

Franchise Operations – Standard Operating Procedure

01. Operations – Quick Quote – Group Reservation

RES - 004

Overview

The 'Quick Quote' utility in the Property Management System allows the user to create a Group Booking. This feature will streamline the quoting and booking process by selecting specific details that prepopulate to the user's operational needs.

Standard

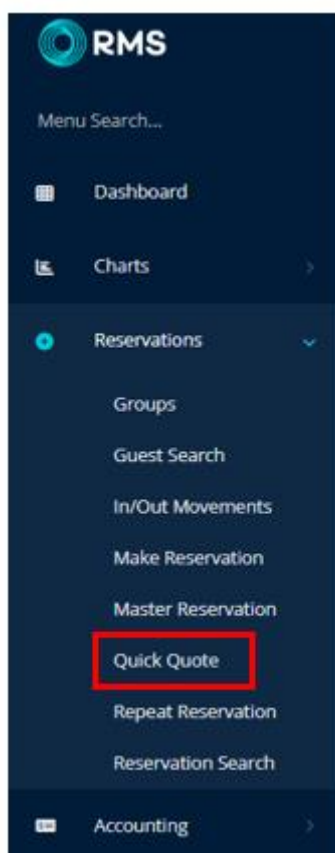
Ensuring all properties, and respective employees, are adhering to the expected guidelines to maintain data integrity throughout the network, whilst performing operational duties.

Procedure

Users can access the quick quote screen by clicking on the quote icon, this screen will open automatically when you start a new reservation.

To utilise the 'Quick Quote' function when creating a group, the following procedure is to be followed:

→ Navigate to the 'Reservations' tab and select 'Quick Quote'



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- Select the appropriate 'arrive' and 'departure' dates
- Select the appropriate number of adults and children
- Select the relevant 'company', if applicable
- Select the relevant 'travel agent', if applicable
- Select the 'Group', if applicable
- Sort the rates by selecting either 'Room Type' or 'Rate Type'
- Select 'Get Quote'

Quick Quote
Quest Collingwood

Reservation Details

Default View

Room Type
OR
Rate Type

Arrive
Fri, 28 Jul 2023 - 2:00 PM

Depart
Sat, 29 Jul 2023 - 10:00 AM

Nights
1

Adults
1

Children
0

Company

Travel Agent

Booking Source

Group

Discount

Discount Reason

Allotment Association

Allotment Group

Group Status

Get Quote

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- Select the desired room type and rate
- Enter in the volume of rooms for that room type in 'No. of rooms to book'

No of Rooms to Book +

- Select '+ to Reservation' to add a room (it is not required to allocate a room number)
- Select the other desired room type if required
- Enter in the volume of rooms for that room type in 'No. of rooms to book'
- Select 'Add to Reservation'
- Repeat this until all room type and volume of rooms have been selected
- Select 'Proceed'
- This will then navigate to the main reservations screen

DFF - Direct Fully Flex													
Room Type	Currency	Rooms	Avail	House Available	Discount	First Night	Avg Rate	Base Rate	Package	Total Rate	Deposit	Min Nights	Description
SK - Studio - 127	AUD	38	10	10	0.00	279.00	279.00	279.00	0.00	279.00	0.00	0	Studio
1K - 1 Bedroom - 127	AUD	35	1	1	0.00	324.00	324.00	324.00	0.00	324.00	0.00	0	One Bedroom Apartment
1KA - 1 Bedroom Accessible - 127	AUD	1	0	0	0.00	324.00	324.00	324.00	0.00	324.00	0.00	0	One Bedroom Accessibl...
2KK - 2 Bedroom - 127	AUD	6	1	1	0.00	464.00	464.00	464.00	0.00	464.00	0.00	2	Two Bedroom Apartment
2KKA - 2 Bedroom Accessible - 127	AUD	2	1	1	0.00	464.00	464.00	464.00	0.00	464.00	0.00	2	Two Bedroom Accessibl...
T2KK - TK 2 Bedroom - 127	AUD	31	1	1	0.00	464.00	464.00	464.00	0.00	464.00	0.00	2	Two Bedroom Apartment
T2KKA - TK 2 Bedroom Accessible - 127	AUD	1	0	0	0.00	464.00	464.00	464.00	0.00	464.00	0.00	2	Two Bedroom Accessibl...
T3KKK - TK 3 Bedroom - 127	AUD	4	0	0	0.00	704.00	704.00	704.00	0.00	704.00	0.00	2	Three Bedroom Apartm...
T3KKKA - TK 3 Bedroom Accessible - 127	AUD	1	1	1	0.00	704.00	704.00	704.00	0.00	704.00	0.00	2	Three Bedroom Accessibl...
Total Rooms Available		119	15	15									

