RESERVATIONS

Vocabulary To Know

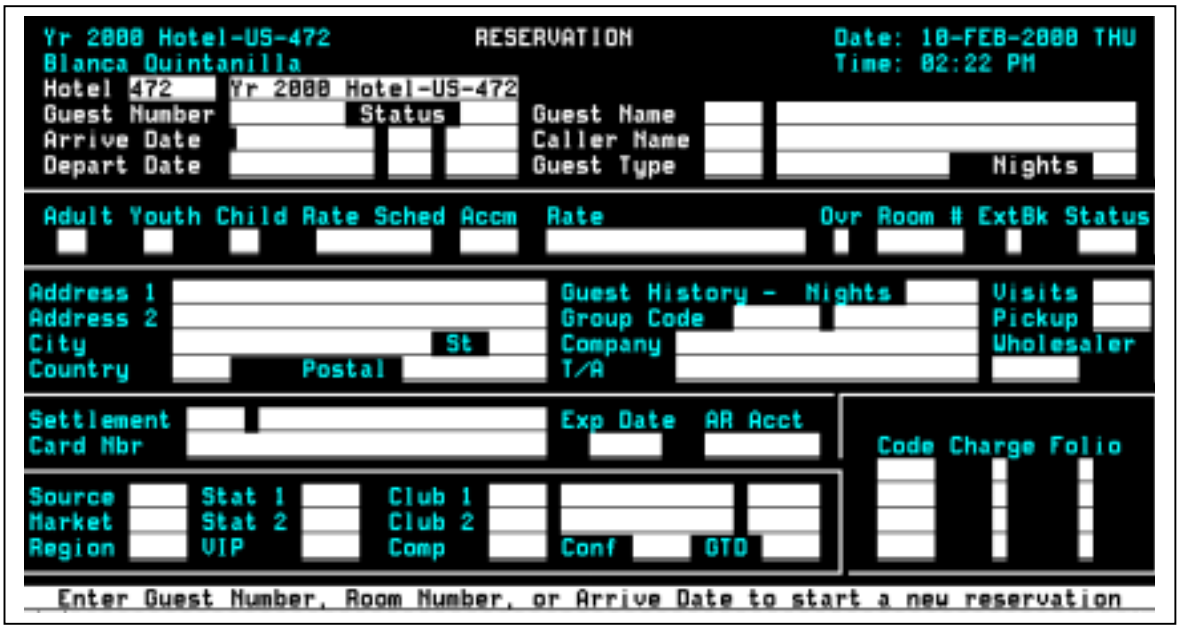
Reservation Run Order: The reservation run order determines which windows should be filled in before a reservation is complete and the order in which they appear. The run order is set up by the individual property. If all mandatory fields have been filled in, the system allows the user to [Save] the reservation; a window pops up notifying the user of the reservation number for the guest. If the cursor goes to any field within a block, all the mandatory information has not been entered.

Guest Number: A guest number is issued as soon as the arrival date is entered, however, it is recommended that the number not be given to the guest until the reservation is complete, and the window prompts with the reservation number.

Status: When a reservation is made the system automatically fills in the Status Field. Each time the reservation is changed, the system updates the field with the correct information. The status field is located in two places. In the first block just to the right of the arrival date, and in the rate schedule block on the far right side.

- **NEW** – A new reservation
- **MOD** – Reservation has been modified
- **CXL** – Reservation has been canceled
- **NG** – Non Guest Folio
- **INF** – Information Only

Creating A New Reservation



1. From the Main Menu, select Reservations Menu
2. Select Reservations
3. The cursor is at the Arrive Date field. Fill in the fields.
   - **Arrive Date:** At the bottom of the screen it says, "Enter guest number, room number, or arrive date to start a new reservation" Type in the date in the correct date format and press [Enter]. The field immediately to the right automatically populates with the day of the week.

Note: The arrival date can be typed in different ways. 112900 would represent November 29, 2000 in US date format and 291100 would represent November 29, 2000 in international format. Periods and slashes can also be used to enter the date 29.11.00 or 11/29/00. The date can also be typed as the day of the week. If "MON" was typed the system looks at the next occurrence of Monday.

- Type in the arrival time of the guest in military time format or type in the hour and "a" or "p" to indicated AM or PM
- **Depart Date:** Type in the departure date or type the number of days the guest is staying and press [Enter]. The field to the immediate right populates with the day of the week.
- Type in the departure time of the guest in military time format or type in the hour and "a" or "p" to indicate AM or PM
- Type in the title of respect for the guest such as Mr., GEN, or Miss
- **Guest Name:** Type in the guest's name using the proper format, "Last Name**,** First Name" and press [Enter]. The system automatically searches guest history to see if the guest has stay in the hotel before.
  Note: The guest's name does not have to be capitalized when entered into the system. The system capitalizes the first letter in the last name as well as the first letter after the space.
  Note: If the hotel is part of a complex the system searches all hotels for guest history.
- **Reservation Guest History Lookup:** Within the screen the user has the ability to type in a variation of the guests' name and search guest history again. If the guest has not had a previous visit press [Exit].
  Note: Once [Exit] has been pressed the system does not go out and search guest history again.
- Type in the title of respect for the caller making the reservation, use the same format for callers name as guest name
- **Guest Type:** What type of guest is the reservation being made for press [List Values]
  - **C**- Company
  - **D-** Day Use
  - **G-** Group Delegates
  - **T-** Transient
  - **W-** Wholesalers

  Note: By choosing the appropriate guest type only certain accommodations and rate schedules are valid.

