

Room Move

Quick Reference Guide

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Overview

This Quick Reference Guide will explain the procedures on how to move an inhouse guest from one room to another.

The Purpose of this guide is to

- Show how to Move a guest from one room type to another room type
- Show how to Move a guest from one room number to another
- Show how to Move a guest from on room to another on the fly

The reader should be familiar with the following Maestro functions:

- Creating Guest Reservations

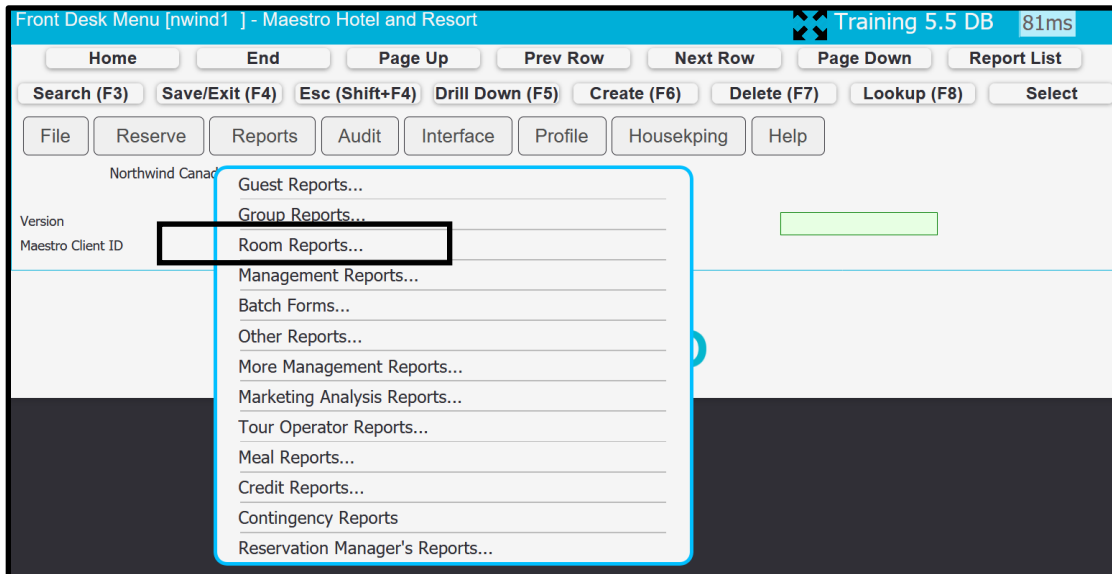


I.3 Room Moves Report

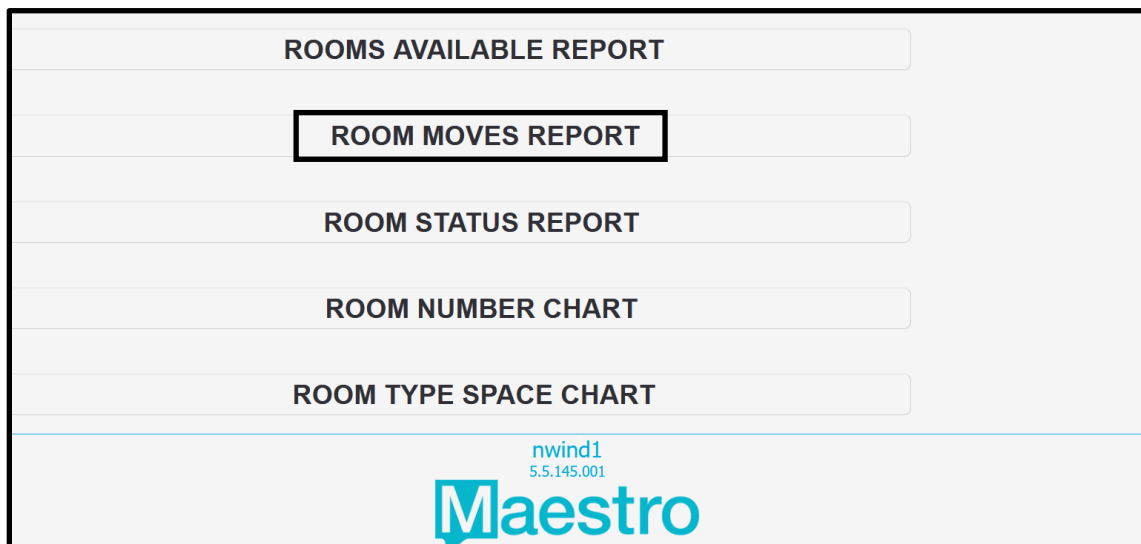
The **Room Moves Report** lists the statuses of all planned room moves. The report will also list unplanned room moves after the move has happened. The **Room Moves Report** can be accessed in two ways.

