ACCELERATE
MAESTRO USERS CONFERENCE 2025

Track 2 | Revenue Optimization
Session: Rate & Package Fundamentals

Rate Type & Other Charges Creation – What do all the Options do?
- Know what the various fields do and why and when to use them
- Rates per person vs. per room
- Daily, Variable or Length of Stay – how when and why
- Strategies for simplifying revenue management
- Derived Rates vs. Rate Hurdles (See Yield, RMS & Channel Mgmt Session)

Rate Search & Copy
- Use search and copy to simplify rate building
- Search options
- Copy Options
- Best Practices

Linking Profiles, Loyalty Levels and More to a Rate Type
- New - Automatic Service Code assignment with the booking of a rate type
- Automate Source and SubSource assignment with the booking of a rate type
- Automate TA assignment with the booking of a rate type
- Assigning a Meal Plan to a Rate Type
- Linking Groups and Companies to a Rate Type
- Linking Loyalty Levels to a Rate Type
- Rate Suppression (Rate Type and On the Fly)

Service Code Assignments to a Rate Type
Service Codes can now be associated with Rate Types, where the Rate Type is using the Room Rate Category. When associated with a Rate Code, the Service Code will automatically populate on the Guest Reservation, in the Services Field.
To configure;
- From Front Desk Maintenance > Rates > Rate Types > Locate Rate Type > Drill Down (F5) on the Service Code Field > Look Up (F8) to select a service code > Assign the Relative Day and Frequency

Meal Plans
Meal Plans are configured by Meal Period and relative Stay Days. Once configured, they can be assigned to one or more room Rate Types for reporting. There is no revenue allocation associated with a Meal Plan being defined for a Rate Type.

To configure:
From Front Desk Maintenance > Codes > Meal Plans > Enter a Meal Plan code in the Meal Plan field > Enter the Description > Use Y or N for each Meal Period (Breakfast, Lunch and Supper (Dinner)) for each relative stay day including arrival, stay over and departure.

To assign a Meal Plan to a Room Rate;
- From Front Desk Maintenance > Rates > Rate Types > Locate Rate Type > Look Up (F8) on Meal Plan field > Select Meal Plan

Meal Planning Report is available from Front Desk > Reports > Meal Reports:
- Meal Plan Guest List
    - A list of guests that are expected to arrive for the meal period and the meal plan they are assigned.
- Meal Plan Guest Count
    - Lists the number of guests by meal period, date, and person categories which can be generate in advance for planning.

Night Audit Breakdown & Revenue Distribution
- Understanding What Each field does
- Best Practices for Package Building
- Don't forget extra person factoring!

Advance Deposit & Cancellation Policy Application Controls
- Policy Management Overview
- Advance Deposit Controls
- Cancellation Controls and system options
- New Automated Deposit Collection during Night Audit

Rate Suppression Options
When there is a requirement to not print or display the room rate for a guest, Rate Suppression options can be used. When used, the Rate Type value is hidden on Maestro printed and emailed forms. The Rate Type value will display in Maestro but will show a "S" next to the Rate Type value.

An entire Rate Type can be suppressed from Front Desk Maintenance > Rates > Rate Types > Locate Rate Type > Look Up (F8) on Suppress Rate field > Select Y to suppress rate.

To suppress a rate for specific guest reservation, from the Guest Reservation > Drill Down (F5) on Services field > Create (F6) a new line > Look Up (F8) to select and assign the SUP service code.

Automated Rate Threshold Alerts
Rate Threshold Alerts monitor the Room Rate values booked in Maestro and can identify and alert team members when a booked rate amount falls below the set threshold.
To configure;
Front Desk Maintenance > Setup > Alert Configuration > Rate Threshold Alerts.
- Create (F6) to create a new Record ID
- "Start Date"/ "End Date". Enter the date range the alert is active
- "Building". Enter the building code if required
- "Guest Type". Enter the Guest Type if required
- "Rate Threshold". Enter the lowest dollar amount users can book without triggering an alert

Alerts can be sent to one or all of the following, using onscreen options;

- "Email". The email address to be sent an email when the alert is triggered
- "SMS#". The phone number to send an SMS to when the alert is triggered
- "Alert Clerk". The Clerk Code to send a Trace Message when the alert is triggered