4. Press [Quick] and type "RS" to go to rate schedule

- **Adult:** The system prompts for the number of adults attached to the reservation.
  Note: The rate depends on the number of adults, children and youth. The rate data is set up in the up in Rate Schedules of the Database Maintenance Menu.
- **Youth:** The system prompts for the number of youths depending on the database set up.
- **Child:** The system prompts for the number of children depending on the database set up.
  Note: Prompting for Youth or Child is controlled in the Hotel Options screen of the Database Maintenance Menu. Either can be skipped over in the rate schedule screen. They may also affect the rate depending of the set up of the rate schedule.
- **Rate Schedule:** Press [List Values] to see the various rate schedules set up in database
  Note: The following chart represents the [List Values] screen in the rate schedule window. Starting on the left is the rate schedule code, then the long description, next are the days with respect to the reservation. In this example the reservation is for the 25th to the 30th. The system automatically pulls three days before and three days after depending on the length of the reservation. These additional three days on both ends of the reservation are denoted by the dots that run vertically through the rate schedules. Other dots above the 1 and 2 denote the day does not have two digits. The chart below would read that the reservation with the rate schedule of TDY or SA would be fine to book, but the rate schedule of FS would not be valid because there are no rooms left to

allocate to the reservation. Each day and rate schedule has a letter assigned to it. The following is a description of each letter.

- **O - Open –** The rate schedule is open for the day
- **M - MLOS –** Minimum length of stay. The guest must stay a minimum number of nights to receive the rate.
- **F - First Day –** Must be the guest's arrival date.
- **N - # of Nights –** Must be a minimum number of nights.
- **R - No Rooms –** There are no rooms with this rate schedule available.
- **C - CTA –** Closed to Arrivals. No reservations are accepted with a guest arriving on this date. They must arrive on an earlier or later date.
- **S - Stopsell –** This accommodation type is not being sold on this date.
- **G - # of Guest –** The number of guest must meet special criteria. A honeymoon package would not be for less than two guests or more than two guests.
- **A - Allotment –** If the property only accepts a certain number of reservations to be made for a specific date or a special rate schedule they can setup allotments. This is used for discounted rates like "AAA" or "Senior Discounts"
- **D - Stay Day –** A reservation can not be made with a rate schedule on a specific day. For example a "50% off rate" wouldn't be accepted for a Saturday night since it is the busiest night of the week for the property.

RateSched	Description	2 2 2 : 2 2 2 2 2 2 3 : 3 . . 2 3 4 : 5 6 7 8 9 0 : 1 1 2
RACK	Rack Rate	0 0 0 : 0 0 0 0 0 0 : 0 0 0
AAA	AAA Discount Rate	0 0 0 : RRRRRR : 0 0 0
GROUP1	Weekend Group Rate	0 0 0 : 0 0 0 0 0 0 : 0 0 0

0 = OPEN	M = MLOS	F = FIRST DAY	N = # NIGHTS	R = NO ROOMS
C = CTA	S = STOPSELL	G=# OF GUEST	A= ALLOTMENT	D = STAY DAY

- **Accom:** Press [List Values] to see the accommodation codes valid for the reservation

Accom	Description	Avail	Rate	2 2 2 : 2 2 2 2 2 2 3 : 3 . . 2 3 4 : 5 6 7 8 9 0 : 1 1 2
PDK	Pool Deluxe King	17	21.00	0 0 0 : 0 0 0 0 0 0 : 0 0 0
VOD	View Ocean Double	32	27.00	0 0 0 : 0 0 0 0 0 0 : 0 0 0
PJS	Pool Junior Suite	0	38.00	0 R R : R 0 0 0 0 0: 0 0 0

O = OPEN	C = CTA	M = MLOS	S=STOPSELL	R=NO ROOMS

Note: As within the rate schedule window the [List Values] in the accommodation is similar. The exceptions are that there is an extra column for availability and another for the rate with respect to the accommodation code. This [List Values] screen reads the same as the rate schedule [List Values] screen.

