

Group Sharer Management Quick Reference Guide

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Introduction

The purpose of this guide is to provide the steps required in Maestro to make date or inventory changes to Sharer Reservations that belong to a group in the Front Desk module.

It assumes the reader is familiar with the following:

- Maestro User Interface
- Sharer Reservations
- Basic Reservation Management
- Basic Group Management

Changing Sharer Reservations

On occasion it is necessary to make changes to sharer reservations. The most common types of Sharer reservation changes are discussed in this guide. Each of the following sections contain these step by step instructions:

- I. Entering Sharer Reservations
- 2. Moving a Sharer Reservation from I room To Another Before Check-in
- 3. Add an additional Sharer Reservation to a room
- 4. Cancelling a Sharer Reservation
- 5. Moving a Sharer Reservation from I room To Another <u>After</u> Check-in

Entering Sharer Reservations

To start the process of creating sharer reservations within a group reservation:

Locate Group Master Reservation - Front Desk | Reserve | Group Reservation | F8 Key (to use one of the search criteria or key in the Group Reservation Number)

Creating the First Sharer Reservation

1. Access the group rooming list screen - Left Click on the Room List field using the mouse followed by a Right click (or F5) to Drill-down





Group Reservation # Group Reservation # Group Name Image: Non- Strain # Strain #	Dep Date Def 10/2011 Def 10/2011 Def 10/2011 Def 10/2011 Def 10/2011 Def 10/2011 Def 10/2011 Def 10/2011	# 1 2 1 2 1 2 1 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 1 2 2 1 2 1 2 2 1 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 1 2 2 1 2 1 2 2 1 2 2 1 2	Sh 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	Res #A	Arri Nun Dep #C	Rebuild val Da ber C arture Ra #A 1 1 1 1	d ite of Da e Dat te	Bld ENW ENW ENW	D6/10/ RmType DD DD DD	5	OS		A C	Un Bk	Central Res	RS RES RES
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Grag, Alison D6/05/2011 Drake, Frank D6/05/2011 Drake, Trank D6/05/2011 Graham, Stephen D6/05/2011 Troi, Deama D6/05/2011 Roddick, Samantha D6/05/2011 Wall, Wally D6/05/2011	06/10/2011 06/10/2011 06/10/2011 06/10/2011 06/10/2011 06/10/2011 06/10/2011	2	222	1 1 1 1	F	1 1 1		ENW ENW ENW	DD DD DD			F				RES
Drake, Frank D6/05/2011 Jraham, Stephen D6/05/2011 Troi, Dearna D6/05/2011 Oddick, Samantha D6/05/2011 Vall, Wally D6/05/2011	06/10/2011 06/10/2011 06/10/2011 06/10/2011 06/10/2011	1	2	1		1		ENW	DD	-	F	F	F	F		
Graham, Stephen 06/05/2011 Troi, Deanna 06/05/2011 Roddick, Samantha 06/05/2011 Wall, Wally 06/05/2011	06/10/2011 06/10/2011 06/10/2011 06/10/2011	2	2	1	F	1	F				Г (Г	ΓI	- 6			pro.
Troi, Deanna 06/05/2011 Roddick, Samantha 06/05/2011 Wall, Wally 06/05/2011	06/10/2011 06/10/2011 06/10/2011	2	2	1	F											
Roddick, Samantha 06/05/2011 Wall, Wally 06/05/2011	06/10/2011 06/10/2011	2				-		ENW	DD		- Г	Г		Г		RES
Val, Waly 06/05/2011	06/10/2011		5					ENW	DD		- Γ	Г	Г	Г		RES
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Franks, Tommy 06/05/2011	06/10/2011		2			1			DD		Г	Г		Г		RES
		2	2	1		1		ENW	DD							RES
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- 2. Press the F6 key to start creating the Reservation Creation process
- 3. The First Reservation to be entered MUST be either:
 - a. Staying for the most number of nights, or,
 - b. The first reservation to arrive
- 4. Key in the first couple of letters of the guest last name and Press enter

		0			
Roddick, Samantha	06/05/2011 0	06/10/2011 2 2	2 1 7 7	1 ENW	RES
Wall, Wally	06/05/2011 0	06/10/2011 1 2	2 1 7 7	1 ENW	RES
Franks, Tommy	06/05/2011 0	06/10/2011 2 2	2 1 7 7	1 ENW	RES
cru		Г Г			

 If a matching profile is found on the Client code by Last Name screen navigate to the name and press enter to select. If no matching Profile is found Press F4 to exit