I.3.I Room Moves Report from the Front Desk Main Screen

Select the **Reports** drop down menu | select **Room Reports**



Select **Room Moves Report**



I.3.2 Room Moves Report from the Current Status Screen

The **Room Moves** report can also be accessed from the **Current Status** screen. Place the cursor on **Expected Room Moves** | then **Drill Down (F5)**.

Current Status [nwind1] - Maestro Hotel and Resort Training 5.5 DB 1894ms

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 Verify Help

TOTAL ROOMS	161	Rooms Vacant Clean	154	Dirty	
(-) Offmarket	1	Rooms Occupied Clean	6	Dirty	
(-) House Use		Discrepancies			
(-) Time Share Models		Expected Room Moves			
		Nowhere To Sleep			
POTENTIAL	160	Unresolved Checkouts		Chkin	
(-) Occupied	6	Groups Inhouse	6	NoShow	
(-) Inhouse No Room#		Resv. To Arrive	1	Depart	
(-) Reserved Gtd Ind	1	Today Checked Out	18	Chkin	6
(-) Rsrvd NonGtd Ind		Walkins Today		Cancel	1
(-) Reserved Group					
(-) Unrlsd Grp Block					
NET AVAILABLE	153	Current Occupancy %	3.75	Exptd	4.37
(-) Adding Rooms		Current Occupancy	6	Exptd	7
(+) Expected Departs		Current No Of Guest	7	Exptd	8
(+) Vacating Rooms		Exptd Arr Guests	1	Depart	
		Exptd Arr Sharer			
		House Use Guests			
		Children Inhouse			
AVAILABLE FOR SALE	153			INTERFACES	FRR

ReCalc

nwind1
5.5.145.001

2 Moving from one Room Type to a Different Room Type

When moving a guest from one room type to another during a planned Room Move, a separate room booking (line of inventory) must already be in place on the **assignment chart**.

To access the **Assignment Chart**:

- 1) From the **Guest Reservation** screen: Select **My Menu** | Select **Assignment Chart**

File Record Status Window Forms Inventory Addresses Text Verify Help MyMenu

Reservation# 137512 GtStatus

Guest Name: Drmond, Anita

Arrival: 06/16/2020 12:59pm TUESDAY

Run Nights: 2

Departure: 06/18/2020 02:00pm FRIDAY

Room Operator: [blank]

Group Name: [blank]

Traveler Name: [blank]

Traveler With: [blank]

Guest Type: TRANS

Company Name: [blank]

ARR Name: [blank]

Guaranteed By: CLRK

Send Confirm: NWN1

Settle By: CASH

Room Info: Building: MAESTRO HOTEL AND RE, Room: 300, Rate: 156.00, Rate Amt: 156.00

No. AD: 2, Activities: [blank], Other Chrg: [blank]

Pre-Author: 300.00, House Limit: 300.00, Cur Balance: 300.00, Cr. Avail: 300.00, Deposit Req: [blank]

Services: Past Stays: 4

Travel Agency: [blank], Travel Agency: [blank], Client Test: [blank]

