Group Sharer Management
Quick Reference Guide

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Introduction

The purpose of this guide is to provide the steps required in Maestro to make date or inventory changes to Sharer Reservations that belong to a group in the Front Desk module.

It assumes the reader is familiar with the following:
– Maestro User Interface
– Sharer Reservations
– Basic Reservation Management
– Basic Group Management

Changing Sharer Reservations

On occasion it is necessary to make changes to sharer reservations. The most common types of Sharer reservation changes are discussed in this guide. Each of the following sections contain these step by step instructions:

1. Entering Sharer Reservations
2. Moving a Sharer Reservation from 1 room To Another <u>Before</u> Check-in
3. Add an additional Sharer Reservation to a room
4. Cancelling a Sharer Reservation
5. Moving a Sharer Reservation from 1 room To Another <u>After</u> Check-in

Entering Sharer Reservations

To start the process of creating sharer reservations within a group reservation:

Locate Group Master Reservation - Front Desk | Reserve | Group Reservation | F8 Key (to use one of the search criteria or key in the Group Reservation Number)

Creating the First Sharer Reservation

1. Access the group rooming list screen - Left Click on the Room List field using the mouse followed by a Right click (or F5) to Drill-down

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2. Press the F6 key to start creating the Reservation Creation process

3. The First Reservation to be entered MUST be either:
   a. Staying for the most number of nights, or,
   b. The first reservation to arrive

4. Key in the first couple of letters of the guest last name and Press enter

5. If a matching profile is found on the Client code by Last Name screen navigate to the name and press enter to select. If no matching Profile is found Press F4 to exit

6. Maestro will take you to the arrival date field – Key in the arrival date if different from the main group dates of stay and press enter

   NB: You will be able to access the Last name field after completing the Reservation if you did NOT select a Client Profile

7. Maestro will take you to the departure date field – Key in the departure date if different from the main group dates of stay and press enter

Guest Name	Gnd	Arr Date	Dep Date	Resrv #Sh	#A	#C	Rate #A	#C	Bld	RmType	Room	C OS	A R	C C	Un Bk	Central Res	RS
Wall, Wally		06/05/2011	06/10/2011	1	2	1		1	ENW	DD							RES
Franks, Tommy		06/05/2011	06/10/2011	2	2	1		1	ENW	DD							RES
Crusher, Beverley		06/05/2011	06/10/2011	1	2	1		1	ENW	DD							RES

8. In the first #sh field type '1' to identify this as the first sharer reservation and press enter

9. In the second #sh field type in the total number of sharers that will be sharing the room and press enter

10. In the Resrv #A & #C either:
    a. Key in the number of Adults in the #A column and press enter, and/or
    b. Key in the number of Children in the #C column and press enter, and/or
    c. F5 to drill-down on the #A field and add the appropriate person categories and number of each, when done press F4 to return to the Group Rooming List Screen –

    NB: Maestro can only display the number of adults and children on the Group Rooming List Screen

11. Maestro will populate the first Building\Room Type specified from the Group Block, if a different type is required:
    a. Press the F8 look Key to display the Room Type Availability/Rates Screen. It will default to display Group Inventory i.e. rooms available from the group block
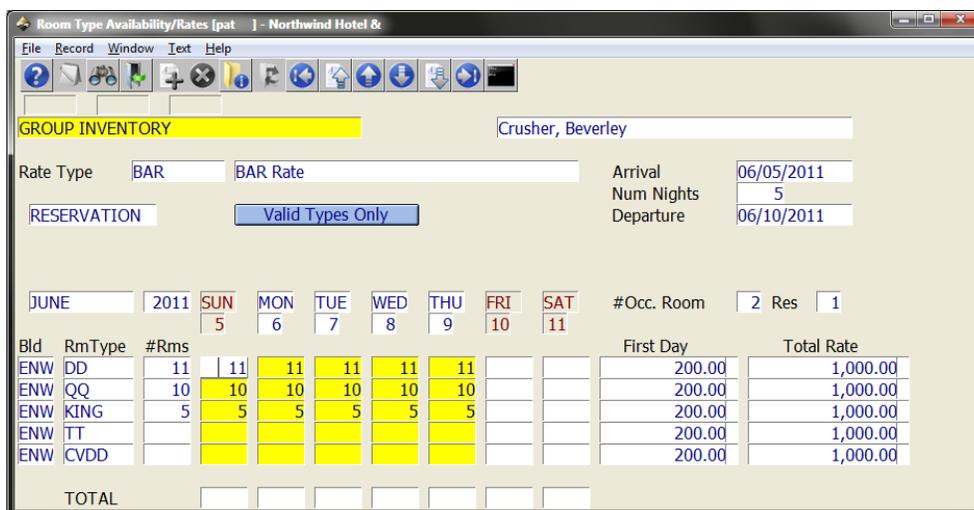
    b. Use the page-down key to page through all the room types on the block until the appropriate building & room type is found

    c. Maestro displays the number of rooms available on each day of stay for the reservation. If the fields per day are blank for a room type on one or more days then there is insufficient inventory left on the group block. To select a room place the cursor on the line of the room type where there is sufficient inventory and press enter to select