Client Code Lookup By Last Name [pat] - Northwind	Hote	el										
<u>File Record Window Help</u>	_											
INDIVIDUALS ONLY								tive				
Name/Company	AR	ClientCd	d-IT-	_	Phone Number	The Party	FD Txt			t such a t		
Crude, Caroline	AR	274	CIntType	N	Priorie Number	Zip/Pstl	- 1	#Vt	! LoyalPgm	LoyalLvl		
Cruise, Tom	-	1281		N	902-222-3121	90210		1		-		
Crusher, Beverley		995		N	JOE LEE DIEI	JULIO		1				
Cunningham, Anne		239		N		02816		1				
Cup, Carol		557	[N			- i-	1				
Curry, Tim		1275	CORP	N	456-466-4563	90210						
Curtis, Rayna		1040		N	555-5555	90210	- F	19				
Curtis, Rayna		1097		N	555-555-5555	90210	- F	1				
Cyan, Charlie		149		N	23	90210		2				
Cyan, Cyan		605		N	456-456-4564	90210		1				
Daily		1311		N								
Daily		1985		N								
Dakota, Dale		517		N				18	_			
Dakota, Denis		2053		N	3	3		4	_			
Dakota, Paul		2054		N	416555555	123456		3				

6. Maestro will take you to the arrival date field – Key in the arrival date if different from the main group dates of stay and press enter

NB: You will be able to access the Last name field after completing the Reservation if you did NOT select a Client Profile

7. Maestro will take you to the departure date field – Key in the departure date if different from the main group dates of stay and press enter





				Res	rv	Ra	te					С	Α	C U	n	
Guest Name	Gnd Arr Date	Dep Date	#Sh	#A	#C	#A	#C	Bld	RmType	Room	OS	R	С	S B	k Central Res	RS
Wall, Wally	06/05/2011	06/10/2011	1 2	1		1		ENW	DD		Γ		Г			RES
Franks, Tommy	06/05/2011	06/10/2011	2 2	1		1		ENW	DD		Γ	Г	Г			RES
Crusher, Beverley	06/05/2011	06/10/2011	1 2	1		1		ENW	DD			L				RES

- 8. In the first #sh field type '1' to identify this as the first sharer reservation and press enter
- 9. In the second #sh field type in the total number of sharers that will be sharing the room and press enter
- 10. In the Resrv #A & #C either:
 - a. Key in the number of Adults in the #A column and press enter, and/or
 - b. Key in the number of Children in the #C column and press enter, and/or
 - c. F5 to drill-down on the #A field and add the appropriate person categories and number of each, when done press F4 to return to the Group Rooming List Screen –
 - NB: Maestro can only display the number of adults and children on the Group Rooming List Screen
- 11. Maestro will populate the first Building\Room Type specified from the Group Block, if a different type is required:
 - a. Press the F8 look Key to display the Room Type Availability/Rates Screen. It will default to display Group Inventory i.e. rooms available from the group block

A Room Type Availability/Rates [pat] - Northwind Hotel & File Becord Window Text Hep Image: State of the state	
GROUP INVENTORY Crusher, Beve	erley
Rate Type BAR BAR Rate RESERVATION Valid Types Only	Arrival06/05/2011Num Nights5Departure06/10/2011
JUNE 2011 SUN MON TUE WED THU FRI SAT 5 6 7 8 9 10 11	#Occ. Room 2 Res 1
Bld_RmType_#Rms	First Day Total Rate
ENW DD 11 11 11 11 11 11	200.00 1,000.00
ENW QQ 10 10 10 10 10 10	200.00 1,000.00
ENW KING 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	200.00 1,000.00 200.00 1,000.00
	200.00 1,000.00
TOTAL	

- b. Use the page-down key to page through all the room types on the block until the appropriate building & room type is found
- c. Maestro displays the number of rooms available on each day of stay for the reservation. If the fields per day are blank for a room type on one or more days then there is insufficient inventory left on the group block. To select a room place the cursor on the line of the room type where there is sufficient inventory and press enter to select

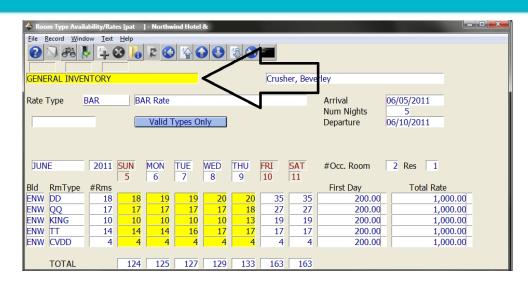
If there is not enough inventory for the entire stay:

Based on your property's operational procedures it is possible to add 1 more rooms per day of that type into the block. This can be done by:

a. Double Left Clicking on the yellow "Group Inventory" Field indicator at the top Left hand corner of the screen to display "General Availability"







- b. Maestro will display the remaining number of rooms that are available per day from the hotel. It is possible that there is still insufficient inventory as they have been sold to both group and individual guests already.
- c. To select a room place the cursor on the line of the room type where there is sufficint inventory and press enter to select.

