

# Create a Guest Reservation

## Quick Reference Guide

### Create a Basic Reservation

Beginning at the Main Maestro screen

1. Reserve > Guest Reservation

This takes you to the Guest Reservation screen.

2. Press F6 Create

Maestro displays the Reservation Availability Selection screen with a Reservation # assigned.

You can accept or change the:

- Arrival date
- Number of nights
- Departure date
- Guest type
- Number of Guests

Ask the guest whether has stayed at the property before. If he or she has, use the information in section 0 to locate his/her Guest Profile and bring it up to date.

3. Click "Rates" to Select a Rate and Room Type

This takes you to the Quick Availability Chart (see next page).

## Select a Rate and Room Type

The Quick Availability Chart shows the rates and room types that are available to the guest for the whole reservation.

Note: You can move right to see more rates and/or down to see more room types.

Reservation# 63827  
 Guest Name  
 Tour Operator  
 Guest Type LEIS  
 Company Name  
 Group Name  
 Sharer Name  
 # Of Rooms 1 1 AD CH PET

Arrival Date 04/25/2004  
 Number Nights 3  
 Departure Date 04/28/2004  
 Res Occup. 1  
 Directives 1 1  
 Rooms To Book 1  
 # Rooms Booked

Rates For 04/25/2004 STD T Y RACK T Y COUPON T  
 STANDARD RATE RACK RATE DISCOUNT COUP  
 PFB ROOM PFB ROOM

Bid	RmType	#Rms	STANDARD RATE	RACK RATE	DISCOUNT COUP
QL	1XROYL	1	130.00	65.99	55.99
QL	2PKFJ	6	130.00	65.99	55.99
QL	2PQSF	3	130.00	65.99	55.99
QL	3DDDFJ	5	130.00	65.99	55.99

GENERAL INVENTORY << RESERVATION >>

1. Select an available room type (with at least 1 room listed in the # Rms column) and a rate.
2. Double-click or press Enter  
This takes you to the Room Type Booking screen.

RESERVATION

Arrival Date 04/25/2004  
 Number of Nights 3  
 Departure Date 04/28/2004

Building QL  
 Room Type 2PKFJ  
 Room Number  
 Number Of Rooms 1

Rate Type COUPON R  
 First Day Rate 55.99

OK Cancel

3. Confirm the booking information with the guest and make any necessary changes.  
You may assign a room number now or at any time until checkin.
4. Click "OK"  
This returns you to the Guest Reservation screen.



## Enter the Guest Information

If the guest stayed at the property before

Attach the guest's profile to this reservation following the steps outlined below when needed. This automatically adds information, such as guest address and credit card data, to the reservation. Confirm/update the information in the Guest Profile.

You can also review the guest's preferences, such as Room Type and Services, to assist your marketing and customer service.

1. Key in the first 3 or 4 letters of the guest's last name
2. If only one guest's name starts with those letters, Maestro completes the name and attaches the Client Profile to this reservation.

Continue creating the reservation in section 0

Name/Company	AR Status	ClientCd	ClntType	Phone Number	Zip/Pstl
TESTING, ONE		25709	CORP		M4L 3T2
TESTING, TWO		25710	FTI		
TETLEY, ROB		15345			M4L 3T2
TEWKESBURY, JARROD		12787	TRANS		
THACKER, DAVID		9829	TRANS		
THAKUR, ANNU		5738			
THAMES, PHIL		7176			
THANAWALA, SACHIN		20389			
THAVARATNAM, MOHAN		17134			
THAYER, FRED		1546	TRANS		

3. If Maestro displays more than one Guest Name, double-click to select the guest's name from a list of Maestro's previous guests.

If the guest stayed at your property more than once, continue with step 4.

If not, continue creating the reservation in section 0.

Res#	Arr Date	Dep Date	Bld	Room Ty	Room No	Rate Typ	Rate
63827	05/15/2004	05/17/2004				STD	99.99
63793	04/21/2004	04/23/2004	QL	3DQFJ		RACK	75.99
63757	04/15/2004	04/19/2004	QL	4SKF		STD	130.00

4. If Maestro displays more than one stay for that guest, double-click to select the reservation profile for the guest's most recent stay.

Continue creating the reservation in section 0.

## If The Guest Has Not Stayed At the Property Before

1. Key the complete name on the Guest Reservation screen and press Enter. Maestro then displays the Client Maintenance screen.
2. Create the Client Profile by completing this screen.
3. F4 Exit

## Guarantee The Guest's Reservation

- Would the guest like to guarantee this reservation?

Card	Credit Card Num	Expiry	Name On Crd Card	Entered Date/Time	Gtd Ent	Set Clrk
	[Redacted]	[Redacted]				

1. On the Guest Reservation screen, type CC in the Guaranteed by field.
2. To guarantee the reservation, complete the Credit Cards screen, especially the credit card number and expiry date, or assign an A/R account.

## Determine How The Guest Heard About This Property (Source Of Business)

1. Identify the source of the guest's business by pressing F8 Lookup and selecting from the list. This guest heard about the property on the Internet.
2. A sub-source of business may be automatically entered. If not, press F8 Lookup on the Sub-Source of Business field and select one from the list. In this example, the property's website is the sub-source of business.

## The Completed Basic Reservation

We finished creating a basic reservation. The Reservation Status changes to "Reserved".

The screenshot shows the 'Guest Reservations [nwind] - Northwind Hotel' window. The reservation number is 63827 and the status is 'RESERVED'. The guest is 'Testing, Mr One'. The arrival is on 04/25/2004 at 05:00pm on SUNDAY, and the departure is on 04/28/2004 at 11:00am on WEDNESDAY. The room is 2PKFJ, and the rate is 55.99. The number of adults is 1. The guest type is LEIS. The reservation is guaranteed by CC and settled by VS. The reservation is made via the INTERNET website. There are checkboxes for Trace Msg, Locator, BillingTxt, and Transport. There are also fields for PreAuthAmt, House Limit, Cur Balance, Cr. Avail, and Deposit Req. The services field is empty. There are 'More' and 'Cxl Resv' buttons at the bottom.

