

Franchise Operations – Standard Operating Procedure

01. Operations – Groups

REC - 007

Overview

The '**Groups**' feature in the Property Management System allows the user to manage group bookings of the exact number of rooms needed but is not yet known. This feature can also be utilised for individuals attending specific events when an agreed rate has been set, allowing guests to quote and book from the allotment.

Setting an allotment benefits the property, as is it can hold rooms for the specific date without effecting any financial reporting, especially when not know how many rooms are needed. '**Groups**' may also have a release back option to allow rooms un used back in inventory to be utilised.

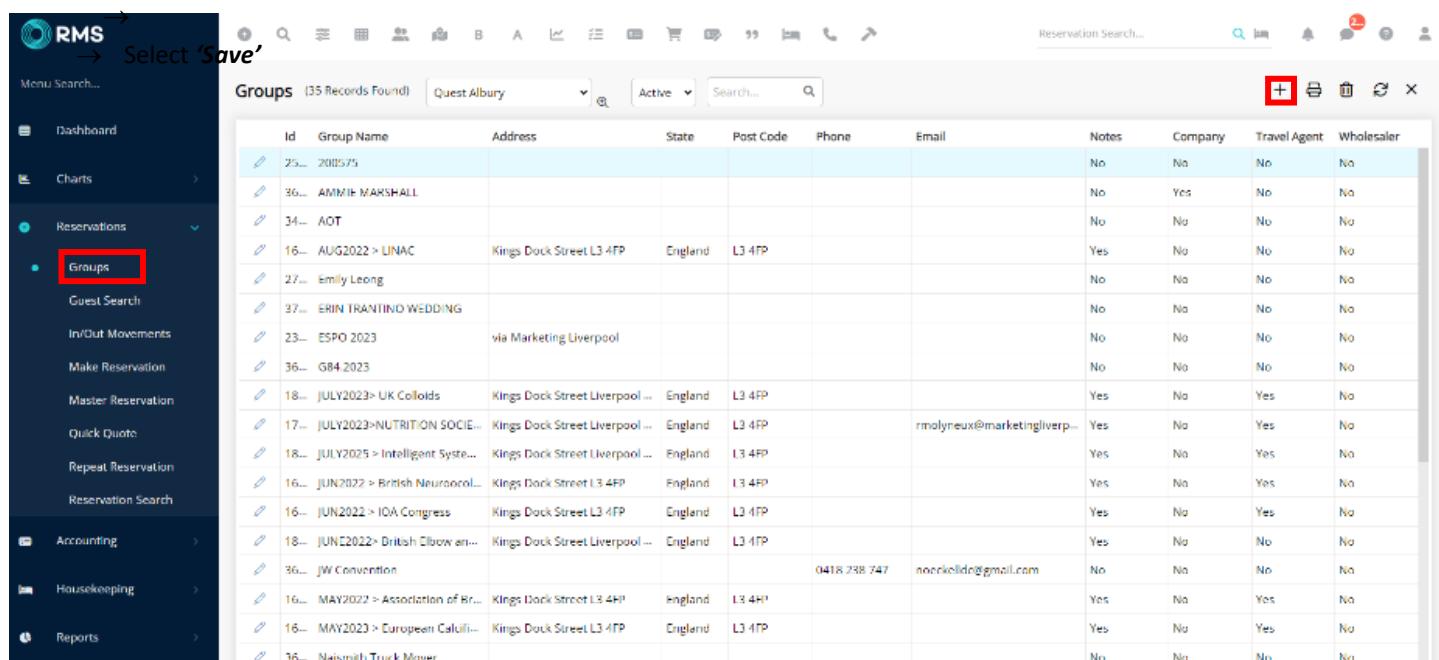
Standard

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 utilise the '**Groups**' function, the following procedure is to be followed:

- Navigate to the '**Reservations**' menu tab
- Select '**Groups**'
- Select '**Add**' to create a new allotment
- Enter the group's name in '**Group**'
- Enter relevant Details as required