    If there is not enough inventory for the entire stay:

    Based on your property's operational procedures it is possible to add 1 more rooms per day of that type into the block. This can be done by:

    a. Double Left Clicking on the yellow "Group Inventory" Field indicator at the top Left hand corner of the screen to display "General Availability"
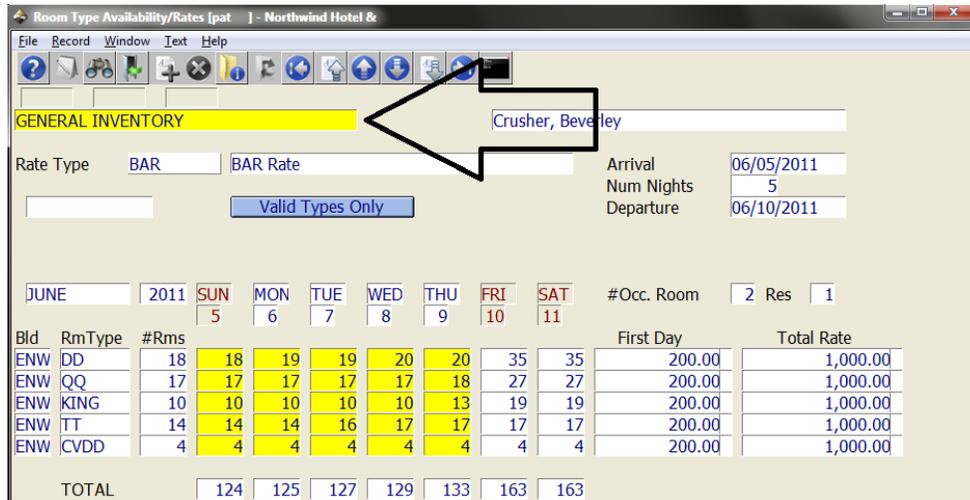
b. Maestro will display the remaining number of rooms that are available per day from the hotel. It is possible that there is still insufficient inventory as they have been sold to both group and individual guests already.

c. To select a room place the cursor on the line of the room type where there is sufficint inventory and press enter to select.

Once the appropriate room type has been selected Maestro will return the user to the Group Rooming List screen to continue:

12. The Room Type Booking Screen is displayed to confirm the dates of stay and rate. A Room number can be assigned by pressing either the F8 Look-up key or F5 key to drill down on the Room Number field. When ready press enter or left click the "ok" button to continue and return to the Group Rooming List Screen
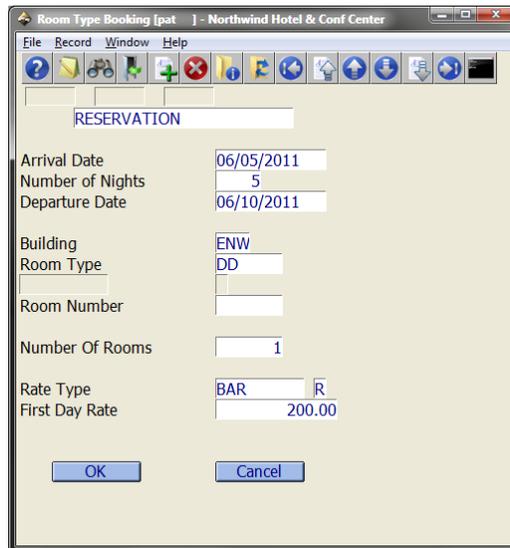
13. Press the enter key until the Cursor lands on the Guest name field on the next row.

14. Press The F6 key to create the next reservation sharing this room

Guest Name	Gnd	Arr Date	Dep Date	Resrv #Sh	#A	#C	Rate #A	#C	Bld	RmType	Room	C OS	A R	C C	Un S	Bk	Central Res	RS
Roddick, Samantha		06/05/2011	06/10/2011	2	2	1		1	ENW	DD								RES
Wall, Wally		06/05/2011	06/10/2011	1	2	1		1	ENW	DD								RES
Franks, Tommy		06/05/2011	06/10/2011	2	2	1		1	ENW	DD								RES
Crusher, Beverley		06/05/2011	06/10/2011	1	2	1		1	ENW	DD								RES

15. Key in the first couple of letters of the guest last name and Press enter

16. If a matching profile is found on the Client code by Last Name screen navigate to the name and press enter to select. If no matching Profile is found Press F4 to exit

