals For Wait List Reservations:      1
              2
```

The top right of the report indicates the selection criteria at the time the report was run and indicates how waitlist reservations are identified.

The body of the report is broken into sections, each section being a different reservation status. In the extract above there is one Waitlist Reservation at a Rate of \$350.00 for a 'SG' Room Type in the QL building. It is guaranteed by Credit Card and is for 1 adult. The Reservation name, number, arrival and departure dates and rate type are also displayed.

The total number of Waitlist Reservations is displayed at the end of all the Waitlist Reservations.