



Yield/ Manager's Override

Quick Reference Guide

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Overview

This Quick Reference Guide will guide the user through the process of creating a Yield. Yield Management is a useful tool for maximizing revenues by adapting to the four following steps:

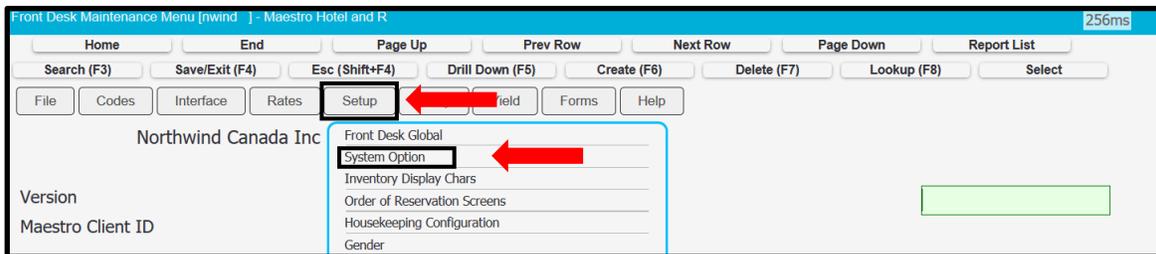
- 1) Forecasting Demand at the property
- 2) Developing Strategies and Tactics to define rates and restrictions
- 3) Capturing new reservations / business based on the strategies and tactics in place
- 4) Evaluating and Analyzing business levels on a regular basis

The reader should be familiar with the following Maestro functions:

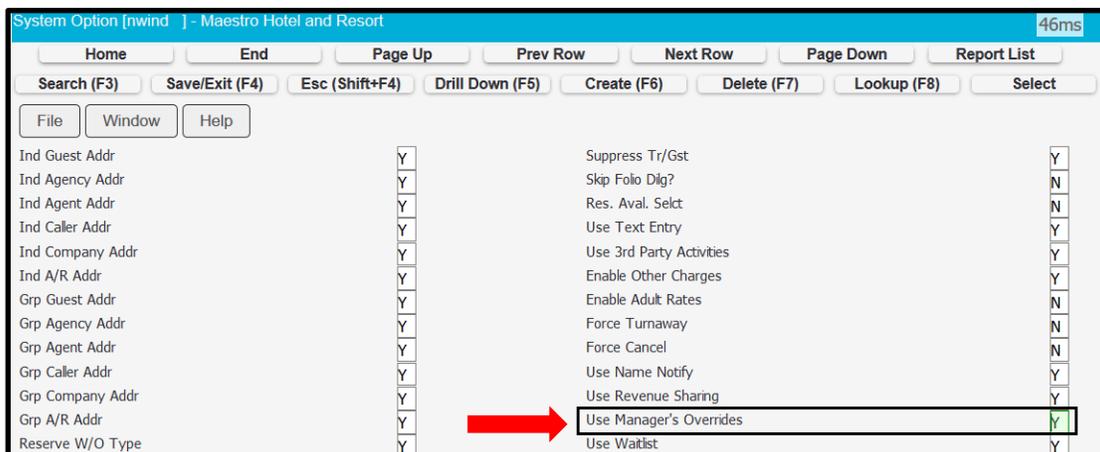
- Forecasting Reports
- Creating a Guest Reservation

I Configuration

- 1) Front Desk Maintenance | Select Setup | Select System Options



- 2) Use Manager's Overrides to be set to a "Y". This can be done by typing Y in the field or a Lookup (F8)





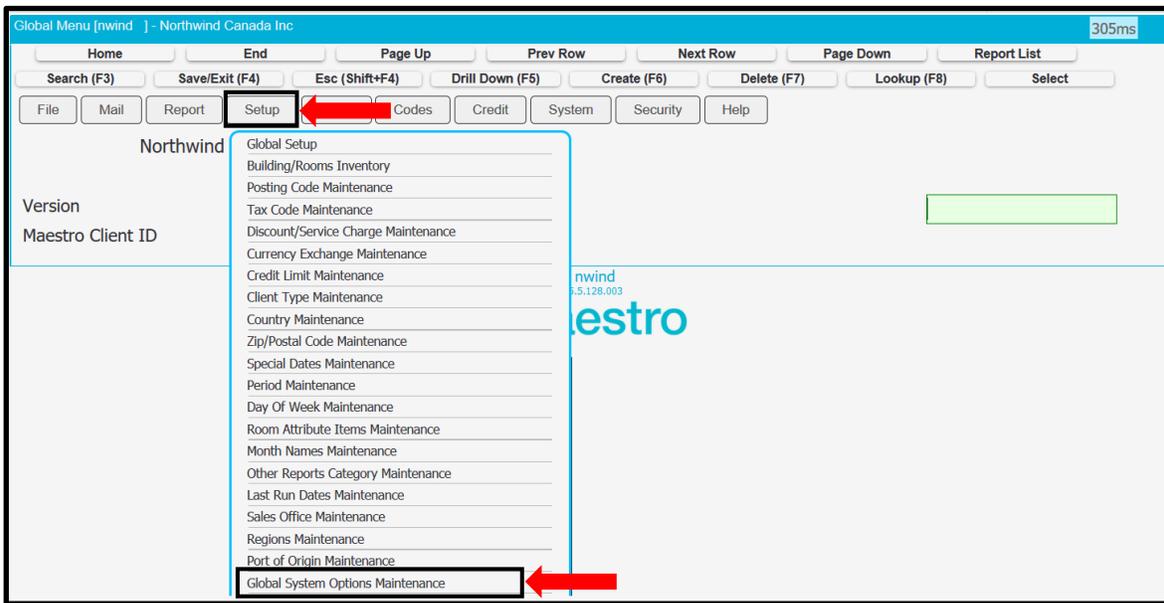
I.I Global System Options for Property's Using Derived Rates

Property's using derived rates will need to determine if the rate should be derived first and then yielded with a Manager's Override or Yielded with a Manager's Override and then derive the rate to further discount the rate.

