



# Master Group Reservations

## Quick Reference Guide

Date: November 15

### Introduction

The purpose of this Quick reference Guide is to describe the functionality that exists with respect to Master Groups and Subgroups in Maestro. Users looking for more information on the group reservation features in Maestro should refer to the Group Reservations QRG.

Master Groups allow users to create and link Group Reservations together. Master Groups reservations can be used as the inventory source from which the associated Group masters can pull inventory. Group reservations linked to Master groups are referred to as Subgroups.

An example of this feature in action is a Tour Operator environment where the Tour Operator generates a mix of FIT and Group Business. The Master group would contain the inventory (or allotment) for the Tour operator. Separate Subgroup Masters could then pull inventory from the master group keeping FIT revenue separated from any group business revenue. Alternatively the FIT business could be generated directly on the Master group Master and the group business when it occurs managed on separate subgroup masters. This provides users the flexibility of differing billing rules and cycles between the subgroups while maintaining accurate control of the inventory offered to the Tour operator.

Please note that at the time of writing there is no inventory controls in place with respect to the topics described in this guide as they are under development.

This guide assumes that the reader is familiar with the following aspects in Maestro:

- The Maestro User Interface
- Group Reservations
- Tour Operator Management
- Clerk Security
- Maestro Messaging
- The Front Desk Dashboard

### Set-up

To activate the Master group feature in Maestro the system option needs to be activated in Global Maintenance followed by ensuring the clerk codes/ clerk groups requiring access to the feature have the appropriate Authorized Functions.

An additional system option is also available should users wish to suppress Master Group masters from being listed on the Front Desk Dashboard.

### Global System Options

Login to Global Maintenance and select **Setup | Global System Options Maintenance** and locate system option # 167. Users can page down through the list of System Options, or, using the F3 Search key may key in option # 167 to go straight to this option.

Option	Prop	Description	Option Data
162		TC SPLIT RATE TYPE	Y
163		CM EDIT CC	N
164		OVERRIDE REPEAT	5
165		TC 1099 BLANK TIN	Y
166		CM SPA ASSIGN PROV	Y
167		USE SUB GROUPS	Y
168		TC AUTO CHQ	N
169		TC SRCH CLOSE FOLIO	
170		YIELD ROUNDING	C
171		FD 1099 BLANK TIN	Y
172		GDS ACCEPT IATA	N
173		RESEZE SPA SVC CHG	N
174		POS ALLOW GSEL0 POST	
175		POS STOP PRORATE	
176		MICROS GUEST BRKD	N

Ensure for option 167 the Option Data column is set to 'Y'. Users that are unable to locate this option can add it to the list by pressing the F6 create key, enter 167 in the Option field and enter across to the Option Data field and typing a 'Y' to activate it. Note that the 'Prop' and description fields should be left blank.

If users wish to suppress Master Group masters from being displayed on the Front Desk Dashboard this can be accomplished by activating System option #187. Use the same screen as above locate option # 187 and ensure the Option Data field is set to 'Y' to suppress Master group masters on the Front Desk Dashboard for the logged in property.

### Clerk Security

The clerk code or clerk security groups need to be given the appropriate Authorized Functions to be able to utilize all of the Master group features or part thereof.

The Authorized Functions required for Master Groups are listed below. Note that users that need to have full access to all Master group functions will need all the Authorized Functions. However users can be restricted from performing certain functions by not adding a particular Authorized Function to their Clerk code or Clerk Security group.

Authorized Function	Description	Explanation
FD GM1	Allowed to flag as Master group	Toggle a group reservation to a Master Group
FD GM2	Allowed to downgrade Master groups	Toggle a Master group back to a regular Group reservation
FD GM3	Allowed to merge Master groups	Merge two master groups together
FD GM4	Allowed to book Subgroups	Make Subgroup masters
FD GM5	Allowed to Link Subgroup to Master	Link group masters to Master groups if they have been created independently of the Master Group



<b>FD GM6</b>	Allowed to detach subgroup from Master Group	Break the link between a master group and Group reservation making that subgroup an independent group master with no Master group affiliation
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### Using Master Groups

The Master Group features can be accessed from the Group Reservation screen in Front Desk.

Start my logging into Front Desk and selecting **Reserve | Group Reservation** and either look-up to locate an existing Group Reservation or create a new Group Reservation as per your properties operational procedures.

Users will notice that an additional menu called SubGroups is available from the Group Reservation screen. The following menu options are now available and are discussed in the remainder of this document

- Mark as master
- Load Master
- Downgrade from master
- Merge two masters
- Search Subgroups
- Book Subgroup
- Link to master
- Detach from master



## Mark as Master Group

To toggle the status of a Group Reservation to a Master Group Reservation select **SubGroups | Mark as Master Group**

By marking a Group Reservation as a Master group it is now possible to link other group reservations or subgroups to this reservation. Note that on the right side of the screen underneath the reservation status Maestro identifies that this group reservation is a Master group. The number of subgroups is also identified.