Reservation Total (4 Selected)													
Room Type	Room	Arrive	Depart	Total Rate Type	Adults	Children	Infant	Base Rate	Package	Tax	Discount	Total Rate	
SK - Studio - 127		28-Jul-2023 02:00 PM	29-Jul-2023 10:00 AM	DFF - Direct Fully ...	1	0	0	279.00	0.00	0.00	0.00	279.00	
SK - Studio - 127		28-Jul-2023 02:00 PM	29-Jul-2023 10:00 AM	DFF - Direct Fully ...	1	0	0	279.00	0.00	0.00	0.00	279.00	
SK - Studio - 127		28-Jul-2023 02:00 PM	29-Jul-2023 10:00 AM	DFF - Direct Fully ...	1	0	0	279.00	0.00	0.00	0.00	279.00	
SK - Studio - 127		28-Jul-2023 02:00 PM	29-Jul-2023 10:00 AM	DFF - Direct Fully ...	1	0	0	279.00	0.00	0.00	0.00	279.00	
										0.00	0.00	0.00	1,116.00

When the user is in the 'Reservation Screen' it is required to follow best practice in completing the Reservation, ensure the below process is to be followed.

Once in the reservation screen, in the 'Navigator' panel enter the relevant details pertaining to the group and the booker, by following the below process. Then it is required to go into each reservation on the 'Navigator' panel and populate the guest details of whom will occupy the room.

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The first screen to complete is the 'Master' Account. It is suggested that you use this account to put in the booker details.

Master

Show Cancelled

- (Master)
- * SK - Studio - 127
- * SK - Studio - 127
- * SK - Studio - 127
- * SK - Studio - 127

Guest

Group Name: QAH Corporate office/UPG

Guest No: 1881388

Guest Surname: [Redacted]

Surname: BOOKER

Given: BOOKER

Title: Ms

Company: Quest Apartment Hotels

Mobile: AUS (+61) 408975015

Email: sbegbie@questapartments.com.au

Email 2:

Address Line 1: 14 Henry Street

Address Line 2:

Town: Windsor

State: VIC

Post Code: 3181

Country Of Residence: Australia

FFlyer No:

QA Member: No

Marketing Opt Out: Yes

Black List: No

Reservation

Master Res No: 2542686

Res No: 2542686

Status: Unconfirmed

Arrive: Fri, 28 Jul 2023 - 2:00 PM

Depart: Sat, 29 Jul 2023 - 10:00 AM

Nights: 1

Total Nights: 1

Adults: 4

Children: 0

Bed Config:

Rate Type: DFF - Direct Fully Flex

Cancellation Policy: Fully Flexible

Fixed: No

Fixed Reason:

Company: Quest Apartment Hotels

Travel Agent: Leisure

Booker Contact:

Market Segment: DIRECT

Sub Market Segment: Direct Flexible

Booking Source: Direct to Property (Phone & Email)

Account

Account No: 4518929

Base Rate: 1,116.00 / 1,116.00

Package: 0.00 / 0.00

Discount: 0.00 / 0.00

Total Rate: 1,116.00 / 1,116.00

Rate On Master: No

Discount: [Redacted]

Discount Reason: [Redacted]

Reduced TAX From Day 1: No

Deposit: 0.00

Dep Req By: Fri, 28 Jul 2023

POS On Master: No

Upgrade Reason: [Redacted]

Hide Rate On Correspon...: No

General: 0.00

Extras: 0.00

A/R: 0.00

Active Accounts: (None)

Guest Note

Business Transitions Manager

Res Notes

Requirements/Traces (0)

Note: The user can set 'Rate on Group' if required for all charges are to be billed to the master account. Posting will reroute to the '(grp)' reservation.

When completing a group reservation ensure the following fields are populated with complete information within Best Practice.

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Guest Details:

- Surname
- Given
- 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 e.g.: +61 423 456 789
- E-Mail
- Address Line 1
- Town
- State
- Post Code
- Country of Residence
- Guest Notes – any information in the guest notes will save on the profile and carried over to future bookings within the Quest network.

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 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.

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
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Reservation Details:

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

Reservation

Master Res No	(New Reservation)
Res No	0
Status	Unconfirmed
Arrive	Tue, 15 Aug 2023 - 2:00 PM
Depart	Wed, 16 Aug 2023 - 10:00 AM
Nights	1
Total Nights	
Adults	1
Children	0
Room Type	SK - Studio - 127
Room	
Bed Config	
Rate Type	DFF - Direct Fully Flex

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- Rate Type (list field)
- 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'

Reservation

Rate Type

DFF - Direct Fully Flex

Cancellation Policy

Fully Flexible

Fixed

No

Fixed Reason

Company

Travel Agent

Booker Contact

Market Segment

DIRECT

Sub Market Segment

Direct Flexible

Booking Source

Payment Mode

Res Notes

→ Select 'Save'

Account

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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Bedding Configuration

The final process in completing the reservation is ensuring the correct 'Bedding Configuration' has been allocated for the reservation. To complete this process the user must:

- Select 'Housekeeping' tab in the reservation
- Enter (1) for the appropriate bedding configuration
- Select the 'Split Beds' Check box if the bedding needs to be split for arrival date
- Select 'Save'

The screenshot shows the 'Reservation' interface for 'Quest Collingwood'. The 'Housekeeping' tab is selected in the left sidebar. The 'Bed Configuration' section is expanded, showing a list of bedding options with input fields for quantity. The 'Housekeeping' table is also visible, showing dates and service checkboxes.

