Sales & Catering – Group Bedroom Reservations

Quick Reference Guide

Introduction

This Quick Reference Guide will explain the procedure to follow in order to create a Group Master and attach to a *Sales and Catering* Booking. It is assumed that the user is already able to create a booking.

Procedure

There are six steps that are required in order to complete a Group Master Reservation.
In the event that there are no bedrooms blocked, only **the first two steps are required.**
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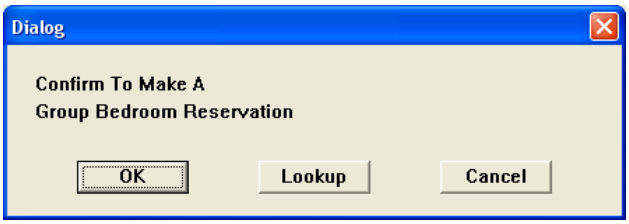
Step 1: Create the Master
Step 2: Complete the required fields within the Group Reservation
Step 3: Change the dates of the Master to encompass all guest room nights
Step 4: Block Rooms
Step 5: Assign Rates
Step 6: Complete Original Contracted Rooms

Step One, Create the Master

During the creation of the *Sales and Catering* booking, your folio per event should be set as a "G" for *Front Desk* Group Master. When you attempt to leave the booking you will be prompted to create this master. Say "Yes" to complete, and be sure to select "Lookup" from the second pop-up screen. This will search for ALL *Front Desk* Masters that have one common day within the date(s) of your Booking and is important to avoid creating duplicate Group Master Reservations.



If your group is not listed, and the Master has not been created on property yet, you can exit from the list (F4). Turn the folio per event back to a "G" and then when exiting the Booking, select "OK" to create a new one.

Step Two, Complete the Required Fields within the Group Reservation

There are 4 required fields to complete within the Group Reservation.

- Guest Type
- Group Type
- Source of Business
- Sub-Source of Business

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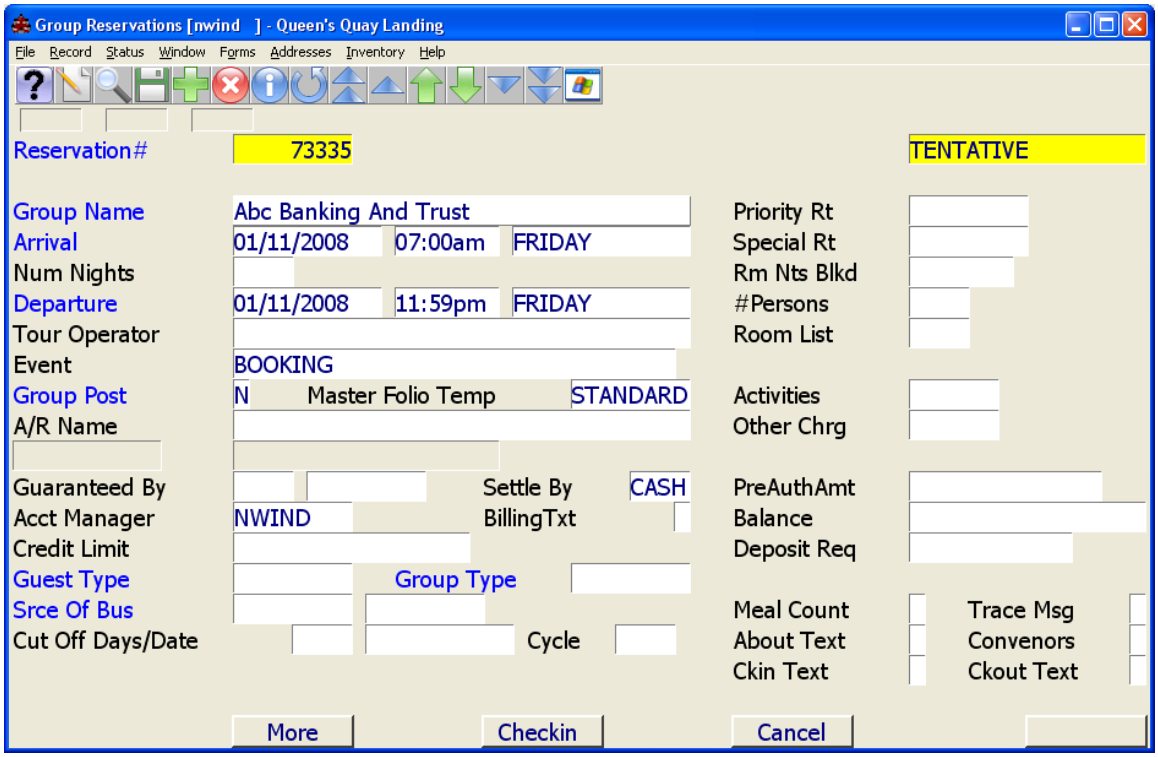
These are all “Lookup” (F8) options.



