

Franchise Operations – Standard Operating Procedure

01. Operations – Guest Search

REC - 003

Overview

The 'Guest Search' Utility in the Property Management System allows the user to search for guests, clients, companies, and travel agents that have previously stayed or created an account at a Quest property within the network.

This allows properties to determine the amount of stays the guest previously stayed at a Quest Apartment or relevant details and to predetermine any special requirements the guest may require during their stay to deliver exceptional guest experience.

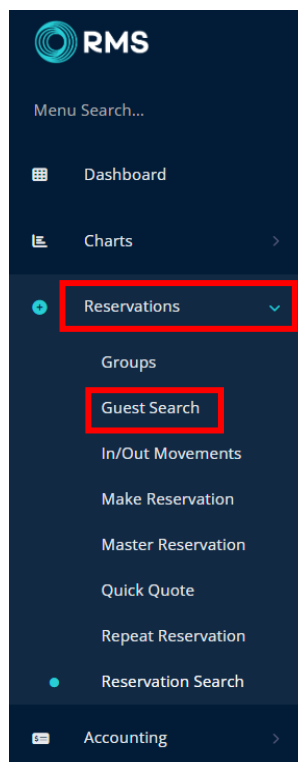
Standard

Ensuring all properties, and respective employees, are adhering to the expected guidelines to maintain data integrity throughout the network, whilst performing operational duties.

Procedure

To utilize this feature the user will need to complete the below steps to ensure the 'Guest Search' retrieves the relevant guest profile:

- Select 'Reservation'
- Select 'Guest Search'



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→ Select 'All' in 'Guest Type'

Guest Search

Search

ABN

Acc No

Email

External Ref No

Gift Card No

Guest Status

☐ First Time Stay

☐ VIP

Options

Guest Type

☐ Search Within Field

→ Select the required search feature in 'Search'

→ Select 'Search'

→ Search results will appear and Select the 'Guest no'

Guest Search

Search

Post Code

Ref No

Room

Surname Given

Tax Invoice No

Guest Status

☐ First Time Stay

☐ VIP

Search Records (1 Records Found)

Guest No	Group Name	Surname
582489	QAH Franc...	Tataroglu

Once selected the relevant guest profile, the user is able to view full guest details including relevant guest notes, correspondences and previous stay history with Quest Apartment Hotels.

Note: Users are able to change the details of a guest/client by utilising the 'Edit' function. For all duplicate entries, the 'Merge' function is available. It is imperative to ensure that any entries that are to be merged are, in fact, duplicates.

Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	15 June 2023	Business Transitions	Emrah Tataroglu	