



Master Group Reservations

Quick Reference Guide

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Overview

This Quick Reference Guide will guide the users through the functionality of a subgroup within a group reservation. Master Groups allow users to create and link Group Reservations together. Master Group reservations can be then 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.

Users looking for more information on the group reservation features in Maestro should refer to the Group Reservations Quick Reference Guide.

The reader should be familiar with the following Maestro functions:

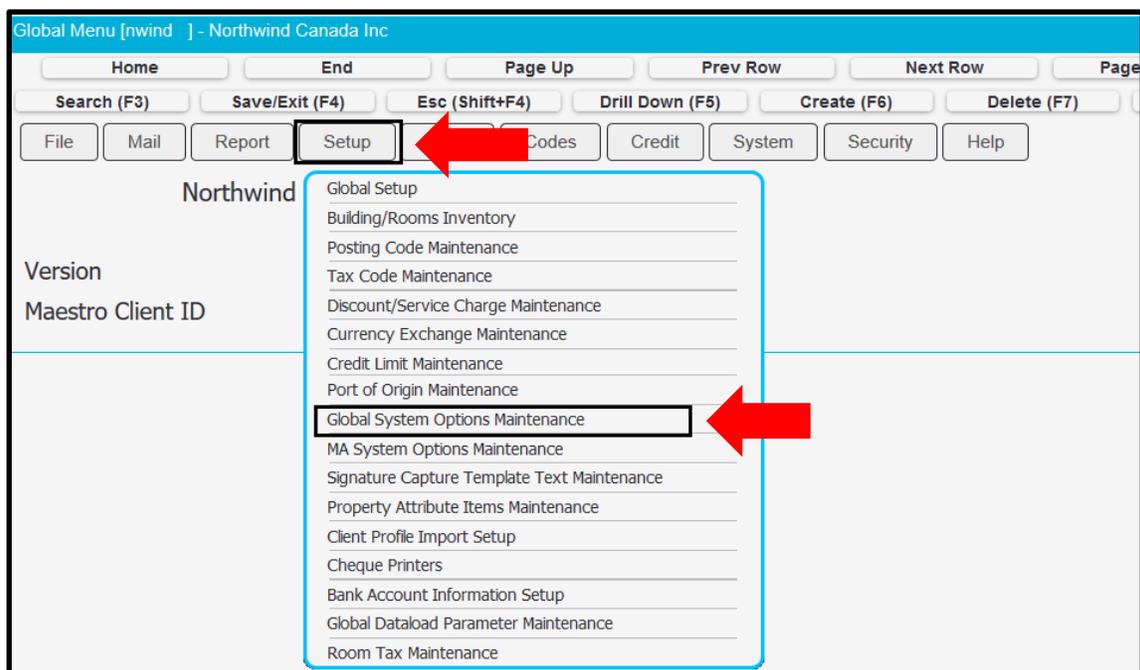
- Group Reservations
- Tour Operator Management
- Clerk Security
- The Front Desk Dashboard

I Configuration

II System Option

To activate the Master Group feature, users must update the system option

Global Maintenance | Select Setup | Select Global System Options Maintenance





Locate system option #167. Users can page down through the list of System Options, or, using the Search (F3). Ensure for option #167 the Option Data column is set to 'Y', this can be done by typing "Y" on the Option Data Column

The screenshot shows the 'Global System Options Maintenance' window for 'Northwind Can'. It features a menu bar with options like Home, End, Page Up, Prev Row, Next Row, and Page Down. Below the menu are function keys: Search (F3), Save/Exit (F4), Esc (Shift+F4), Drill Down (F5), Create (F6), Delete (F7), and Lookup. There are also buttons for File, Record, and Help. The main table has columns for Option, Prop, Description, and Option Data. The row for option 167 shows Prop 'QL' and Description 'USE SUB GROUPS'. The Option Data field for this row is highlighted with a red arrow pointing to the letter 'Y'.

Option	Prop	Description	Option Data
167	QL	USE SUB GROUPS	Y
168		TC AUTO CHQ	N

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 (Global System Options Maintenance) 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.