Once the appropriate room type has been selected Maestro will return the user to the Group Rooming List screen to continue:

12. The Room Type Booking Screen is displayed to confirm the dates of stay and rate. A Room number can be assigned by pressing either the F8 Look-up key or F5 key to drill down on the Room Number field. When ready press enter or left click the "ok" button to continue and return to the Group Rooming List Screen

left Room Type Booking [pat] - 1	Northwind Hotel & Conf Center
<u>File Record Window Help</u>	
RESERVATION	
Arrival Date	06/05/2011
Number of Nights	5
Departure Date	06/10/2011
Building	ENW
Room Type	DD
Room Number	
Number Of Rooms	1
Rate Type	BAR R
First Day Rate	200.00
ОК	Cancel

- 13. Press the enter key until the Cursor lands on the Guest name field on the next row.
- 14. Press The F6 key to create the next reservation sharing this room





						Res	rv	R	ate					С	Α	с	Un		
Guest Name	Gnd	Arr Date	Dep Date	#9	Sh	#A	#C	#A	#C	Bld	RmType	Room	OS	R	С	S	Bk	Central Res	RS
Roddick, Samantha		06/05/2011	06/10/2011	2	2	1		1		ENW	DD			Г	Г	Г			RES
Wall, Wally	- F	06/05/2011	06/10/2011	1	2	1		1		ENW	DD			Г	Г	Г			RES
Franks, Tommy		06/05/2011	06/10/2011	2	2	1		1		ENW	DD			Г	Г	Г			RES
Crusher, Beverley	- F	06/05/2011	06/10/2011	1	2	1		1		ENW	DD			Г	Г	Г			RES
lî					F									F	F.	F	-		

- 15. Key in the first couple of letters of the guest last name and Press enter
- 16. If a matching profile is found on the Client code by Last Name screen navigate to the name and press enter to select. If no matching Profile is found Press F4 to exit
- 17. Maestro will take you to the arrival date field Key in the arrival date if different from the main group dates of stay and press enter

NB: You will be able to access the Last name field after completing the Reservation if you did NOT select a Client Profile

- 18. Maestro will take you to the departure date field Key in the departure date if different from the main group dates of stay and press enter
- 19. Maestro will populate that this is the 2nd or subsequent sharer of the total number of sharers in the room
- 20. In the Resrv #A & #C either:
 - a. Key in the number of Adults in the #A column and press enter, and/or
 - b. Key in the number of Children in the #C column and press enter, and/or
 - c. F5 to drill-down on the #A field and add the appropriate person categories and number of each, when done press F4 to return to the Group Rooming List Screen –

NB: Maestro can only display the number of adults and children on the Group Rooming List Screen

- 21. The Building & Room Type Fields will also populate automatically press the enter key to continue until the cursor lands on the guest name field on the next row
- 22. Repeat steps 1 to 9 for all remaining Sharers that are sharing this room

Adding a Sharer Reservation to a Room

Once sharer reservations have been made it is possible to add a new sharer reservation into the room using the steps below:

- 1. On the group rooming list screen press F6 to create a new reservation
- 2. Key in the first couple of letters of the guest last name and Press enter either select the guest name from the client code by last name screen, or by pressing F4 to exit if no matching profile is found
- NB: You will be able to access the Last name field after completing the Reservation if you did NOT select a Client Profile
- 3. Maestro will take you to the arrival date field Key in the arrival date if different from the main group dates of stay and press enter
- 4. Maestro will take you to the departure date field Key in the departure date if different from the main group dates of stay and press enter





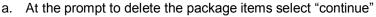
5. In the first #sh field type press the F8 look-key to locate one of the sharer reservations in the room (Press enter to select one of the sharers that is not moving out of the new room!) and press enter to select the appropriate sharer name\reservation

🗇 Group Sharer Code Lookup [pat 🔄] - Northwind Hotel &	Conf			_ D X
<u>File Record H</u> elp				
❷ ▷ #3 № ♀ ⊗ № ₽ © ♀ €	0 🕄 🕄			
Group Reservation# 19414				
Guest Name	Arr Date	Dep Date	Res#	ShrCode
Crusher, Beverley	06/05/2011	06/10/2011	19432	19431
Drake, Frank	06/05/2011	06/10/2011	19419	19418
Franks, Tommy	06/05/2011	06/10/2011	19426	19424
Graham, Stephen	06/05/2011	06/10/2011	19420	19418
King, Alison	06/05/2011	06/10/2011	19417	19415

- 6. In the Resrv #A & #C either:
 - a. Key in the number of Adults in the #A column and press enter, and/or
 - b. Key in the number of Children in the #C column and press enter, and/or
 - c. F5 to drill-down on the #A field and add the appropriate person categories and number of each, when done press F4 to return to the Group Rooming List Screen –

NB: Maestro can only display the number of adults and children on the Group Rooming List Screen

- 7. Maestro will populate the Building\Room number on the group rooming list screen automatically press the enter key until the cursor is on the guest name field on the line below
- Access one of the sharer reservations in the group preferably the one staying the most amount of time and drill-down (F5, right click) on the building\room type\room number field to display the Assignment Chart screen
- 9. Place the cursor anywhere on the line of inventory and Press F7 to delete





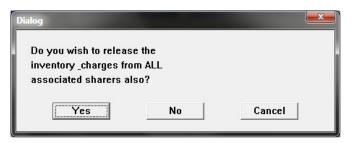
b. Click "ok" to confirm to delete the inventory







c. Click "yes" to delete the inventory charges from all associated sharer reservations



10.Rebook the inventory by selecting the "Book Guest Rooms" button at the bottom of the screen a. Select the Quick Availability Chart

