

Overbooking

Quick Reference Guide

Contents

1	SETTING UP OVERBOOKING	- 1 -
1.1	OVERBOOKING SCREEN	- 2 -
1.2	ROOM TYPE OVERBOOKING.....	- 2 -
1.3	BUILDING OVERBOOKING.....	- 3 -
2	VIEWING OVERBOOKING.....	- 3 -
2.1	ROOM TYPE SPACE CHART	- 3 -
2.2	QUICK AVAILABILITY CHART.....	- 4 -
3	REMOVING OVERBOOKING.....	- 5 -

Overview

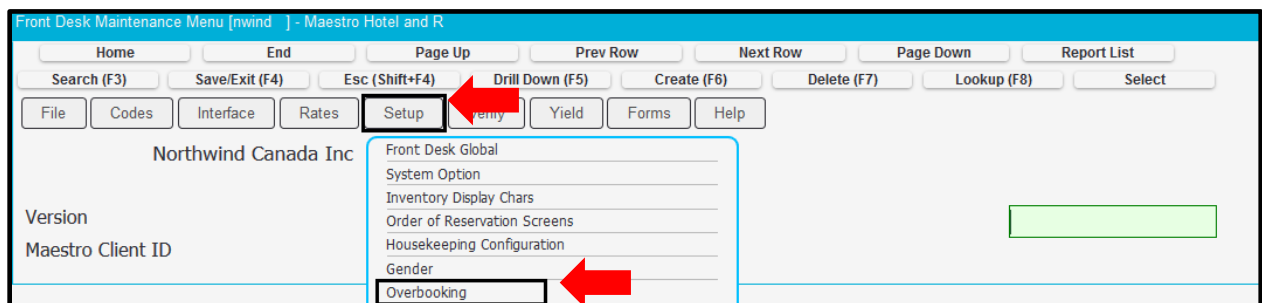
Overbooking can be used as a revenue management strategy to maximize revenue. Overbooking is a manual process and can be calculated based on historical trends to determine how much a property can overbook to reach a perfect sell out. Maestro can be configured to allow the property to overbook room types and run of house rooms by building and by property.

The reader should be familiar with the following Maestro functions:

- Creating Guest Reservations
- Room Type Space Chart

I Setting Up Overbooking

Front Desk Maintenance | Select Setup | Select Overbooking





I.1 Overbooking Screen

The overbooking screen will allow users to create overbooking for room types and run of house rooms by building and by property.

Field	Action / Purpose of Field
Effective Date	Maestro will automatically default this field to the system date
Bld	Key the Building Code associated to the Overbooking or select Lookup (F8) for a list of building codes
Type	Key the Room Type code associated to the Overbooking or select Lookup (F8) for a list of Room Types
From Date	First date that overbooking is to be allowed for this room type
To Date	The last date that overbooking is to be allowed for this room type
Rooms	This field will automatically display that total number of rooms for that room type in Maestro
Number	Indicate the number of rooms for this room type that you wish to overbook
Percent	This field will automatically display the percentage of the overbooking based in the number indicated in the previous field
T	This field is a Text Box select Lookup (F8) to access the free form text
Clerk	This field will default the last clerk code creating or modified the overbooking
Last Date	This field will default the date the override was creating or modified the overbooking

I.2 Room Type Overbooking

Users must fill in each of the fields for each room type that can be overbooked. The room types can be listed more than once as long as they are different from date and to date in each record.

In the below example the building QL can over book the Room Type DQQ from the nights of July 1st 2020 – July 10th 2020 by 3 rooms per night.

I.3 Building Overbooking

Once the user has completed the overbooking for the room type, they then need to create the overbooking for the building. If users do not configure this step, the property will only be able to overbook room types but not overbook the property.

Users must **Create (F6)** a new line using the Room Type 'ZZZZZZ'. Ensure that the From and To Dates encompass all the room type overbooking dates. The Number field must indicate the total number of rooms that Maestro can overbook this building by.

In the below example the Room Type DQQ can be overbooked by 3 rooms, the building can only be overbooked by 2 rooms. Maestro will allow the room type DQQ to be overbooked up to 3 rooms as long as the building will not be oversold by more than 2 rooms. The number of rooms indicated may or may not match the total number of rooms that can be overbooked by room type.