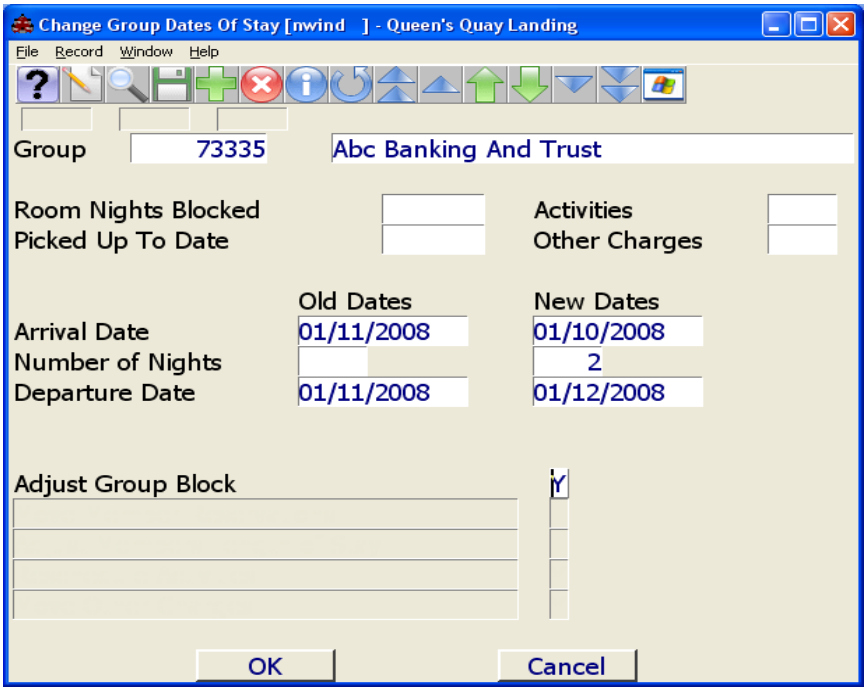
IF THERE ARE NO BEDROOMS REQUIRED FOR THIS BOOKING, THESE TWO STEPS WILL COMPLETE THE FRONT DESK GROUP MASTER. You are able to exit from here back to the Booking.

Note: If the Status of the Group Master needs to be changed, that can be done by going to the *Window* drop-down and selecting *Booking Status.*

Step Three, Change the Dates of the Master to Encompass All Room Nights

In the Event that you require bedrooms, you must determine the dates that the master will accept charges. For example, the above reservation defaults to the booking date of January 11, 2008. If there will be any guests overnight on the 10th and the 11th, the Master must be extended in order for the room nights to be charged here. In other words, the first night a guest arrives until the last night a guest would depart from this group.