If the Global System Option 630 Set a "Y" means the base rate of the BAR was derived by taking 10% and then the Yielded with a Manager's Override Example: $229 - 10\% = \$206.10$ then managers override \$80 off and the total is \$126.10

If the Global System Option 630 Set a "N" means the BAR is \$229 and then yield \$80 off the rate for Bar. The Rate is now \$149 and the Derived rate is 10% off \$149-10% = 14.90. The rate would be \$149 - 14.90 = for a total \$134.10

This Global System Option can be updated from **Global Maintenance | Select Setup | Select Global System Options | Search (F3) for Option 630**



To update the Option Data click in to the field and type "Y" or "N" No Lookup (F8) option available on this field





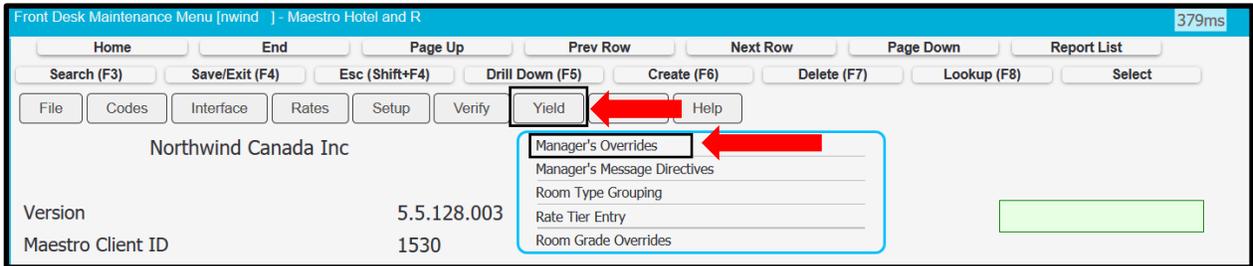
2 Manager's Override

The Manager's Override screen is a flexible tool that allows the property to refine their Yield Management strategies immediately or for future dates by adjusting how bookings are created, priced, and applied. Note: it is an authorized function to create a manager override.

2.1 How to access the Manager's Overrides

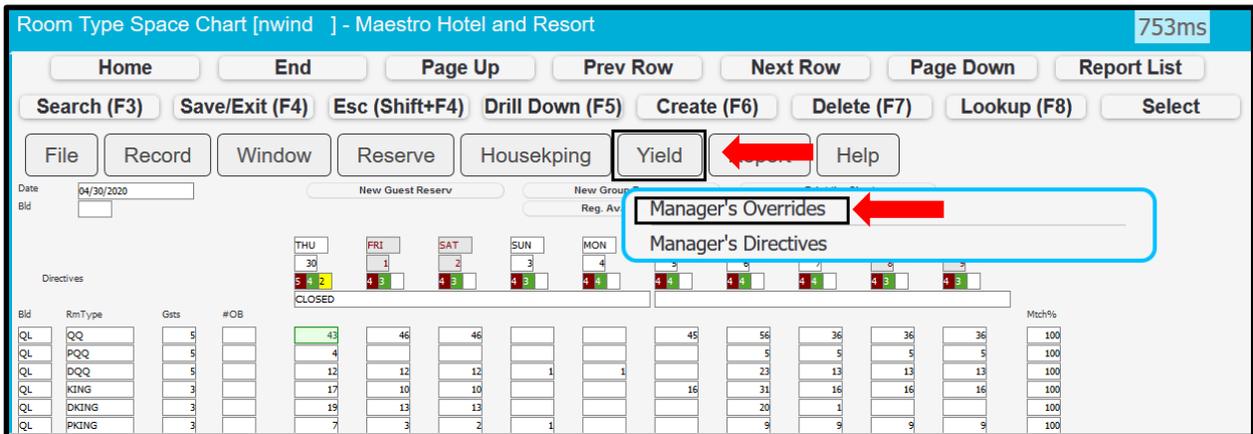
2.1.1 How to access Manager's Overrides from Front Desk Maintenance

Front Desk Maintenance | Select **Yield** | Select **Manager's Overrides**



2.1.2 How to access Manager's Overrides from the Front Desk Menu

Front Desk Menu | Select Room Type Space Chart | Select **Yield** | Select **Manager's Overrides**



2.2 Manager's Override Screen

Before creating the Manager's Override Users need to ask six simple questions:

- 1) **When** is the override valid?
- 2) **Why** is the override being applied?
- 3) **Where** is the override applicable?
- 4) **Who** is affected by the override?
- 5) **How** will the override be triggered?
- 6) **What** will the override achieve?

