

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

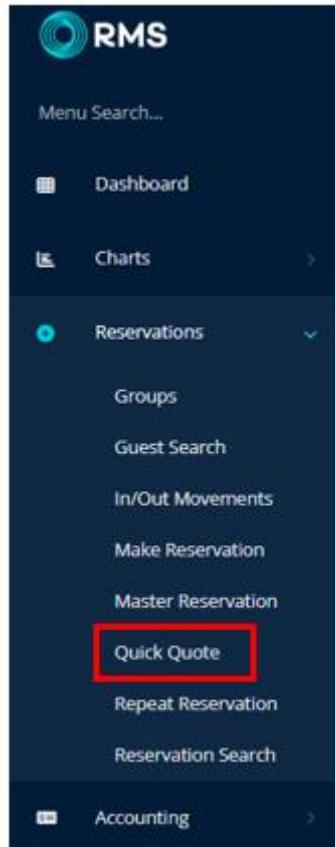
Ensuring all properties, and respective employees, are adhering to the expected guidelines to maintain data integrity throughout the network, whilst performing operational duties.

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'

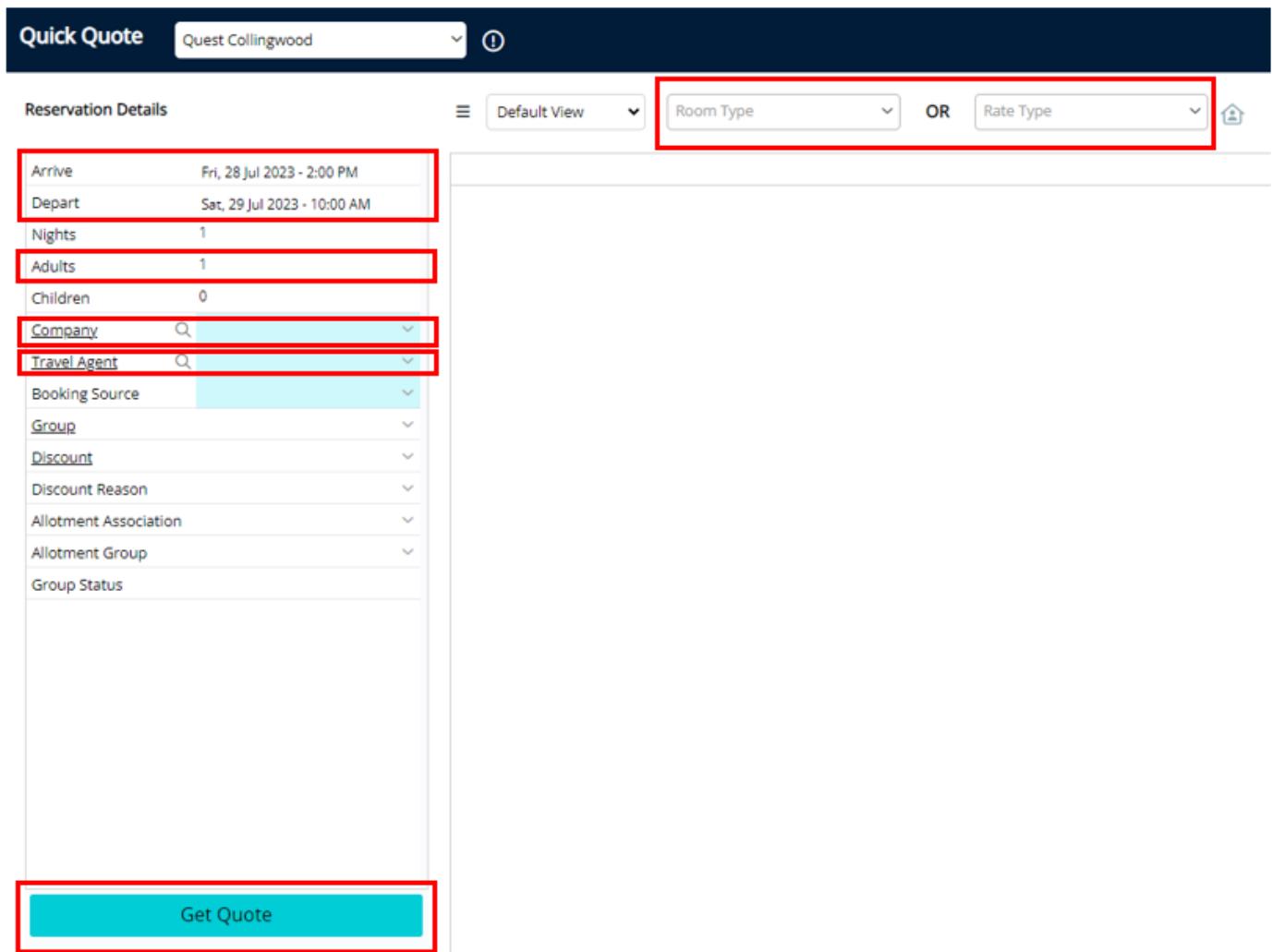


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- Select the appropriate '*arrive*' and '*departure*' dates
- Select the appropriate number of adults and children
- Select the relevant '*company*', if applicable
- Select the relevant '*travel agent*', if applicable
- Select the '*Group*', if applicable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



The screenshot shows the 'Quick Quote' interface for 'Quest Collingwood'. The 'Reservation Details' section is visible, including fields for 'Arrive' (Fri, 28 Jul 2023 - 2:00 PM), 'Depart' (Sat, 29 Jul 2023 - 10:00 AM), 'Nights' (1), 'Adults' (1), 'Children' (0), 'Company' (dropdown), and 'Travel Agent' (dropdown). Below these are dropdowns for 'Booking Source', 'Group', 'Discount', 'Discount Reason', 'Allotment Association', 'Allotment Group', and 'Group Status'. At the bottom is a large red-bordered button labeled '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 4 +

- 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 Accessible...
