

Franchise Operations – Standard Operating Procedure

01. Operations - Special Events Setup

REC – 011

Overview

The Special Events setup allows you to create upcoming events that will appear in the Special Events row on each Chart available within the Property Management System. Special events are also shown visually during a reservation process via quick quote allowing the staff member to have detailed information for any events on the selected dates.

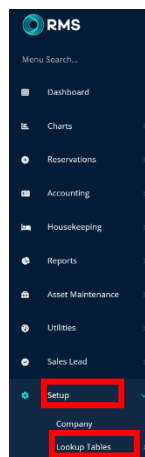
Standard

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 fully utilise the feature, the property must create a special event once an event is confirmed for the date period. To create a 'Special Event' the User will need to:

- Log In 'RMS'
- Select 'Setup'
- Select 'Lookup Tables'

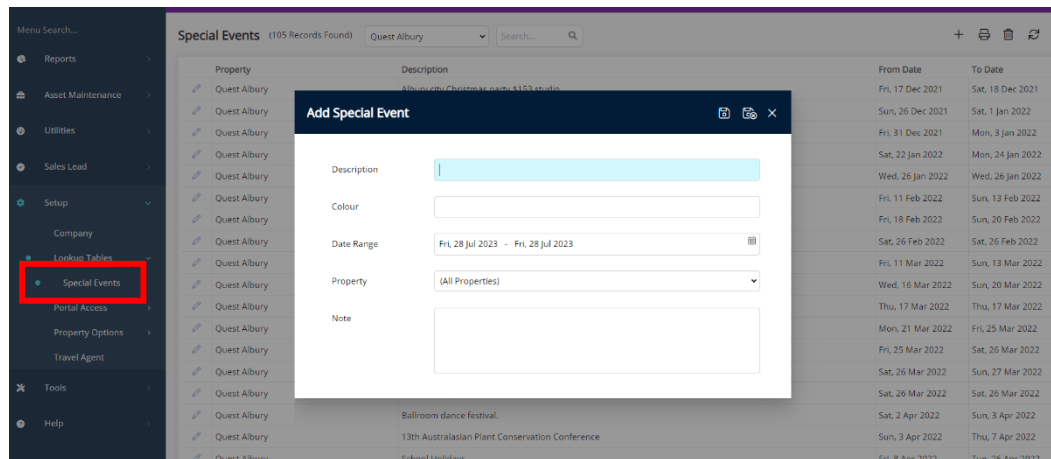


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- Select 'Special Events'
- Select 'Add'
- Enter event name in 'Description'
- Select 'From Date and To Date'
- Enter any relevant details in 'Notes'



- Select 'Save/Exit'.

These steps will ensure the 'special Events' calendar is created accurately and is relevant to the property, failure to do so will result in inaccurate information for users to perform operational tasks.

Version Control

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