2.2.1 Fields Available on the Manager's Override Screen

| Field | Action / Purpose of Field |
|------------------|---|
| Arrivals Between | Key the range of dates for the arrival period. The new Managers Override will be valid for all arrivals within this period. For a one-day range, both dates will be the same. |
| Booking Between | Key the range of dates for the booking period. The new Managers Override will be valid for all new bookings that are made within this period. For a one-day range, both dates will be the same. |
| ID | The ID Field will automatically populate a number in corresponding to the yield |
| Days (Mon – Sun) | The Day Field will automatically populate a “Y. The override may be limited to specific days of the week during the period, if the override is not valid a “N” should be updated in the field. |
| Booking Channel | This option can be used to limit the reach of the yield to specific booking channels associated to the property. Select Lookup (F8) to select the booking Channel. |

| | |
|--------------------|--|
| Reason | Key in the message up to 30 characters that is to be communicated for the yield. This message will display on the Building Availability Chart and the Room Type Space Chart . Preface the reason by typing in the Yield Number. |
| Explanation | This is an optional field that may be used to provide further clarification for the Reason message. There are two lines with a maximum of 60 characters per line. Preface the explanation by typing in the Yield Number. |
| Broadcast | <p>This will allow an Override to remain active without using up one of the Directives fields on the availability screens.</p> <p>For example, if a particular Rate Type is never available on a Saturday night during an entire season --the restriction becomes common knowledge and does not need to be broadcasted.</p> <p>Key "Y" to broadcast the Override or an "N" to suppress it from being broadcasted</p> |

The remaining sections of the screen are used to determine what conditions trigger the override in addition to the arrival and booking between date. Note: Not All Fields need to be completed

| Field | Action / Purpose of Field | | | |
|---|--|------------------|---------------------------|-------------------|
| Rate Tier | Key the Rate Tier that will be restricted or select it from the Lookup (F8) | | | |
| Rate Grouping | Key the Rate Grouping that will be restricted or select it from the Lookup (F8) | | | |
| Rate Type | Key the Rate Type that will be restricted or select it from the Lookup (F8) . Leave this field blank to include all rate types | | | |
| Guest Type | Key the Guest Type that will be restricted or select it from the Lookup (F8) . Leave this field blank to include all guest types | | | |
| Group Name | Key the Group Client ID that will be inhouse over the specific arrival dates or select it from the Lookup (F8) | | | |
| Company Name | Key the Company Client ID that will be restricted or select it from the Lookup (F8) | | | |
| Building | Key the Building that will be restricted or select it from the Lookup (F8) . This field must be keyed before a Room Type Code may be keyed. Leave this field blank to include all rooms in all buildings. | | | |
| Room Type/ Group | <p>Key the code for either a Room Type or a Room Type Grouping, if neither of these codes is known, select the Lookup (F8)</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #e0ffe0; text-align: center;">ROOM TYPE</td> </tr> <tr> <td style="text-align: center;">ROOM TYPE GROUPING</td> </tr> <tr> <td style="text-align: center;">SUITE TYPE</td> </tr> </table> </div> <p>Enter on the Option selected or leave this field blank to include all room types and all room type groupings for the property or within the above building</p> | ROOM TYPE | ROOM TYPE GROUPING | SUITE TYPE |
| ROOM TYPE | | | | |
| ROOM TYPE GROUPING | | | | |
| SUITE TYPE | | | | |
| Hotel Occupancy /Room Type Occupancy | Maestro will automatically open and close the rates/availability according to the criteria that is configured for one or both of these variables. All criteria are structured within a logical statement. This allows users to define the variable in a manner that is specific to the property's needs. A Lookup (F8) is available within each field to assist in constructing the statement. | | | |

