

## Track 4 | Sales & Catering with Group Management

### Session: Group Bedroom Block Core Fundamentals

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#### **New – Group Reservation Document Upload**

Users, with authorization, can now upload and/or view client documents directly stored within a Group Reservation.

To upload a new Document within the Group Reservation > Window > Document Upload

- Document Type > Look Up (F8) to select Document Type
- Document Category > Look Up (F8) to select the Category
- Document Location > File select dialog box appears > Select Choose File > Navigate to folder where document is stored > Select file > Click OK
  - Note: If the original file name has a period (excluding the one at the end before the file extension, it must be removed or replaced with either a space, dash or underscore.
- Document Description (Optional) > Give the document a description
- Select Upload > Window appears to confirm successful upload > Select OK

Once the document is successfully uploaded, it will be visible within the Group Reservation under the Document Field. Maestro will automatically populate a 'Y' when a document is attached to the Group Reservation. If there are no documents uploaded, the flag will remain blank.

To view or delete the documents, drill down (F5) into the Documents Field and select View to see the document that was previously uploaded. Users can delete the document by pressing F7 to delete the document that was previously uploaded.

Authorized functions to View and/or Delete documents must be assigned by Clerk Group or Code. Each clerk must have at least one Authorized function to use this feature.

To assign Authorized Functions from Global Maintenance > Security > Clerk Groups or Clerk Code > Highlight Clerk Group or Code > Window > Authorized Functions > Add Authorized Function(s) of:

- FD | DV1 Allowed to View or Delete Documents
- FD | DV2 Allowed to View or Delete Documents
- FD | DV3 Allowed to View or Delete Documents

To have Document Upload configured within your Maestro Database, please contact Maestro Support.

#### **New - Enhanced Group Rooming List & Group Members Screens**

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

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.

## Priority and Special Rates

Group Master Reservations can have Priority or Special Rates assigned or both.

A Priority Rate is an existing Rate Type that is within Maestro that is valid for the Guest Type or Group Name within the Group Reservation. The Priority Rate is assigned from the Group Reservation > Lookup (F8) on Priority Field > Select Rate Type to attach to the Group Reservation.

Special Rates are unique Rate Codes created for an individual Group Reservation. The Rate Code name automatically populates as the Group Reservation Number. Special Rates can be created for multiple rate periods, including shoulder dates. Extra Person Factoring, Meal Plans, Night Audit Breakdowns and Dynamic Package Templates can be linked to each rate date range. Special Rates are assigned from the Group Reservation > Drill Down (F5) on Special Rate Field. The onscreen Date Ranges will pre-populate based on Shoulder Date configuration and can be filled in as needed with unique Nightly Rates, Posting Codes and Extra Person Factoring.

## Auto/Rapid Room Assignment

There are two ways to assign room numbers to the entire group or to a portion of the group rooming list within the Rooming List.

- Rapid Room Assignment - from the Group Reservation > Room List > Drill Down (F5) > Window > Rapid Room Assignment. This feature can assign rooms based various options within the screen such as Room Attributes, Guest Type and Housekeeping Status. By selecting the assign button will identify the available room numbers that match the selected criteria and will assign rooms based on the room assignment order. This screen can also be used to unblock assigned rooms for the group reservation.
- Auto Room Assignment - from the Group Reservation > Room List > F=Drill Down (F5) > Window > Auto Room Assignment. When this menu option is selected, room numbers will be automatically assigned based on room assignment order to all non-Run of House Room Types.

## Batch Features

Batch Features allow users to batch specific items to the group rooming list, such as notes about, other charges or rate changes. Batch features should be applied once the rooming list has been created and finalized as batch features can affect all reservations within the Rooming List. Within a Group Reservation > Forms. Options to batch specific items include:

- Batch Guest Messages
- Batch Guest Folio Restriction
- Batch Note About
- Batch Confirmation Text
- Batch Reservation Services
- Batch Other Charge
- Batch Activity
- Batch Rate Change
- Batch A/R Bill To Assignment
- Batch Travel Agency
- Batch Guest Status/VIP
- Batch Transportation
- Batch Guest Type Change

## Charge Routing Rules & Troubleshooting

Charge Routing Rules allow a group to pay all or part of the charges incurred by individual group guests during their stay. The amount that the group pays is routed from the individual Guest's Folio to the Group Folio when the Guest or the Group Master is Checked Out. Charge Routing Rules can be refined at any time prior to Check Out.

To configure:

- To activate Charge Routing Rules, go to Front Desk Maintenance | Setup menu | System Options | Place a Y in the Use Charge Routing Rules field

An Authorized Function can be assigned to Clerk Codes or Clerk Groups to control access to this feature. If no Clerk Group or Clerk has the authorized function assigned, all Clerks and Clerk Groups will have access. This is configured in Global Maintenance > Security > Clerk Group Maintenance and/or Clerk Code Maintenance > Highlight the Clerk Group or Clerk Code > Window > Authorized Functions > Add FD | 5 for Allowed to create/modify group charge pickup rules

## Group Reservation Status Code & Tentative vs Definite Inventory

The Group Reservation Status code can be configured to track reservation status changes for both Stand Alone and SC Integrated Group Blocks. This Reservation Status is linked to an Inventory Status (Definite or Tentative).

To configure;

Front Desk Maintenance > Codes > Group Reservation Status Codes

- "Status" - Enter a 2-character Status Code and Description
- "Inventory Status" - Look Up (F8) to select linked Inventory Status
  - 1 is Definite Inventory (pulls room out of availability), 0 is Tentative Inventory (Does not pull out of Inventory)
- "S&C Status" - For Integrated Sales & Catering Bookings. Look Up (F8) to select SC Booking Status.
- "Attribute Value" - Look Up (F8) to select a unique color based on status code which will display on Group Master Reservation.

## Group Roster Reporting Options

Accessible from a Front Desk Group Master Reservation and from the Front Desk Group Reports Menu, the Group Roster can include various information about the guests associated with the Group. Options are available to include or exclude Room Number Details, Rate Amounts, Additional Guests, Service Codes and Notes. Multiple report formats are available based on the option chosen. To have this Crystal Report loaded (grproster.rpt) please contact Maestro Support.

## New - Current Property Flag for Group Lookups

The Group Lookup Screen is enhanced with a new field for Current Property. Used in a Multi Property environment, the onscreen Toggle can be changed from "N" to "Y"

- "Y" for Yes - to search across all properties accessible based on user login
- "N" for No - to search the current property that the user is logged into