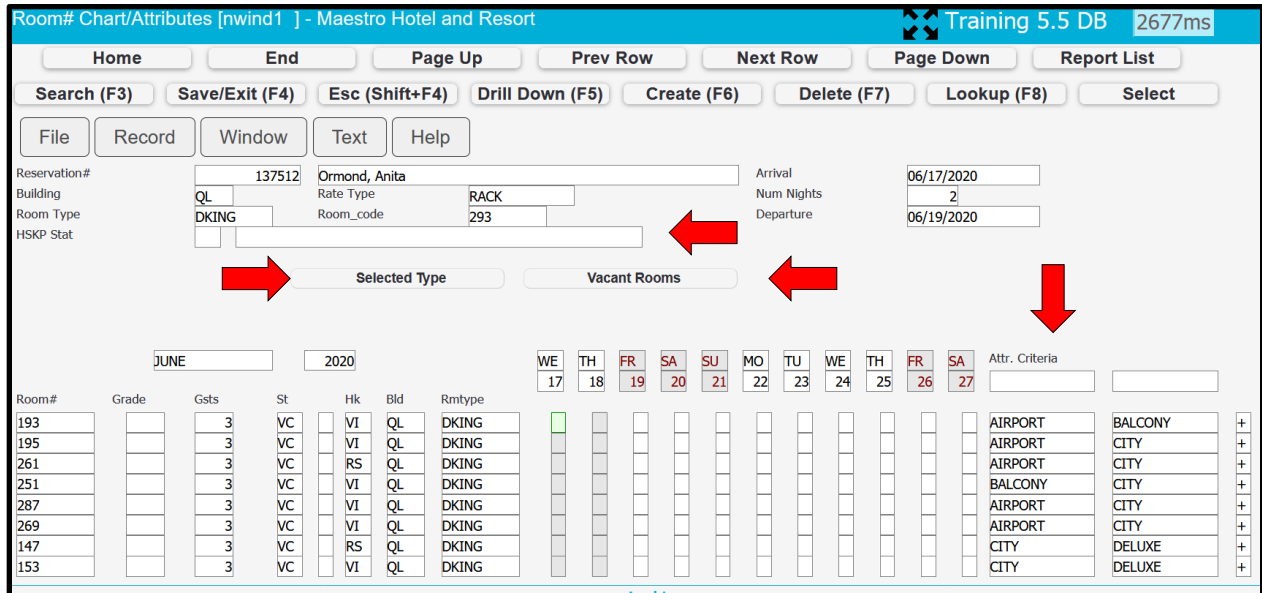
Track Map: [blank], Billing Test: [blank], Transport: [blank], TSI Receipt: [blank]

Checkin Text: [blank], Checkout Text: [blank], Unlocked Items: [blank], Additional Srvs: [blank]

Guest Messages
Folios Entry View
Spa Inventory
Email Messages
Credit Card
Additional Names
Other Charges Availability
Assignment Chart
Registration Print
Guest Reservation User Fields Entry

2.I Selecting New Room Type and Number

To select a new room type, on the **Assignment Chart**, place the cursor on the **room type** that the guest is moving to (2nd line of inventory) | **Drill Down (F5)** to display the **Room Number Chart and Attributes Screen**.



Room# Chart/Attributes [nwind1] - Maestro Hotel and Resort Training 5.5 DB 2677ms

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 Text Help

Reservation# 137512 Ormond, Anita Arrival 06/17/2020
 Building QL Rate Type RACK Num Nights 2
 Room Type DKING Room_code 293 Departure 06/19/2020
 HSKP Stat