- **Ovr:** Override the room rate, the default is set to "N". In order to override the rate type "Y" and the system places the cursor in the rate field. Type in the correct rate and press [Enter]
- **Room Number:** In the reservation screen a room can be blocked. Type in the desired room number or press [Enter Query] and [Execute Query] to find a room; or press [Enter] to skip blocking a room.
- **Ext Blk:** In this field a manager's override may be needed to undo the block. The default and blank field indicates "N".
- **CI:** This stands for check in and the field is skipped in the reservations screen
- **Room Stat:** This field is automatically populated. While making a reservation it is "RES"

Note: The system allows a maximum of 4 different rooms to be attached to one Guest Number. When the guest arrives they have one registration card and when they depart they receive one folio. If there are different guests for each room it is recommended that each person have their own reservation. This makes searching for additional guest easier if there are incoming phone calls.

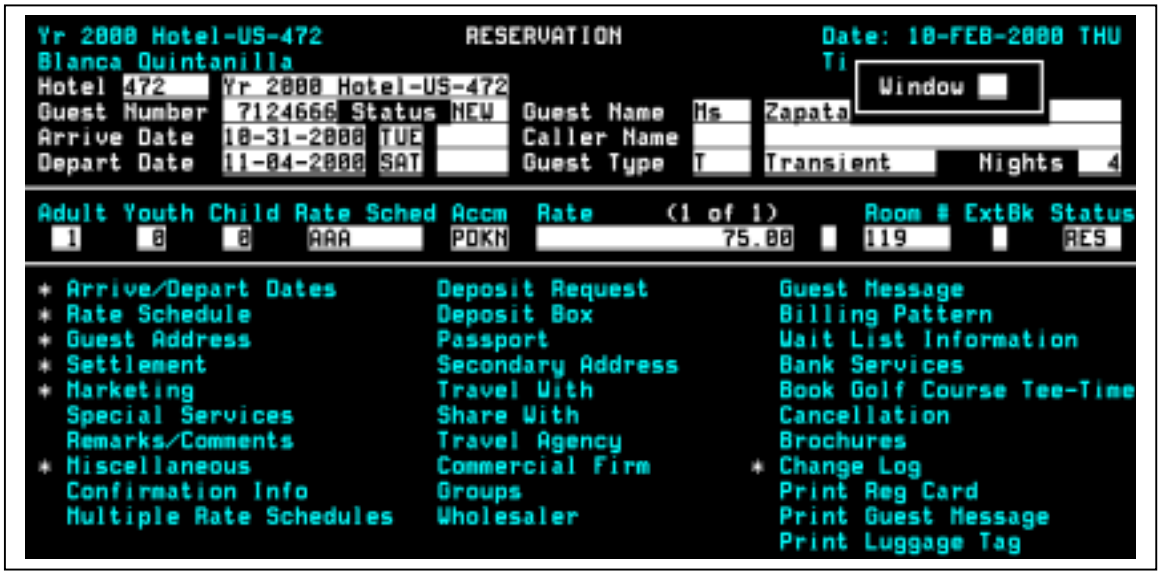
5. Press [Quick] and type "GA" to go to Guest Address
- **Address 1:** This field is used to input the street or PO Box address of the guest
- **Address 2:** This field is used to input the suite, apartment, or route number.
- **Country:** The country code defaults to the country listed in the hotel name in database. [List Values] can be used to find the code for the country.
- **Postal Code:** Type in the postal code for the city. If the code is already set up in the database the system automatically populates the city and state. If the postal code does not exist then the system asks if it is a valid postal code. Type in the correct city and state.
  Note: The next time the postal code is typed into the system it recognizes the new postal code and the database is updated.
- **City:** The city is populated based on the postal code.
- **State:** The state is populated based on the postal code. [List Values] may be used to view the options.
- **Home Phone:** This field is used for the home phone number.
- **Ext:** Extension
- **Work Phone:** This field is used for the home number
- **Ext:** Extension
- **Company:** This field is automatically populated if the guest is attached to a group or commercial firm.

6. Press [Quick] and type "SE" to go to Settlement
- **Settlement:** [List Values] or type in the code for settlement. These codes are property defined.
  Note: If the settlement is a credit card then the next three fields apply. If the property has credit card swipes the window pops up.
- **Card Number:** Either swipe the card or manually input the numbers.
  Note: When typing in the card manually do not use characters to separate the numbers
- **Exp Date:** The expiration date is populated by the system if the credit card swipes are used. If they are not being used type in the month and year of expiration.
- **Card Holder Name:** The card holder name is populated in two different ways. If the card was swiped it reads from the strip on the back of the credit card. If the card was manually input it pulls from the guest name field. This field is the default when the card is not swiped and it can be changed it the credit card is in another persons' name.
- **Credit Limit:** Make sure to leave this field blank. Each individual guest's credit limit is determined.
- **A/R Account:** If the guest needs to have an A/R account number attached type the number in this field.
  Note: If the number is not known press [Enter Query] and press [Execute Query]
- **Posting Status:** Press [List Values]
  - **N-** no posting allowed
  - **P-** posting allowed
- **GTD Status:** Press [List Values]
  - **GTD-** guaranteed
  - **NGTD-** non-guaranteed
- **Post Room to Folio:** This is defaulted from Hotel Options in the Database Maintenance Menu, but can be changed to route the guests' room charges to a different folio.
- **Voucher:** A voucher number can be typed when the guest is staying in conjunction with a wholesaler or a travel agent.