Bld	Type	From Date	To Date	Rooms	Number	Percent	T	Clerk	Last Date
QL	DQQ	07/01/2020	07/10/2020	23	3	13.043		NWIND	05/12/2020
QL	ZZZZZZ	07/01/2020	07/10/2020	161	2	1.242		NWIND	05/12/2020

2 Viewing Overbooking

Overbooking can be viewed from the front desk module from the room type space chart and the quick availability chart when book a guest reservation

2.1 Room Type Space Chart

To view the Overbooking from the Room Type Space Chart, the Overbooking for the Room Type must span over the full timeframe for all ten nights indicated when viewing the Room Type Space Chart. The #OB column will indicate in yellow how many rooms the specific room type can overbook by.

In the below example the Room Type DQQ can be overbooked by 3 rooms, each night from July 1st – July 10th, 2020



Room Type Space Chart [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row Page Down Report List

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8) Select

File Record Window Reserve Housekeeping Yield Report Help

Date: 07/01/2020

Blid: []

New Guest Reserv New Group Reserv Print the Chart
Reg. Availability Group Summary

Blid	RmType	Gsts	#OB	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	Mch%
QL	QQ	5		5										100
QL	PQQ	5												100
QL	DQQ	5	3	5	5	5	5	5	5	5	5	5	5	100
QL	KING	3												100
QL	DKING	3												100
QL	PKING	3												100
QL	SUITE1	5												100
QL	SUITE2	8												100
QL	SUITE3	8												100
ZZZZZZ	TOTAL													
				155	155	155	155	155	155	154	156	129		

2.2 Quick Availability Chart

To view the Overbooking from the Quick Availability Chart users can view the total number of rooms available, including the amount of rooms indicated to be overbooked in the #OB Column in yellow.

In the below example the Room Type DQQ can be overbooked by 3 rooms for the total amount to sell of 26 rooms as the hotel currently has 23 DQQ available to sell, and the total building can be Overbooked by 2 rooms for a total of 158 rooms as the hotel currently has 156 rooms left to sell.

Quick Availability Chart [nwind] - Maestro Hotel and Reso

Home End Page Up Prev Row Next Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6)

File Record Window Text Help

Reservation# 137011

Guest Name

Tour Operator

Guest Type TRANS

Company Name

Group Name

Sharer Name

Of Rooms 1 AD 1 CH

Arrival Date 07/09/2020

Number Nights 1

Departure Date 07/10/2020

Res Occup. 1

Directives 5 6

Rooms To Book 1

Rooms Booked

Rates For 07/09/2020

First Day

RACK T Y

RACK RATE

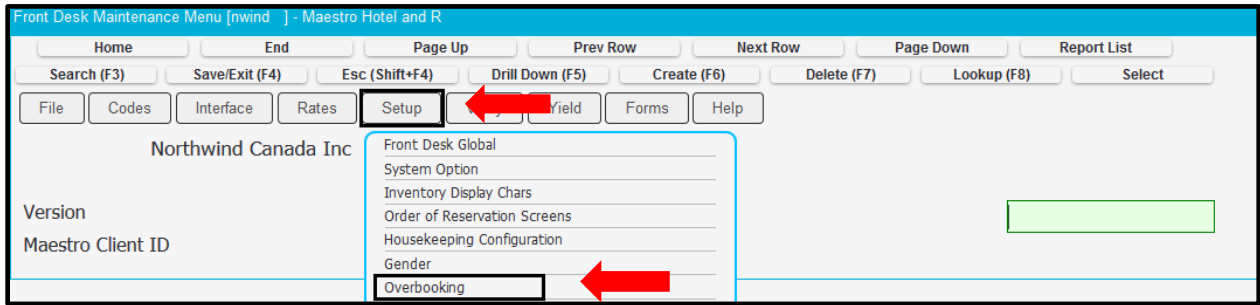
PER ROOM

Bld	RmType	Gsts	#Rms	#OB	First Day
QL	QQ	5	51		156.00
QL	PQQ	5	5		156.00
QL	DQQ	5	23	26	156.00
QL	KING	3	31		156.00
QL	DKING	3	25		156.00
QL	PKING	3	9		156.00
QL	SUITE1	5	3		156.00
QL	SUITE2	8	4		156.00
QL	SUITE3	8	5		156.00
QL	ZZZZZZ		156	158	156.00