The screenshot shows the Maestro Group Reservations interface for reservation # 28115. The reservation status is 'RESERVED'. The group name is 'Northern Tours'. The arrival date is 07/01/2013 at 03:00pm on Monday, and the departure date is 07/31/2013 at 12:00pm on Wednesday. The tour operator is 'Lupin Coach Tours'. The group type is 'SOCIAL'. The reservation is marked as a 'MASTER WITH 1 SUB-GROUPS'. The interface includes a menu bar with options like File, Record, Status, Window, Forms, Addresses, Inventory, GDS, SubGroups, and Help. The main area contains various input fields for reservation details, and a bottom bar with buttons for More, Checkin, Cancel, and POS.

By marking a group reservation as a Master group master users are still able to use all the group reservation features in Maestro.

## Load Master

The Load Master option under the SubGroups menu enables a user to locate an existing Master group Master rather than using the standard look-up for Group Reservations. This allows Master Group Reservations to be located more efficiently.

Users can use a combination or just one of the above options to locate a Master Group. The dates of stay option allow any date from arrival to departure and all dates in between to be keyed. Maestro will then display a list of all the Master groups that have that date in common. The field can also be left blank to retrieve all Master group reservations in the database.

Group name, Tour operator associated with a Master group, company name are also valid search options.

If a Master group has been cancelled or the status of the Group Reservation has moved to No Show a search can also include those Master groups.

It should be noted that this search feature will only search for existing Master group masters. If a Master group master has been downgraded to a regular guest reservation or is actually a subgroup reservation they will not be returned by this search. Users should use the traditional Group Reservation look-up available from the Group Reservation number field.

### Downgrade from Master

Downgrade from Master provides users with the capability of toggling the status of a Master group reservation back to a regular guest reservation.

If the Master group master has subgroup reservations linked to it this link will be broken returning the subgroup reservations to regular group reservations as explained in the following dialog box.



Any Associated Inventory, deposits etc will remain unaffected. Users are recommended to audit any Master group reservations and subgroup reservations prior to performing the downgrade to ensure accuracy.

### **Merge Two Masters**

This feature allows for 2 Master group reservations to be merged together. This feature is intended as a maintenance tool and allows for group reservations for wholesalers to be merged together once all activity on the merged group master is complete.

Before running the Merge feature it is recommended that all folios are balanced and closed.

To accomplish the Merge start by locating the Master group that should be kept i.e. the Master group that another Master group should be merged into. Next select **SubGroups | Merge Two Masters**

On the search screen presented use the options on screen to locate the Master group that is no longer required and needs to be merged. Once selected a dialogue box will be presented informing the users which Master groups will be merged together. Once the 'ok' button is pressed there is no turning back – Merged Masters cannot be extrapolated into their original form.

### **Search Subgroups**

This feature provides for a search of a Subgroup reservation of a Master group that the user has on screen and enables users to efficiently access and then read/modify that subgroup reservation.

Once activated the date of stay field and the option to include cancelled and no-showed group reservations allows users to narrow the search results screen, useful, if there a large number of subgroup reservations of a particular Master group. Users may choose to leave these fields blank to return all subgroup reservations that are in reserved status.

A Subgroup reservation can then be selected from a list. The screen provides the group name, property, and arrival date, number of reservations on the rooming list and length of stay of the group reservation

### **Book Subgroup**

While the user has a Master group reservation on screen a new subgroup reservation can be created and instantly linked with the Master group reservation. By selecting the Book-Subgroup option this can be accomplished.

Users will notice in the new Subgroup reservation that underneath the status option the Master group name is displayed on the new subgroup reservation. In addition, many of the fields in the new Subgroup reservation will auto-populate such as Tour Operator, Settlement method, guest type, group type, priority rate and source and sub-source of business.



Group Reservations [pat ] - Northwind Hotel & Conf Centre

File Record Status Window Fgrms Addresses Inventory GDS SubGroups Help

Reservation# 28116 RESERVED

Group Name Fun Fun Travels

Arrival 07/01/2013 03:00pm MONDAY

Num Nights 1

Departure 07/02/2013 12:00pm TUESDAY

Sub-GROUP OF 28115 NORTHERN TOURS

Tour Operator Lupin Coach Tours

Event

Group Post N Master Folio Temp STANDARD

A/R Name Lupin Coach Tours

Priority Rt 3FOR2

Special Rt

Rm Nts Blkd 3

#Persons

Room List 3 / Cancelled

Guaranteed By A/R Settle By A/R

Acct Manager PAT BillingTxt

Credit Limit

Guest Type TOUR Group Type SOCIAL

Src Of Bus REPEAT REPEAT

Cut Off Days/Date Cycle

Activities

Other Chrg

PreAuthAmt

Balance

Deposit Req

Meal Count

About Text Trace Msg

Ckin Text Convenors

Blind Share Ckout Text

More Checkin Cancel POS

### Link to Master

This option allows a Group reservation to be linked to an existing Master Group if both were created independently. When activated Maestro will display the same search options to locate a Master group reservation as discussed in section 3.2 of this guide.

By selecting a Master group from the list users is returned to the group reservation and will notice that underneath the reservation status that the group reservation is now a subgroup of the selected Master group.