7. Press [Quick] and type "MA" to go to marketing

- **Source:** Source of business code. Press [List Values] to view the options. Codes are property defined to track where reservations come from.
- **Market:** Market segment code. Press [List Values] to view the options. Codes are property defined to track which markets reservations come from.
- **Region:** Region codes. Press [List Values] to view the options. Codes are property defined to track regional areas where reservations come from.
- **Comp:** Complimentary status codes. Press [List Values] to view the options. Codes are property defined to indicate a reservation may have a portion or all complimentary
- **VIP:** VIP code. Press [List Values] to view the options. Codes are property defined to track important people
  Note: If a VIP code is typed in this field and the reservation is saved when the reservation is brought back up the code entered flashes in the marketing window.
- **Stat 1/Stat 2:** Statistic codes 1 and 2. Press [List Values] to view the options. Codes are property defined according to standards and track the reservations statistical information
- **Club 1/Club 2:** Club 1 and 2. Press [List Values] to view the options. Codes are property defined according to standards.
  Note: At Sheraton properties this field is used to track frequent flyers, Starwood Preferred Guests and other frequent programs. At government properties this field is used to track the guests' social security number.
- **Number:** Type in the number according to the code selected
- **Exp:** Type in the expiration date if needed

8. Press [Quick] and type "SS" to go to special services



- **Code:** Press [List Values] to see the special service codes set up through database
- **Chrg:** Some special service codes are a charge to the guest. This charge can be overridden in this field with the proper security.
- **Folio:** If there is a charge for this service the system prompts for the folio to charge. Press [List Values] and select a folio or if it is left blank it goes to the folio listed in the settlement field which would be the default room posting folio.

9. Press [Quick] and type "RC" to go to remarks/comments

- **Remark 1/Remark 2:** These are statements that the guest sees printed out on the registration card.
- **Comment Type:** Press [List Values] to see the different departments a comment can be directed to, these codes are property defined. In the [Next Block], these are comments the guest cannot see and are used as a communication tool with other departments.

Note: If there is something entered into this window once the reservation is saved and brought back up Rmk/Cmt flashes on the screen. Comments can also have more than one attached to each guest. While in the comment type field press up or down arrows to see other comments. If there is more than one comment the system prompts (1 of 2).

10. Press [Quick] and type "MI" to go to miscellaneous

- **Confirmation:** Press [List Values]
  - **FAXD-** Confirmation fax queued
  - **N-** No confirmation required
  - **PRTD-** Conformation printed
  - **Y-** Confirmation required
- **Arrive Flight:** Type in the arrival flight information for the guest
- **Time:** Type the flight arrival time for the guest
- **Depart Flight:** Type in the departure flight information for the guest
- **Time:** Type the flight departure time for the guest
- **Last Room Post:** The system automatically posts the last time room and tax was posted to the room.
- **Walk-In Status:** Within the reservation screen this field is blank. If the guest is a walk-in at the time of the reservation then the field is populated with the fact that the guest was a walk-in.
- **Suppress Rates:** Type "Y" to not show the rate on the folio, type "N" to show the rate on the folio.

11. Press [Quick] and type "CO" to go to Confirmation Information

- **Conf Type:** P- Print Confirmation, F- Fax Confirmation
- **Conf Code:** Press [List Values], and select the Letter text code for this guest which was set up in database
- **Addr Type:** Press [List Values]
  - **COMP-** Company address
  - **GRP-** Group Address
  - **GST-** Guest Address
  - **SCND-** Secondary Address
  - **TA-** Travel Agency Address
  - **WHLS-** Wholesaler Address
- **Secondary Addr Type:** Press [List Values]
  - **BUS-** Business
  - **Home-** Home Address
  - **OT-** Other
  - **TA-** Travel Agency (Non-Com)

  Note: This field is only reached when the Addr Type is SCND
- **Description:** Description of the address type defined in database
- **Fax Number:** The actual number confirmation needs to be faxed to
- **Fax Now:** "Y" Fax the confirmation when the reservation is saved. "N" fax the confirmation later which is defined by the property
- **Date Processed:** Date the actual confirmation was processed depending when it was printed, fax at time of save or at a later time

12. Press [Quick] and type "MR" to go to Multiple Rate Schedules

- **Arrive Date:** Arrival date of the guest
- **Depart Date:** Departure date for the guest
- **Nights:** Number of nights for guests stay
- **Adult:** Number of adults in the guest's room
- **Youth:** Number or youths in the guest's room
- **Child:** Number of children in the guest's room
- **Rate Schedule:** Schedule was selected from the rate schedule window
- **Accom:** The room type. Code is property defined
- **Ovrd:** "Y" in the rate has been overridden, "N" if the code has not been overridden