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 Accessible...
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
T2KKKA - 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 Accessible...
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 Apartment
T3KKKA - TK 3 Bedroom - 127	AUD	1	1	1	0.00	704.00	704.00	704.00	0.00	704.00	0.00	2	Three Bedroom Accessible...
Total Rooms Available			119	15									

Room 1													^ No of Rooms to Book 1	Proceed	Clear	
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				
															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	
Group Name	QAH Corporate office/UPG
Guest No	1881388
Guest Status	VIP
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
Guest Note	
Business Transitions Manager	
Requirements/Traces (0)	

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)
Res Notes	

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	
Discount Reason	
Reduced TAX From Day 1	No
Deposit	0.00
Dep Req By	Fri, 28 Jul 2023
POS On Master	No
Upgrade Reason	
Hide Rate On Correspond...	No
General	0.00
Extras	0.00
A/R	0.00
Active Accounts	(None)

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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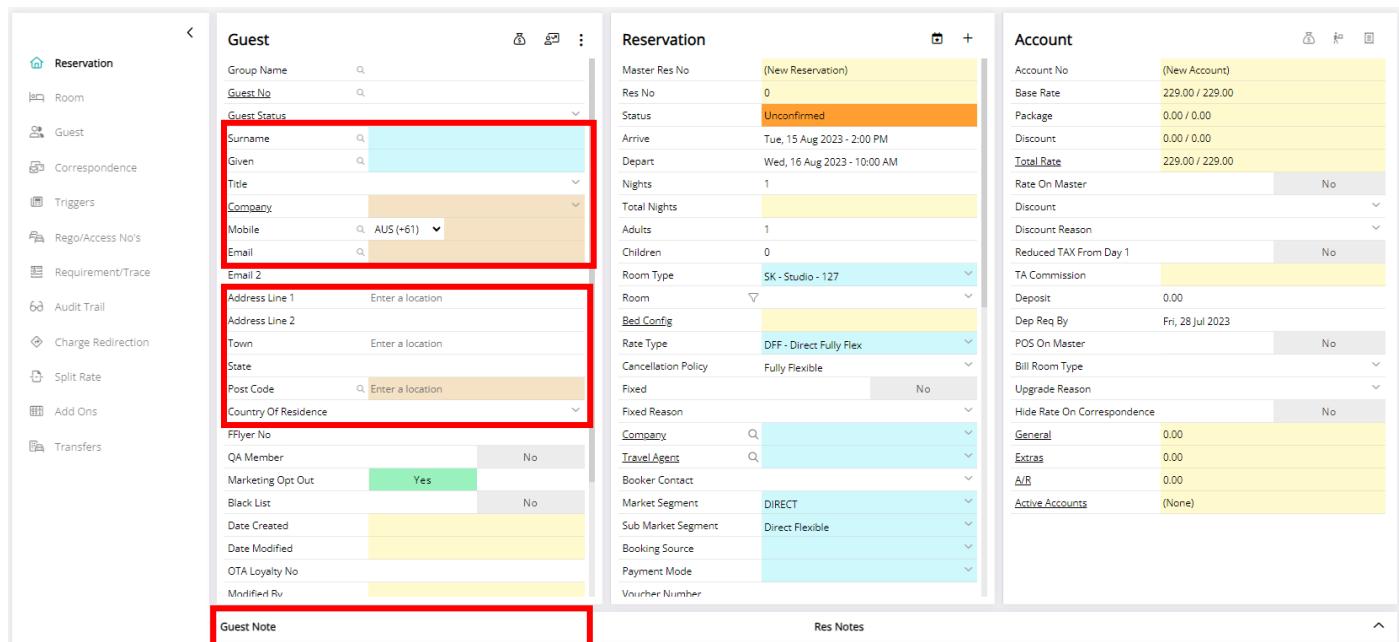
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Guest Details:

- 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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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’

Save  Cancel  X

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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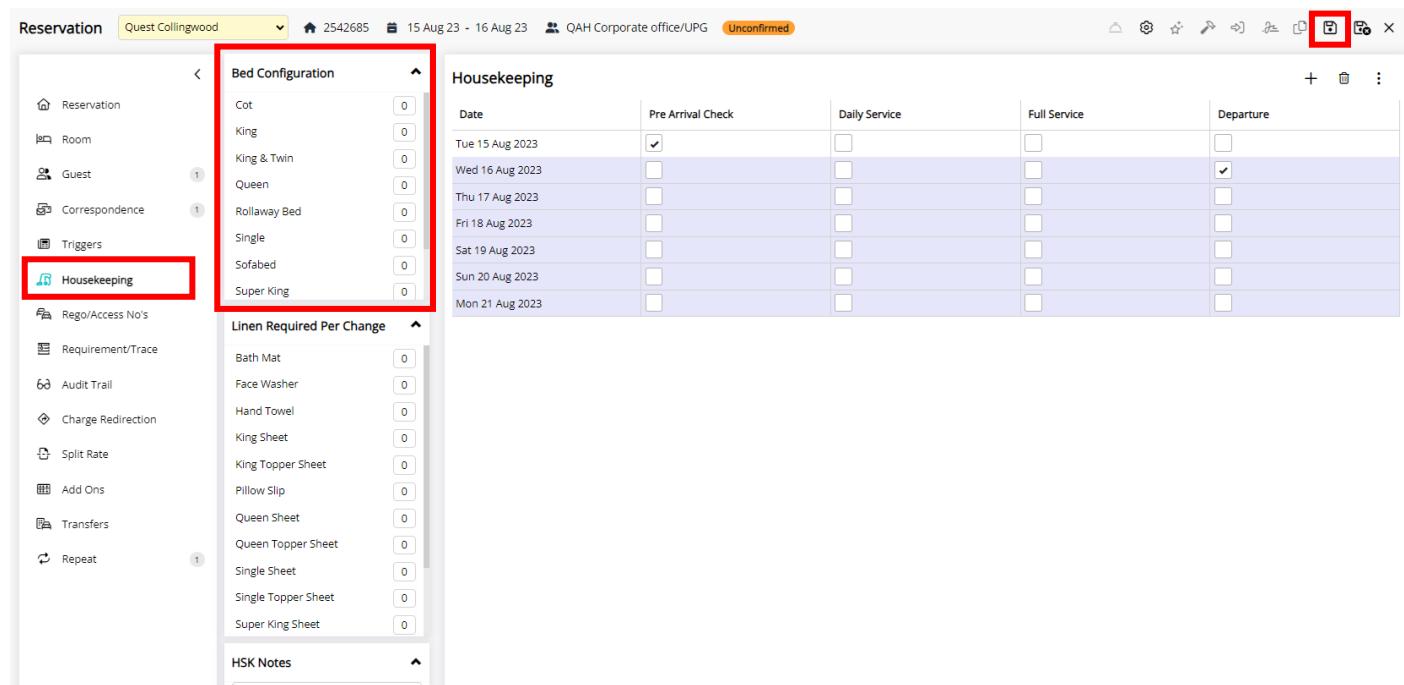
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Bedding Configuration

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'



