

## Franchise Operations – Standard Operating Procedure

02.Operations - Discounts Setup

SETREC - 005

### Overview

There is a standardised matrix of discounts created in the Property Management System that are visible and able to apply a percentage discount to a reservation. The Discounted percentage can be used when quoting via quick quote, applying a discount to an existing reservation/s or when creating a new reservation.

### 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

Properties are unable to create additional discounts. For any service requests please contact the revenue team at [revenue@questaartments.com.au](mailto:revenue@questaartments.com.au)

### Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	08 April 2020	Quest Academy	David Valentine	