- **(Rate):** Same rate that was seen in the rate schedule window
- **Room #:** Current room number or room that has been blocked for the reservation
- **Status:** System defined conditional on the status of the guest
  Note: The previous fields are used as a reference in making the multiple rates.
- **Start Date:** This field defaults to the arrival date of the guest. It needs to be the starting date for the rate schedule.
- **Day:** This field automatically populates the day that corresponds with the date.
- **Nbr of Nights:** The system is asking how many nights the guest has the specific rate schedule.
- **Last Night:** The system automatically populates the last night the rate schedule is in effect.
- **Rate Schedule:** The system automatically populates to the rate schedule selected earlier. This is a protected field for the first rate.
- **Override Rate:** Similar to the rate schedule override the multiple rate schedules can be overridden as well. This is a protected field for the first rate.
- **Room Rate:** The room rate defaults to the scheduled rate unless the rate has been overridden.

13. Press [Quick] and type "DR" to go to Deposit Request
- **Due Date:** Type in the date the deposit requested is due
- **Request Amount:** Type in the amount requested
- **Description:** This field is used to describe what the deposit is for
- **Date Rcvd:** This field is populated when the deposit is received
- **Deposit Received:** This field is populated when the deposit is received
- **Stat:** In the request phase the status of the deposit is DREQ, deposit requested

14. Press [Quick] and type "DB" to go to Deposit Box
- This feature can only be used for registered guests.

15. Press [Quick] and type "PA" to go to Passport
- **Passport Number:** Type in the guest's passport number
- **Passport Country:** Type in the guest's country, press [List Values] for the country code
- **Date Of Birth:** Type in the guest's date of birth, type in the same date format as a reservation
- **Next Destination:** Type in the guest's next destination, this is a free form field

16. Press [Quick] and type "SA" to go to Secondary Address
- **Address Type:** Press [List Values]
  - **BUS-** Business Address
  - **HOME-** Home Address
  - **OT-** Other
  - **TA-** Travel Agent (Non-com)
- **Contact Name:** Type in the title of respect for the guest. Then the guest name defaults to the guest name in the reservation, if this is correct press [Enter], if not type in the name in the correct format, last name, (space) first name
- **Company:** Type in the name of the company
- **Address 1:** Type in the secondary address
- **Address 2:** Type in the suite, apartment, or route number
- **Country:** Press [List Values] for the country code
- **Postal Code:** Type in the postal code
- **City:** This field populates according to the postal code
- **State:** This field populates according to the postal code
- **Attention:** This field can be set to a particular person's attention
- **Telephone:** Type in the secondary address's phone number
- **Ext:** Type in the extension for the secondary address
- **Fax Number:** Type in the fax number of the secondary address

17. Travel With**.** A guest that is a travel-with indicates the two are traveling together. They have separate folios and rooms**.** See Sharewith/ Travel With handout.

18. Press [Quick] and type “SW” to go to Share With**.** In order for guests to be shrewish they need to have a date in common and be in the same room. See Share With/ Travel With handout.
19. Press [Quick] and type “TA” to go toTravel Agency**.** Each reservation can be attached to a travel agency, see Travel Agent handout
20. Press [Quick] and type “CF” to go to Commercial Firm**.** Guests can be attached to a commercial firm. When the reservation is being made and the guest type is selected as “C”, the system automatically prompts for the commercial firm to be attached to the guest.
21. Press [Quick] and type “GR” to go to Groups**.** Guests can be attached to a group. When the reservation is being made and the guest type is selected as “G”, the system automatically prompts for the group to be attached to the guest.
22. Press [Quick] and type “WH” to go to Wholesaler**.** Guests can be attached to a wholesaler. When the reservation is being made and the guest type is selected as “W”, the system automatically prompts for the wholesaler to be attached to the guest.
23. Press [Quick] and type “GM” to go to Guest Message. Guest messages are functional in the reservations screen, see Telephone Operator handout
24. Press [Quick] and type “BP” to go to Billing Pattern**.** Billing patterns can be attached to individuals as well as a group, see Billing Pattern handout
25. Press [Quick] and type “WL” to go to Wait List Information
- **Arrive Date:** Arrival date of the guests reservation
- **Depart Date:** Departure date of the guests reservation
- **Create Date:** Date the wait list was created
- **House Status:** System defined codes
  - **HSTP-** House stopsell
  - **HCTA-** House closed to arrivals
  - **HMLS-** House minimum length of stay
  - **HNT-** House no rooms
  - **HNER-** House not enough rooms
- **Rate Schedules:** This field reflects the rate schedule of the reservation when it was wait listed.
- **Accommodation:** This field reflects the accommodation code of the reservation when it was wait listed.
- **Priority Code:** These codes can be defined by the property to give priorities to different reservations.
- **Room Number:** If a room number was in the reservation when it was wait listed it appears here.
- **Comment:** Free form field.

