Contents

1 SET-UP.................................................................................................................................................. - 2 -
  1.1 CONFIGURE WAITLIST FEATURE ........................................................................................ - 2 -
  1.2 CONFIGURE WAITLIST INVENTORY ....................................................................................... - 2 -
    1.2.1 Individual ............................................................................................................................. - 3 -
    1.2.2 Group ...................................................................................................................................... - 4 -
  1.3 WAITLIST NOTIFICATION ............................................................................................................. - 4 -
    1.3.1 Display Notification ............................................................................................................... - 4 -
    1.3.2 System Generated Trace Message ........................................................................................ - 6 -
  1.4 HOLD ROOMS FOR WAITLIST ..................................................................................................... - 8 -
    1.4.1 Configure Hold Rooms for Waitlist ...................................................................................... - 8 -
    1.4.2 Configuring Housekeeping .................................................................................................. - 9 -

2 CREATING A WAITLIST RESERVATION ......................................................................................... - 11 -

3 CHANGING A WAITLIST RESERVATION TO RESERVED .............................................................. - 15 -
  3.1 GUEST RESERVATION ................................................................................................................ - 15 -
  3.2 CANCELLATION OF ANOTHER GUEST RESERVATION ............................................................ - 15 -
  3.3 HOLD ROOM FOR WAITLIST .................................................................................................... - 17 -

4 REPORTING ............................................................................................................................................. - 19 -
  4.1 RESERVED WAITLIST REPORT ............................................................................................... - 19 -

5 FRONT DESK DASHBOARD – VIEWING THE NUMBER OF WAITLIST RESERVATIONS ............. - 21 -

Overview

The purpose of this Quick Reference Guide is to outline how to manage Waitlist Reservations.

Waitlist reservations are typically created when the property has no actual physical room inventory available to sell. The property can create a list of waitlist reservations if room inventory becomes available at a later time.

The reader should be familiar with the following Maestro functions:

- Maestro User interface
- Creating Individual and Group Reservations
1 Set-up

Before waitlist reservations can be created the “Use Waitlist” feature needs to be enabled to allow for the booking.

1.1 Configure Waitlist Feature

Front Desk Maintenance | Select Setup | Select System Options

On the right side of the system option screen ensure the “Use Waitlist” Flag is set to “Y”. This can be done by typing “Y” or Lookup (F8)

1.2 Configure Waitlist Inventory

Waitlist Inventory needs to be configured for both Individual and Group Reservations

Front Desk Maintenance | Select Setup | Select Inventory Options
1.2.1 Individual

a. *Allow Tentative for FIT* to be set to ‘Y’ to continue configuring Wait listing. This can be done by either typing a ‘Y’ in the field or by using a **Lookup (F8)** in this field.

b. *FIT Description* is a free-form text field and allows the user to enter the preferred display status for waitlist reservations. There is space for 11 characters which can be numbers, letters, symbols or a combination of all three. In the example above “WAITLIST” has been used.

c. *FIT default for New Resv* sets the default status when a user is creating new FIT reservations (i.e. non-group reservations). There are two options for the default status for all new reservations these are either tentative (i.e. waitlist) or reservation (i.e. reserved status). The difference being that waitlist status does NOT hold inventory and reserved status WILL hold inventory. A **Lookup (F8)** on the field can be done to select the appropriate option or it can be typed.
d. **Allow Mixed Inventory** enables inventory to be booked on one reservation which is both in reserved and tentative (or waitlist status). For example: on a 5-night stay, a guest could have 3 nights reserved and the remaining nights waitlisted.

e. Hold Tentative Discard Days Before Arrival are fields to be used for Future Development.

1.2.2 Group

a. **Allow Tentative for Group** to be set to ‘Y’ to continue configuring Wait listing. This can be done by either typing a ‘Y’ in the field or by using a **Lookup (F8)** in this field.

b. **Group Description** is a free-form text field and allows the user to enter the preferred display status for tentative group reservations. There is space for 11 characters which can be numbers, letters, symbols, or a combination of all three. In the example above, “Tentative” has been used.

c. **FIT default for new resv** sets the default status for new group reservations. There are two options for the default status for all new reservations; these are either tentative or reservation (i.e. reserved status). The difference being that waitlist status does NOT hold inventory and reserved status WILL hold inventory. A look-up on the field can be done to select the appropriate response or it can be typed.

d. **Allow Mixed Inventory** enables inventory to be booked on a group reservation which is both in reserved and tentative status. For example, some rooms on the group block are taken from the hotel inventory and held for this group and other rooms are in a tentative status (i.e. the inventory is not held).

e. Hold Tentative and Discard Days Before Arrival are fields to be used for Future Development.

1.3 Waitlist Notification

Maestro can notify the users that a waitlist reservation exists at the time of a reservation is cancelled on the same date. Maestro compares the room type that has become available with any waitlist reservation that has the same room type and date range. If there are multiple waitlist reservations that meet these criteria, Maestro selects the reservation with the lowest reservation number – i.e. on a first come, first served basis.