Selected Type Vacant Rooms

JUNE 2020 WE TH FR SA SU MO TU WE TH FR SA Attr. Criteria

Room#	Grade	Gsts	St	Hk	Bld	Rmtype	WE 17	TH 18	FR 19	SA 20	SU 21	MO 22	TU 23	WE 24	TH 25	FR 26	SA 27	Attr. Criteria
193		3	VC	VI	QL	DKING												AIRPORT
195		3	VC	VI	QL	DKING												AIRPORT
261		3	VC	RS	QL	DKING												AIRPORT
251		3	VC	VI	QL	DKING												BALCONY
287		3	VC	VI	QL	DKING												AIRPORT
269		3	VC	VI	QL	DKING												AIRPORT
147		3	VC	RS	QL	DKING												CITY
153		3	VC	VI	QL	DKING												CITY

- 1) **Selected Type** is a Toggle Button: This screen defaults to **Selected Type**. Select this toggle button to view **All Room Types**. Select the **All Room Types** button to revert back to the **Selected Type** view
- 2) **Vacant Rooms** is a Toggle Button: This screen defaults to **Vacant Rooms**. Select this toggle button to view **All Rooms** regardless of the housekeeping status. Select the **All Rooms** button to revert back to the **Vacant Rooms** view
- 3) **Attribute Criteria:** Users can filter rooms, to narrow the available selections, by inputting room attributes, Ex. King Bed, High floor, near elevator. To do this, place the cursor on the field and **Look Up (F8)** to display the list of attributes to select from. Users can input a maximum of 2 attributes to search.
- 4) **Housekeeping Status:** Users can specify what the housekeeping status of the rooms to list below. Place the cursor in the first **HSKP Stat** field and **Look Up (F8)** the status codes to select one, Ex. Vacant Inspected.
- 5) To select a room, place the cursor on the room number and press **enter**, or **double click** on the room number. Ensure the Room # is Vacant and Clean (or Inspected)

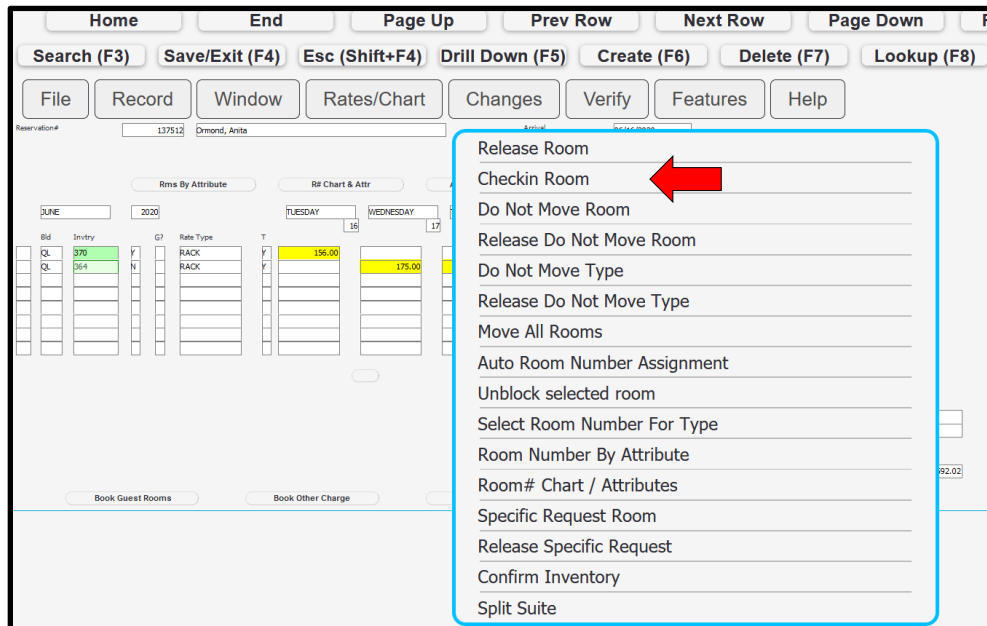


3 Checkin the New Room / Release the Old Room

There are 2 ways to Checkin the new room and release the old room.

