ACCELERATE
MAESTRO USERS CONFERENCE 2025

Track 4 | Sales & Catering with Group Management

Session: Sales & Catering with Integrated Front Desk & Spa

New – Out Of Order Feature for Meeting Rooms

Sales & Catering Meeting/Function Rooms can now be placed Out of Order, displaying a configurable character (such as O) on Availability screens. When placed Out of Order, function rooms cannot be booked or duplicated during the selected time period. Rooms can only be placed Out of Order when the room has not been assigned to any booking, of any active status.

To place a Sales & Catering Meeting/Function Room Out of Order > Sales & Catering Main Menu > Booking > Meeting Rooms Out of Order > Create (F6) to add a new line > Enter Function Room and Date Range requirements

A new report can be run to display Meeting Rooms that are Out of Order that can be run by a date range. From Sales & Catering Main Menu > Reports > OOO Meeting Room Report.

New – Sales Manager Dashboard

The new Sales Manager Dashboard is available from the Sales and Catering Main Screen > Booking > Sales Manager Dashboard.
This dashboard provides quick access, by Sales Manager, to review their current activity including pipeline, group reservations, active inquiries, trace messages and additional statistics, for the next 31 days. Use the toggle options to sort columns for onscreen Pipeline Display.
With permission, the default username can be removed (leave blank) to display all bookings for the next 31 days. To configure;
Global Maintenance > Security > Clerk Groups or Clerk Code > Highlight Clerk Group or Code > Window > Authorized Functions > Add Authorized Function(s) of:

- SC | 7 Allowed to change Clerk in the Dashboard

Select the More Details Button to expand the Pipeline to show additional details including Booking Contact, Market Segment, Group Res # and Deposit Due, for each Booking.
A new area for Active Inquiries and a new More Inquiries Button display Active Inquires directly from this screen.
The “Re-Calc Status” Button, when selected, will populate information in the statistical fields above.
Additional options are available from the following drop-down menus;

- Avail > users can quickly view availability from whichever availability screen they would like such as GRC, Room Type Space Chart and Single Day Availability
- Reports > access the most common Sales & Catering reports directly from the dashboard. Revenue by Booking, Pace Report, Booking Activity Report, Booking Status Report and Productivity with Pace Report.
- Client > access the SC Client Entry View Screen
- Templates > Booking Templates are available to review & edit directly from the Sales Managers Dashboard

Sales & Catering Client Entry/View with Pipeline, Inquiry List and Availability

The Sales & Catering Client Entry View Screen provides strategic access points to:

- Availability – Access the Availability Selection Screen
- Pipeline - Review on the books revenue and bookings for the client including a breakdown of Room Nights, Guest Room Revenue, F&B Revenue, Function Room Revenue, Other Revenue and ADR.
- Inquiry List – Lists all open Inquiries for the client. Users can now create a new Inquiry directly from this screen, automatically populating the client name within the inquiry.

Reservations Method Cross-Reference

The Front Desk Group Res Method field can now automatically populate on the Sales & Catering Booking Res Method by linking them together in a cross-reference table. To configure in S&C Maintenance > Translate > Reservations Method FD Cross-Reference.

Client & Billing Text Change Log

This feature allows SC Client and Billing Text boxes to automatically track changes made by date and by user.

To utilize these features;

- For Client Text Change Log - from Global Maintenance > Setup > Global System Option Maintenance > Search for Global System Option 868 > Enter a Y in the Option Data Field
- For Billing Text Change Log - from Global Maintenance > Setup > Global System Option Maintenance > Search for Global System Option 869 > Enter a Y in the Option Data Field

When this is configured a log of the date, time, clerk code and capture of original note entry is captured. Meaning, if a revision is made to a previously existing note, the original entry is captured, along with what was changed. Tracking and previous notes do not print on Maestro or Crystal Reports but remain in the field for reference.

Assign Clerk Code as the Account Manager on a Company or Group Profile

The Account Manager field located on a Company or Group Profile can be populated with a Maestro Clerk Code, allowing for reporting by client including standalone Group Master Reservations not linked with an SC Booking and individual reservations that are associated with the Company or Group Profile.

To run this report from Sales & Catering > Reports > Other Reports > SC Client List Report > scclientlist.rpt.

To have this report configured, please contact Maestro Support.

Group Reservation Advance Deposits with Mobile Pre-Payment Portal

The Prepayment Portal can be used to process Group Reservation Advance Deposit payments.

When a Group Master is created and a deposit is generated, based on deposit criteria and routing rules, Group Convenors can now enter and process the deposit online.

Using a unique URL per Group or using the Group Reservation field from the PrePayment Portal, convenors can pay all or a portion of the deposit due with multiple payments and/or with multiple cards. Upon successful posting, directly to the Maestro Group Master folio, the convenor will receive both an onscreen notification and emailed receipt with payment details.

Group Block Booking & Management for Spa & Activities

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

Guest Specific Charge Routing Rule Flag

This new feature allows the users to quickly see if the guest reservation has unique charge routing rules that are different from the Groups Charge Routing Rules. Within the Guest Reservation > Gst Spec Route > will indicate the following:

- Blank = Group Charge Routing Rules apply
- Y = Drill Down (F5) to view the individual charge routing rules