The screenshot shows the 'Global System Options Maintenance' window for 'Northwind Can'. It features a menu bar with options like Home, End, Page Up, Prev Row, Next Row, and Page Down. Below the menu are function keys: Search (F3), Save/Exit (F4), Esc (Shift+F4), Drill Down (F5), Create (F6), Delete (F7), and Lookup. There are also buttons for File, Record, and Help. The main table has columns for Option, Prop, Description, and Option Data. The row for option 187 shows Prop 'QL' and Description 'SUPPRESS MASTERS'. The Option Data field for this row is highlighted with a red arrow pointing to the letter 'Y'.

Option	Prop	Description	Option Data
187	QL	SUPPRESS MASTERS	Y
188		AUTORES IGNORE BLD	N

1.2 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.

The Authorized Functions required for Master Groups are listed below.

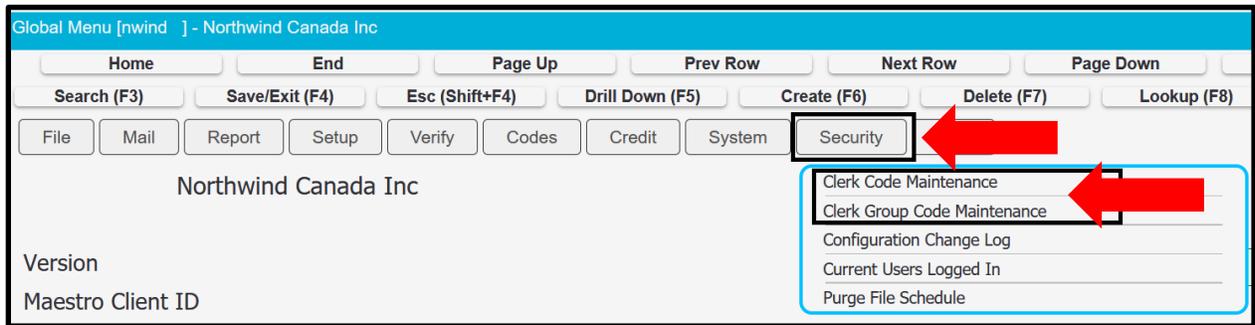
Note: Users that need to have full access to all Master group functions will need all the Authorized Functions. However, users can be restricted from performing certain functions by not adding a particular Authorized Function to their Clerk Code or Clerk Security group.