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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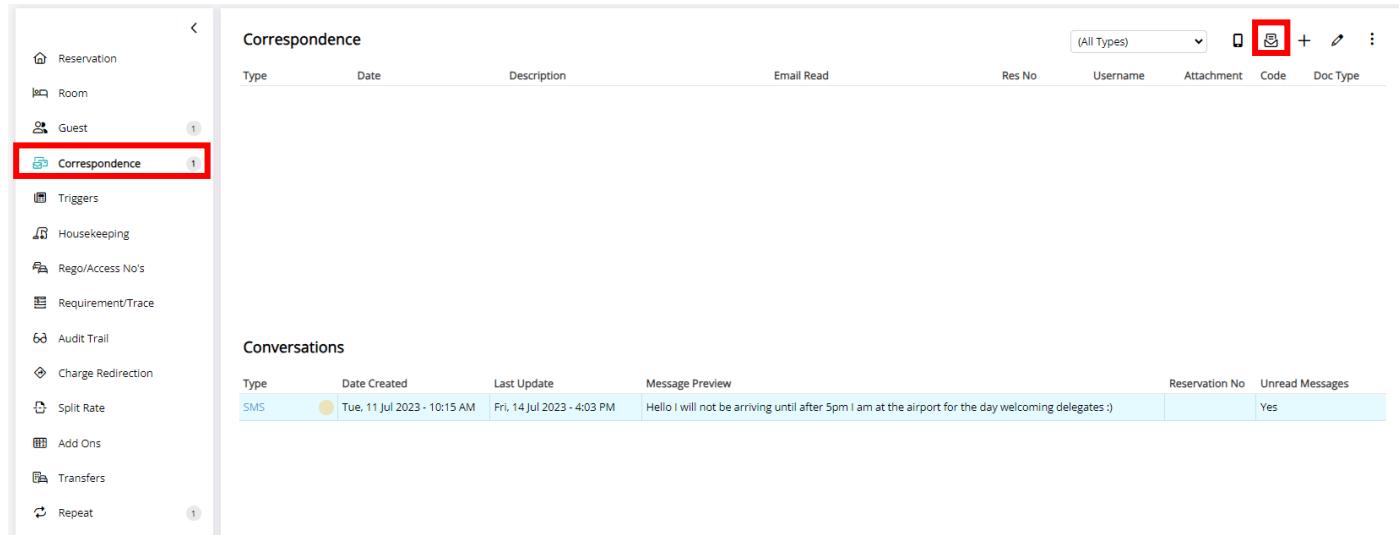
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Booking Confirmation

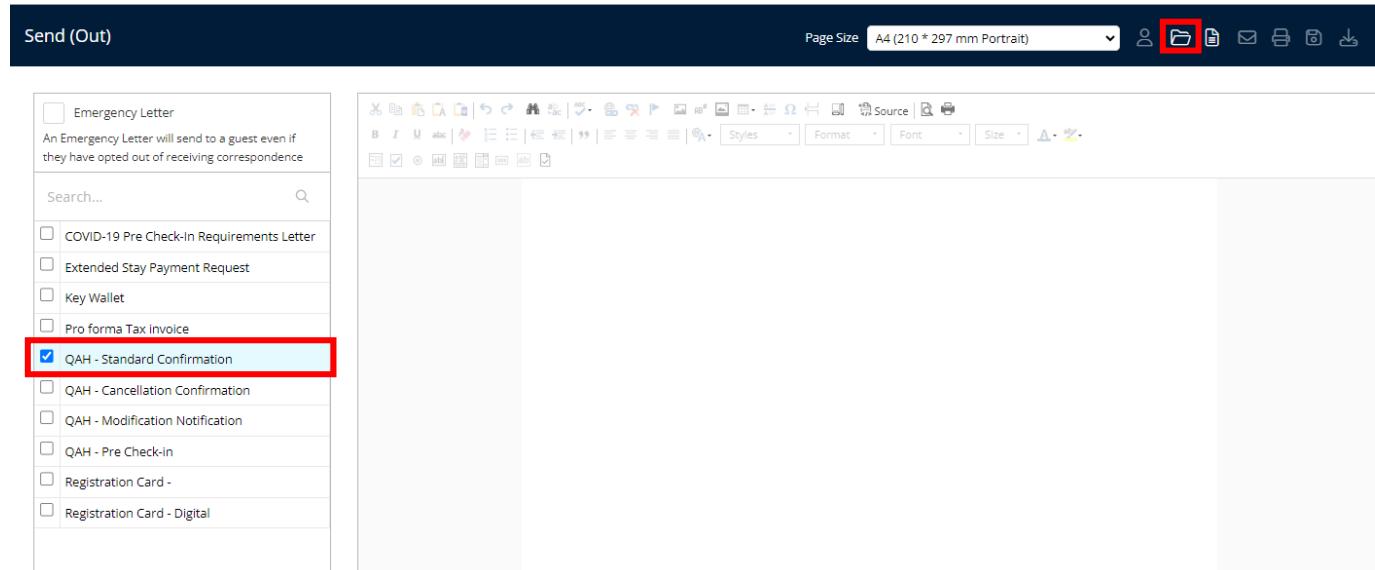
Once all relevant details have been completed and saved, the User will be required to email the booking confirmation to the guest. To email the booking confirmation follow the below steps:

