

Franchise Operations – Standard Operating Procedure	
01. Operations – Reservations – Creating a Reservation	RES - 001

## Overview

Creating a reservation in the Property Management System (PMS) is a daily operational task undertaken by the Operations team when a guest contacts the property, via phone, e-mail or in person, to book accommodation. Following the standard operating procedure is imperative to maintain appropriate standards of data integrity.

## Standard

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

## Procedure

When creating a reservation using the PMS, ensure the following fields are populated with complete information within Best Practice.

### Guest Details:

- Surname – Naming convention must be adhered too. Surname begins with a capital letter followed by lower case.  
e.g.: Smith not smith
- Given - Naming convention must be adhered too. Given names begin with a capital letter followed by lower case.  
e.g.: John not john
- Title (list field)
- Company (list field) – Search for the company to see if a profile has already been created prior to creating a new profile.
- Mobile (Enter field) – Details are to be entered beginning with country code eg: +61 423 456 789
- E-Mail – Email entered need to be associated with the guest, default email address from OTA or TMC need to be removed, if unsure ensure on the 3 day call the property obtains an email.
- Address Line 1
- Town
- State
- Post Code
- Country of Residence

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### Guest

Group Name

Q

Guest No

Q

Guest Status

▼

Surname

Q

Given

Q

Title

▼

Company

▼

Mobile

Q

AUS (+61) ▼

Email

Q

Email 2

Address Line 1

Enter a location

Address Line 2

Town

Enter a location

State

Post Code

Q

Enter a location

Country Of Residence

▼

→ Guest Notes – any information in the guest notes will attach to the guest's profile and carry over to future bookings within the Quest network.

Guest Note

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When entering the relevant details, the 'guest RMS Smart Search' window will appear. If the guest's details match the Surname, Given Name, Phone Number and Email Select (double click) to 'add' the Guest Profile to the reservation

#### Guest

Group Name
Guest No
Guest Status
Surname
Given
Title
Company
Mobile
Email
Email 2
Address Line 1
Address Line 2
Town
State
Post Code
Country Of Residence
FFlyer No
QA Member
Marketing Opt Out
Black List

#### Guest RMS SmartSearch - 40 Found

Guest No	Group Name	Guest Name	Company	Address	Mobile	Phone AH	Phone BH
11131		BROWN Sarah Ms		U 3 67 Hammond...	+61 410 445 132		
16688		BROWN Sarah Mrs		16 Brighton St Gu...	+61 432 799 508		
18604		BROWN Sarah Ms		379 Spence St Bu...	+61 427 767 482		
446472	Endemol Shine A...	BROWN Sarah					
486832		BROWN SARAH					
553793		BROWN Sarah Miss					
571373		BROWN Sarah	Leisure	1520 Gill st Parke...	0413 338 723		
8847		BROWN Sarah Ms		17 Raggatt St East...	+61 448 685 610		
925241		BROWN Sarah	Leisure	29 Carolina Cresc...	+61 400 407 584		
955253		BROWN Sarah Mrs					
988596		BROWN SARAH Ms	NSW Justice Healt...		0405682736		
1097652		BROWN Sarah					
1127360		BROWN Sarah Ms	Leisure	18 Milburn road ...	0466 090 893		
1298673		BROWN SARAH					
1391991		BROWN Sarah	Leisure	7 Wade Street W...	0411047721		
1465864		BROWN Sarah Ms	Leisure	Pearcelands Farm...	+44 7802 641683		
1499998		BROWN Sarah	Leisure		61 0403988875		

Note: Do not create a new Guest profile if there is an already existing profile, the Guest profile is available on the Quest RMS Enterprise database to the Quest network if the guest has stayed at a Quest property prior. If there is multiple guest profiles matching the guest the property will need to merge the guest profiles.

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#### Reservation Details:

- Arrive
- Depart
- Adults
- Children
- Room Type (list field)
- Rate Type (list field)

### Reservation

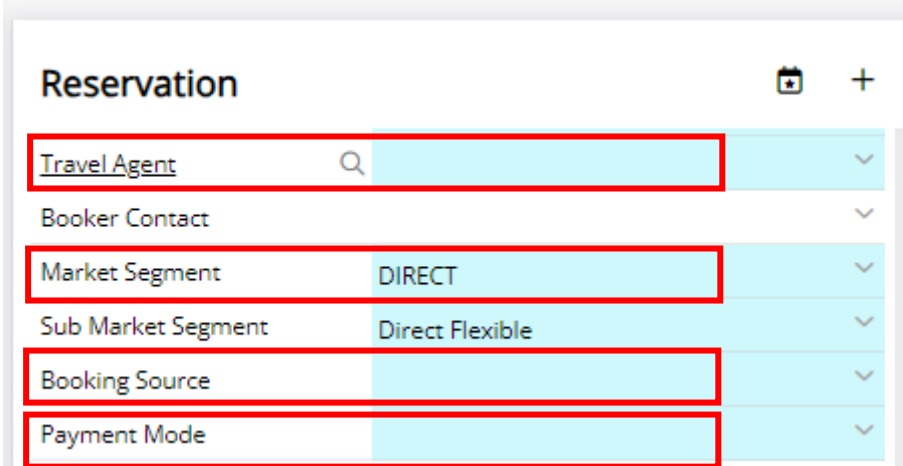
Master Res No	(New Reservation)	
Res No	0	
Status	Unconfirmed	
Arrive	Fri, 12 Jan 2024 - 2:00 PM	
Depart	Sat, 13 Jan 2024 - 10:00 AM	
Nights	1	
Total Nights		
Adults	1	
Children	0	
Room Type	SK - Studio - 129	▼
Room	▼	▼
Bed Config		
Rate Type	DFF - Direct Fully Flex	▼