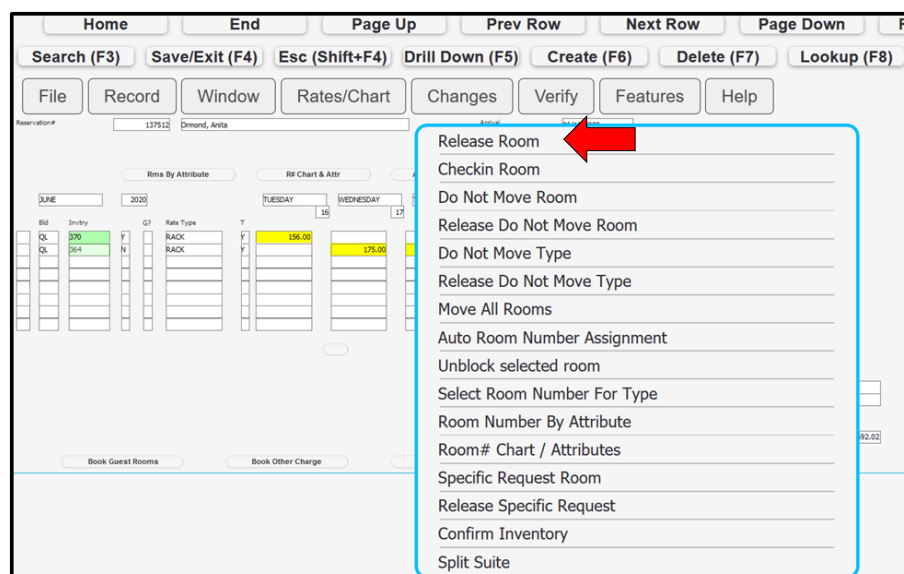
3.1 Checkin the New Room

Now the new room is selected, the user must Checkin the room. Place the cursor in **Invtry** for the new room number | Select **Changes** | Select **Checkin Room**



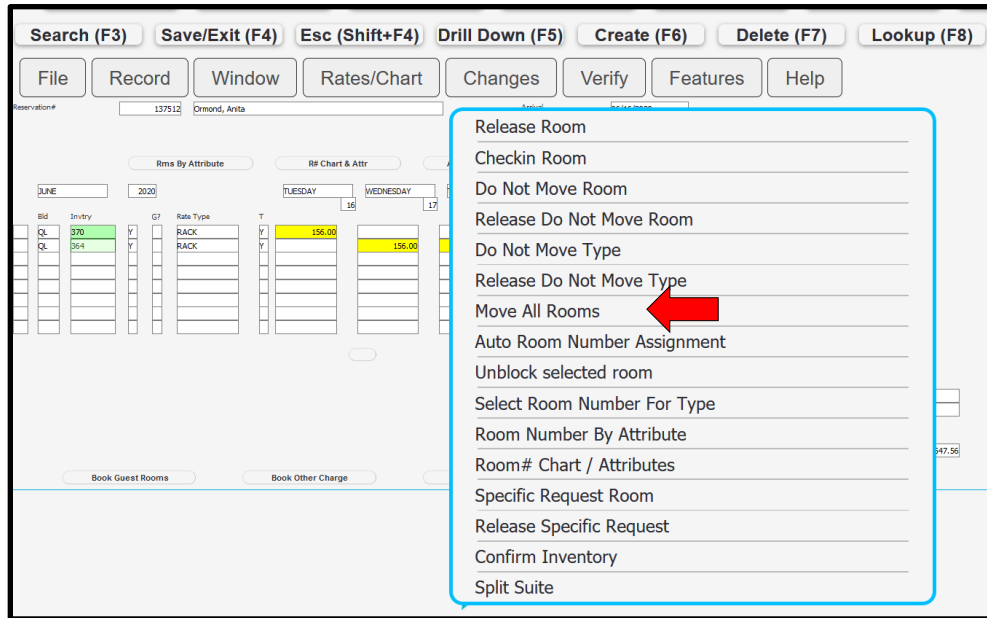
3.2 Release the Old Room

Both rooms are checked in. To release the first room, place the cursor on the first room in the **Invtry** field (or the one the guest is moving OUT of) | Select **Changes** | Select **Release room**.