| | | | | | | | | | | | | | | | | | |
|------------------------------------|---|---------|-------------------|--------|------------------|---------|-------------------|-------|---------------------------|---|---------------------------|---|--------------------------------------|---|-------------------------------|--|--------------------------------|
| | <table border="1" data-bbox="483 201 1295 407"> <tr> <td style="background-color: #92d050;">AVERAGE</td> <td style="background-color: #4f81bd; color: white;">AVERAGE OCCUPANCY</td> </tr> <tr> <td>LOWEST</td> <td>LOWEST OCCUPANCY</td> </tr> <tr> <td>HIGHEST</td> <td>HIGHEST OCCUPANCY</td> </tr> <tr> <td>DAILY</td> <td>DAY BY DAY</td> </tr> </table> <p>The statement can be as simple or as complex as needed. The following are simple statements.</p> <ul style="list-style-type: none"> • Hotel Occupancy "> 200 Rooms" –The override will become active when more than 200 rooms have been sold on any night of the guest’s stay. • Room Type Occupancy "> 60 % " –The override will become active when the occupancy for the designated room type on any night of the guest’s stay is greater than 60% <p>Several criteria can be combined to create a more complex statement.</p> <ul style="list-style-type: none"> • Hotel Occupancy "Average> 200 Rooms And < 250 Rooms For 3 Days" The override will become active when the average number of rooms sold is between 200 and 250 during any 3-day period within the guest’s stay. • Hotel Occupancy "Lowest> 60 % For 4 Days" The override will become active when the lowest occupancy is greater than 60% during any 4-day period within the guest’s stay. • Hotel Occupancy "Daily> 80%" The override will become active only for the days when the occupancy is greater than 80%. This could lead to some days during the stay to have a different rate. | AVERAGE | AVERAGE OCCUPANCY | LOWEST | LOWEST OCCUPANCY | HIGHEST | HIGHEST OCCUPANCY | DAILY | DAY BY DAY | | | | | | | | |
| AVERAGE | AVERAGE OCCUPANCY | | | | | | | | | | | | | | | | |
| LOWEST | LOWEST OCCUPANCY | | | | | | | | | | | | | | | | |
| HIGHEST | HIGHEST OCCUPANCY | | | | | | | | | | | | | | | | |
| DAILY | DAY BY DAY | | | | | | | | | | | | | | | | |
| <p>Length of Stay</p> | <p>The criteria for these variables are also configured using statements. Length of Stay "> 3 And < 5" The override will become active when the length of stay is between 3 and 5 nights.</p> | | | | | | | | | | | | | | | | |
| <p>Advance Booking Days</p> | <p>The statement: Advance Booking Days "> 7 And < 10"</p> <p>The override will apply when the arrival is between 7 and 10 days from the booking date.</p> | | | | | | | | | | | | | | | | |
| <p>Action</p> | <p>Lookup (F8) can be used to select one of the Following:</p> <table border="1" data-bbox="483 1331 1393 1646"> <tr><td>C</td><td>CLOSED</td></tr> <tr><td>A</td><td>NO ARRIVALS</td></tr> <tr><td>D</td><td>NO DEPARTURES</td></tr> <tr><td>S</td><td>NO ARRIVALS OR DEPARTURES</td></tr> <tr><td>R</td><td>ROOM ASSIGNMENT MANDATORY</td></tr> <tr><td>T</td><td>LIMIT SALE OF RATE TYPE / RATE GROUP</td></tr> <tr><td>O</td><td>OPEN - IGNORE PRIOR OVERRIDES</td></tr> <tr style="background-color: #92d050;"><td></td><td>SUBJECT TO ALL OTHER OVERRIDES</td></tr> </table> <p>Note: setting the status to "OPEN" is only used to counteract another override. The actual availability will still control whether or not a sale can be made.</p> | C | CLOSED | A | NO ARRIVALS | D | NO DEPARTURES | S | NO ARRIVALS OR DEPARTURES | R | ROOM ASSIGNMENT MANDATORY | T | LIMIT SALE OF RATE TYPE / RATE GROUP | O | OPEN - IGNORE PRIOR OVERRIDES | | SUBJECT TO ALL OTHER OVERRIDES |
| C | CLOSED | | | | | | | | | | | | | | | | |
| A | NO ARRIVALS | | | | | | | | | | | | | | | | |
| D | NO DEPARTURES | | | | | | | | | | | | | | | | |
| S | NO ARRIVALS OR DEPARTURES | | | | | | | | | | | | | | | | |
| R | ROOM ASSIGNMENT MANDATORY | | | | | | | | | | | | | | | | |
| T | LIMIT SALE OF RATE TYPE / RATE GROUP | | | | | | | | | | | | | | | | |
| O | OPEN - IGNORE PRIOR OVERRIDES | | | | | | | | | | | | | | | | |
| | SUBJECT TO ALL OTHER OVERRIDES | | | | | | | | | | | | | | | | |
| <p>Minimum Stay</p> | <p>Key the required minimum length of stay. All reservations meeting the other selection criteria for this override will be denied unless staying for the stated number of days. Leave this field blank to disable this requirement.</p> | | | | | | | | | | | | | | | | |

