



Gs Field on the Guest Reservation Quick Reference Guide

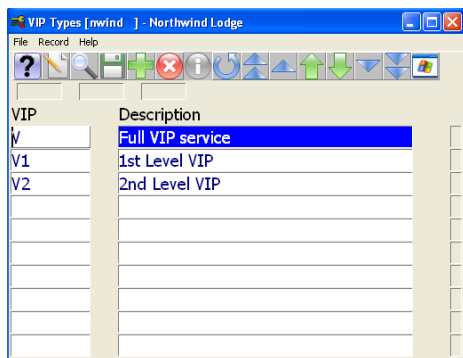
Overview

The **VIP status** field allows a property to identify guests who will be receiving VIP service and to offer different levels of VIP service. The property creates codes for these **VIP Types**. At any point in the reservation cycle, a user can attach a **VIP Type** code to an individual reservation or change an existing code. The VIP code is displayed with the reservation information for use:

- By Front Desk users
- As a print criterion in various **Maestros Guest Reports**.

Setup VIP Codes

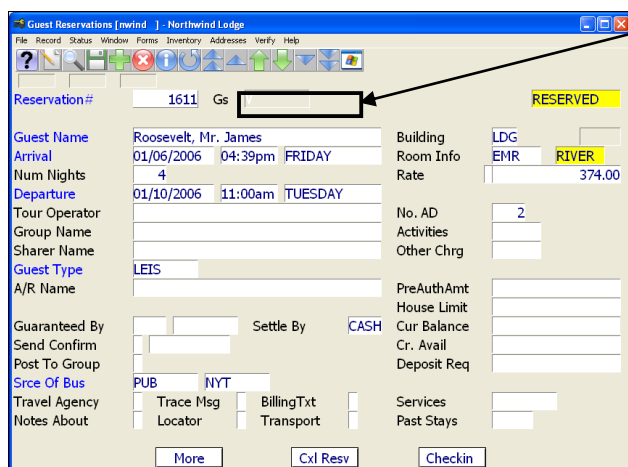
Set up **VIP Type** codes in **Front Desk Maintenance**



1. **Codes > VIP Types**
1. **F6** to **Create** codes for the **VIP Types**

Key in the code for each **VIP Type** and its description.

Identify Guest VIP Status on the Reservation



1. Key the **VIP Type** in the **Gs** field (or select a **VIP Type** from the **F8 Lookup** list) and press Enter.

The property will provide special VIP service for this guest.

2. The **VIP Type** field displays in white. The user can change it.



Reports

The following reports can list any, all, or no guests with a particular **VIP Type**:

- **Guest Inhouse and Checkout**
- **Departing Guests**
- **Arriving and Reserved**
- **Guest Counts and Services**
- **Inhouse Guests by Arrival Dates**
- **Guest Services**
- **Guest Services Arrival**
- **Transportation Pickup**

Guest Inhouse and Checkout Report [nwind] - Northwind Lod

File Record Window Help

Arrival From 01/09/2006

Arrival To 01/09/2006

Guest Type

VIP Option VIP ONLY

VIP Type V

Tour Operator

Additional Guests? N

OK Cancel

The user can limit these reports so they include only guests of a specific **VIP Type**.

1. Key the **VIP Type** (or select a **VIP Type** from the **F8 Lookup** list) and press Enter to run the report.

VIP Option Lookup [nwind] - Northwind Lodge

File Record Help

NON VIP

VIP ONLY

ALL GUEST

The user can also request the above reports with any of these **VIP Options**:

- Only guests who aren't VIPs
 - Only VIP guests
 - All guests
2. Key a **VIP Option** (or select a **VIP Option** from the **F8 Lookup** list and press Enter.