17. Maestro will take you to the arrival date field – Key in the arrival date if different from the main group dates of stay and press enter

   NB: You will be able to access the Last name field after completing the Reservation if you did NOT select a Client Profile

18. Maestro will take you to the departure date field – Key in the departure date if different from the main group dates of stay and press enter

19. Maestro will populate that this is the 2nd or subsequent sharer of the total number of sharers in the room

20. In the Resrv #A & #C either:
    a. Key in the number of Adults in the #A column and press enter, and/or
    b. Key in the number of Children in the #C column and press enter, and/or
    c. F5 to drill-down on the #A field and add the appropriate person categories and number of each, when done press F4 to return to the Group Rooming List Screen –

   NB: Maestro can only display the number of adults and children on the Group Rooming List Screen

21. The Building & Room Type Fields will also populate automatically – press the enter key to continue until the cursor lands on the guest name field on the next row

22. Repeat steps 1 to 9 for all remaining Sharers that are sharing this room

Adding a Sharer Reservation to a Room

Once sharer reservations have been made it is possible to add a new sharer reservation into the room using the steps below:

1. On the group rooming list screen press F6 to create a new reservation

2. Key in the first couple of letters of the guest last name and Press enter either select the guest name from the client code by last name screen, or by pressing F4 to exit if no matching profile is found

NB: You will be able to access the Last name field after completing the Reservation if you did NOT select a Client Profile

3. Maestro will take you to the arrival date field – Key in the arrival date if different from the main group dates of stay and press enter

4. Maestro will take you to the departure date field – Key in the departure date if different from the main group dates of stay and press enter

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5. In the first #sh field type press the F8 look-key to locate one of the sharer reservations in the room (Press enter to select one of the sharers that is not moving out of the new room!) and press enter to select the appropriate sharer name\reservation

6. In the Resrv #A & #C either:
   a. Key in the number of Adults in the #A column and press enter, and/or
   b. Key in the number of Children in the #C column and press enter, and/or
   c. F5 to drill-down on the #A field and add the appropriate person categories and number of each, when done press F4 to return to the Group Rooming List Screen –

NB: Maestro can only display the number of adults and children on the Group Rooming List Screen

7. Maestro will populate the Building\Room number on the group rooming list screen automatically – press the enter key until the cursor is on the guest name field on the line below

8. Access one of the sharer reservations in the group – preferably the one staying the most amount of time and drill-down (F5, right click) on the building\room type\room number field to display the Assignment Chart screen

9. Place the cursor anywhere on the line of inventory and Press F7 to delete
   a. At the prompt to delete the package items select "continue"
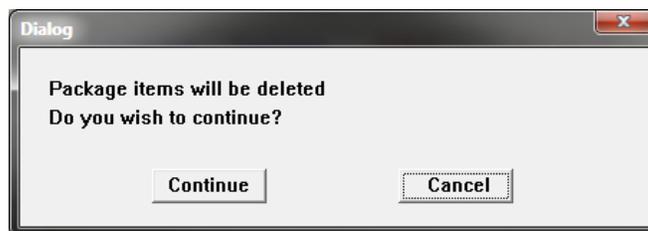
   b. Click "ok" to confirm to delete the inventory

c. Click "yes" to delete the inventory charges from all associated sharer reservations
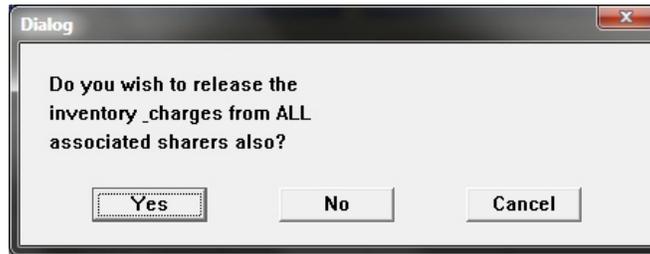
10. Rebook the inventory by selecting the "Book Guest Rooms" button at the bottom of the screen
   a. Select the Quick Availability Chart
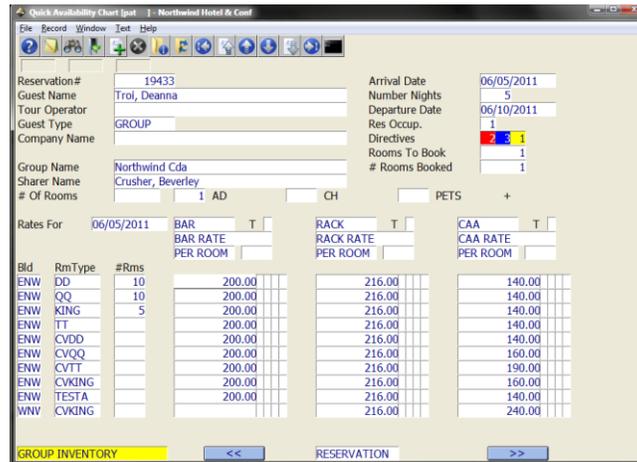
11. Locate the Rate type and room type required and double left click on the dollar value to select
    a. If required the room number can be allocated from the Room Type Booking screen by either pressing F8 look-up or F5 drill-down on the Room Number field