| | <p>If the Action of T –Limit Sale of Rate Type / Rate Group is selected, the field label is changed to Maximum Rooms Per Night. Key in the number of times the rate type or rate group can be sold daily.</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Action <input type="checkbox"/> ADVISORY</p> </div> <div style="text-align: center; color: red; font-size: 2em; margin-bottom: 10px;">↓</div> <div style="border: 1px solid black; padding: 5px;"> <p>Action <input checked="" type="checkbox"/> LIMIT SALE OF RATE TYPE / RATE</p> <p>MAXIMUM ROOMS PER NIGHT <input style="width: 50px;" type="text"/></p> </div> | | | | | | | | | | | | | | | | |
|--|---|----------|--------|----------|----|-----------|-----|-------------|-------|-----------|-------|------------|--------|-------|---------|---------|-----------|
| Minimum Rate | <p>Key the value for the minimum acceptable rate after all other discounts and surcharges have been applied. Rate Type/Room Type combinations that would normally cost less than this amount will still be accepted –however they will be charged this minimum rate. Combinations that cost more than this value will not be affected.</p> <p>Leave this field blank to disable this requirement</p> | | | | | | | | | | | | | | | | |
| Daily Adjust Amt | <p>Key a value (positive or negative) that will be added/subtracted to/from the rates after the standard calculations have been made. Leave this field blank to disable this calculation.</p> | | | | | | | | | | | | | | | | |
| Fixed Rate | <p>Key a value that will become the fixed charge. This value will become the absolute charge and will override all other rate calculations. Leave this field blank to disable this calculation</p> | | | | | | | | | | | | | | | | |
| Daily Adjust% | <p>Key a percentage value (positive or negative) that will be added/subtracted to/from the rates after the standard calculations have been made. Leave this field blank to disable this calculation.</p> | | | | | | | | | | | | | | | | |
| <p>Allow Multiple Discounts</p> | <p>When more than one Override has been configured for the same period, multiple discounts may be in effect. Key “Y” to allow multiple discounts or “N” to prohibit multiple discounts.</p> <p>If “N” has been selected, the discounts will assume a position in a hierarchy based on a point scheme.</p> <table border="1" style="margin: 10px auto; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Variable</th> <th style="text-align: center;">Points</th> </tr> </thead> <tbody> <tr> <td>Building</td> <td style="text-align: center;">40</td> </tr> <tr> <td>Room Type</td> <td style="text-align: center;">400</td> </tr> <tr> <td>Rate Market</td> <td style="text-align: center;">2,000</td> </tr> <tr> <td>Rate Type</td> <td style="text-align: center;">4,000</td> </tr> <tr> <td>Guest Type</td> <td style="text-align: center;">40,000</td> </tr> <tr> <td>Group</td> <td style="text-align: center;">400,000</td> </tr> <tr> <td>Company</td> <td style="text-align: center;">4,000,000</td> </tr> </tbody> </table> <p>Each override will accumulate points based on the variable that has been configured. The overrides are examined and applied in ascending numeric value. An override will accumulate additional points if more than one variable has been configured.</p> <p>Note: Daily rate Modification is considered a single override although it can apply to multiple rates.</p> | Variable | Points | Building | 40 | Room Type | 400 | Rate Market | 2,000 | Rate Type | 4,000 | Guest Type | 40,000 | Group | 400,000 | Company | 4,000,000 |
| Variable | Points | | | | | | | | | | | | | | | | |
| Building | 40 | | | | | | | | | | | | | | | | |
| Room Type | 400 | | | | | | | | | | | | | | | | |
| Rate Market | 2,000 | | | | | | | | | | | | | | | | |
| Rate Type | 4,000 | | | | | | | | | | | | | | | | |
| Guest Type | 40,000 | | | | | | | | | | | | | | | | |
| Group | 400,000 | | | | | | | | | | | | | | | | |
| Company | 4,000,000 | | | | | | | | | | | | | | | | |
| Authorization to Disregard | <p>Key the authorization level that is required to ignore this Override or select it from the Lookup (F8)</p> | | | | | | | | | | | | | | | | |



| | |
|--------|---|
| | Security permissions are explained in the Maestro User and Security Management User Guide. Note: If this field is left blank –no user may ignore this Override |
| By, On | The user cannot key data into this field. Maestro will automatically update this field with the name of the clerk and the last date/time that this record was modified. |

2.2.2 Example of a Completed Manager's Override

In the below Managers Override it indicates that for any transit bookings for the room grouping of suites in the QL building the rate will increase by \$50 per night on Friday, Saturday and Sunday with any arrivals from June 1st, 2020 – September 1st, 2020 that are booked from April 1st, 2020 – September 1st, 2020.

The screenshot shows the 'Manager's Overrides' window for 'Maestro Hotel and Resort'. The 'Arrivals Between' field is set to 06/01/2020 and 09/01/2020. The 'Bookings Between' field is set to 04/01/2020 and 09/01/2020. The 'Reason' is 'Increase Suite Transit Rates' and the 'Explanation' is 'Increase Suite Rates Over the Weekend'. The 'Rate Tier' is 'SUITES' and the 'Guest Type' is 'TRANS'. The 'Daily Adjust Amt' is set to 50.00. The 'By' field is 'NWIND' and the 'On' field is '04/30/2020 02:23pm'. The 'Action' section is checked for 'RATE MODIFICATIONS'.

2.3 Managing Manager's Override

2.3.1 How to Search for a Manager's Override

- 1) On Managers Override place your cursor in the first arrivals date field and use the **Search (F3)** Option

The screenshot shows the 'Manager's Overrides' window for 'Maestro Hotel and Resort'. The 'Search (F3)' button is highlighted with a red arrow. The 'Arrivals Between' field is highlighted with a red arrow, and the cursor is positioned in the first date field (06/01/2020).

- 2) Within the Override lookup screen users can search for the Manager's Override from the ID number, Arrival Date or Booking Date and Click Ok

- 3) If searched for by the ID, Maestro will bring you directly to the Manager's Override Screen, if searched for by either the Arrival or Booking Date with multiple Managers Overrides in place, Maestro will provide a list of all the Manager's Overrides in effect over the selected date

| ID | Message | Status |
|---------------------------------------|------------------------------|-----------------------------|
| 2410 | 2410 - 3 Day min stay | MINIMUM STAY REQUIRED |
| 2410 - 3 day min stay rate applied | | |
| Rate | 60SPCL | GstT MinDys 3 Bld RmT |
| 2421 | | ADVISORY |
| Rate | | GstT MinDys Bld RmT |
| 2424 | Increase Suite Transit Rates | RATE MODIFICATIONS |
| Increase Suite Rates Over the Weekend | | |
| Rate | GstT TRANS | MinDys Bld QL RmT SUITES |
| 2382 | | RATE MODIFICATIONS |
| Rate | BAR | GstT ADVANCE MinDys Bld RmT |

- 4) To access the Manager's Override Enter the yield ID

2.3.2 How to Copy a Manager's Override

- 1) On the Manager's Override that should be copied, click the Copy button at the bottom of the Manager's override Screen