26. Press [Quick] and type “BS” to go to Bank Services. This window displays the bank information for the guest once they are registered.
27. Press [Quick] and type “BG” to go to Book Golf Course Tee Time. This screen actually takes the user into the golf module. If security is given the user can book golf tee times for the guest with the reservation
28. Press [Quick] and type “CA” to go to Cancellation
Note: This screen is display only. If there were a cancelled reservation specifics would be found here.
29. Press [Quick] and type “BR” to go to Brochures
- **Name:** Type in the title and the name of the guest
- **Address 1:** Type in the street address of the guest
- **Address 2:** Type in the suite, apartment, or route of the guest
- **City:** The city is populated based on the postal code
- **State:** The state is populated based on the postal code
- **Postal Code:** Type in the postal code
- **Country:** Type in the country code or press [List Values]
- **Code:** Type in the code or press [List Values]

- **Nbr:** Type in the number of brochures to be sent
- **Description:** This field is filled in by the code

Note: After pressing [Quick] press [Enter] twice and the guest's address populates from the Guest Address window.
Note: Labels are currently not working.

30. Press [Quick] and type "CL" to go to Change log
- **Date:** The date a change was made to the reservation
- **Time:** The time a change was made to the reservation
- **Agent ID:** The ID and the name of the agent who made the change
- **Scr:** The screen the change was made in
- **Type:** The field the change was made
- **Description:** A long description of the field that was changed
- **From:** What the reservation was changed from
- **To:** What the reservation was changed to

Note: This screen is a display only no changes can be made to it.

31. Press [Quick] and type "PR" to go to Print Reg Card
Note: The system automatically prompts to print the registration card (Y/N).

32. Press [Quick] and type "PM" to go to Print Guest Message
Note: The system automatically prompts to print the guest message.
Note: This quick window does not follow standards instead of PG its code is PM.

33. Press [Quick] and type "PL" to go to Print Luggage Tag
Note: In order to process the luggage tags press [Exit].

Modifying A Reservation

1. From the Main Menu, select Reservations Menu

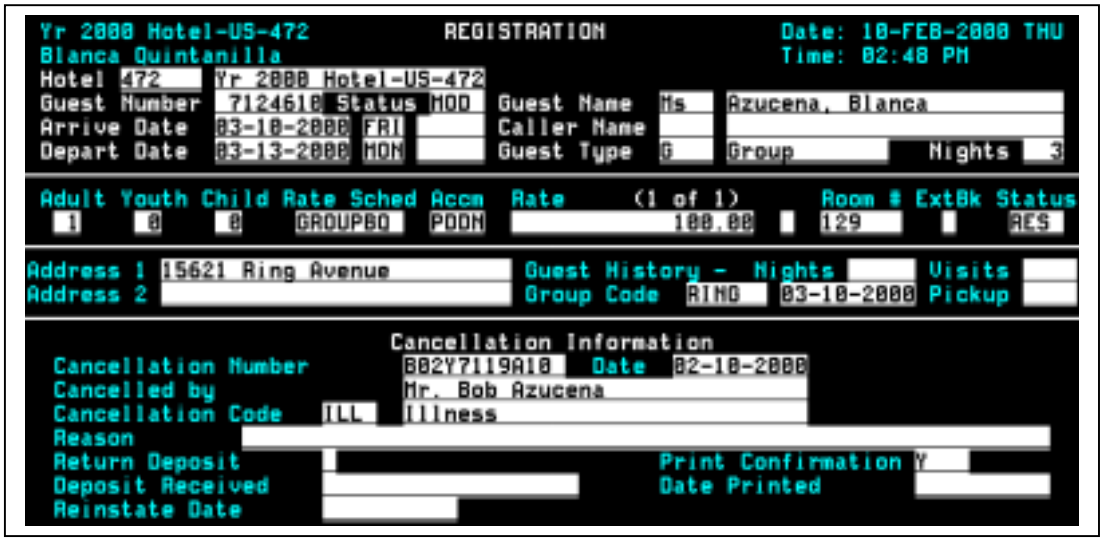
2. Select Reservations

3. Bring up the reservation to be modified. To search for a reservation there are two choices. The guest number maybe entered in the arrival date field, or it can be searched for press [Enter Query] the Hotel Guest Lookup.
- **Hotel:** The hotel number defaults to the hotel number currently working in or press [List Values] to select another hotel.
- **Guest Name/Number:** Type in the guest name in the correct format or the guest number to search.
- **Arrival:** Type in the arrival date in the correct date format to search by an arrival date.
- **Status:** The system defaults to the "STD" status, which includes all New, Modified, Did Not Arrive, and Canceled reservations. [List Values] shows all choices.
- **Company:** Type in the company name to search
- **Group:** Type in the group code to search
- **Group Name:** Type in the name of the group to search
- **Wholesaler:** Type in the wholesaler code to search
- **Wholesaler Name:** Type in the wholesaler name to search
- **Club Account:** Type in the club account to search
- **CRS Number:** Type in the central reservations number to search
- **Soundex Search:** Type "Y" to use the soundex search, "N" is the default
- Press [Execute Query] to search for the guest based on the criteria entered.
  Note: All fields do not have to be filled out in order to search for the guest. It is important to remember that fields filled in narrows the search. Use the up and down arrows to select the reservation from the list.