| Groups (35 Records Found) | | Quest Albury | Active | Search... | | | | |
|---------------------------|--------------------------------|---------------------------------|---------|--------------|------------------------------|--|--|--|
| 25... | 200575 | | | | | | | |
| 36... | AMMIE MARSHALL | | | | | | | |
| 34... | AOT | | | | | | | |
| 16... | AUG2022 > LINAC | Kings Dock Street L3 4FP | England | L3 4FP | | | | |
| 27... | Emily Leong | | | | | | | |
| 37... | ERIN TRANTINO WEDDING | | | | | | | |
| 23... | ESPO 2023 | via Marketing Liverpool | | | | | | |
| 36... | G84 2023 | | | | | | | |
| 18... | JULY2023 > UK Colloids | Kings Dock Street Liverpool ... | England | L3 4FP | | | | |
| 17... | JULY2023-NUTRITION SOCIE... | Kings Dock Street Liverpool ... | England | L3 4FP | rmolyneux@marketingliverp... | | | |
| 18... | JULY2025 > Intelligent Syst... | Kings Dock Street Liverpool ... | England | L3 4FP | | | | |
| 16... | JUN2022 > British Neurocol... | Kings Dock Street L3 4FP | England | L3 4FP | | | | |
| 16... | JUN2022 > IOA Congress | Kings Dock Street L3 4FP | England | L3 4FP | | | | |
| 18... | JUN2022 > British Elbow an... | Kings Dock Street Liverpool ... | England | L3 4FP | | | | |
| 36... | JW Convention | | | 0418 238 747 | noellekellog@gmail.com | | | |
| 16... | MAY2022 > Association of Br... | Kings Dock Street L3 4FP | England | L3 4FP | | | | |
| 16... | MAY2023 > European Calif... | Kings Dock Street L3 4FP | England | L3 4FP | | | | |
| 36... | Naismith Truck Mover | | | | | | | |

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Once the user has clicked '**save**' the menu tabs have become available to allow further details to be inputted specifically for the group.

- Select '**Allotments**'
- Select '**Add**'
- This will generate a pop up to create the allotment
 - Select required '**Date Range**'
 - Select '**guaranteed**' Check box
 - '**Description**' will auto populate with groups name
 - Select the '**Group Status**'
 - Select '**Rate Type**' (Only one rate type is permitted per allotment)
 - Select '**Discount**' off the rate type and '**Discount Reason**', If applicable
 - Select '**Days Before Release**' for unused rooms to be available in inventory
 - Enter number of rooms required in '**Allotment**' attached to the required 'Room Type'
 - Select '**Save/Exit**'

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The screenshot shows the 'New Allotment' screen for Quest Allotment. On the left, there is a sidebar with links: Audit Trail, Extras (selected), Rate Assignment, Requirements, and Reservation List. The main area has 'Options' for 'From' (28 Jul 2023) and 'To' (29 Jul 2023), 'Allotment Type' (Room Type), and 'Description' (200575). There are also fields for 'Group Status', 'Discount Reason', 'Release Options' (Days Before Release), and 'Days Before Release' (0). Below these are checkboxes for 'Available For' days: Sunday, Monday, Tuesday, Wednesday, Thursday, and Friday. On the right, a table titled 'Allotments' lists room types with their room counts, allotments, and reporting ADR. The room types include: MK - Studio - 107 (42 rooms, 0 allotment, 0.00 ADR), 1K + 1 Bedroom - 107 (39 rooms, 0 allotment, 0.00 ADR), 12K - 1K2 Bedroom - 107 (37 rooms, 0 allotment, 0.00 ADR), 2EK2 - 2 Bedroom Executive - 107 (5 rooms, 0 allotment, 0.00 ADR), 1QA - 1 Bedroom Accessible - 107 (3 rooms, 0 allotment, 0.00 ADR), 2EQA - 2 Bedroom Executive Accessible - 107 (1 room, 0 allotment, 0.00 ADR), 12KA - 1K2 Bedroom Accessible - 107 (1 room, 0 allotment, 0.00 ADR), BKK - 3 Bedroom - 107 (3 rooms, 0 allotment, 0.00 ADR), CONF RM - 107 (2 rooms, 0 allotment, 0.00 ADR), and T2 CONF RM - 107 (1 room, 0 allotment, 0.00 ADR).

The Property is able to attach a '**Company**' and/or '**Travel Agent**' to the group allotment, alongside with any relevant 'Documentation' pertaining information to the group, that will assist with the operational tasks. To assist with further communications for the group, users are able to enter specific details in the '**Notes**' tab. Notes will appear when the user hovers the cursor over the '**Group**' field label, once in the reservation.

To select a group allotment when making a booking, the user must select from the drop down field when creating a reservation via '**Quick Quote**'. To amend a 'Group Allotment' to an already existing booking the user can select the required allotment via '**Group**' label in the guest reservation.

Note: Once the group allotment has been completed, this is recorded in the '**Groups**' feature. Users are able to amend the setup for the groups as required.

Version Control

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