

## Track 3 | Front Desk Operations

### Session: Front Desk Integration with Spa, Facilities, Groups & Silverware

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#### **Booking Spa & Activities from Guest Room Reservation**

Spa & Activities can be booked directly from a Guest Reservation by accessing the Additional Svcs field on the main Guest Reservation screen or from the Guest Reservation > Inventory > Assignment Chart > Book Spa/Services Button on the bottom of the screen.

If there are no previous Spa or Facility Bookings associated with the reservation, the Inventory Selection screen appears, allowing for selection of the type of additional service to book. If there are previous Spa or Facility Bookings, the Booking List by Res Number screen appears, providing an onscreen display of all services.

#### **Spa & Activities included in Packages & Un-booked Items**

The Guest Reservation Screen shows a Y in the Un-booked Items field when a Dynamic Package Component for a Spa Service, Facility Booking or Other Charge has not been booked or assigned at the time of reservation. This allows for booking these components at a later date when needed. The Additional Svcs field will display when the reservation has a Spa or Facility booking associated. This field can also be used to book a Spa Service or Facility by drilling down.

#### **Charging Spa & Activities to Guest Room with Credit Check**

When a Spa or facility booking is associated to a Front Desk room reservation and the booking will be posted to the guest room, Maestro can now check to see if the room reservation has sufficient credit before allowing the user to post. To setup this option, go to Spa & Activity Maintenance > Setup > System Options > Locate the field called "Check Credit" and select from the 3 options in the Look Up screen:

- "Y" for Yes – this option will check for sufficient credit based on the Current Balance of the reservation.
- "N" for No – this option will allow all spa or facility bookings to post to the Guest Reservation regardless of sufficient credit
- "R" for Include upcoming room revenue – this option will look at the projected room revenue for the entire reservations. If the reservation has sufficient credit for all posted and remaining charges, including all spa booking charges, then the Spa charge will be allowed to post.

#### **Group Block Spa Blocks & Bookings**

The ability to auto block Spa & Activity components and time slots for Front Desk Groups directly from the Group Reservation.

- Within the Group Reservation > Inventory > Group Component Display > Lookup (F8) on Source field to choose component type.
- Use onscreen options to select type of activity or spa service, dates applicable, quantity and price to be charged.
- Within the Group Reservation > Inventory > Group Block Spa Time Slots > With line highlighted, pick time and # of Time Slots at the bottom of screen to be booked using Group Name.
- To view blocked components from the Group Master > Inventory > Group Spa Booking List or Drilldown (F5) on the Add Svcs field on Group Master.

- To assign Group Members, based on Rooming List reservations from Group Master > Inventory > Group Spa Booking List > Place cursor in Participant Name field > Lookup (F8) to select a group guest > Enter through Line

### **Group Rooming List vs Group Rooming List Display**

The Group Rooming List screen has been enhanced with new fields to show the Number of Nights for the stay and the 1<sup>st</sup> Night Rate for each reservation. The Group Rooming List screen is accessible from a Group Master > Drill down (F5) in Room List Field.

The Group Member Display screen is accessible from the Group Rooming List Screen > Window > Group Rooming List Display. This screen has been enhanced with new Sort Tildes used to sort reservations by Guest Name (Default), Arrival Date, Departure Date, Room Type, Room Number and Reservation Status.

### **Guest Specific Routing Rule Flag**

This new visual indicator on the Guest Reservation screen shows information about assigned Charge Routing Rules;

- "N" indicates that the Charge Routing applied is the same as the Group Reservation Routing Rules. Drilldown (F5) on this field and select option to;
  - See Rule - View Current Charge Routing Rules
  - Use Rule - View Current Charge Routing Rules and change for individual guest
- "Y" indicates that unique Charge Routing rules have been configured for the Guest Reservation.

### **Silverware Integrated on-line dining reservations for Stay & Day Dining Reservations**

For clients using the Silverware POS system, we have increased the level of integration to now include the ability to book table reservations from within Maestro for stay guests and day dining guests. From a room reservation or a Client Profile, there is a new Table Reservations screen which provides a direct link to the on-line Silverware reservations system. Dining reservations, past or future, can be viewed in Maestro, book new or cancel.

All dining reservations, day or stay guest, are synced with Maestro. Full client profile matching occurs between the two systems. If the client has an existing profile, the dining reservation will be linked with their maestro Client profile. Should they have a room reservation over the dates of the dining reservation, the table booking can be seen on the Maestro Guest reservation and will be included in email correspondence, reporting, and Guest Itinerary. Should the dining reservation be for a guest who doesn't have a Maestro Client Profile, a new Client Profile will be created, and the table reservation associated. The syncing of the Client Profiles between Maestro and Silverware, allows Maestro to become the data warehouse for guest activities that occur within Maestro modules and Silverware.

Integration Highlights;

- Ability to book or cancel table reservation from within Maestro for Stay or Day guests
- Email confirmations, Guest Itinerary, and Arrivals Manifest include dining details
- Client Profile matching on first, last, email and phone
- Full Table reservation history maintained on the Maestro Client Profile for data mining