12. Maestro will then display the Sharer Rate Chart – use this screen to ensure the room rate is split evenly amongst the sharer reservations in the room. Press F4 to save and exit

13. Press the F4 exit key until the group rooming list screen is displayed

Moving a Sharer Reservations from I Room To Another Before Check-in

Moving sharer reservations from one room to another room is done differently based on the reservation status. The following steps should be followed when the reservation status of the sharers is "Reserved":

1. Access the group rooming list screen - Left Click on the Room List field using the mouse followed by a Right click (or F5) to Drill-down

2. Locate the Sharer Reservation that has to be moved to another room

3. Access the Guest Reservation by drilling-down into on the Guest name

4. Place the cursor on the sharer name field and press the space key down until the name is erased then press enter. Maestro will delete the inventory linked to this reservation hence the room info fields will turn blank and the rate amount field turn red.

   a. If the Rate type on the guest reservation included a Dynamic Package template Maestro will prompt to delete the package items – Select "no" to delete them

Dialog

There are dynamic package
items on the room charge(s).
Do you want to keep them?

Yes   No   Cancel
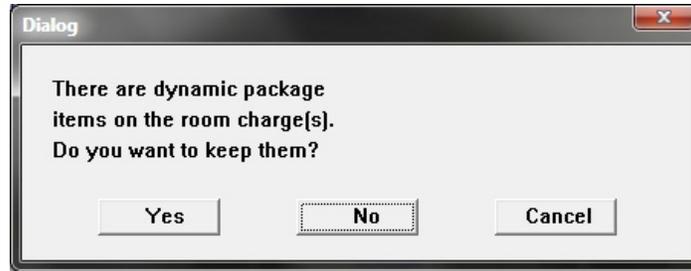
5. Place the cursor back on the sharer name field and either:
   a. Key in the first couple letters of a guest in the new room (this guest should not be moving to another room!) and press enter to select and then again to update the reservation, or,
   b. Press the F8 look-up Key and locate a guest in the new room (this guest should not be moving to another room!) and press enter to select and then again to update the reservation

6. Maestro displays the Sharer Rate Chart, use this screen to verify the rate and package amounts are correct and the rate is split evenly among all sharers in the room

7. Repeat steps 1-6 for any other sharers that are moving out of the room

8. Repeat steps 1-6 for any other sharers that are moving into the room

9. F4 to save & exit back to the Group Rooming List screen

If the Rate is not correct once you have moved the sharer reservations to and from different rooms, or, you are unsure:

1. Locate one of the guest reservations on the group rooming list screen

2. Access the Guest Reservation by drilling-down (f5 or right click) on the Guest name

3. Drill-down (f5 or right click) on the rate Amount field to access the Assignment Chart screen

4. Place the cursor anywhere on the line of inventory and Press F7 to delete
   a. At the prompt to delete the package items select "continue"

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Dialog

Package items will be deleted
Do you wish to continue?

Continue   Cancel

b. Click "ok" to confirm to delete the inventory

Dialog

Confirm To Delete This Record!
Or Click Cancel To Exit

OK   Cancel

c. Click "yes" to delete the inventory charges from all associated sharer reservations

Dialog

Do you wish to release the
inventory _charges from ALL
associated sharers also?

Yes   No   Cancel

5. Rebook the inventory by selecting the "Book Guest Rooms" button at the bottom of the screen
   a. Select the Quick Availability Chart

Quick Availability Chart [pat   ] - Northwind Hotel & Conf

File   Record   Window   Text   Help

Reservation#	19436		Arrival Date	06/05/2011
Guest Name	Uhura, Nyota		Number Nights	5
Tour Operator			Departure Date	06/10/2011
Guest Type	GROUP		Res Occup.	1
Company Name			Directives	2 3 1
			Rooms To Book	1
Group Name	Northwind Cda		# Rooms Booked	1
Sharer Name	Troi, Deanna			
# Of Rooms		1 AD	CH	PETS	+

Rates For   06/05/2011   BAR   T   RACK   T   CAA   T
                          BAR RATE   RACK RATE   CAA RATE
                          PER ROOM   PER ROOM   PER ROOM

Bld	RmType	#Rms			
ENW	DD	10	200.00	216.00	140.00
ENW	QQ	10	200.00	216.00	140.00
ENW	KING	5	200.00	216.00	140.00
ENW	TT		200.00	216.00	140.00
ENW	CVDD		200.00	216.00	140.00
ENW	CVQQ		200.00	216.00	160.00
ENW	CVTT		200.00	216.00	190.00
ENW	CVKING		200.00	216.00	160.00
ENW	TESTA		200.00	216.00	140.00
WNV	CVKING			216.00	240.00