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

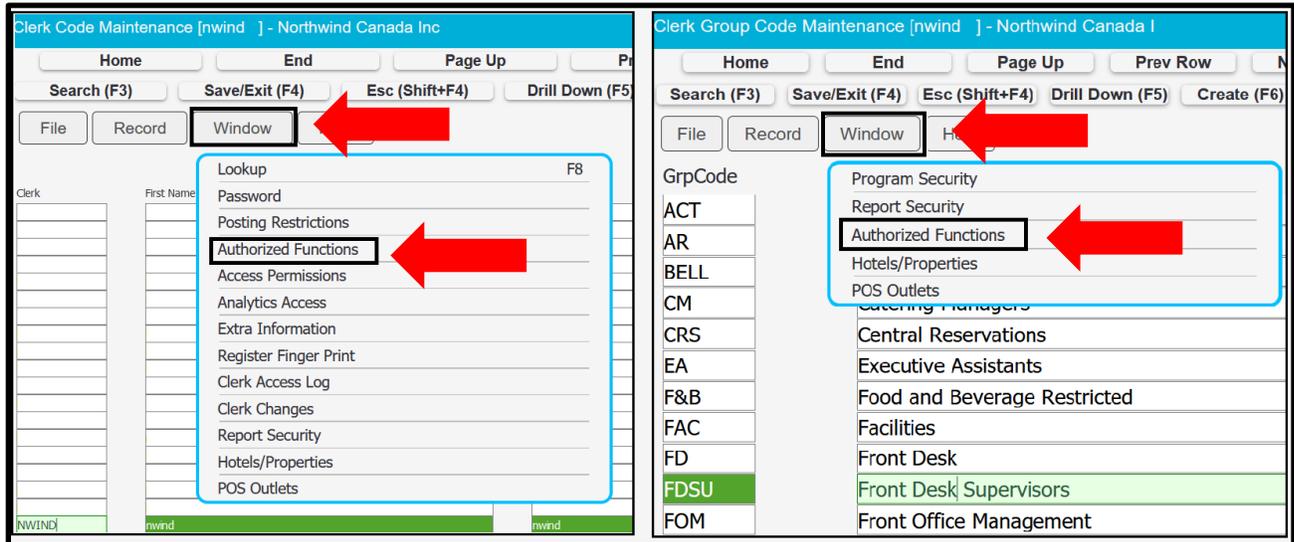


FD GM5	Allowed to Link Subgroup to Master	Link group masters to Master groups if they have been created independently of the Master Group
FD GM6	Allowed to detach subgroup from Master Group	Break the link between a master group and Group reservation making that subgroup an independent group master with no Master group affiliation

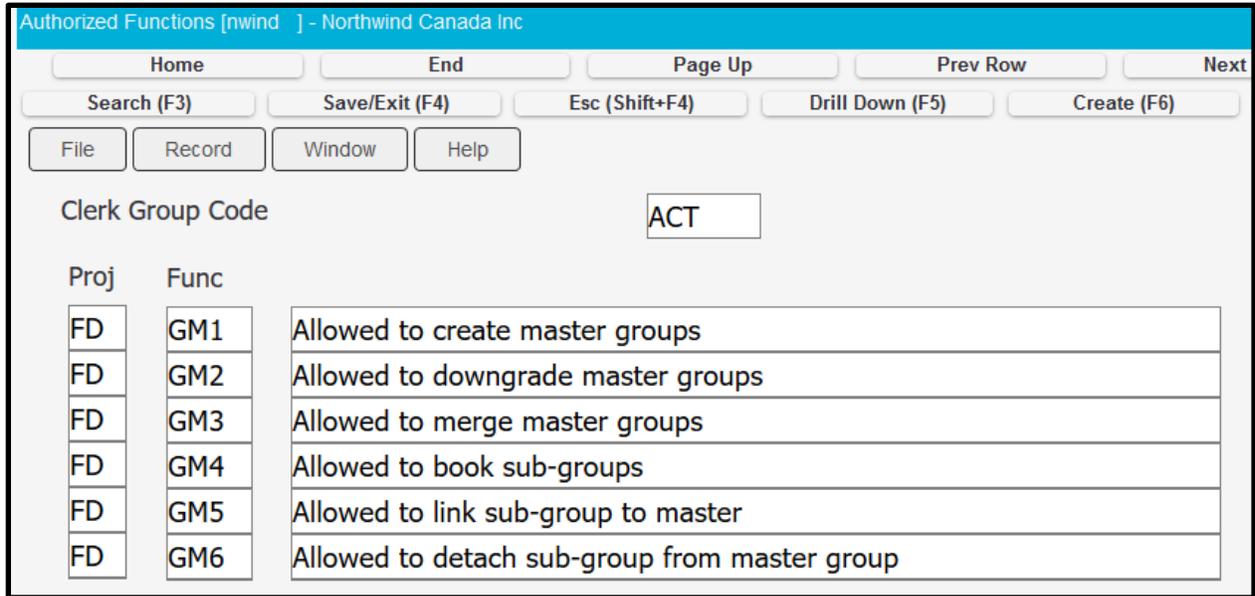
Global Maintenance | Select Security | Select Clerk Code Maintenance or Clerk Code Group Code Maintenance



Highlight the Clerk Code or Clerk Group Select Window | Select Authorized Functions