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



The screenshot shows the 'Correspondence' module. On the left, a sidebar lists various modules: Reservation, Room, Guest, Correspondence (which is selected and highlighted with a red box), Triggers, Housekeeping, Rego/Access No's, Requirement/Trace, Audit Trail, Charge Redirection, Split Rate, Add Ons, Transfers, and Repeat. The main area is titled 'Correspondence' and shows a table of 'Conversations'. The table has columns for Type, Date Created, Last Update, Message Preview, Reservation No, and Unread Messages. One conversation is listed: 'SMS' from 'Tue, 11 Jul 2023 - 10:15 AM' to 'Fri, 14 Jul 2023 - 4:03 PM' with the message 'Hello I will not be arriving until after 5pm I am at the airport for the day welcoming delegates :)'.

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



The screenshot shows the 'Send (Out)' dialog box. On the left, a sidebar lists several letter types with checkboxes: Emergency Letter (unchecked), COVID-19 Pre Check-In Requirements Letter (unchecked), Extended Stay Payment Request (unchecked), Key Wallet (unchecked), Pro forma Tax invoice (unchecked), and QAH - Standard Confirmation (checked and highlighted with a red box). On the right, there is a rich text editor toolbar with various formatting options like bold, italic, underline, and font size.

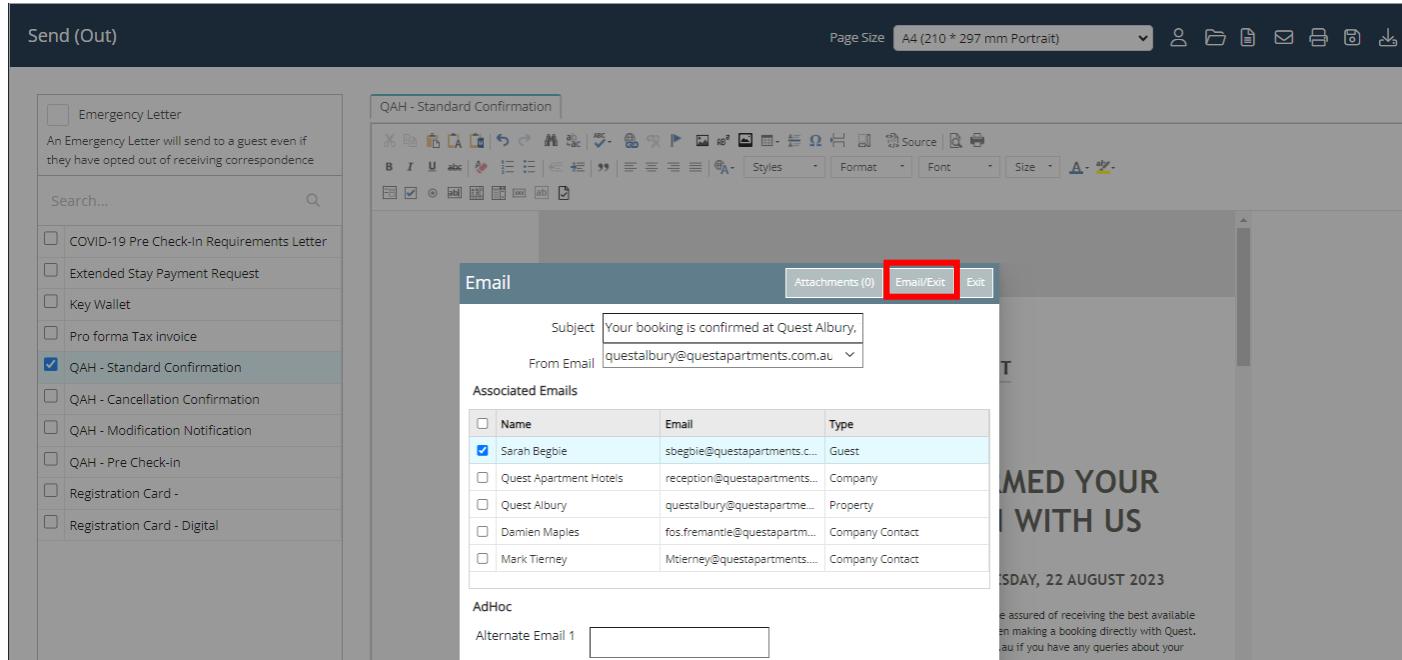
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- Select 'Email'
- Select the associated email and select 'Email/Exit'



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	