The below screen will appear to confirm the change of dates of the master



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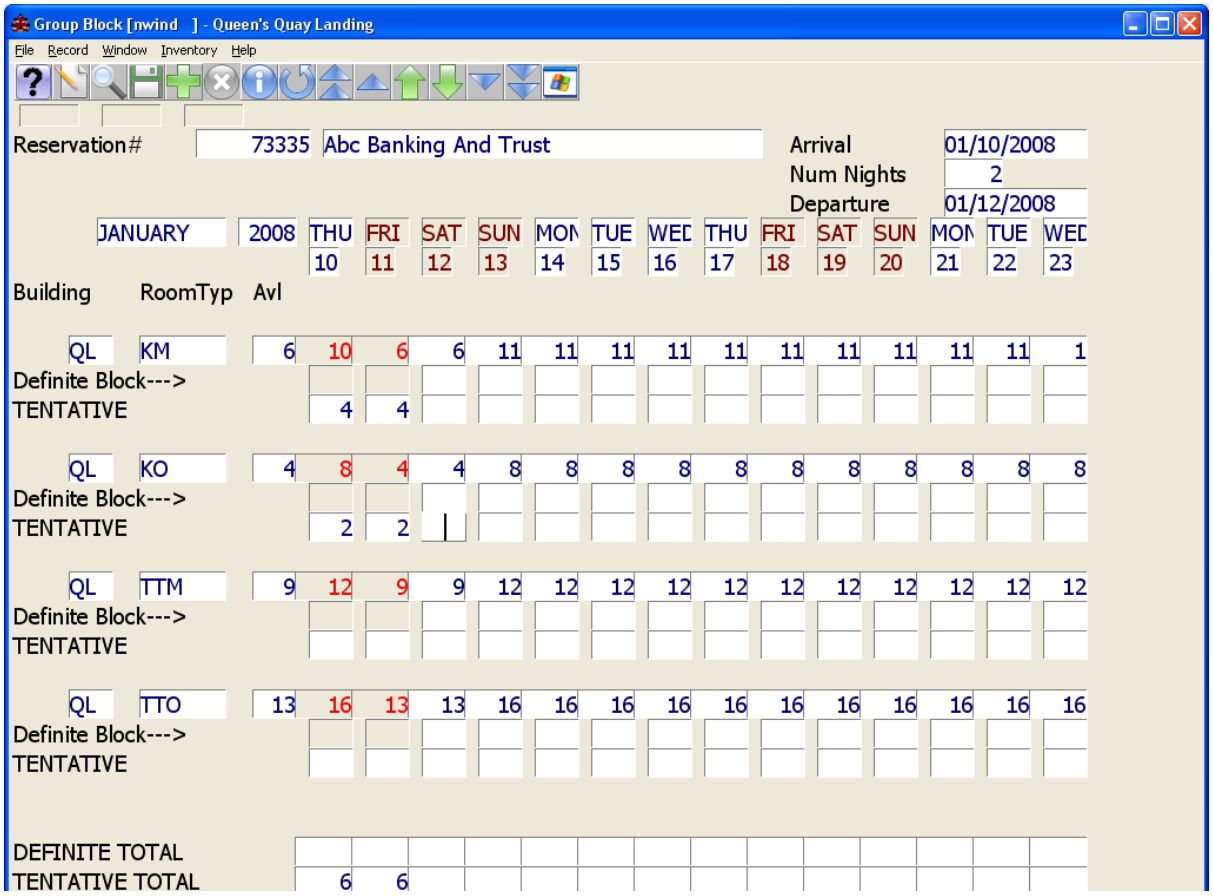
Step Four, Block Rooms

Drill-Down (F5) on the “Room Nights Blocked” field on the Group Reservation.

The below screen will allow you to select the Room Type and quantity of rooms that you would like. The RED Availability Numbers reflect the dates of your master and only rooms within these days can be blocked. Depending on the status of you booking, your cursor will either fall under Definite or Tentative block (if Tentative Inventory is enabled).

As you make selections, the totals will appear at the bottom for each night.



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Step Five, Assign Rates

Once the rooms have been blocked, a rate must be assigned. You can access the Group's rates by drilling-down (F5) on "Special Rate". If the group does not require a Special Rate and will be utilizing an existing rate, that rate can be selected by drilling-down on the "Priority Rate" field. This will show you all available rates for the Guest Type that was specified.

Group Rates Entry [nwind] - Queen's Quay Landing

File Record Window Help

Group Reservation 73335
Abc Banking And Trust

Arrival 01/10/2008
Nights 2
Departure 01/12/2008

COPY RATE

From	01/05/2008	01/10/2008	01/12/2008
To	01/09/2008	01/11/2008	01/16/2008
Per Person			

Bld	Type	I	Rate	B	Post	Rate	B	Post	Rate	B	Post
QL	KM	Y	250.00		AFR	225.00		AFR	250.00		AFR
QL	KO	Y	300.00		AFR	280.00		AFR	300.00		AFR
QL	SL3	N	400.00		AFR	380.00		AFR	400.00		AFR

A rate can be assigned for dates prior to and after the Group's block. This gives the Salesperson the ability to offer a special rate if the guests decides to stay outside of the Group master. You may assign a rate to ONLY the actual booking dates, if you choose. A rate for each room type blocked and posting code is required. You may do a "Lookup" (F8) on the Bld and Room Type, and assign a rate to a room type that is not blocked. This may be a feature to use in the event that a guest would like to upgrade, and you would like to control the rate of the selected room.

Notice that there is a "Y" next to the room types that are blocked, and an "N" next to the SL3 room identifying that there is no inventory of that room type blocked.