🔺 Quick Availability Cha	rt [pat] - Nor	thwind Hotel & Conf				
Eile Becord Window	<u>I</u> ext <u>H</u> elp					
2 3 88 💺	- 🕹 梮		S 🔁			
Reservation#	19433			Arrival Date	06/05/2011	
Guest Name	Troi, Deann	а		Number Nights	5	
Tour Operator		-		Departure Date	06/10/2011	
	GROUP			Res Occup.	1	
Company Name				Directives	2 3 1	
				Rooms To Book	< 1	
Group Name	Northwind C	îda 🛛		# Rooms Booke	ed 1	
Sharer Name	Crusher, Bev	verley				
# Of Rooms		1 AD	CH	P	ETS +	
Rates For 06/0		BAR T	RACK	T	CAA T	
		BAR RATE	RACK RA		CAA RATE	
		PER ROOM	PER ROC	M	PER ROOM	
Bld RmType	#Rms					
ENW DD	10	200.00		216.00	140.00	
ENW QQ	10	200.00		216.00	140.00	<u> </u>
ENW KING	5	200.00		216.00	140.00	<u> </u>
ENW TT		200.00		216.00	140.00	<u> </u>
ENW CVDD		200.00		216.00	140.00	
ENW CVQQ		200.00		216.00	160.00	<u> </u>
ENW CVTT		200.00		216.00	190.00	
ENW CVKING		200.00		216.00	160.00	<u> </u>
ENW TESTA		200.00		216.00	140.00	+∔-
WNV CVKING				216.00	240.00	
GROUP INVENTOR	<u> </u>	<<	RESERVA	TION	>>	

- 11.Locate the Rate type and room type required and double left click on the dollar value to select
 - a. If required the room number can be allocated from the Room Type Booking screen by either pressing F8 look-up or F5 drill-down on the Room Number field

🐟 Room Type Booking [pat] - Northwind Hotel & Conf Center 📃 💻	×
<u>File Record Window H</u> elp	
Arrival Date 06/05/2011	
Number of Nights 5	
Departure Date 06/10/2011	
Building ENW	
Room Type DD	
Room Number	
Number Of Rooms 1	
Rate Type BAR R	
First Day Rate 200.00	
OK Cancel	





12.Maestro will then display the Sharer Rate Chart – use this screen to ensure the room rate is split evenly amongst the sharer reservations in the room. Press F4 to save and exit

💠 Sharer Rate Chart [pat] - Nor	thwind Hotel & Conf	Center				
File Record Window Help	31	1 of 1	NEXT PREV	Arrival Departure	06/05/2011 06/10/2011	
JUNE 20	11 SUNDAY	MONDAY 6	TUESDAY	WEDNESDAY 8	Package Amount	Total Stay
Crusher, Beverley Troi, Deanna		100.00 100.00	100.00 100.00	100.00 100.00		500.00
Sharer Total	200.00 SPLIT RAT	200.00 E EVENLY	200.00	200.00 ER PAYS ALL		1000.00

13. Press the F4 exit key until the group rooming list screen is displayed

Moving a Sharer Reservations from I Room To Another Before Check-in

- Moving sharer reservations from one room to another room is done differently based on the reservation status. The following steps should be followed when the reservation status of the sharers is "Reserved":
- 1. Access the group rooming list screen Left Click on the Room List field using the mouse followed by a Right click (or F5) to Drill-down
- 2. Locate the Sharer Reservation that has to be moved to another room
- 3. Access the Guest Reservation by drilling-down into on the Guest name
- 4. Place the cursor on the sharer name field and press the space key down until the name is erased then press enter. Maestro will delete the inventory linked to this reservation hence the room info fields will turn blank and the rate amount field turn red.

Guest Reservations [pat] - Northwind Hotel & Conf Cen	te			
Eile Record Status Wind	low Forms Inventory Address	es <u>I</u> ext ⊻erify <u>H</u>	elp		
2 🔊 🖧 💺 😩	8 10 12 6	0 😌 😍 🕒			
edit					
Reservation#	19433 GsStatus				RESERVED
Guest Name	Troi, Deanna			Building	ENW
Arrival	06/05/2011 02:00p	SUNDAY		Room Info	DD
Num Nights	5			Rate	BAR
Departure	06/10/2011 12:00p	FRIDAY		Rate Amt	100.00
Tour Operator					
Group Name	Northwind Cda			No. AD	1
Sharer Name			\sim	Activities	
Guest Type	GROUP			Other Chrg	
Company Name					
A/R Name				PreAuthAmt House Limit	.00
Guaranteed By		Settle By	CASH	Cur Balance	.00
Send Confirm		Settle by	САЗП	Cr. Avail	
Post To Group	N			Deposit Reg	
Srce Of Bus	AD PRINT	_		Deposit Key	
Side of bus	AD TRUT			Services	
				Past Stays	
Travel Agency	Trace Msg	BillingText		heckin Text	Unbooked Items
Notes About	Locator	Transport		heckout Text	Additional Svcs
Client Text	Hk/WO Sts	Tbl Resrvtn			
	More	Cxl Resv]		POS

a. If the Rate type on the guest reservation included a Dynamic Package template Maestro will prompt to delete the package items – Select "no" to delete them