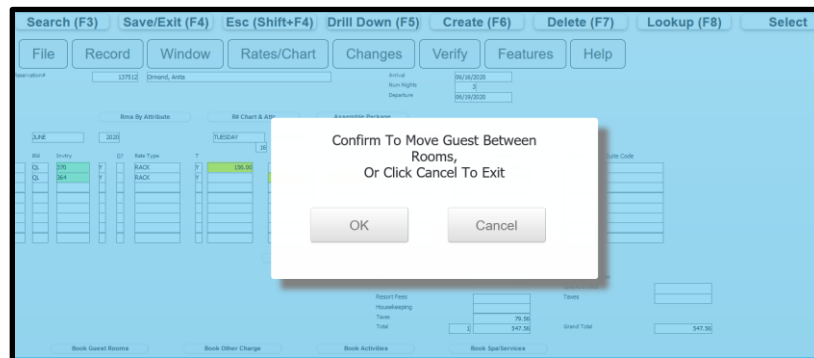


3.3 Checkin and Release in One Step

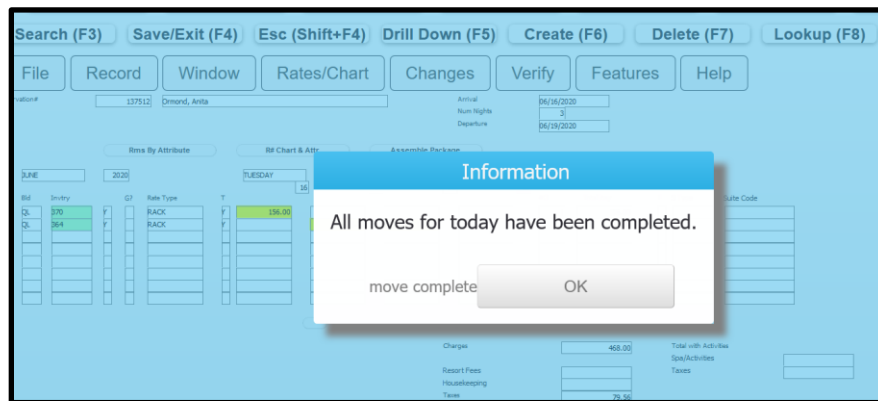
Another way to checkin the room and release the old room is to, Select **Changes** | Select **Move All Rooms**. This option will automatically Checkin the new room and release the old room.



A dialogue box will pop up to confirm the room move. Select **OK**



Once you've selected ok another dialogue box will pop up that the room move has been completed. Select OK



4 Moving from One Room to Another of the Same Room Type

4.1 Planned Room Move

To move a guest from one room to another of the same room type, on the **Assignment Chart**, place the cursor on the **Invtry** field on the second line of Inventory and users can do either:

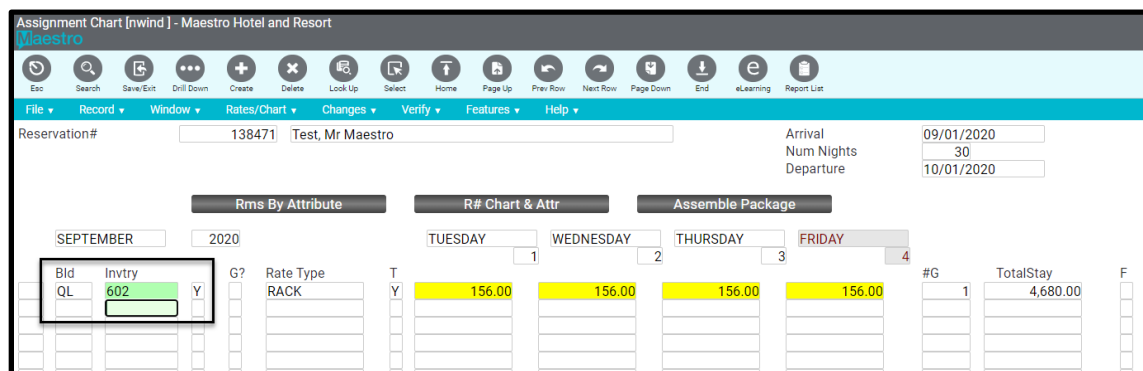
- Over key the room number or
- Press **Drill Down (F5)** to access the Room # Chart Attributes screen to select a room from there