1.3.1 Display Notification

The Display notification can be configured by ONE (1) of the following methods. If the user sets the flag using one method, the other method is not needed.

1) **Front Desk Maintenance** | **Select Setup** | **Select System Options**
On the right side of the system option screen ensure the “Disp Waitl Res on Cancel” is set to “Y”. This can be done by typing “Y” or Lookup (F8).

2) Global Maintenance | Select Setup | Select Global System Option Maintenance

Search (F3) for System Option #78 Book Waitlist the Option Data is set to “Y”. This can be done by typing “Y”. This will display Wait Listed Rooms to Be Booked at time of cancellation.
1.3.2 System Generated Trace Message

Front Desk Maintenance | Select Codes | Select Trace Code Maintenance
In the below example, a Trace Code (Tr Code) has been created called ‘CXL’ and the Description of ‘Cancelled Res’ has been used. If required, a new Trace Code Create (F6)

a. **Tr Code** is a free-form text field and allows the user to enter the preferred trace code. There is space for 6 characters which can be numbers, letters, symbols, or a combination of all three. In the example above, “CXL” has been used.

b. **Description** is a free-form text field and allows the user to explain the trace code. There is space for 30 characters which can be numbers, letters, symbols or a combination of all three.

c. **Tr Days** is to be left blank.

d. **Tr Src** is the action of where the trace code will appear. A **Lookup (F8)** on the field can be done to select the appropriate option or it can be typed “CW” Notification of Cancel with Waitlisted Rooms.

e. If a **Clerk** name is entered, Maestro will send a trace message to the specified user. To enter a Maestro Clerk Code in the Clerk field, **Lookup (F8)** or key in a valid user name. Alternatively, this field can be left blank and Maestro will send a notification to the user who canceled the Reserved booking.
1.4 Hold Rooms for Waitlist

Maestro can be configured to hold the room inventory on secondary out of order for a canceled booking before confirming the waitlist reservation.

This configuration can assist Users to reach out to the guest on waitlist before confirming their booking.

1.4.1 Configure Hold Rooms for Waitlist

The Hold Rooms for Waitlist can be configured by ONE (1) of the following methods. If the user sets the flag using one method, the other method is not needed.

1) Front Desk Maintenance | Select Setup | Select System Option

On the right side of the system option screen, ensure the “Hold Rooms for Waitlist” is set to “Y”. This can be done by typing “Y” or Lookup (F8)

2) Global Maintenance | Select Setup | Select Global System Option Maintenance

Search (F3) for System Option # 282 FD Hold Waitlist is set to “Y”. This can be done by typing “Y”.
I.4.2 Configuring Housekeeping

Front Desk Maintenance | Select Setup | Select Housekeeping Configuration | Select Off Market Option Setting
a. **Active Second Status** is set to “Y”. This can be done by typing “Y” or Lookup (F8)
b. **Second Status Desc** is a free-form text field and allows the user to enter the preferred display status for secondary off market. There is space for 10 characters which can be numbers, letters, symbols, or a combination of all three. In the example above, “WAITLIST” has been used
c. **Remove from Hotel** is set to “N”. This can be done by typing “N” or Lookup (F8)
d. **Remove from Avail** is set to “Y”. This can be done by typing “Y” or Lookup (F8)
e. **Can Be Sold** is set to “Y”. This can be done by typing “Y” or Lookup (F8)
f. **Display Chart** is a character to represent the second status on charts within Maestro
g. **Include Offmarket** is set to “Y”. This can be done by typing “Y” or Lookup (F8)
2 Creating a Waitlist Reservation

1) Start a New Reservation
   a. From the Front Desk Dashboard | Select New Res

   ![Front Desk Dashboard Image]

   b. From the Front Desk Menu | Select Reserve | Select Guest Reservation or Input RS in the shortcut menu field

   ![Guest Reservations Image]

Create (F6) to start the Guest Reservation
2) On the Reservation Availability Screen, update the information to reflect the reservation
   a. Using the mouse, double left-click the field displaying the ‘reserved status’ to change it from Reservation to Waitlist. By double left-clicking on the mouse once more, the reservation status can be changed back to the default status for new reservations
   b. Input the Arrival Date and Departure Date
   c. Fill in the Partial of the Guest Name and press Enter; this will bring up the Client Code Lookup by Last name if this guest has stayed at the property for the users to attach the profile to the new reservation by entering on the name; this will bring users to the Reservations History by Client screen Save/Exit (F4) to attached the profile. If no profile is found, Save/Exit (F4) and Maestro will prompt to create a new profile
   d. Input the Guest Type or a Lookup (F8)
   e. Input the # of Adults for the Rate
   f. Select Rates to complete the Reservation as usual