Dialog		
There are dynamic p items on the room cl Do you want to keep	harge(s).	
Yes	No	Cancel

- 5. Place the cursor back on the sharer name field and either:
 - a. Key in the first couple letters of a guest in the new room (this guest should not be moving to another room!) and press enter to select and then again to update the reservation, or,
 - b. Press the F8 look-up Key and locate a guest in the new room (this guest should not be moving to another room!) and press enter to select and then again to update the reservation
- 6. Maestro displays the Sharer Rate Chart, use this screen to verify the rate and package amounts are correct and the rate is split evenly among all sharers in the room
- 7. Repeat steps 1-6 for any other sharers that are moving out of the room
- 8. Repeat steps 1-6 for any other sharers that are moving into the room
- 9. F4 to save & exit back to the Group Rooming List screen
- If the Rate is not correct once you have moved the sharer reservations to and from different rooms, or, you are unsure:
- 1. Locate one of the guest reservations on the group rooming list screen
- 2. Access the Guest Reservation by drilling-down (f5 or right click) on the Guest name
- 3. Drill-down (f5 or right click) on the rate Amount field to access the Assignment Chart screen

🔷 A	ssignm	ent Chart (p	oat]	- Nor	thwind Hotel &	Conf Cent	er								
<u>F</u> ile	Recor	d <u>W</u> indow	Rate	es/Cha	ır <u>C</u> hanges <u>V</u>	erify <u>H</u> elp									
?		88 🛃	4		10 🗜 🔇			3							
	ervatior rer Cod			194 194		a					Arrival Num Nights	9	5		
		-									Departure	c	06/10/2011		
				Rms	By Attribute		R# Char	t & Attr		Assemble Pa	ackage				
				INITS	by Attribute		R# Chu	t ot Atti		Assemble re	ickuge				
	JUNE		20)11		SUND	AY 5	MONDA	Y 6	TUESDAY	WEDNESDAY				
	Bld	Invtry		G?	Rate Type		3		0		0	#G	TotalStay	F	Suite Code
	ENW	DD	Ν	F	BAR		100.00		100.00	100.00	100.00	1	500.00	F	
	\vdash			-										H	
				E											
				H										H	
				E										E	
	1	1			1 1						1				
										Spa Cha					
										Charges Taxes to		1	500.00		
										Total			500.00		
	[Book (Guest F	Rooms		Book	Other Cha	rge		Book Activ	vities		Book Spa/Serv	rices	

- 4. Place the cursor anywhere on the line of inventory and Press F7 to delete
 - a. At the prompt to delete the package items select "continue"





Dialog	
Package items will be deleted Do you wish to continue?	
Continue	Cancel

b. Click "ok" to confirm to delete the inventory

Dialog			
	Delete This Recor ncel To Exit	11	
	ОК	Cancel	

c. Click "yes" to delete the inventory charges from all associated sharer reservations

Dialog						
Do you wish to release the inventory _charges from ALL associated sharers also?						
Yes	No	Cancel				

5. Rebook the inventory by selecting the "Book Guest Rooms" button at the bottom of the screen a. Select the Quick Availability Chart

🔶 Quick Availability Chart [pat] - N	orthwind Hotel & Conf		
File Record Window Text Help			
2 3 8 1 4 2 8 1	, 🗜 🕲 🟠 🔂 🤤 😓	(3) =	
Reservation# 194		Arrival Date	06/05/2011
Guest Name Uhura, Ny	ota	Number Nights	
Tour Operator		Departure Date	
Guest Type GROUP		Res Occup.	1
Company Name		Directives	2 3 1
Group Name Northwind	C da	Rooms To Boo # Rooms Book	
Sharer Name Troi, Dear		# KOUIIIS DOOK	l I
# Of Rooms	1 AD	СН	PETS +
	1 10		
Rates For 06/05/2011	BAR T	RACK T	CAA T
	BAR RATE	RACK RATE	CAA RATE
	PER ROOM	PER ROOM	PER ROOM
Bld RmType #Rms			
ENW DD 10	200.00	216.00	140.00
ENW QQ 10	200.00	216.00	140.00
ENW KING 5	200.00	216.00	140.00
ENW TT	200.00	216.00	140.00
ENW CVDD	200.00	216.00	140.00
ENW CVQQ	200.00	216.00	190.00
ENW CVKING	200.00	216.00	160.00
ENW TESTA	200.00	216.00	140.00
WNV CVKING	200.00	216.00	240.00
inter joinand	1 1 1 1	210.00	
GROUP INVENTORY	<<	RESERVATION	>>

- 6. Locate the Rate type and room type required and double left click on the dollar value to select
 - a. If required the room number can be allocated from the Room Type Booking screen by either pressing F8 look-up or F5 drill-down on the Room Number field





🔷 Room Type Booking [pat 🛛] - I	Northwind Hotel & Conf Center
<u>File Record Window H</u> elp	
RESERVATION	
Arrival Date	06/05/2011
Number of Nights	5
Departure Date	06/10/2011
Building	ENW
Room Type	DD
Room Number	
Number Of Rooms	1
Rate Type	BAR R
First Day Rate	200.00
ОК	Cancel