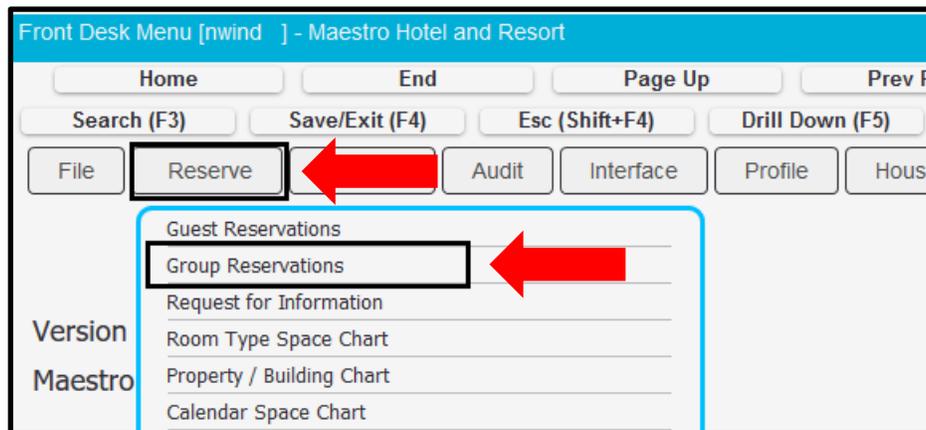
Create (F6) to add the additional authorized function. Users must first identify the program followed by the function; Users can also do a Lookup (F8)



2 Using Master Groups

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

Front Desk Main Menu | Select Reserve | Select Group Reservation



Either **Lookup (F8)** to locate an existing Group Reservation or **Create (F6)** a new Group Reservation as per your property's operational procedures.

Users will notice that an additional menu called Subgroups is available from the Group Reservation screen

Group Reservations [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)

File Record Status Window Forms Addresses Inventory GDS SubGroups

Reservation# 137083 RESERVED

Group Name Maestro Wilderness Adventures

Arrival 08/04/2020 03:00pm TUESDAY

Num Nights 2

Departure 08/06/2020 02:00pm THURSDAY

LEDGER PROPERTY MAESTRO HOTEL AND RESORT

Priority Rt GRPCORP

Special Rt

Rm Nts Blkd 38

#Persons

Room List 3 / CANCELLED

Tour Operator

Event Wilderness Adventures

Group Post N Master Folio Temp STANDARD

A/R Name

3 Subgroup Menu Options

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

Group Reservations [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row

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

File Record Status Window Forms Addresses Inventory GDS SubGroups

Reservation# 137083

Group Name Maestro Wilderness Adventures

Arrival 08/04/2020 03:00pm TUESDAY

Num Nights 2

Departure 08/06/2020 02:00pm THURSDAY

Mark as Master

Load Master

Downgrade from Master

Merge Two Masters

Search Sub-Groups

Book Subgroup

Link to Master

Detach from Master

Rm Nts Blkd

#Persons

Room List

Activities

Other Chrg

3.1 Mark as Master Group

To toggle the status of a Group Reservation to a Master Group Reservation

Select **Subgroups** | Select **Mark as Master**

By marking a Group Reservation as a Master group, it is now possible to link other group reservations or subgroups to this reservation. Note: 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.



Group Reservations [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) Lookup (F8)

File Record Status Window Forms Addresses Inventory GDS SubGroups Help

Reservation# 137083 RESERVED

Group Name Maestro Wilderness Adventures

Arrival 08/04/2020 03:00pm TUESDAY

Num Nights 2

Departure 08/06/2020 02:00pm THURSDAY

Tour Operator

Event Wilderness Adventures

Group Post N Master Folio Temp STANDARD

A/R Name

Guaranteed By CC MC Settle By MC

Acct Manager NWIND BillingTxt Y

Credit Limit

Guest Type GROUP Group Type SOCIAL

Srce Of Bus GROUP CORP

Cut Off Days/Date Cycle

MASTER WITH 0 SUB-GROUPS

LEDGER PROPERTY MAESTRO HOTEL AND RESORT

Priority Rt

Special Rt

Rm Nts Bldk 38

#Persons

Room List 3 / CANCELLED

Activities

Other Chrg

PreAuthAmt

Balance

Deposit Req

Meal Count

About Text

Ckin Text

Blind Share

Trace Msg

Convenors

Clkout Text

Add Svcs

More Checkin Cancel POS

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

3.2 Load Master

The Load Master enables a user to locate an existing Master Group rather than using the standard Lookup (F8) for Group Reservations. This allows Master Group Reservations to be located more efficiently.