GROUP INVENTORY   <<   RESERVATION   >>

6. Locate the Rate type and room type required and double left click on the dollar value to select
   a. If required the room number can be allocated from the Room Type Booking screen by either pressing F8 look-up or F5 drill-down on the Room Number field

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7. Maestro will then display the Sharer Rate Chart – use this screen to ensure the room rate is split evenly amongst the sharer reservations in the room. Press F4 to save and exit

8. Press the F4 exit key until the group rooming list screen is displayed

Cancelling a Sharer Reservation

When cancelling one of the sharer reservations in a room the following steps should be followed:

1. Access the group rooming list screen - Left Click on the Room List field using the mouse followed by a Right click (or F5) to Drill-down
2. Locate the Guest Reservation that should be cancelled by drilling-down into on the Guest name

3. "click" the cancel button at the bottom of the screen and follow the prompts to either post the cancellation penalty or override (where allowed)

4. Complete the cancellation dealing with any outstanding charges on the folio and exit back to the group rooming list

   NB: If a new sharer should be added to the room, follow the steps outlined above in 2.4

5. Locate the one of the guest reservation in the room – preferably one that is staying the longest and drill-down the building\room type\room number field

6. Place the cursor anywhere on the line of inventory and Press F7 to delete
   a. At the prompt to delete the package items select "continue"

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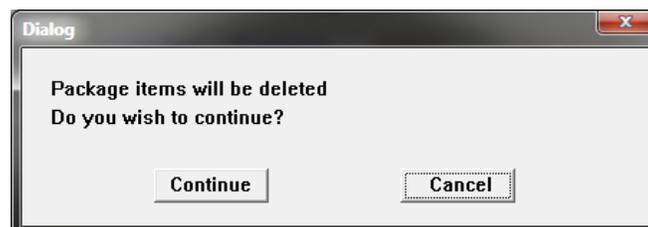
b. Click "ok" to confirm to delete the inventory

c. Click "yes" to delete the inventory charges from all associated sharer reservations
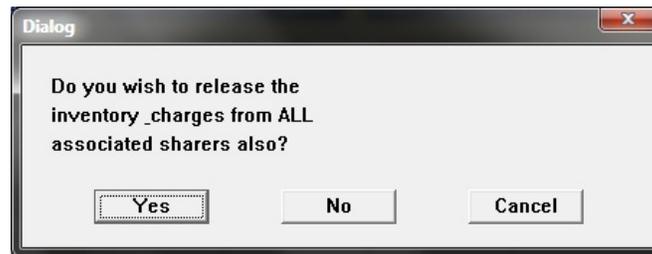
7. Rebook the inventory by selecting the "Book Guest Rooms" button at the bottom of the screen
   a. Select the Quick Availability Chart
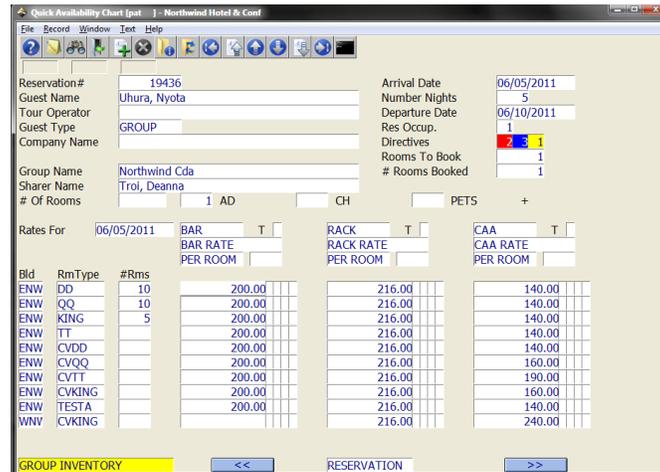
b. Locate the Rate type and room type required and double left click on the dollar value to select

c. Assign the room number on the room type booking screen if required by either keying it in or using the F8\F5 keys on the room number field
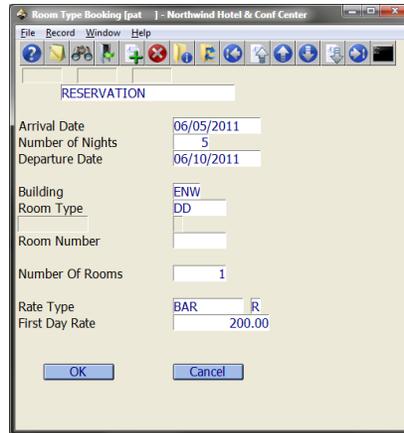
   d. Click ok to continue