- 7. Maestro will then display the Sharer Rate Chart use this screen to ensure the room rate is split evenly amongst the sharer reservations in the room. Press F4 to save and exit
- 8. Press the F4 exit key until the group rooming list screen is displayed

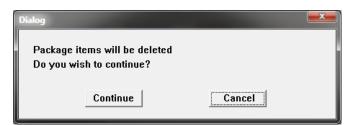
Cancelling a Sharer Reservation

When cancelling one of the sharer reservations in a room the following steps should be followed:

- 1. Access the group rooming list screen Left Click on the Room List field using the mouse followed by a Right click (or F5) to Drill-down
- 2. Locate the Guest Reservation that should be cancelled by drilling-down into on the Guest name
- 3. "click" the cancel button at the bottom of the screen and follow the prompts to either post the cancellation penalty or override (where allowed)
- 4. Complete the cancellation dealing with any outstanding charges on the folio and exit back to the group rooming list

NB: If a new sharer should be added to the room, follow the steps outlined above in 2.4

- 5. Locate the one of the guest reservation in the room preferably one that is staying the longest and drill-down the building\room type\room number field
- 6. Place the cursor anywhere on the line of inventory and Press F7 to delete a. At the prompt to delete the package items select "continue"







b. Click "ok" to confirm to delete the inventory



c. Click "yes" to delete the inventory charges from all associated sharer reservations



Rebook the inventory by selecting the "Book Guest Rooms" button at the bottom of the screen

 Select the Quick Availability Chart

💠 Quick Availability Chart	[pat] - Northwind	Hotel & Conf					
Eile Record Window I	ext <u>H</u> elp						
0 > 8 1 9	8 16 12 0	\$ \$ € € ₹	3				
Reservation#	19436			Arrival Date		06/05/2011	
Guest Name	Ihura, Nyota			Number Nigh	its	5	
Tour Operator				Departure Da	te	06/10/2011	
Guest Type G	ROUP			Res Occup.		1	
Company Name				Directives		<mark>2 3</mark> 1	
				Rooms To Bo	ook	1	
Group Name N	lorthwind Cda			# Rooms Boo	oked	1	
Sharer Name T	roi, Deanna						
# Of Rooms		1 AD	CH		PETS	+	
Rates For 06/05	BAR PER F	T RATE ROOM	RACK RACK RA PER ROO			RATE ROOM	
	Rms	200.00	_	216.00		140.00	-
ENW DD ENW QQ	10	200.00	_	216.00	_	140.00	-
ENW KING	5	200.00		216.00	_	140.00	+
ENW TT		200.00		216.00		140.00	÷
ENW CVDD		200.00		216.00		140.00	+
ENW CVQQ	_	200.00		216.00		160.00	÷
ENW CVTT		200.00		216.00		190.00	Ť.
ENW CVKING		200.00		216.00		160.00	T .
ENW TESTA		200.00		216.00		140.00	T
WNV CVKING				216.00		240.00	T
GROUP INVENTORY		<<	RESERVA	TION		>>	
GROUP INVENTORY		~~	RESERVA	TION	_	- >>	

- b. Locate the Rate type and room type required and double left click on the dollar value to select
- c. Assign the room number on the room type booking screen if required by either keying it in or using the F8\F5 keys on the room number field





Room Type Booking [pat] - I	Northwind Hotel & Conf Center
Eile Record Window Help	
Arrival Date Number of Nights Departure Date	06/05/2011 5 06/10/2011
Building Room Type Room Number	ENW DD
Number Of Rooms	1
Rate Type First Day Rate	BAR R 200.00
ОК	Cancel

- d. Click ok to continue
- 8. Maestro will display the sharer rate chart screen ensure the rate is split evenly amongst the sharers in the room

💠 Sharer Rate Chart [pat] - North	wind Hotel & Conf (Center						
<u>File R</u> ecord <u>W</u> indow <u>H</u> elp								
Sharer Code 19435	i			Arrival	06/05/2011			
Room Number ENW DD		1 of 1	NEXT PREV	Departure	06/10/2011			
JUNE 2011	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	Package	Total Stay		
	5	6	7	8	Amount	,		
Troi, Deanna	100.00	100.00	100.00	100.00		500.00		
Uhura, Nyota	100.00	100.00	100.00	100.00		500.00		
·								
Sharer Total	200.00	200.00	200.00	200.00		1000.00		
	SPLIT RAT	E EVENLY	FIRST SHAR	ER PAYS ALL				

If other reservations in the room are inhouse:

- a. Select the changes menu from the Assignment Chart screen (Drill-down on the rate amount field on the guest reservation screen) and select check-in room to move the room number back inhouse
- NB: The inventory line should be a light green color and NOT Red
- b. Exit from the Reservation back to the group rooming list screen using the F4 exit key

Moving a Sharer Reservations from I room To Another After Check-in

When moving Sharer reservations from one room to another the following steps should be used when the reservation is inhouse (checked-in):