Select Subgroups | Select Load Master

Master Group Lookup [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row

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

File Record Window Help

Search for Master Group by:

Date of Stay mm/dd/yyyy

Group Name

Tour Operator

Company Name

Include CXL, No Shows

Search Cancel

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.

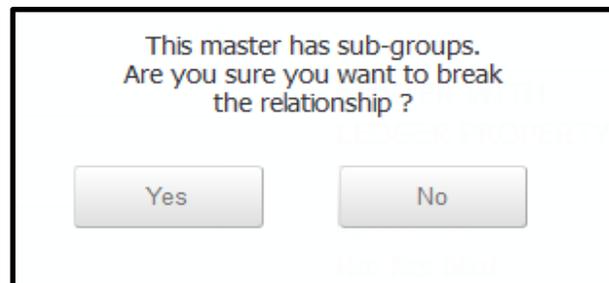
It should be noted that this search feature will only search for existing Master Group. If a Master Group has been downgraded to a regular guest reservation or is actually a subgroup reservation they will not be returned by this search. Users should use the traditional Group Reservation **Lookup (F8)** available from the Group Reservation number field.

3.3 Downgrade from Master

Downgrade from Master provides users with the capability of toggling the status of a Master Group reservation back to a Regular Group reservation.

Select **Subgroups** | Select **Downgrade From Master**

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 dialogue 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.

3.4 Merge Two Masters

This feature allows for two (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.

Select **Subgroups** | Select **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.

Master Group Lookup [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row

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

File Record Window Help

Search for Master Group by:

Date of Stay

Group Name

Tour Operator

Company Name

Include CXL, No Shows

Search Cancel

Group Reservations Search Results [nwind] - Maestro Hotel

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)

File Record Window Help

Status

Arrival Date

Group Name	Event	Res Num	Prop	Arr Date	#Res	Days
Maestro Wilderness Adventures	Wilderness Adventures	137083	QL	08/04/2020	3	2
Northwind Holiday	Wilderness Adventures	137289	QL	08/04/2020	2	2

Once selected a dialogue box will be presented informing the user which Master groups will be merged together. Once the 'yes' button is pressed there is no turning back – Merged Masters cannot be extrapolated into their original form.

Merge 137083-Maestro Wilderness Adventures into 137289-Northwind Holiday

yes No

NOTE: There is no UNMERGE!!!



3.5 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.

Select Subgroups | Select Merge Two Masters

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.

Sub-Group Lookup [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row

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

File Record Window Help

Search for Sub-Group by:

Date of Stay 08/04/2020

Include CXL, No Shows

Search Cancel

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. A Subgroup reservation can then be selected from a list by **Drill Down (F5)** on the Group Name to access the Group Reservation

Group Reservations Search Results [nwind] - Maestro Hotel

Home End Page Up Prev Row Next Row

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

File Record Window Help

Status

Group Name	Event	Res Num	Prop	Arr Date	#Res	Days
Wilderness Adventures Age Grou	Wilderness Adventures	137290	QL	08/04/2020		2



3.6 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.

Select Subgroups | Select Book Subgroup

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, A/R Name, Settlement Method, Guest Type, Group Type, Priority Rate and Source and Sub-Source of business.

The screenshot displays the Maestro reservation system interface. At the top, there is a navigation bar with buttons for Home, End, Page Up, Prev Row, Next Row, and Page Down. Below this is a search and action bar with buttons for Search (F3), Save/Exit (F4), Esc (Shift+F4), Drill Down (F5), Create (F6), Delete (F7), and Lookup (F8). The main interface is divided into several sections:

- Reservation#:** 137293 (highlighted in green)
- Group Name:** [Redacted]
- Arrival:** 08/04/2020, 03:00pm, TUESDAY
- Num Nights:** 2
- Departure:** 08/06/2020, 02:00pm, THURSDAY
- Tour Operator:** Northwind Corp
- Event:** [Empty]
- Group Post:** N, Master Folio Temp, STANDARD
- A/R Name:** Northwind Corp
- Guaranteed By:** CLRK, NWIND
- Acct Manager:** NWIND
- Credit Limit:** [Empty]
- Guest Type:** GROUP
- Src Of Bus:** GROUP
- Cut Off Days/Date:** [Empty]
- Settle By:** MC
- Billing Txt:** [Empty]
- Group Type:** SOCIAL
- Sub-Group of:** 27083 MAESTRO WILDERNESS ADVE (highlighted with a red arrow)
- Ledger Property:** MAESTRO HOTEL AND RESORT
- Priority Rt:** GRPCORP
- Special Rt:** [Empty]
- Rm Nts Blkd:** [Empty]
- #Persons:** [Empty]
- Room List:** [Empty] / CANCELLED [Empty]
- Activities:** [Empty]
- Other Chrg:** [Empty]
- PreAuthAmt:** [Empty]
- Balance:** [Empty]
- Deposit Req:** [Empty]
- Meal Count:** [Empty]
- About Text:** [Empty]
- Ckin Text:** [Empty]
- Blind Share:** [Empty]
- Trace Msg:** [Empty]
- Convenors:** [Empty]
- Ckout Text:** [Empty]
- Add Svcs:** [Empty]

At the bottom of the interface, there are buttons for More, Checkin, Cancel, and POS.



3.7 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.

Select Subgroups | Select Link to Master

Master Group Lookup [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row

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

File Record Window Help

Search for Master Group by:

Date of Stay

Group Name

Tour Operator

Company Name

Include CXL, No Shows

Search Cancel

Group Reservations Search Results [nwind] - Maestro Hotel

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)

File Record Window Help

Status

Arrival Date

Group Name	Event	Res Num	Prop	Arr Date	#Res	Days
Maestro Wilderness Adventures	Wilderness Adventures	137083	QL	08/04/2020	3	2
Northwind Holiday	Wilderness Adventures	137289	QL	08/04/2020		2

By selecting a Master group from the list user 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.



Group Reservations [mwind] - 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) Lookup (F8)

File Record Status Window Forms Addresses Inventory GDS SubGroups Help

Reservation# 137290

Group Name Wilderness Adventures Age Group

Arrival 08/04/2020 03:00pm TUESDAY

Num Nights 2

Departure 08/06/2020 02:00pm THURSDAY

Tour Operator

Event Wilderness Adventures

Group Post N Master Folio Temp STANDARD

A/R Name

RESERVED

SUB-GROUP OF 137083 MAESTRO WILDERNESS ADVE

LEDGER PROPERTY MAESTRO HOTEL AND RESORT

Priority Rt

Special Rt

Rm Nts Blkd 38

#Persons

Room List / CANCELLED

Activities

Other Chrg

3.8 Detach from Master

To de-link a Subgroup reservation from a Master Group the Detach from master feature can be used. From the Subgroup reservation Select **Subgroups** | Select **Detach from Master**

Once selected, users will notice that underneath the reservation status the Master group name will be removed.

Group Reservations [mwind] - 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) Lookup (F8)

File Record Status Window Forms Addresses Inventory GDS SubGroups Help

Reservation# 137290

Group Name Wilderness Adventures Age Group

Arrival 08/04/2020 03:00pm TUESDAY

Num Nights 2

Departure 08/06/2020 02:00pm THURSDAY

Tour Operator

Event Wilderness Adventures

Group Post N Master Folio Temp STANDARD

A/R Name

RESERVED

LEDGER PROPERTY MAESTRO HOTEL AND RESORT

Priority Rt

Special Rt

Rm Nts Blkd 38

#Persons

Room List / CANCELLED

Activities

Other Chrg

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.

4 Blocking Inventory

Master groups are the inventory source from which subgroups 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.

