

## Franchise Operations – Standard Operating Procedure

01. Operations - Reservations – File Management - Inbox (Digital)

RES - 003

### Overview

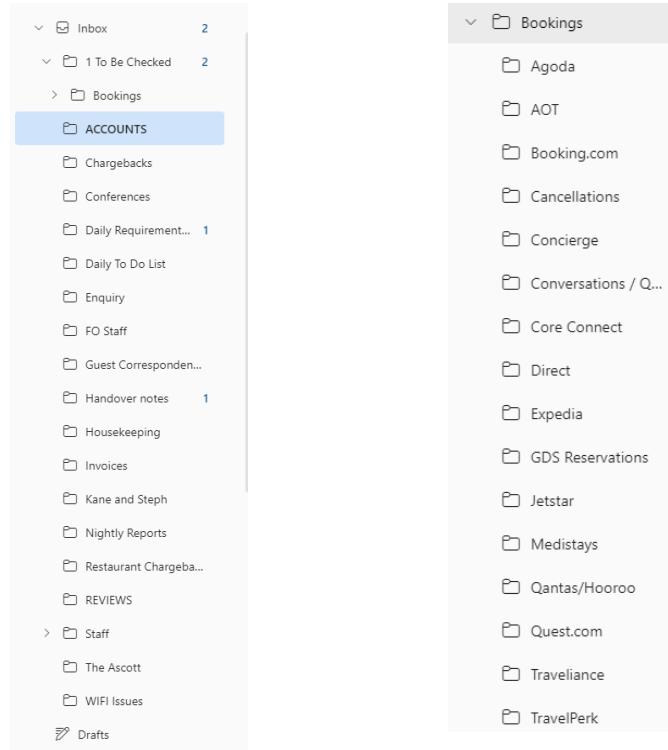
To ensure appropriate file storage of documents, pertaining to reservations, a functional system structure is encouraged to achieve best practice for managing Microsoft Outlook.

### Standard

Ensuring all properties, and respective employees, are adhering to the correct guidelines to maintain appropriate supporting paperwork storage and the security integrity of all guests and the property included in the network.

### Procedure

The expectation of the Reception Team is to monitor the Microsoft Outlook inbox throughout the shift. It is imperative that once an e-mail has been received, and acknowledged, it is filed into the correct inbox folder. The e-mails are to be initially filtered into the respective channel, then once actioned, filtered into the arrival month inbox.



# FRANCHISE OPERATIONS MANUAL

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### Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	20 June 2023	Business Transitions	Emrah Tataroglu	