8. Maestro will display the sharer rate chart screen – ensure the rate is split evenly amongst the sharers in the room
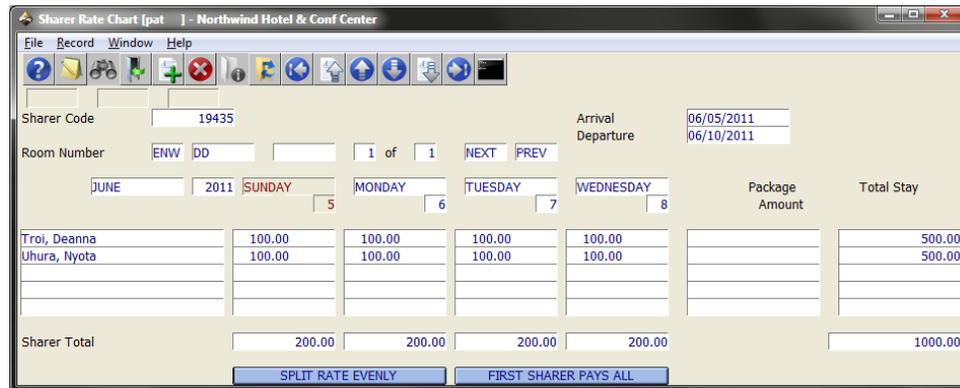
If other reservations in the room are inhouse:

   a. Select the changes menu from the Assignment Chart screen (Drill-down on the rate amount field on the guest reservation screen) and select check-in room to move the room number back inhouse

   NB: The inventory line should be a light green color and NOT Red

   b. Exit from the Reservation back to the group rooming list screen using the F4 exit key

   Moving a Sharer Reservations from 1 room To Another <u>After</u> Check-in

When moving Sharer reservations from one room to another the following steps should be used when the reservation is inhouse (checked-in):

1. Access the group rooming list screen - Left Click on the Room List field using the mouse followed by a Right click (or F5) to Drill-down

2. A new reservation for the sharer that is moving needs to be made by Pressing the F6 key to create

3. Key in the first couple of letters of the guest last name and Press enter and select the existing guest name from the client code by last name screen

4. Maestro will take you to the arrival date field – Key in the arrival date if different from the main group dates of stay and press enter

5. Maestro will take you to the departure date field – Key in the departure date if different from the main group dates of stay and press enter

6. In the first #sh field type press the F8 look-key to locate one of the sharer reservations in the room (Press enter to select one of the sharers that is not moving out of the new room!) and press enter to select the appropriate sharer name\reservation


7. In the Resrv #A & #C either:

    a. Key in the number of Adults in the #A column and press enter, and/or
    b. Key in the number of Children in the #C column and press enter, and/or
    c. F5 to drill-down on the #A field and add the appropriate person categories and number of each, when done press F4 to return to the Group Rooming List Screen –

NB: Maestro can only display the number of adults and children on the Group Rooming List Screen

8. Maestro will populate the Building\Room number on the group rooming list screen automatically – press the enter key until the cursor is on the guest name field on the line below

9. To move any outstanding balance from the old reservation to the new reservation start by accessing the folio number on the new guest reservation
    a. Place the cursor on the Guest name field for the newly created reservation and drill-down to access the guest reservation screen
    b. Drill-down again on the cur balance field to access the folio screen
    c. Make a note of the main Folio Number (Ignore the Breakdown folio)

    d. Exit back to the group rooming list screen
    e. Locate the original reservation for the sharer on the group rooming list (the reservation that is inhouse) and select the "check-out" button

f. At the early departure prompt click "ok" to continue

Dialog

Early Departure.
Click OK to continue
Or Click Cancel To Exit

| OK | Cancel |
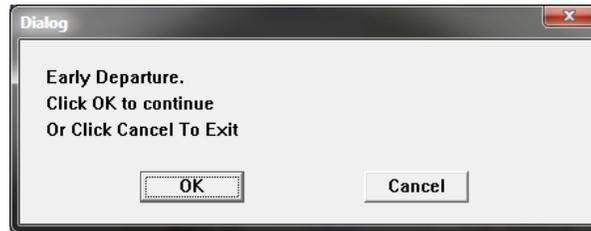
g. Select "reverse" at the remaining charges prompt

Dialog

There are charges remaining
to be dealt with.