## Add Optional Features

You can add the optional features described below to the reservation.

### Identify the Travel Agent for the Reservation by Agency Name

The screenshot shows the 'Travel Agencies Assigned [nwind] - Northwind Hotel' window. The reservation number is 63784 and the agent is 'Bartlett, Dr Abby'. The window displays a table with the following columns: Travel Agency Name, ClientCd, Clerk, and Last Date/Time. The table is currently empty.

From the Travel Agency field on the Guest Reservation screen, F5 Drilldown. This takes you to the Travel Agencies Assigned screen.

Key the Travel Agency Name

This takes you to the Travel Agency Lookup by Last Name screen

The screenshot shows a 'Pop-up Asking For New Travel Agency [nwind] - Northwind H' dialog box. It displays the IATA Number '67570930' and the Travel Agency 'Marlin Travel'. The dialog asks: 'Do you want to add this new travel agency to the reservation?'. There are 'YES' and 'CANCEL' buttons at the bottom.

Click "Yes" to accept the Agency name

## IATA Number

Additional Reservation Information [nwind ] - Northwind Ho

Reservation# 63827 RESERVED

Guest Name Testing, One

VIP Status

Company Name

Caller Name

**IATA Number**

Travel Agency

Travel Agent

Mail To GUEST

Credit Card Type

Reserved By NWIND 04/14/2004

Central Res #

Guest PIN

Guest Password

1. Click "More" on the Guest Reservation screen
- Key in the IATA number
- Click "Yes" to confirm

## Register a Guest Who Is Sharing The Room

Additional Names [nwind ] - Northwind Hotel

Reservation# 63827

Guest Name Testing, One

S#	Additional Guest Names	Category	Relation	#	Bld	Room
1	Testing, Two	AD				

1. With the cursor on the Guest Name field of the Guest Reservation screen, F5 Drilldown. This takes you to the Additional Names screen.
2. Press F6 Create to add an Additional Guest Name.

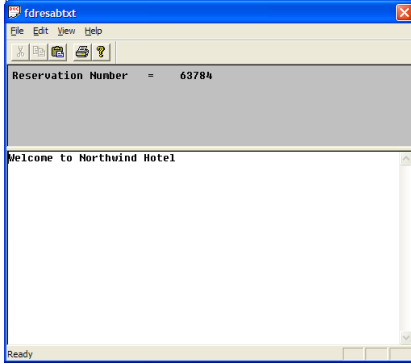
## Send a Confirmation Letter

To create an individual confirmation letter in the next batch, select Forms > Confirmation Print.

1. Key or select Y in the Print Confirm field of the Guest Reservation screen.  
OR  
If configured, select E to send an email confirmation.
2. Press Enter

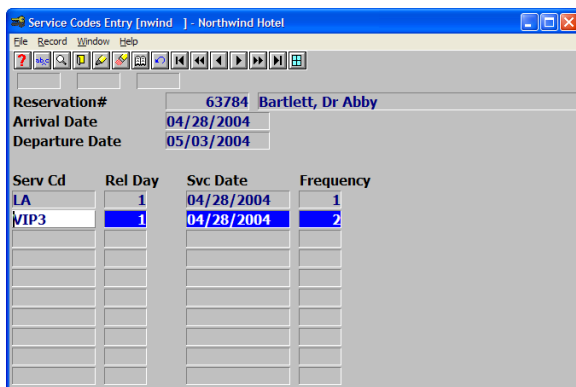
## Notes About

This feature allows the user to add a note about a guest. The note can be viewed by staff and is intended for internal purposes.



1. On the Notes About field of the Guest Reservation screen, select F5 Drilldown.  
Maestro displays a free-form screen. The user can view an existing note or create one.

### Book Additional Services



1. On the Services field of the Guest Reservation screen, select F5 Drilldown to select services for this reservation.
2. To add a service, press F8 Lookup for a list of available services.
3. Highlight a service and press Enter to select  
This guest is scheduled for Late Arrival and the highest level of VIP service (VIP3).  
The VIP service in this example starts on day 1 (Rel Day = 1) and is repeated every 2<sup>nd</sup> day (frequency = 2).  
Note: If frequency = 0, this guest receives VIP service only once.

### The Completed Reservation with Optional Features

The completed reservation now includes the:

- Name of the Travel Agency that made the booking
- Name of the 2<sup>nd</sup> guest registered in the room
- Request to send a Confirmation Letter
- Note about this guest
- Additional services to be provided: Late Arrival and VIP treatment

After entering these optional features, we saved the reservation by pressing F4. This returns the cursor to the Reservation Number field so we can enter another reservation.



Guest Reservations [nwind ] - Northwind Hotel

File Record Status Window Forms Inventory Addresses Verify Help

Reservation# **63827** RESERVED

Guest Name Testing, Mr One  Building QL

Arrival 04/25/2004 05:00pm SUNDAY Room Info 2PKFJ

Num Nights 3 Rate 55.99

Departure 04/28/2004 11:00am WEDNESDAY No. AD 2

Group Name

Guest Type LEIS PreAuthAmt

A/R Name House Limit

Guaranteed By CC VS Settle By VS Cur Balance

Send Confirm Y Cr. Avail

Post To Group  Deposit Req

Src Of Bus INTERNET WEBSITE

Travel Agency Y Trace Msg  BillingTxt  Services LA

Notes About Y Locator  Transport  Past Stays

Optional features

F5 to view additional guest name(s) or services