FRANCHISE OPERATIONS MANUAL

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

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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

.

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)

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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)
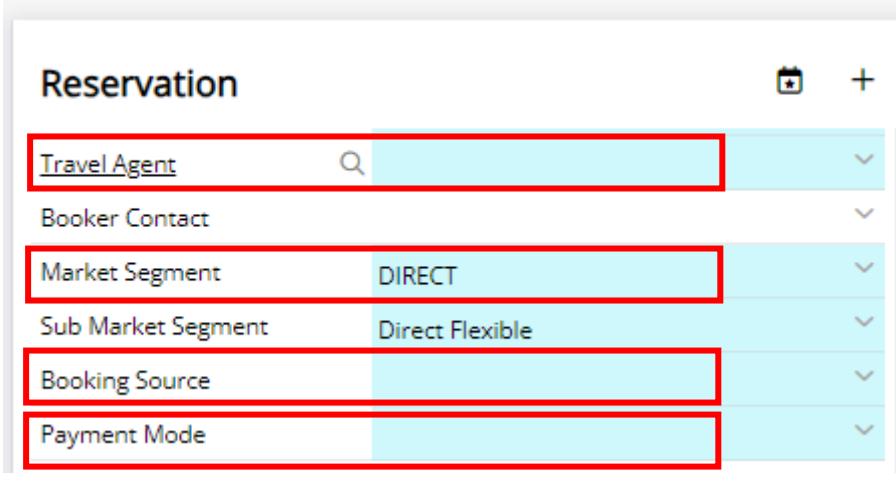
→ Reservation Notes – any information in the 'reservation Notes' is property specific and won't carry over on the 'Guest Profile'.
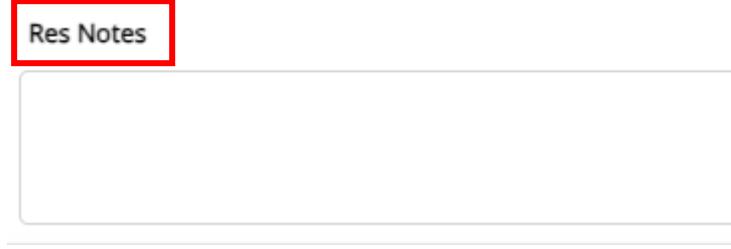
Note: At the time of reservation creation, if certain information cannot be obtained, it can be collected during the '3-Day Pre Arrival Call' or check in process.

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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)'
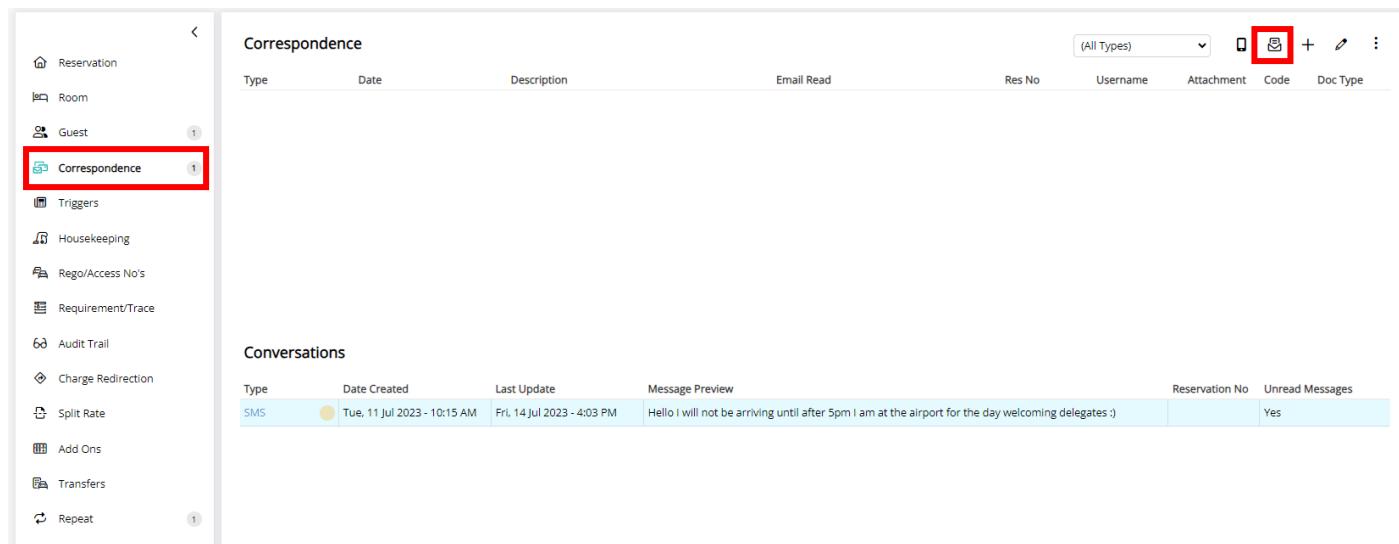
→   Select 'QAH Booking Confirmation' checkbox

→   Select 'Open'