Date	Pre Arrival Check	Daily Service	Full Service	Departure
Tue 15 Aug 2023	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wed 16 Aug 2023	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Thu 17 Aug 2023	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fri 18 Aug 2023	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sat 19 Aug 2023	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sun 20 Aug 2023	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mon 21 Aug 2023	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Note: If the 'Split Beds' check box is selected this will appear on the housekeepers job board, therefore it is not required to 'Add Requirement'.

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Booking Confirmation

Once all relevant details have been completed and saved, 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 'Correspondence' tab selected in the left sidebar. The main area displays a table with columns: Type, Date, Description, Email Read, Res No, Username, Attachment, Code, and Doc Type. Below this is a 'Conversations' section with columns: Type, Date Created, Last Update, Message Preview, Reservation No, and Unread Messages. A sample conversation is shown with a message preview: 'Hello I will not be arriving until after 5pm I am at the airport for the day welcoming delegates :)'. The 'Send (Out)' button in the top right corner is highlighted with a red box.

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

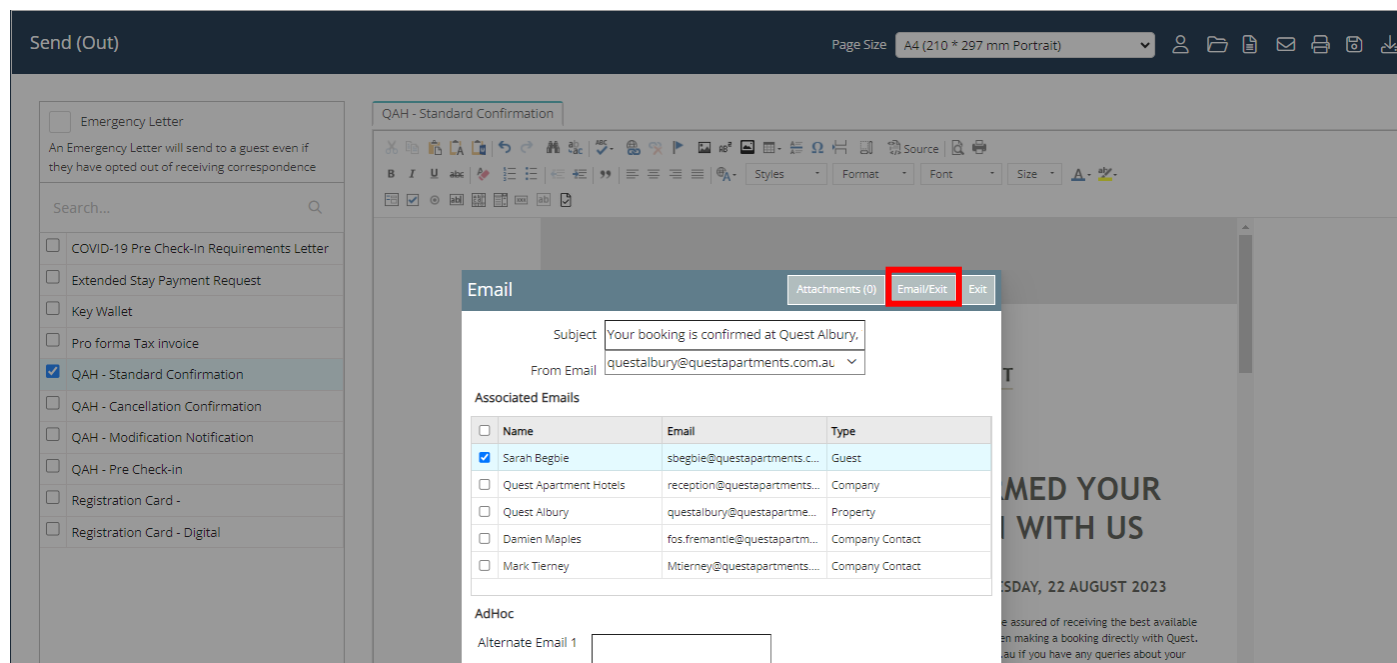
The screenshot shows the 'Send (Out)' dialog box. The left sidebar contains a list of checkboxes for different document types. The 'QAH - Standard Confirmation' checkbox is selected and highlighted with a red box. The main area shows a rich text editor with various formatting options like bold, italic, underline, and font color. The 'Send (Out)' button in the top right corner is highlighted with a red box.

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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.

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 Qpedia.

Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	28 July 2023	Quest Academy	Sarah Begbie	