Manager's Overrides [nwind] - Maestro Hotel and Resort 22ms

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 Reports Help

Arrivals Between 06/01/2020 And 09/01/2020 Days M. T. W. T. F. S. S. ID 2428

Bookings Between 05/01/2020 And 09/01/2020

Booking Channel

Reason Closed at 100% Broadcast Y

Explanation Overbooking

Rate Tier

Rate Grouping

Building QL Group Rate Type Guest Type

Room Type/Group TEST Company

Hotel Occupancy (DAILY) > #R/% 99 % And

Room Type Occupancy () > #R/% % For 4 Days

Length of Stay

Advanced Booking Days

Action C CLOSED

MINIMUM STAY

Minimum Rate Daily Adjust Amt 50.00

Fixed Rate Daily Adjust %

Allow Multiple Discounts Y By NWIND

Authorization To Disregard Y2 On 05/04/2020 04:46pm

Copy

- 2) On the Copy Manager's Overrides Screen update the New Arrival and Booking Dates and Click OK

Copy Manager's Overrides [nwind] - Maestro Hotel and Reso 81ms

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 Help

Copy From ID 2361

Org Arrivals Between 01/01/2021 And 01/31/2021

Org Bookings Between 12/16/2019 And 01/31/2021

New Arrivals Between mm/dd/yyyy And

New Bookings Between And

OK Exit

- 3) Maestro will automatically bring the user to the new Manager's Override screen to verify the information and Save/ Exit (F4)

2.3.3 How to Delete a Manager's Override

- 1) On the Manager's Over Screen that the User wishes to remove or delete use the Delete (F7)

Manager's Overrides [nwind] - Maestro Hotel and Resort

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) Print (F8) Select

File Record Window Reports Help

Arrivals Between 06/01/2020 And 09/01/2020 Days M. T. W. T. F. S. S. ID 2428

Bookings Between 05/01/2020 And 09/01/2020 Days Y Y Y Y Y Y Y

Booking Channel

Reason Closed at 100% Broadcast Y

Explanation Overbooking

Rate Tier

Rate Grouping

Building QL Group

Room Type/Group TEST Company

% Level >< #R/% >< #R/%

Hotel Occupancy (DAILY) > 99 % And

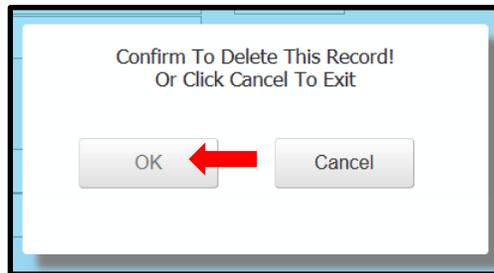
Room Type Occupancy () > % And

Length of Stay () And

Advanced Booking Days () And

Action C CLOSED

- 2) An Alert will pop up to confirm that this Manager's Override needs to be deleted, then Select OK to confirm



2.4 Reports

2.4.1 How to print the List Overrides Report

- 1) On the Manager's Override Screen | Select Reports | Select List Overrides

Manager's Overrides [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row Page Down

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Look

File Record Window Reports Help

Arrivals Between

Bookings Between List Overrides And Days M. T. W. T. F. S

Booking Channel

Reason Broadcast

- 2) On the Report Manager's Override Screen User's can enter various criteria to review specific manager overrides, or users can leave the report with no criteria entered to review all overrides inputted in to Maestro.

- 3) Once desired criteria are inputted users can print this report as PDF file or as a excel by running the report as a CSV

3 Messaging Directives

Messaging Directive do not change or modify rate value. They are created to inform internal staff of specials, promotions or features that are happening in and around your property. Note this is an authorized function to create a messaging directive