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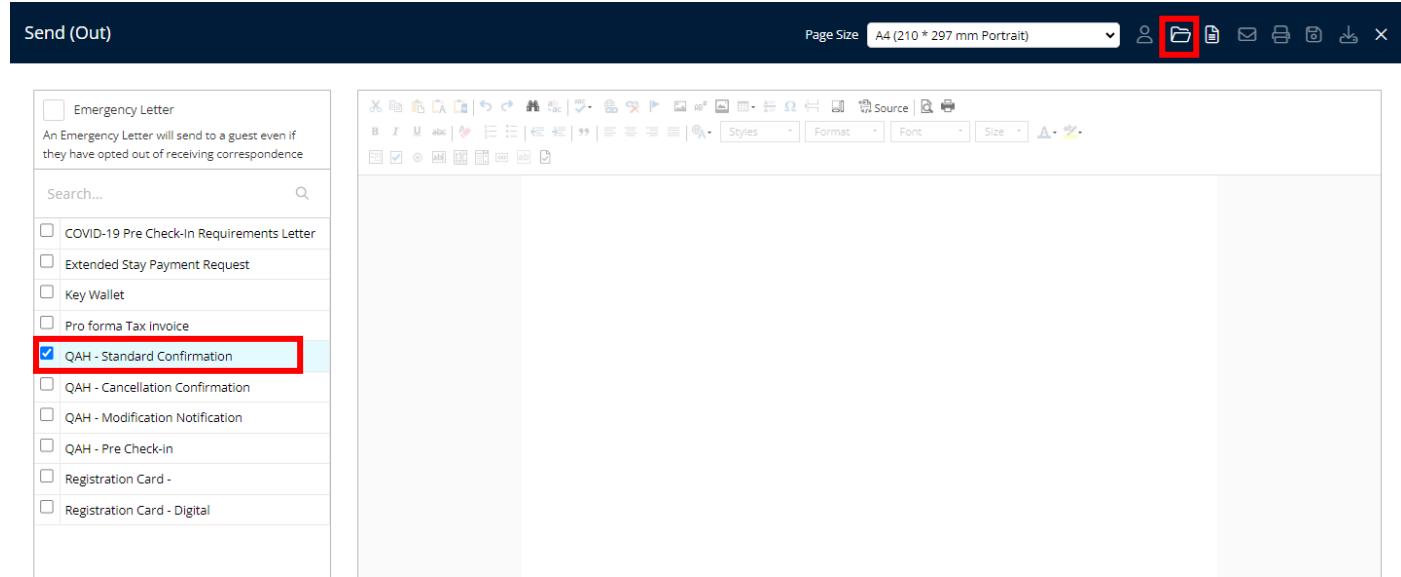
→   Select 'Email'

→   Select the associated email and select 'Email/Exit'
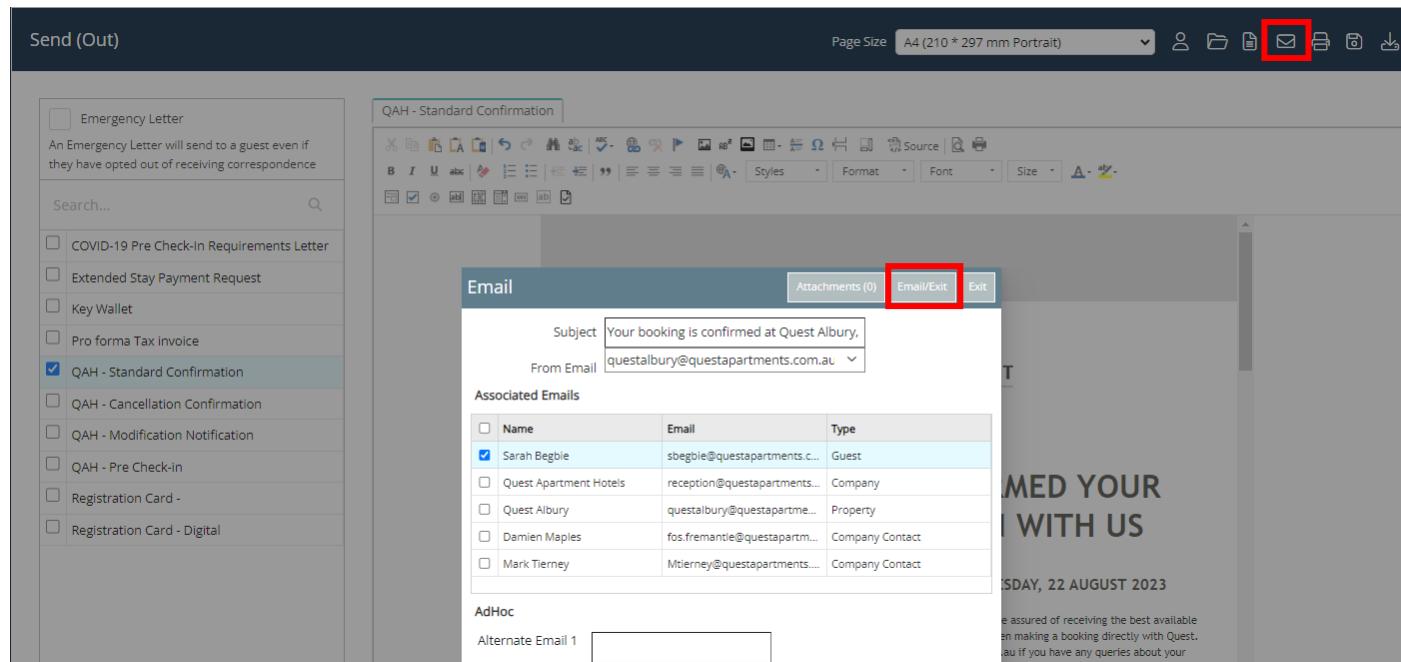
Once a booking confirmation has been sent, this will be recorded in the correspondence confirming the booking confirmation has been sent to the guest. This applies to direct bookings only, bookings that are received via other booking channels will receive a booking confirmation.

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	