- 1. Access the group rooming list screen Left Click on the Room List field using the mouse followed by a Right click (or F5) to Drill-down
- 2. A new reservation for the sharer that is moving needs to be made by Pressing the F6 key to create
- 3. Key in the first couple of letters of the guest last name and Press enter and select the existing guest name from the client code by last name screen





- 4. Maestro will take you to the arrival date field Key in the arrival date if different from the main group dates of stay and press enter
- 5. Maestro will take you to the departure date field Key in the departure date if different from the main group dates of stay and press enter
- 6. In the first #sh field type press the F8 look-key to locate one of the sharer reservations in the room (Press enter to select one of the sharers that is not moving out of the new room!) and press enter to select the appropriate sharer name\reservation

🗇 Group Sharer Code Lookup [pat 🔤] - Northwind Hotel & (Conf							
File Record Help								
Group Reservation# 19414								
Guest Name	Arr Date	Dep Date	Res#	ShrCode				
Crusher, Beverley	06/05/2011	06/10/2011	19432	19431				
Drake, Frank	06/05/2011	06/10/2011	19419	19418				
Franks, Tommy	06/05/2011	06/10/2011	19426	19424				
Graham, Stephen	06/05/2011	06/10/2011	19420	19418				
King, Alison	06/05/2011	06/10/2011	19417	19415				

- 7. In the Resrv #A & #C either:
 - a. Key in the number of Adults in the #A column and press enter, and/or
 - b. Key in the number of Children in the #C column and press enter, and/or
 - c. F5 to drill-down on the #A field and add the appropriate person categories and number of each, when done press F4 to return to the Group Rooming List Screen –

NB: Maestro can only display the number of adults and children on the Group Rooming List Screen

- 8. Maestro will populate the Building\Room number on the group rooming list screen automatically press the enter key until the cursor is on the guest name field on the line below
- 9. To move any outstanding balance from the old reservation to the new reservation start by accessing the folio number on the new guest reservation
 - a. Place the cursor on the Guest name field for the newly created reservation and drill-down to access the guest reservation screen
 - b. Drill-down again on the cur balance field to access the folio screen
 - c. Make a note of the main Folio Number (Ignore the Breakdown folio)

💠 Folio Header	Entry/	View [pat] - North	wind Hotel & Conf						
File Record	<u>N</u> indov	v <u>H</u> elp							
2 🔊 🗞	2 3 88 2 4 3 6 2 4 4 5 5 5 5 5								
Client Code		2798							Open Folios
Name		Uhura, Nyota							
Room		ENW DD							
Folio No	Sr	Date	Description		ТΙ	0	Sett	St	Outstanding
22178	FD	05/11/2011	FOLIO	NWH	NY	Y	VS	OP	636.60
22218	FD	05/11/2011	BREAKDOWN FOLIO	NWH	NY	Y	VS	OP	-416.00

- d. Exit back to the group rooming list screen
- e. Locate the original reservation for the sharer on the group rooming list (the reservation that is inhouse) and select the "check-out" button





f. At the early departure prompt click "ok" to continue

Dialog	
Early Departure. Click OK to continue Or Click Cancel To Exit	
ΟΚ	Cancel

g. Select "reverse" at the remaining charges prompt

Dialog		
There are charges r	emaining	
to be dealt with.		i i
Post	Reverse	Review
	Use ESC to Cancel	

h. Select the batch XFER button at the bottom of the folio detail screen

💠 Folio	💠 Folio Detail Batch Transfer [pat] - Northwind Hotel & C							
Eile Re	cord <u>W</u> indow	Info <u>H</u> elp						
2	88 💺	🖣 🕹 🐌 🏌		🟠 🔂 🔁 🕄 🖿				
				FROM				
Folio_nu	mher	22201		FROM	OPE	N		
Source ID FD 19327 Folio								
Xfer	Seq	Eff. Date	Post	Description	Charges	Payments Txt		
		05/11/2011	ROOM		100.00			
	2	05/11/2011	GST	GENERAL SALES TAX	1.00			
				то				
Folio Nur		22178			OPE	N		
Source I		FD 1929						
	Seq #	Eff. Date	Post	Description	Charges	Payments		
				1				
		Transfer						

- i. Type a 'y' next to all the postings on the screen, use the down arrow key to ensure all postings were selected
- j. In the "folio to" field in the middle of the screen key in the folio number from the new reservation and press enter
- k. Select Transfer to complete moving the postings to the new reservation
- I. Follow the prompts to complete the check-out of this reservation returning back to the guest reservation screen





- 10. If the credit card number on the reservation should be moved:
 - a. Access the Credit Card Entry Screen (Window | Credit Card Entry) on the checked-out reservation

💠 Credi	it Cards [pat] - Northwind Hotel & Cor	nf Center					x	
File Re	Eile Becord Window Help							
Token		Uhura, Nyo						
Туре	Card Number	Expiry	Name On Card			Gtd S	Set	
VS				Entered Date/Tim	ne	Ent Clrk	_	
	4333433343334333	2 2014	Uhura, Nyota	05/13/2011 10:5	6am	Y N PAT	Y	
				00,10,2011 10.0	ourn			