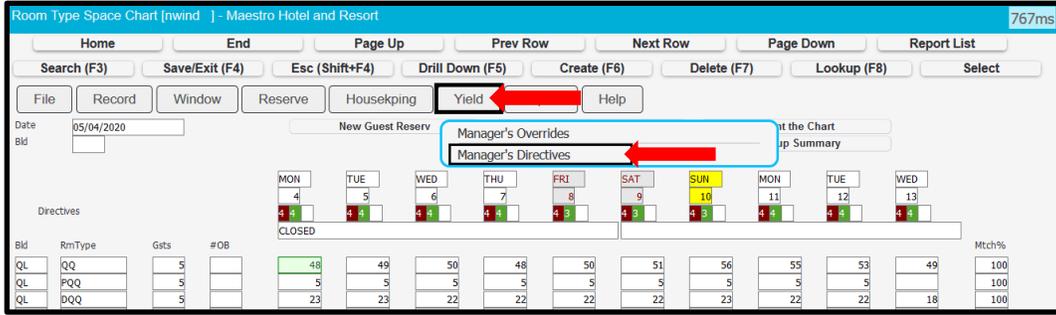
3.1 Accessing Messaging Directives

3.1.1 How to access Directives from the Front Desk Maintenance

Front Desk Maintenance | Select Yield | Select Manager's Message Directives

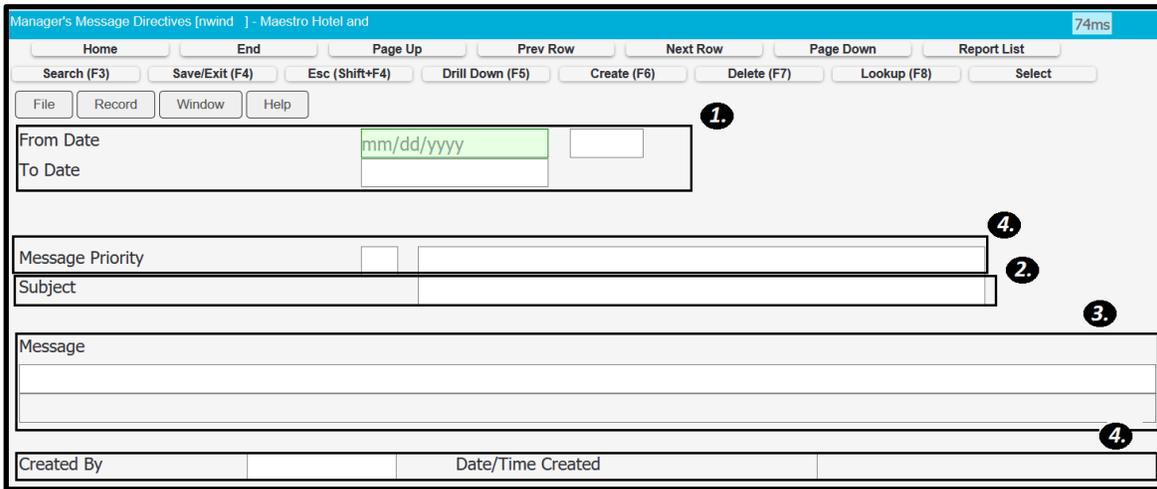
3.1.2 How to access Directives from the Front Desk Menu

Front Desk Menu | Select Room Type Space Chart | Select Yield | Select Manager's Directives



3.2 Creating a Managers Message Directive

Once on the Manager's Message Directives Screen **Create (F6)** for a new Manager's Message



- 1) Key the range of dates or **Lookup (F8)** to access the calendar for the From and To Date of the Message once done use the enter key to access the next field. Maestro automatically bring users to the Subject line skipping the message priority as this will be auto created
- 2) In the Subject Field enter the reason for the message a maximum of 30 characters in this field. When done, use the Enter Key to move to the Message field.
- 3) Add a further explanation on the message field each line can be a maximum of 60 characters. When done, use the Enter Key to move to the created by field
- 4) Maestro will auto populate the Created by and Date/Time and the Message Propriety



3.2.I Example of a completed Manager's Directive

This Manager's Directive indicates that on May 31 – June 6 the Pool will be closed for construction. By adding the managers directive, the property's internal staff can advise guest if needed.

Manager's Message Directives [nwind] - Maestro Hotel and 27ms

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 Help

From Date 05/31/2020 1

To Date 06/06/2020

Message Priority 61

Subject POOL CLOSURES

Message

The Pool will be Closed for Construction

Created By NWIND Date/Time Created 05/04/2020 12:20pm

3.3 Managing Message Directives

3.3.I How to search for Manager's Directives

To view different managers' directives from the Manager's Directives Screen, update the from date field and use the page up and down arrows to review each manager's directive.

Manager's Message Directives [nwind] - Maestro Hotel and 32ms

Home End Page Up Next Row Page Down list

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8) Select

File Record Window Help

From Date 06/01/2020

To Date 09/01/2020

Message Priority 61 ADVISORY

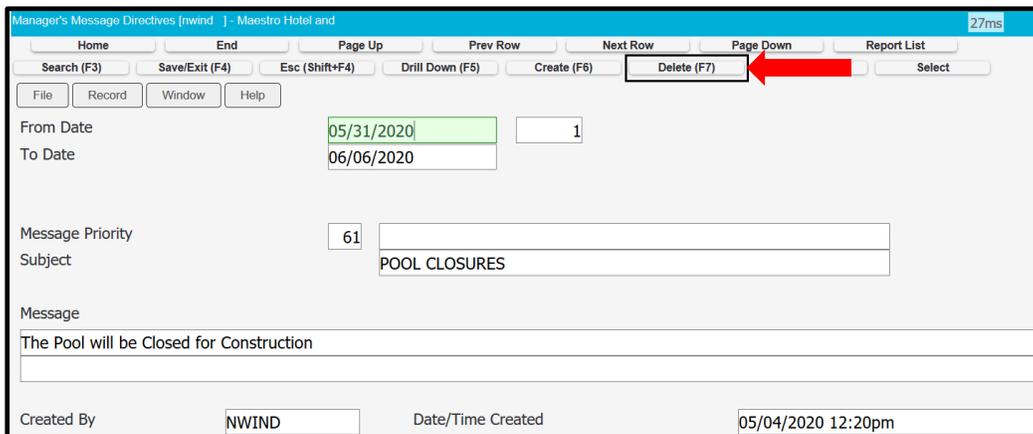
Subject

Message

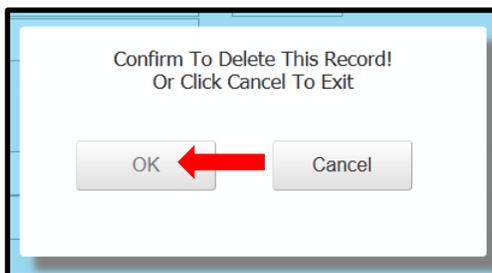
Created By NWIND Date/Time Created

3.3.2 How to delete a Manager's Directives

- 1) From the Manager's Message Directives Screen on the Directive that needs to be deleted use the Delete (F7),



- 2) An Alert will pop up to confirm that this directive needs to be deleted, then OK to confirm



4 Viewing Manager's Overrides and Messaging Directives

4.1 Room Type Space Chart

There are three boxes that display under the day week and calendar day. The number in the box indicates how many notifications their may be on each given day, if there are more than 9 indicated on one date a + sign will be shown.