| Post | Reverse | Review |

Use ESC to Cancel
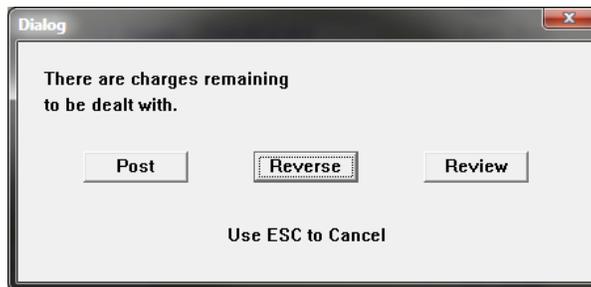
h. Select the batch XFER button at the bottom of the folio detail screen
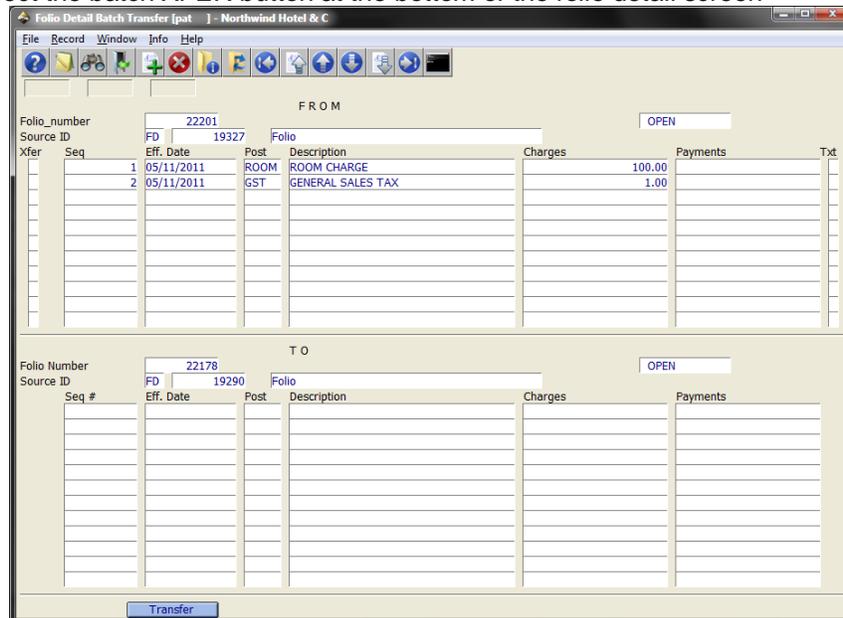
i. Type a 'y' next to all the postings on the screen, use the down arrow key to ensure all postings were selected
j. In the "folio to" field in the middle of the screen key in the folio number from the new reservation and press enter
k. Select Transfer to complete moving the postings to the new reservation
l. Follow the prompts to complete the check-out of this reservation returning back to the guest reservation screen

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10. If the credit card number on the reservation should be moved:
   a. Access the Credit Card Entry Screen (Window | Credit Card Entry) on the checked-out reservation
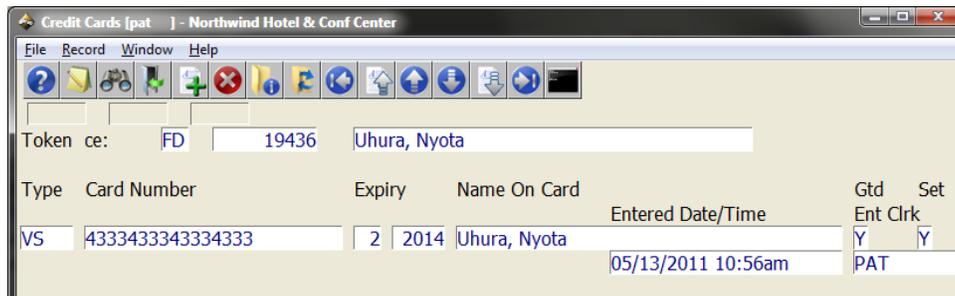
    b. Open a new session of front desk and locate the new guest reservation
    c. Add the credit card number from the old reservation to the new reservation - NB: If the card number is masked please contact a team member that has the ability to view the entire card number
    d. Save and exit from the old reservation

11. Ensure the Rate is correct on the new sharer Reservation:
    a. Drill-down (F5 or right click) on the Sharer Name Field to display the room and package amounts, or,
    b. Drill-down (F5 or right click) on the Rate Amount field to access the Assignment Chart screen

   If the Rate is incorrect or you are not sure:

12. Access the Assignment Chart screen on one of the sharer reservations in the room – preferably the one staying the longest

13. Access the Guest Reservation by drilling-down (f5 or right click) on the Guest name

14. Drill-down (f5 or right click) on the rate Amount field to access the Assignment Chart screen - make a note of the building & room Number Information on screen