4.2 Room Move on the Fly

If a room move is done the day of arrival, the new room number will replace the old room number.

If this room move is done after the first night and charges have been posted, Maestro will automatically book (create) a separate line inventory with the same rate amount on the Assignment Chart. See examples below:

Screen shot 1: See original Assignment Chart





Screen Shot 2: Type over room number with new room number

Assignment Chart [nwind] - Maestro Hotel and Resort

Reservation# 138471 Test, Mr Maestro

Arrival 09/01/2020
Num Nights 30
Departure 10/01/2020

Rms By Attribute R# Chart & Attr Assemble Package

SEPTEMBER 2020

Bid	Invtry	G?	Rate Type	T	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	#G	TotalStay	F
QL	502	Y	RACK	Y	156.00	156.00	156.00	156.00	1	4,680.00	

Screen Shot 3: Press Enter and Maestro will auto-create a new line of Inventory for the New Room #

Assignment Chart [nwind] - Maestro Hotel and Resort

Reservation# 138451 Test, Folio1

Arrival 08/25/2020
Num Nights 35
Departure 09/29/2020

Rms By Attribute R# Chart & Attr Assemble Package

AUGUST 2020

Bid	Invtry	G?	Rate Type	T	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	#G	TotalStay	F
QL	261	N	MONTH		6,000.00				1	6,000.00	
QL	188	Y	BAR						1	4,860.00	

Check in the new room and Release the old room following instructions from Section 3 above

5 Moving a Room with Sharers

When moving a room with sharers, Maestro will display a prompt notifying the user that the sharer is already checked into the first room and if the user should continue. Select **OK** to continue the Room Move

6 Troubleshooting Room Moves

- 1) What happens when both rooms are checked in (the first room is not released)?

Maestro will check out the first room during night audit. After night audit, the first room will have a vacant status in Front Desk and an occupied status in housekeeping, therefore, a discrepant room that needs to be resolved. Update the status in the Housekeeping module. The second room will have an occupied status in Front Desk and an occupied status in Housekeeping.

Maestro will post the room charge for the second room as normal. During the time in which both rooms are checked in, the first room will be unavailable to sell in the system.



2) What happens when neither room is checked in?

Before night audit, the reservation will show that the Reservation is checked in.

After night audit, the first room will be Vacant in front desk and Occupied in housekeeping, therefore, a discrepant room that needs to be resolved. Update the status in the Housekeeping module. Second room will be a vacant status in Front Desk and an occupied status in housekeeping so also a discrepant room that needs to be resolved. Update the status in the Housekeeping module.

After night audit, if the second room is still not checked in, Maestro will still charge for the second night at the rate for the second night. On the Front Desk Dashboard, it will be marked as an Unresolved Check-in after night audit and will need to be resolved.

3) What happens on the day when the room move is to occur and is not completed?

After night audit, the first room will have a vacant status in Front Desk and Occupied in housekeeping, therefore, a discrepant room that needs to be resolved. Update the status in the Housekeeping module. The second room will have a vacant status in Front Desk and a vacant status in Housekeeping.

Maestro will post for the second night. On the Front Desk Dashboard, it will be marked as an Unresolved Check-in after night audit and will need to be resolved.