- 1) The first box will display any rate restrictions rates that are closed or have length of stay in a deep red colour
- 2) The second box will display in a green colour for any rate changes or modifications
- 3) The third box will display in a yellow colour with a number of how many messaging directives that are to be shown on the specific day



Room Type Space Chart [nwind] - Maestro Hotel and Resort 90ms

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 Reserve Housekeeping Yield Report Help

Date 06/05/2020 New Guest Reserv New Group Reserv Print the Chart
Bid Reg. Availability Group Summary

Directives

| | FRI | SAT | SUN | MON | TUE | WED | THU | FRI | SAT | SUN |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| | 4 5 1 | 4 5 1 | 4 5 1 | 4 5 1 | 4 5 1 | 4 5 1 | 4 5 1 | 4 5 1 | 4 5 1 | 4 5 1 |

RATE MODIFICATIONS discount rate \$20

| Bid | RmType | Gsts | #OB | | | | | | | | | | Mtch% |
|-----|--------|------|-----|----|----|----|----|----|----|----|----|----|-------|
| QL | QQ | 5 | | 55 | 35 | 35 | 36 | 56 | 56 | 56 | 56 | 56 | 100 |
| QL | POQ | 5 | | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 100 |
| QL | DQQ | 5 | | 23 | 13 | 13 | 13 | 23 | 19 | 19 | 23 | 23 | 100 |
| QL | KING | 3 | | 31 | 16 | 16 | 16 | 31 | 31 | 31 | 31 | 31 | 100 |
| QL | DKING | 3 | | 25 | 10 | 10 | 10 | 25 | 25 | 25 | 24 | 25 | 100 |
| QL | PKING | 3 | | 9 | 9 | 9 | 9 | 9 | 9 | 9 | 9 | 9 | 100 |
| QL | SUITE1 | 5 | | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 100 |
| QL | SUITE2 | 8 | | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 100 |
| QL | SUITE3 | 8 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 100 |

Users can Drilldown (F5) on each number field to access the Manager's Directive Messages to view multiple messages. To see each message users must click on the next. Save / Exit (F4) to close the screen or the Exit button

Manager's Directive Message [nwind] - Maestro Hotel and R 37ms

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 Help

From Date 12/05/2019
To Date 12/31/2020

Created By NWIND Date/Time Created

Message Priority 41 RATE MODIFICATIONS
Subject discount rate \$20

Message

Previous Next Exit



4.2 Availability Chart

The Directive boxes are also available on the right-hand side of the availability chart by Drill Down (F5) to view the messages

Quick Availability Chart [nwind] - Maestro Hotel and Reso

Home End Page Up Prev Row Next Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6)

File Record Window Text Help

Reservation# 136896
 Guest Name
 Tour Operator
 Guest Type TRANS
 Company Name
 Group Name
 Sharer Name
 # Of Rooms 1 AD 1 CH

Arrival Date 06/14/2020
 Number Nights 1
 Departure Date 06/15/2020
 Sex Occup
 Directives 4 6 1
 # Rooms Booked 1
 # Rooms IN YT

Rates For 06/14/2020
 Average

| Bld | RmType | Gsts | #Rms | #OB | Average | BAR 1 RATE! | 60SPCL |
|-----|--------|------|------|-----|---------|-------------|--------|
| QL | QQ | 5 | 56 | | 156.00 | 100.00 | 225.00 |
| QL | PQQ | 5 | 5 | | 156.00 | 100.00 | 225.00 |
| QL | DQQ | 5 | 23 | | 156.00 | 100.00 | 225.00 |
| QL | KING | 3 | 31 | | 156.00 | 100.00 | 225.00 |
| QL | DKING | 3 | 25 | | 156.00 | 100.00 | 225.00 |
| QL | PKING | 3 | 9 | | 156.00 | 100.00 | 225.00 |
| QL | SUITE1 | 5 | 3 | | 206.00 | 150.00 | 275.00 |
| QL | SUITE2 | 8 | 4 | | 206.00 | 150.00 | 275.00 |
| QL | SUITE3 | 8 | 5 | | 206.00 | 150.00 | 275.00 |
| QL | ZZZZZZ | | 161 | | 156.00 | | |

Users can also Drilldown (F5) in the yellow star box beside the rate amount to access the Rate/ Availability Overrides List. This will indicate which managers override are affecting the rate

Rate/Availability Overrides List [nwind] - Maestro Hotel 1204ms

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 Help

ID 2144 Message ROOM ASSIGNMENT MANDATORY Status

Rate GstT Value Bld QL RmT SUITES

2421 ADVISORY

Rate GstT MinDys Bld RmT

2424 Increase Suite Transit Rates RATE MODIFICATIONS

Increase Suite Rates Over the Weekend

Rate GstT TRANS MinDys Bld QL RmT SUITES