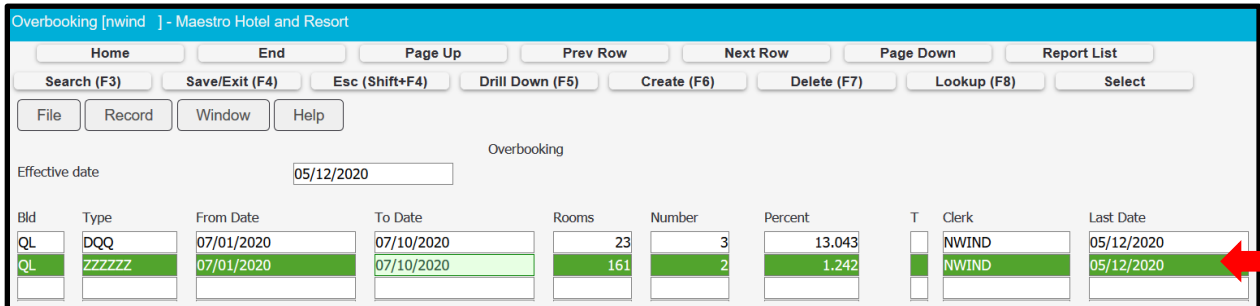


3 Removing Overbooking

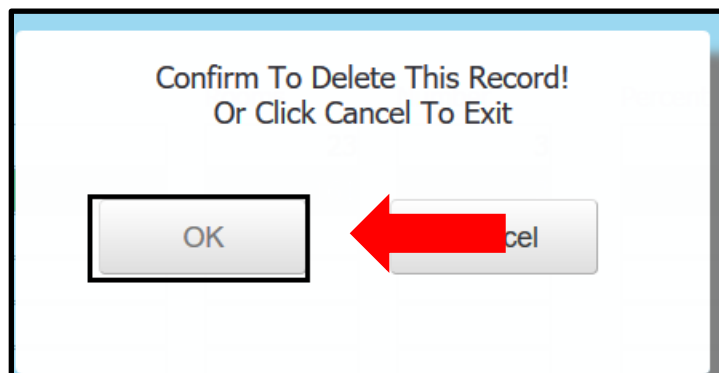
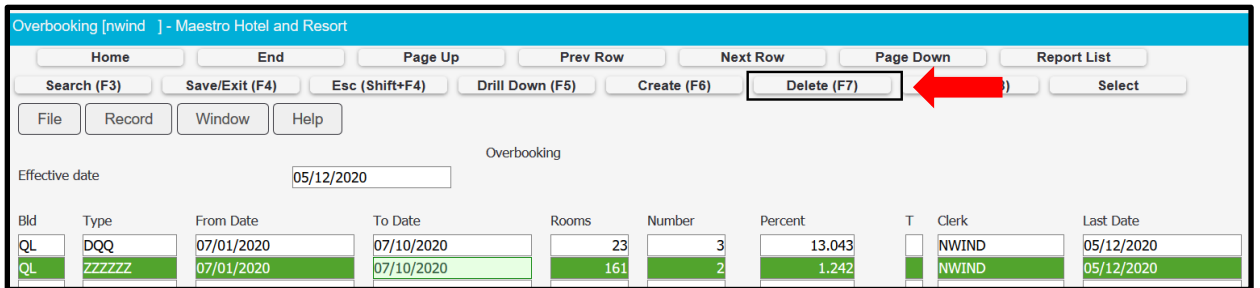
Front Desk Maintenance | Select Setup | Select Overbooking



On the Overbooking Screen, click on the line that should be removed or deleted; the indicated line will be highlighted in a green colour



Select Delete (F7), an Alert will pop up to confirm the deletion. Click OK to continue or Cancel to go back to the Overbooking Screen



Save / Exit (F4) once all the desired entries have been deleted