4. With the reservation on the screen changes can be made. For example, if the departure date needs to be changed place the cursor in the departure date field and type over it. Press [Save].

Canceling A Reservation

1. From the Main Menu, select Reservation Menu
2. Select Reservations
3. Bring up the reservation by typing the confirmation number or using [Enter Query]
4. Press [Actions] and type “N” and the cancellation screen appears
   - **Cancellation Number:** This number is automatically created.
     - An example of a cancellation number is “T11C7112T29”
     - The first letter is the guest’s first letter of first name
     - The next two numbers represent the month the reservation was cancelled
     - The next letter is the first letter of the hotel name in the upper left hand corner of the reservations screen
     - The next four numbers are randomly generated by the system
     - The next letter is the guest’s first letter of last name
     - The last two numbers are the day the reservations was cancelled
   - **Date:** The date is automatically populated
   - **Cancelled By:** This field is mandatory to be filled out. It is the name of the person who called to cancel the reservation.
   - **Cancellation Code:** Press [List Values] to pick a cancellation code.
   - **Reason:** This is a free form field that can be used if the cancellation code is not sufficient.
   - **Print Confirmation:** Press [List Values] to select.
   - **Date printed:** If confirmation was requested.
   - **Return Deposit:** It indicates whether a deposit was returned (Y/N).
   - **Deposit Received:** It indicates when the deposit was received.
   - **Reinstate Date:** If the reservation was reinstated.
5. Press [Save] and the system asks, “Do you wish to cancel this at this time? (Y/N)” Type “Y” and the reservation is cancelled.



Reinstating A Cancelled Reservation

1. From the Main Menu, select Reservations Menu
2. Select Reservations
3. Bring up the reservation to be cancelled by the confirmation number or use [Enter Query].
4. Press [Actions] and type “E” to reinstate the reservation. The reservation automatically gets reinstated providing there are no problems with availability or the guest is a sharewith
5. Press [Save]

Day Use Reservation

To make a “Day Use” Reservation follow the same steps as a regular reservation, except at the departure day the number of nights must be zero “0”. This has the guest with the same arrival and departure dates. The system automatically defaults the Guest Type to ‘D’. All fields must be filled in just like a regular reservation.

Things to know regarding “Day Use” reservations:

- Only “Day Use” Rate Schedules” may be used.
- Group Delegates cannot be “Day Use”.
- “Day Use” reservations cannot have pre assigned room blocks.
- When a “Day Use” reservation is checked in Room, Tax and Special Services automatically posts to the guests folio.
- During the Night Audit, if a “Day Use” guest has not been checked out, the system gives a warning during the “Room Recalculation” Report.

Copying A Reservation

Once a reservation is completed press [Save], the system prompts the user with a reservation number and two choices:

C - Copy: Copies the reservation, based on parameters set in the Database, for a new guest.
A - Copy All: Copies the reservation for the same guest, the new arrival date is entered.

1. Another way to copy is to go from the Main Menu, and select Reservations Menu
2. Select Reservations
3. Search for the guest already in the system by the confirmations number or use [Enter Query]
4. Press [Actions]
5. A window opens and several choices appears. Select “Copy” or “Copy All” by using the arrow keys, or typing the letter “C” or “A”.
6. The system prompts: “All changes are saved before copy begins. “Do you wish to continue (Y/N)?” Type “Y”
7. Complete the reservations required fields
8. Press [Save] when done.

Wait Listing A Reservation

1. From the Main Menu, select Reservations Menu
2. Select Reservations
3. Bring the reservation up on the screen
4. Press [Actions] and type “l” to wait list a reservation
   - **Arrive Date:** Arrival date of the guest
   - **Depart Date:** Departure date of the guest
   - **Create Date:** Date the wait list was created
   - **House Status:** Code identifying the specific house status.
     - **HSTP-** House stopsell
     - **HCTA-** House closed to arrivals
     - **HMLS-** House minimum length of stay
     - **HNT-** House no rooms
     - **HNER-** House not enough rooms
   - **Rate Schedule:** This is the rate schedule listed in the reservation
   - **Accommodation:** This is the accommodation code listed in the reservation
   - **Priority Code:** Press [List Values] and select a code from the list
   - **Room:** If there is a room number attached to the reservation it populates, it not the field is blank
   - **Comment:** Free form field to give more information if necessary
5. Press [Save]. The reservations status becomes ‘WAIT”. A reservation can also be wait listed in the rate schedule or accommodation field based on the database set up.