- b. Open a new session of front desk and locate the new guest reservation
- c. Add the credit card number from the old reservation to the new reservation NB: If the card number is masked please contact a team member that has the ability to view the entire card number
- d. Save and exit from the old reservation
- 11. Ensure the Rate is correct on the new sharer Reservation:
 - a. Drill-down (F5 or right click) on the Sharer Name Field to display the room and package amounts, or,
 - b. Drill-down (F5 or right click) on the Rate Amount field to access the Assignment Chart screen

If the Rate is incorrect or you are not sure:

- 12. Access the Assignment Chart screen on one of the sharer reservations in the room preferably the one staying the longest
- 13. Access the Guest Reservation by drilling-down (f5 or right click) on the Guest name
- 14. Drill-down (f5 or right click) on the rate Amount field to access the Assignment Chart screen make a note of the building & room Number Information on screen
- 15. Place the cursor anywhere on the line of inventory and Press F7 to delete
 - a. At the prompt to delete the package items select "continue"

Dialog	
Package items will be deleted Do you wish to continue?	
Continue	Cancel

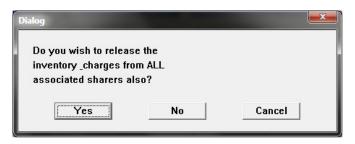
b. Click "ok" to confirm to delete the inventory

Dialog		
	Delete This Reco ncel To Exit	rd!
	ОК	





c. Click "yes" to delete the inventory charges from all associated sharer reservations



- d. Rebook the inventory by selecting the "Book Guest Rooms" button at the bottom of the screen
- e. Select the Quick Availability Chart

🔷 Quick Availability Cha	art [pat] - Noi	rthwind Hotel & Conf					
	<u>I</u> ext <u>H</u> elp						
2 3 8 1	4 🕹 梮		3				
Reservation#	19430	5		Arrival Dat	e	06/05/2011	
Guest Name	Uhura, Nyo	ta		Number N	ights	5	
Tour Operator				Departure	Date	06/10/2011	
Guest Type	GROUP			Res Occup		1	
Company Name				Directives		2 3 1	
				Rooms To		1	
Group Name	Northwind (# Rooms I	Booked	1	
Sharer Name	Troi, Deann						
# Of Rooms		1 AD	CH		PETS	+	
Rates For 06/	05/2011	BAR T BAR RATE PER ROOM	RACK RACK PER R			RATE ROOM	
Bld RmType	#Rms						
ENW DD	10	200.00		216.00		140.00	T
ENW QQ	10	200.00		216.00		140.00	-
ENW KING	5	200.00		216.00		140.00	
ENW TT		200.00		216.00		140.00	
ENW CVDD		200.00		216.00		140.00	
ENW CVQQ		200.00	_	216.00		160.00	1
ENW CVTT		200.00	_	216.00		190.00	+
ENW CVKING		200.00	_	216.00		160.00	+
ENW TESTA		200.00	_	216.00		140.00	+
WNV CVKING	1			216.00		240.00	
GROUP INVENTOR	Y	<<	RESER	VATION		>>	

- f. Locate the Rate type and room type required and double left click on the dollar value to select
- g. Key in the room number in the room number field on the Room Type Booking screen
- h. Maestro will then display the Sharer Rate Chart use this screen to ensure the room rate is split evenly amongst the sharer reservations in the room. Press F4 to save and exit

A Sharer Rate Chart [pat] - Northwind Hotel & Conf Center									
<u>File Record Window Help</u>									
Sharer Code 19435	5			Arrival Departure	06/05/2011 06/10/2011				
Room Number ENW DD		1 of 1	NEXT PREV	Departure	00/10/2011				
JUNE 2011	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	Package	Total Stay			
	5	6	7	8	Amount				
Troi, Deanna	100.00	100.00	100.00	100.00		500.00			
Uhura, Nyota	100.00	100.00	100.00	100.00		500.00			
Sharer Total 200.00 200.00 200.00 1000.00 1000.00									
	SPLIT RAT	E EVENLY	FIRST SHARE	R PAYS ALL					





i. Select the changes menu from the Assignment Chart screen and select check-in room to move the room number back inhouse

💠 Assignment Chart [ʃ	at] - Northwind Hotel & Conf Cent	er			
<u>File Record Window</u>		1			
2 🔊 🇞 🧎	📮 😂 梮 😰 😂 😭) 😍 😫 🛅			
Reservation#	19436 Uhura, Nyota		Arrival	06/05/2011	
Sharer Code	19435		Num Nights	5	
			Departure	06/10/2011	
	Rms By Attribute	R# Chart & Attr	Assemble Package		
JUNE	2011 SUND	AY MONDAY TU	SDAY WEDNESDAY		
pone	2011	5 6	7 8		
Bld Invtry	G? Rate Type		#0	G TotalStay F	Suite Code
ENW 1610	Y BAR	100.00 100.00	100.00 100.00	1 500.00	
				- -	

NB: The inventory line should be a light green color and NOT Red

j. Exit from the Reservation back to the group rooming list screen using the F4 exit key

