FRANCHISE OPERATIONS MANUAL

Franchise Operations – Standard Operating Procedure	
01. Operations - Update Nightly Rates	REC – 016

Overview

The 'Update Nightly Rate' utility in the Property Management System is utilised prior to the night audit procedure. This feature allows the property to review and identify any anomalies to all the in-house guests and tariffs being posted for the current night.
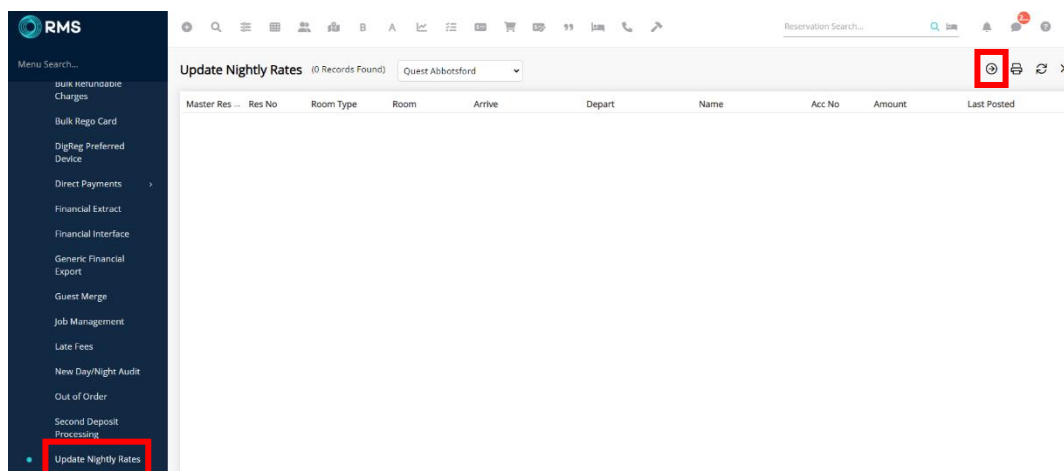
Standard

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

Procedure

To 'Update the Nightly Rates' once reviewed and all information is correct, follow the step by step procedure to complete the process.

→ Select 'Utilities'
   → Select 'Update Nightly Rates'
   → Review list of reservations
   → Reservations with No Rates or Unusual Rates need to be reviewed to proceed with next step
   → Select 'Process'
→ Select 'ok' to complete

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Rates only will be updated for guests who are currently in-house, this does not apply to guests that have checked in on the same day as the rates will be already posted.

Note: Updating your nightly rates must be completed daily prior to Night Audit. This can only be completed once, ensure all reservations have been reviewed and actioned accordingly before proceeding to process the update.

Version Control

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