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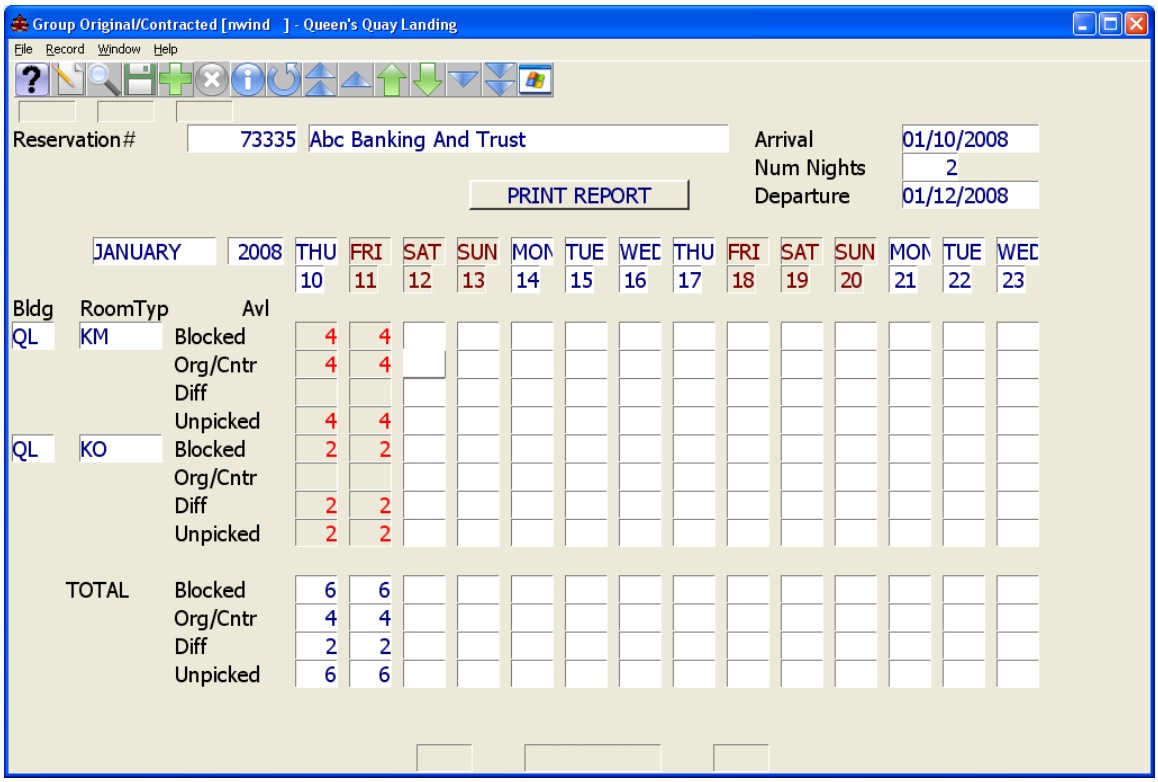
Step Six, Complete Original Contracted Rooms

Completing the Group's original contracted rooms is the final step. This can be located on the Group Reservation under *Inventory* | *Group Original Contracted* .



The Org/Cntr (Original/Contracted) section will appear blank. Fill this in with the total rooms that were blocked on the original contracted date. This should match the blocked rooms if completed immediately. The benefits of completing this screen are:

1. If changes are made to the block, it will reveal the differences within this screen.
2. When viewing the *Sales and Catering* Report "Monthly Group Rooms Controlled" you can choose to include the original contracted.
   This will also help reporting wise to see those groups who either added additional rooms, or did not meet their contracted totals and decreased their block.

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01/09/2008 01:03pm SC2500     Queen's Quay Landing                    Page   1

                                        G R O U P   R O O M S   C O N T R O L   L O G (G R C) For: 01/01/2008
Type of Year: C

-----------------------------------------------------------------------------------------------------------------
                        1   2   3   4   5   6   7   8   9  10  11  12  13  14  15  16  17  18  19  20  21  22  23  24
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CF - CONFIRMED                                          6   6                                                  28  28
   - Original                 12  12                   4   4                                                  28  28
TN - TENTATIVE
   - Original                 10
-----------------------------------------------------------------------------------------------------------------
CF - CONFIRMED  ------------------------------------------------------------------------------------------------
   Northwind Consul
   Original Contract          12  12

   Abc Banking And                                      6   6
   Original Contract                                    4   4

   Thunder Bird Ski                                                                                           28  28
   Original Contract                                                                                          28  28

   Mailloux Nimigon
   Original Contract

TN - TENTATIVE  ------------------------------------------------------------------------------------------------
   Ipm
   Original Contract          10

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end of report
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