3) On the Quick Availability Chart, towards the bottom, users may also change the status. Using the mouse, double left-click the field displaying the ‘reserved status’ to change it from Reservation to Waitlist. By double left-clicking on the mouse once more, the reservation status can be changed back to the default status for new reservations
   a. Pick the Rate and Room Type wished for the booking and Enter to continue
On Room Type Booking Screen towards the top, users may also change the status. Using the mouse, double left-click the field displaying the ‘reserved status’ to change it from Reservation to Waitlist. By double left-clicking on the mouse once more, the reservation status can be changed back to the default status for new reservations.

a. If they are incorrect, click **Cancel** to go back to the Quick Availability Chart or **OK** to continue with booking the waitlist reservation.
Note: If there is no inventory available and users try to book under reservation status, an alert will popup advising “room type not available”

5) On Guest Reservations, continue updating the reservation as required for the user’s property. In the reserved field, the reservation indicates that this reservation is waitlisted.
3 Changing a Waitlist Reservation to Reserved

Once the same room type becomes available, reservations that have been place on waitlist may now become reserved bookings.

3.1 Guest Reservation

From the Guest Reservation | Select Status | Select Guest Reservation

3.2 Cancellation of Another Guest Reservation

Once a reservation has been cancelled, the waitlist reservation can be booked during the cancellation process.

1) Once the guest reservation has been cancelled, an alert will pop up saying “There are traces associated with this reservation. Please review and cancel if necessary”. Click OK

If the Global System Option 78 is Set to a “Y” the Wait Listed Room to be Booked screen will pop up. This will indicate all reservations placed on waitlist with matching criteria.
a. **Drilldown (F5)** on the reservation number to open the guest reservation
b. To book the reservation, click "**Reserve**" at the bottom of the screen

If the Global System Option 78 is Set to a "N", Maestro will bring the user back to the cancelled reservation.

If there were any traces associated with the reservation, a message will display:

Users can verify the trace by **Drilldown (F5)** in Trace msg
On the Reservation Traces, users may **Drilldown (F5)** in the Keep Field “Y” to access the message details, which indicate the reservation numbers of the waitlist reservations with matching criteria.

Users can use the reservation number’s to further search the reservation details to indicate which reservation will be taken off waitlist.

### 3.3 Hold Room for Waitlist

When the hold room for waitlist is configured, the room inventory is placed on a secondary off market so the room inventory is available to book for guests that have already been placed on the waitlist.

Once the reservation has been cancelled and the waitlist guest has been notified that a reservation has been confirmed, the user must update the booking.

**Front Desk Menu | Select Housekeeping | Select Held Rooms for Waitlist**
The Held Room for Waitlist will provide the User with a list of room types and time frame of which have now become available.

Drilldown (F5) on the date that is required to be updated. The Held Room for Waitlist will provide the user with all of the Waitlist Reservations that have matching criteria to the room type that is available.

Note: Maestro will automatically list the reservations from oldest to newest.
To confirm the booking, users will indicate which reservation will be taken off waitlist and the reservation details will be highlighted in green as noted above. Users will then click confirm button at the bottom of the screen. An Alert will popup to confirm the inventory that has been held for the waitlist reservation. Once “YES” has been selected, the reservation status will update to Reserved.

![Confirm inventory for Reservation 136496?]

Users can also **DrillDown** (F5) on the guest name to access the guest reservation to manual update the status of the waitlist reservation.

## 4 Reporting

### 4.1 Reserved Waitlist Report

1) Front Desk Menu | Select Reports | Select Guest Reports

![Front Desk Menu](image)

2) Select **Arriving & Reserved Guests**
3) Update the Criteria as needed and ensure the "Res Status" is updated to waitlist this can be done by typing "W" in the field and then click OK. Note: there is NO Lookup (F8).
The top right of the report indicates the selection criteria at the time the report was run and indicates how waitlist reservations are identified.

The body of the report is broken into sections with each section being a different reservation status. In the extract above, there is a Waitlist Reservation at a Rate of $156.00 for a ‘QQ’ Room Type in the QL building. It is guaranteed by Clerk and is for 1 adult. The Reservation name, number, arrival and departure dates and rate type are also displayed. The total number of Waitlist Reservations is displayed at the end of all the Waitlist Reservations.

5 Front Desk Dashboard – Viewing the number of Waitlist Reservations

When the user is in the Front Desk Dashboard, the number of Waitlist Reservations can be seen for a specific date.

1) From the Front Desk Menu | Select Reserve | Select Front Desk Dashboard or Input FDDS in the shortcut menu field
2) Once in the Front Desk Dashboard, choose which date you would like to see the number of waitlist reservations for. Users can type in the date or **Lookup (F8)** to choose from the calendar.

3) The user will then click on “Re-Calc Status” at the bottom right corner of the Dashboard. The number of Waitlist Reservations for that date, will then show up.