

Franchise Operations – Standard Operating Procedure

01. Operations - Guest Notes

RES - 012

Overview

Guest notes are very important to add to any reservation as it allows another property to see if the guest has any special requirements for their stay or even if there were any issues with the guest's previous stay etc.

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

Once a reservation has been made, you may add a guest note. Please do not confuse Guest Notes with Reservation notes as Reservation Notes are only saved on that specific stay whereas a Guest Notes is saved to the guest profile and can be seen by the entire network.

Guest Note

Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	31 July 2023	Business Transitions	Sarah Begbie	