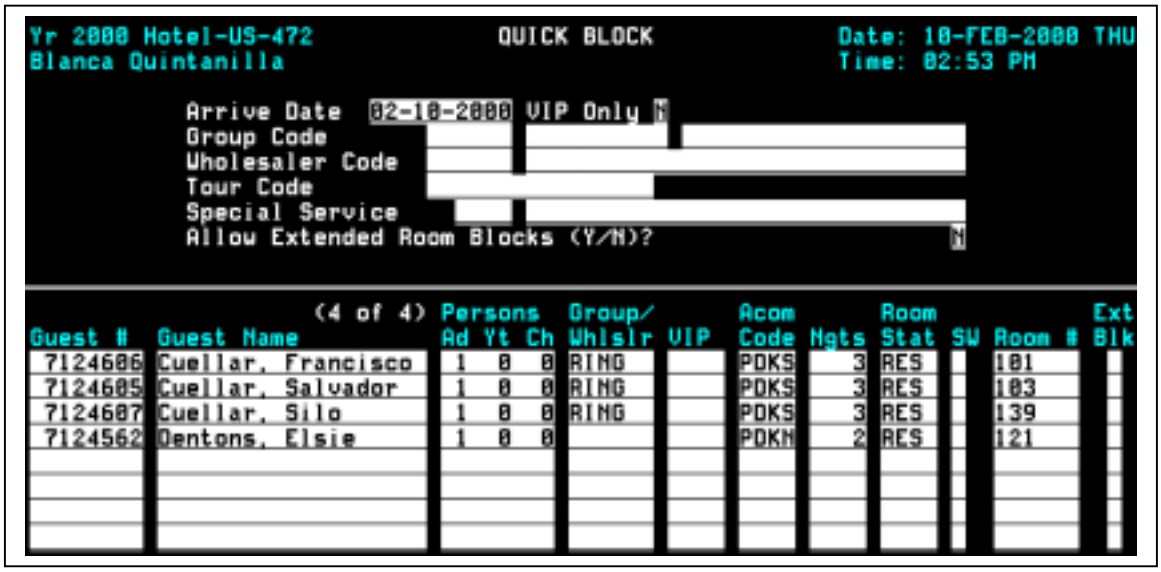
Cancel NGTD- Reservations

1. From the Main Menu, select Reservations Menu
2. Select Cancel Non-GTD Reservations. This program releases any reservations for the current business day that do not have a status of “GTD”.
3. Press [Enter] five times
4. Press [Save] to run the report, which cancels the non- GTD reservations.

Quick Block

This screen is to be used along with the quick block worksheet.

1. From the Main Menu, select Reservations Menu
2. Select Quick Block, This is used to pre-allocate rooms.



- **Arrive Date:** The system defaults to the current date. It can be changed to work with another date in the future
- **VIP Only:** The system allows quick block to be used for only the VIP guests
- **Group Code:** Type in the desired group code or leave blank and the system brings up all groups codes
- **Wholesaler Code:** Type in the desired wholesaler code or leave blank and the system brings up all wholesalers codes
- **Tour Code:** Type in the desired tour code or leave blank and the system brings up all tour codes
- **Special Service:** Type in a specific code or leave blank and the systems brings up all special service codes
- **Allow Extended Room Blocks (Y/N):** “Y” allows access to the extended block field

3. Press [Enter] and the system automatically brings up the guests that fit the criteria above
4. Type in the room number to block for each guest. If the room number is not known press [Enter Query]. The room selection criteria automatically pop up. Press [Execute Query] to see the available rooms
5. Select a room by pressing [Enter] when that room is highlighted
6. Press [Save] to block rooms

Quick Unblock

1. From the Main Menu, select Reservations Menu
2. Select Quick Unblock
3. The screen populates again like quick block
4. Place the cursor in the room # field to unblock, press [Space Bar] and the rooms number disappears
5. Press [Save] to unblock rooms

Print Report From Spooler

The Geac/UX system holds the Hotels Night Audit reports for a certain number of days (This is based on the parameters set in the Hotel Options of the Database Maintenance Menu) for the property reprint any reports that might be needed. Only reports that were processed by the Night Audit may be reprinted using this program.

1. From the Main Menu, select Reservations Menu
2. Select Print Report from Spooler
   - **Hotel Number:** Type the number of the hotel for the report that needs reprinting.
   - **Major Class:** Press [List Values] and select which class of report needs reprinting. If the user is unsure of which class the report may fall into leave the field blank and the list includes all classes.
     Note: On the actual report in the upper left hand corner is the major class a report is linked to, for example res.glsum. The guest ledger summary report is in the RES major class
   - **Date:** Type the system date the report was processed on
3. Press [Next Block] to see the reports that fit the above criteria
   - **Prt:** Type “Y” to print the report, if left blank the default is “N”
   - **Cp:** Type in the number of copies to print
   - **Printer:** Type in the printer the report should go to or press [List Values] to select a printer
   - **St:** This field is for the current status of the report whether it has been previously printed or not
   - **Description:** Actual description of the report
   - **Date Run:** Date this particular report was sent to the spooler
   - **Hotel Nbr:** The hotel number where the report was generated
   - **Class:** The class is the major class for this report
4. Press [Save] to print the reports