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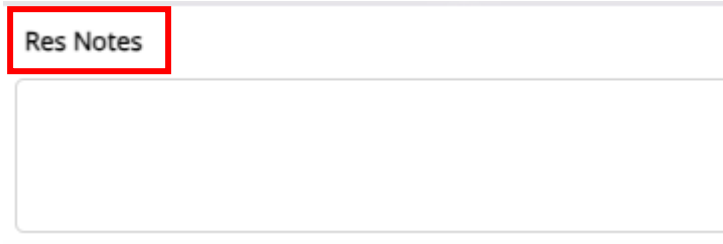
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- Travel Agent (list field) - Search for the Travel Agent to see if a profile has already been created prior to creating a new profile.
- Market Segment (list field)
- Booking Source (list field)
- Payment Mode (list field)



- Reservation Notes – any information in the 'reservation Notes' is property specific and won't carry over on the 'Guest Profile'.



Note: At the time of reservation creation, if certain information cannot be obtained, it can be collected during the '3-Day Pre Arrival Call' or check in process.

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#### Booking Confirmation

Once all relevant details have been completed. On the first save of the reservation, the guest will receive a triggered booking confirmation (if setup) one hour after the reservation is created.

If the guest does not receive the triggered correspondence the User will be required to email the booking confirmation to the guest. To email the booking confirmation follow the below steps:

- In the reservation select the 'Correspondence' tab
- Select 'Send(out)'

The screenshot shows the QUEST system interface. On the left sidebar, the 'Correspondence' tab is highlighted with a red box. The main area displays the 'Correspondence' section with a dropdown menu set to '(All Types)'. Below this is a table with columns: Type, Date, Description, Email Read, Res No, Username, Attachment, Code, and Doc Type. The table is currently empty. Below the 'Correspondence' section is the 'Conversations' section, which contains a table with columns: Type, Date Created, Last Update, Message Preview, Reservation No, and Unread Messages. The table has one row with the following data:

Type	Date Created	Last Update	Message Preview	Reservation No	Unread Messages
SMS	Tue, 11 Jul 2023 - 10:15 AM	Fri, 14 Jul 2023 - 4:03 PM	Hello I will not be arriving until after 5pm I am at the airport for the day welcoming delegates :)		Yes

- Select 'QAH Booking Confirmation' checkbox
- Select 'Open'

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**Send (Out)** Page Size: A4 (210 \* 297 mm Portrait)

☐ Emergency Letter  
An Emergency Letter will send to a guest even if they have opted out of receiving correspondence

Search...

- ☐ COVID-19 Pre Check-In Requirements Letter
- ☐ Extended Stay Payment Request
- ☐ Key Wallet
- ☐ Pro forma Tax Invoice
- ☒ **QAH - Standard Confirmation**
- ☐ QAH - Cancellation Confirmation
- ☐ QAH - Modification Notification
- ☐ QAH - Pre Check-in
- ☐ Registration Card -
- ☐ Registration Card - Digital

Rich text editor toolbar: Bold, Italic, Underline, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Link, Unlink, Source, Print, Undo, Redo, etc.

→ Select 'Email'

→ Select the associated email and select 'Email/Exit'

**Email** Attachments (0) **Email/Exit** Exit

Subject: Your booking is confirmed at Quest Albury.  
From Email: questalbury@questapartments.com.au

**Associated Emails**

<input type="checkbox"/>	Name	Email	Type
<input checked="" type="checkbox"/>	Sarah Begbie	stegbie@questapartments.c...	Guest
<input type="checkbox"/>	Quest Apartment Hotels	reception@questapartments...	Company
<input type="checkbox"/>	Quest Albury	questalbury@questapartme...	Property
<input type="checkbox"/>	Damien Maples	fos.fremantle@questapartm...	Company Contact
<input type="checkbox"/>	Mark Tierney	Mtierney@questapartments...	Company Contact

AdHoc  
Alternate Email 1:

Once a booking confirmation has been sent, this will be recorded in the correspondence confirming the booking confirmation has been sent to the guest. This applies to direct bookings only, bookings that are received via other booking channels will receive a booking confirmation.

Note: To create a Company (SET-001 - Company Setup) and Travel Agent (SET-002 - Travel Agent Setup) profile within Best Practice reference Standard Operating Procedures in the Franchise operations Manual via Concierge.

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If a reservation is 28+ nights and has a back-to-back booking, the user will need to ensure the GST reduced rate is applied from Day 1 of the second booking. Despite two separate reservations the guest is still inhouse and therefore 28+ GST reduced rate applies.

## Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
02	28 July 2023	Business Transitions	Sarah Begbie	