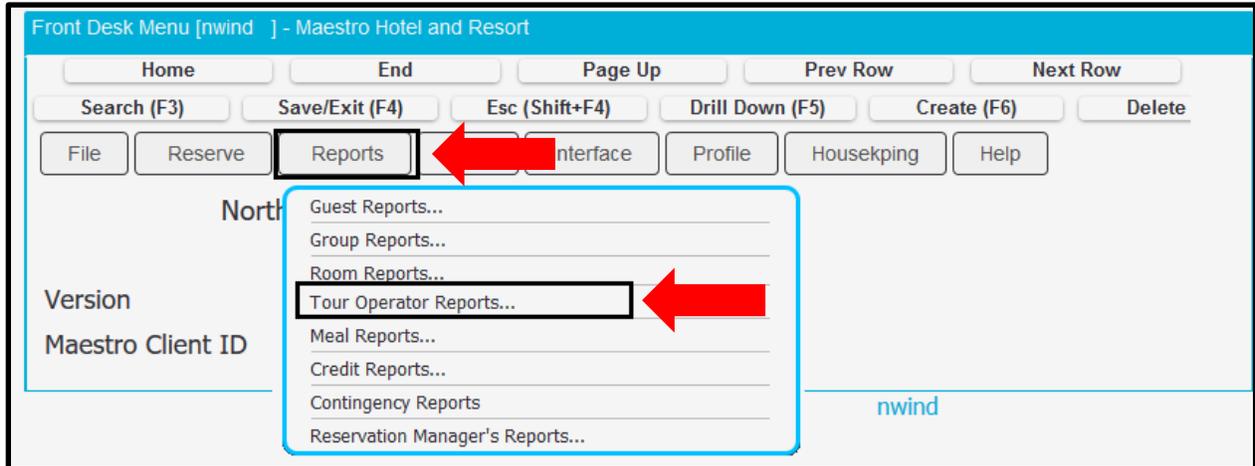
A subgroup can be created for individual or FIT reservations, separating revenue for FIT from group revenue.

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

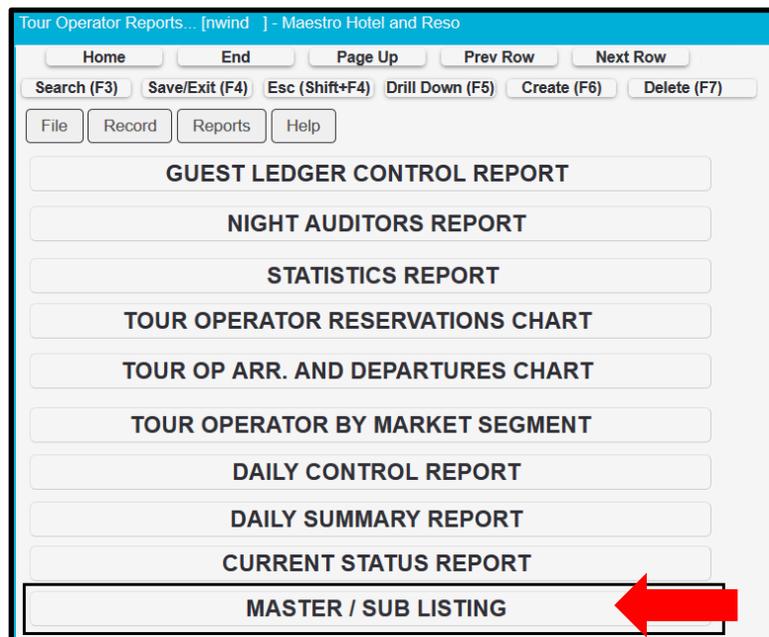
5 Reporting

A report of Master groups and subgroup reservations can be obtained.

Front Desk Main Menu | Select Reports| Select Tour Operator Reports



Select 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.



Master / Sub Group List [nwind] - Maestro Hotel and Resor

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

Dates of Stay Between and

Name Like

Tour Operator

Show Sub-Groups

Show Possible Sub-Groups

Include CXL, No Shows

OK Cancel

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

```
06/03/2020 05:09pm FD8140      Maestro Hotel and Resort      Page 1
```

Type	Booking	Resv	Arrival	Departure
MASTER	Maestro Wilderness Adventures	137083	08/04/2020	08/06/2020
SUB	Lions Club	137292	08/04/2020	08/06/2020
SUB	Wilderness Adventures Age Group	137290	08/04/2020	08/06/2020

end of report