

Setting Up Overbooking

Quick Reference Guide

Overbooking is a policy by which the property indicates how many rooms that wish their inventory to be oversold by. Maestro can be configured to allow the property to overbook room types and run of house rooms by building and by property. Maestro does not display a message to the user to inform them that they are overbooking but will show the inventory for the selected room type as a negative number to indicate the number of rooms within that room type that the property has oversold.

Room Type Overbooking

To set up overbooking, go to Front Desk Maintenance | Setup | Overbooking to view the following screen:

Bld	Type	From Date	To Date	Rooms	Number	Percent	T	Clerk	Last Date
QL	QQ	03/02/2005	12/31/2005	53	10	18.868	N	MARK	03/16/2004

You must fill in each of the fields for each room type that you wish to overbook:

Bld – building code. Each building must have overbooking set up as required.

Type – Room Type code

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

** room types can be listed more than once as long as there are different start and end dates on each record

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 default based on the number of rooms entered in the previous field

T – Text

Clerk – this field will default

Last Date – this will field will default

Building Overbooking

Once you have completed a record for each room type, you must configure overbooking for the building or each specific building. If you do not configure this step, the property will only be able to overbook room types but not overbook the property.



To do this create a new line in the overbooking screen and create a new record 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.

Bld	Type	From Date	To Date	Rooms	Number	Percent	T	Clerk	Last Date
QL	QQ	03/02/2005	12/31/2005	53	10	18.868	N	MARK	03/16/2004
QL	ZZZZZZ	03/02/2005	12/31/2005	150	7	4.667	N	NWIND	01/08/2003

In this example, while the Room Type QQ can be overbooked by 10 rooms, the building can only be overbooked by 7 rooms. Maestro will allow the room type QQ to be overbooked up to 10 rooms as long as the hotel will not be oversold by more than 7 rooms. The number of rooms indicated may or may not match the total number of rooms that can be overbooked by room type.

Global Building Overbooking

The last step is to configure Global Overbooking for a total of all buildings. Even if the property only has one building code, this step must still be completed. To set up the Global overbooking, you need to create a new record for building code 'zzz' and room type 'zzzzzz'. Ensure that the From and To Date range encompasses the dates from the entries above. The Number field should be a reflection of the totals rooms by property that they wish to overbook. In a single property environment, this number is usually the same as the building overbooking and in a multi property environment this is commonly the sum total of each buildings overbooking.

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QL	QQ	03/02/2005	12/31/2005	53	10	18.868	N	MARK	03/16/2004
QL	ZZZZZZ	03/02/2005	12/31/2005	150	7	4.667	N	NWIND	01/08/2003
ZZZ	ZZZZZZ	03/02/2005	12/31/2005	549	7	1.275	N	NWIND	02/25/2005