15. Place the cursor anywhere on the line of inventory and Press F7 to delete
    a. At the prompt to delete the package items select "continue"
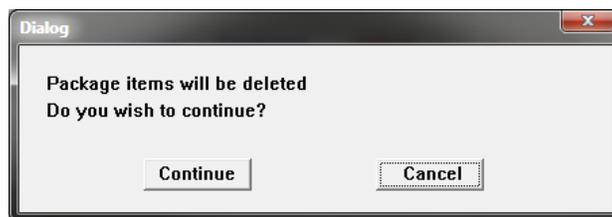
    b. Click "ok" to confirm to delete the inventory

c. Click "yes" to delete the inventory charges from all associated sharer reservations
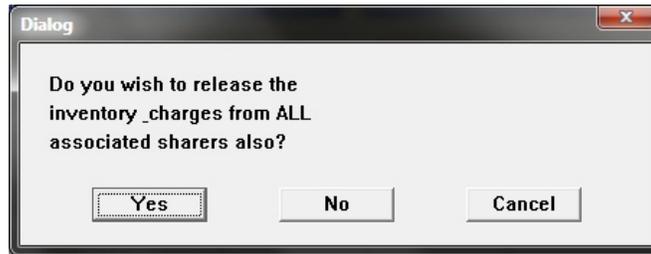
d. Rebook the inventory by selecting the "Book Guest Rooms" button at the bottom of the screen
e. Select the Quick Availability Chart
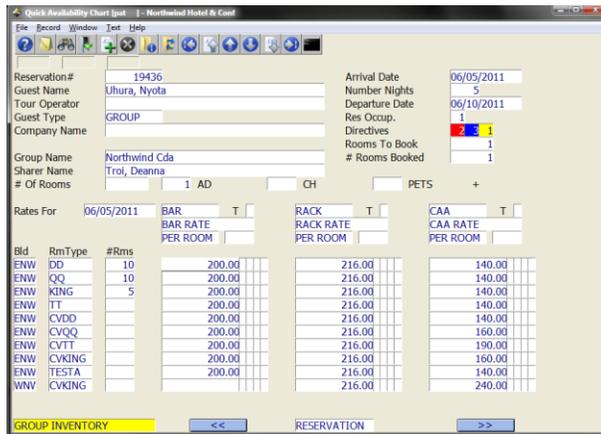
f. Locate the Rate type and room type required and double left click on the dollar value to select
g. Key in the room number in the room number field on the Room Type Booking screen
h. Maestro will then display the Sharer Rate Chart – use this screen to ensure the room rate is split evenly amongst the sharer reservations in the room. Press F4 to save and exit
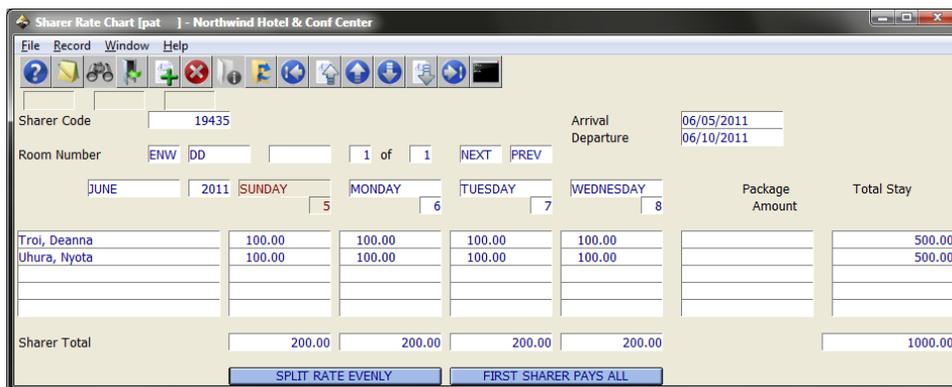
i. Select the changes menu from the Assignment Chart screen and select check-in room to move the room number back inhouse
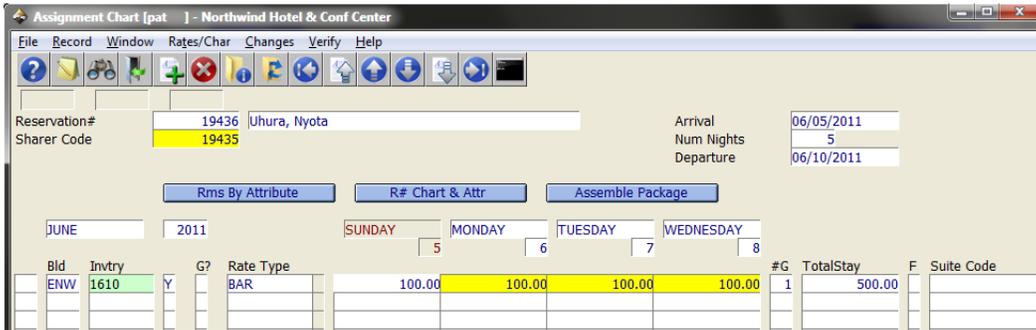
NB: The inventory line should be a light green color and NOT Red

j. Exit from the Reservation back to the group rooming list screen using the F4 exit key