### Detach from Master

To de-link a Subgroup reservation from a Master group the Detach from master feature can be used. Once selected, users will notice that underneath the reservation status the Master group name will be removed. In addition as the link to the Master group is lost the Priority rate and Tour Operator will be disassociated from the reservation.

It is recommended that Users audit the group reservation after detaching from Master. The group reservation will be treated as a normal group reservation or is available to be linked to a different Master group.

### Blocking Inventory

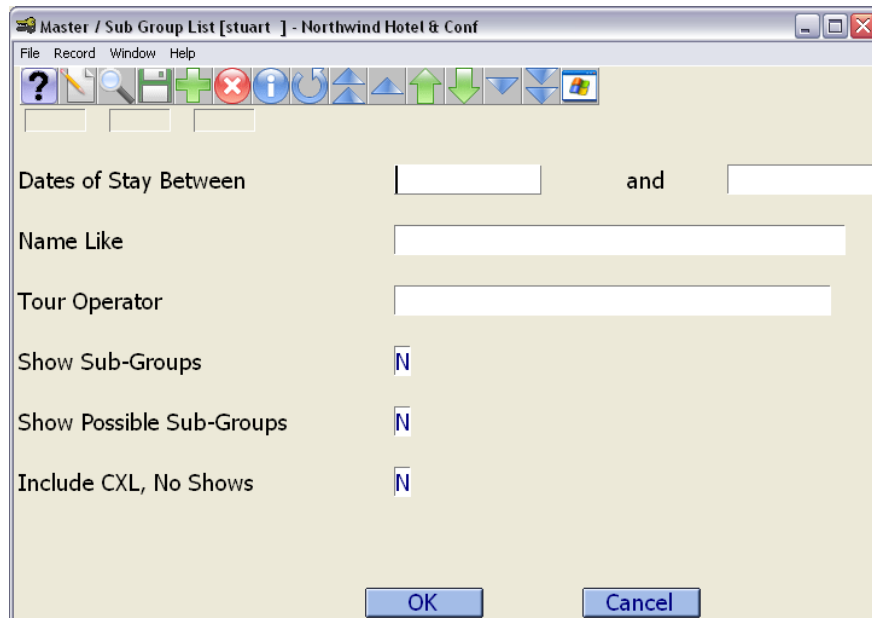
Master groups are the inventory source from which sub groups take their allocations. Users are unable to block inventory for subgroups without blocking the inventory on the Master Group first. As an example, a Master group must block 100 rooms in order for the rooms to be blocked for 5 subgroups at 20 rooms each.

A subgroup can be created for individual or FIT reservations, separating revenue for FIT from group revenue. Alternatively the FIT business could be generated directly on the Master group reservation and the group business when it occurs managed on separate subgroup masters. This provides users the

flexibility of differing billing rules and cycles between the subgroups while maintaining accurate control of the inventory offered to the Tour operator

## Reporting

A list of Master groups and subgroup reservations can be obtained by selecting Reports from the Front Desk menu and **Tour Operator reports | Master/Sub Listing**



The report selection screen can be left blank to get a list of all Master groups in the database. Note that if users wish to show Subgroup reservations this flag should be set to 'Y'. The Show possible subgroups option allows users to include group reservations that share dates of stay that are common to Master groups. The option to include cancelled or no-showed master groups, subgroups or potential subgroups is also available.

The listing can also be run for specific master groups to produce a list of all associated subgroups, or, for all master groups and/or subgroups associated to a particular Tour operator. In addition a date range can be used to qualify the results on the report.





Below is an example of the Master- Sub Listing Report:

Type	Booking	Resv	Arrival	Departure
MASTER	Far East Tour	10598	04/27/2009	05/04/2009
MASTER	Group 1	10684	05/30/2009	05/31/2009
MASTER	Group 2	10685	05/30/2009	05/31/2009
MASTER	Jal Tours	10597	06/01/2009	08/30/2009
SUB	Jal Tour 12345	10613	06/01/2009	06/06/2009
MASTER	Maestro Tours	11734	09/28/2009	12/02/2009
MASTER	Northern Tours	11727	10/05/2009	03/04/2010
SUB	Market Fruits Inc.	11739	01/01/2010	01/06/2010
MASTER	Northwind Tours Xmas	11735	01/01/2010	01/21/2010
SUB	Xmas Tours	11736	01/01/2010	01/11/2010
MASTER	Princess Cruises	10614	06/01/2009	06/03/2009
SUB	Princess Cruises	10617	06/06/2009	06/08/2009
SUB	Princess Cruises	10623	06/12/2009	06/14/2009
SUB	Princess Cruises	10624	06/20/2009	06/22/2009
SUB	Princess Cruises	10625	06/27/2009	06/29/2009
SUB	Princess Cruises	10626	07/03/2009	07/03/2009
MASTER	Template Test 1	11663	07/30/2009	08/01/2009
MASTER	Winter Tours	11737	02/01/2010	02/06/2010
MASTER	Winter Tours 2	11738	02/01/2010	02/08/2010
SUB	Northwind Sdc	11740	01/01/2010	01/08/2010