HOTEL MANAGEMENT SYSTEM

BOOKING MENU INDIVIDUALS 2

MENU SUMMARY FOR BOOKING INDIVIDUALS

BOOKING WINDOW

The **Booking** window is composed of a number of files and sub-files that together make up the guest folder. Information entered during booking can be updated and will remain in the system memory even after check-in. Immediately beneath the upper toolbar is a general summary of existing folders in the database. In the lower part of the window, you can display and enter other information details.

Window lists information available – select using the arrows on the left.

Use arrows to scan down information list.

Folder status (abbreviation)

Window in which details of a selected booking can be read and entered.

Booking Number

Type of Room

Position the cursor and click to highlight a line and select a booking.

Folder status (in detail).

ENTERING INDIVIDUAL BOOKING

1. From the opening screen, enter *Front Office*. Here, select the *Bookings* menu and within it, the *Booking* function.

2. Once the *Booking* window is open, click [icon] to make a new booking.

Attention: The system will not permit a booking to be saved unless the following fields are complete:

✔ *Arrival Date*   ✔ *Number of guests*
✔ *Nights* (**or Departure Date***)*   ✔ *Price*
✔ *Number of rooms*   ✔ *Guest Name*
✔ *Type of room*   ✔ *Hotel Plan*

3. Position the cursor on the ***Agency*** field to enter the name of the agency making a booking. Similarly, you can click on the ***Representative***[1] or ***Firm*** field[2] to enter their respective names.

Attention: The system does not allow you to enter the name of an agency, firm or representative, unless the database already contains their personal data. If typing an agency/firm name results in the error message FRM-40212: Invalid value for field DSP_NOME2. **(lower left part of the screen), use F9 to access the Client Index and enter necessary personal data.**

4. Double-click the *Structure* Struttura Hotel box to select among diverse accommodation options[3].

5. Double-click the *Market* Mercato Gruppi di serie box to indicate the category of the guest making the booking. For example: individual, guest, congress, etc. It is possible to set a system default so that the computer will automatically assign the most common market.

6. Double-click the *Channel* Canale Privato box to indicate the channel through which the guest arrived. For example: Italian agency, External agency, etc. It is possible to set a system default so that the computer will automatically assign the most common channel.

7. Double-click the *Origin* Origine Telefono box to indicate how the guest requested the booking (i.e. telephone, fax, internet, etc). It is possible to set a system default so that the computer will automatically assign the most common origin.

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[1] To scan through the fields use ↵ (ENTER) or TAB. To return to the preceeding field use SHIFT and TAB keys simultaneously.
[2] See Note 7.
[3] This allows you to manage *multiple structures* cases, ie. two hotels, or a hotel and a residence.

8. Double-click the *Product* Prodotto [Vecchia Vene] box to indicate guest is purchasing a particular product (i.e. a New Year's Eve or special weekend package).

> **Attention: Information entered in these fields is** ~~ely~~ **important and useful for advertising and** ~~ional~~ **purposes**
>
> | Struttura | Hotel |
> |---|---|
> | Mercato | Gruppi di serie |
> | Canale | Privato |
> | Origine | Telefono |
> | Prodotto | Vecchia Vene |

9. Enter arrival date as DD/MM/YY, using pairs of digits separated by slashes (i.e.. the 10th of April 2005 would be entered as 10/04/05). If you press the ENTER key without entering any date, the computer will automatically insert today's date, the day of the week, and will indicate a one-night stay, designating tomorrow as the departure date.

10. Enter the number of nights stay and the computer automatically enters the departure date. Or enter a departure date and the computer will calculate the number of nights.

11. Enter the number of rooms the guest wishes to book.

> **N.B**. When the **same guest** is booking two or more rooms of the **same type[4],** the booking can be treated as a single file to speed up the booking procedure. Later, when arriving guests are assigned specific room numbers, click on *Expanded Booking* to enter individual names in appropriate rooms. At that time, the rooms can remain under one file or they can be separately assigned and billed individually[5].

> **N.B.** If after making and saving a booking, you need to increase the number of rooms desired, copy the booking information by clicking *Copy Booking* . In this case, as in above, rooms can remain under a single guest account or at a later time, be separated into individual files.

12. Enter the type of room being booked.

> **N.B.** To see the list of room types available, press F9[6].

> **Allotment** When you enter a room type being booked, the program will automatically insert a flag in the allotment[7] box, indicating your selection has been confirmed[8]. All. □ If not enough rooms remain in allotment for the selected arrival date, attempting to save the information will result in the following message:

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[4] When booking multiple rooms in the same file, you can enter and scan availability of only one room type. The *expand booking* key will allow you to enter a different type room for each room booked.

[4] For multiple booking, see also ***Group/Meeting***.

[4] If you encounter a window that presents a **restriction** to making a particular booking, you must enter your user code to continue. (See also ***History***).

[4] For allotment See ***Agency/Firm Index.***

[4] If the confirmation flag does not appear, you may be trying to book a room type prohibited by a pre-existing contract between the hotel and an agency or firm. For allotment See ***Agency/Firm Index.***
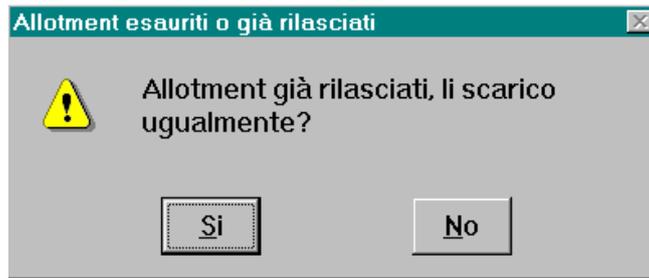
Overbooking If you enter a type of room that is not available on the requested date, the program automatically signals an overbooking situation:
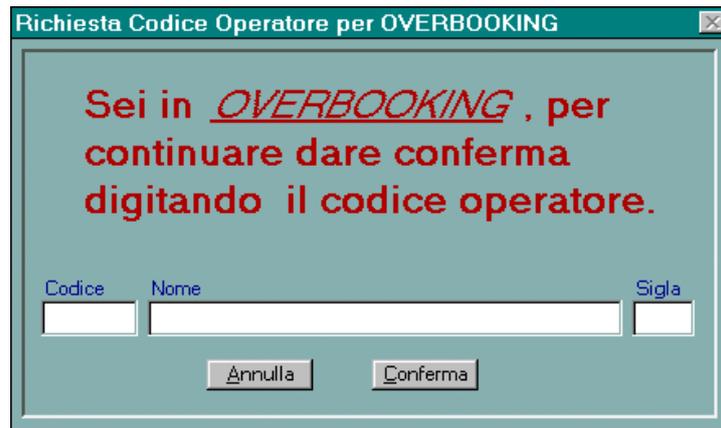
13. If available, enter the guest's assigned room number. (Not obligatory at this phase of booking).

N.B. To display available rooms of the type you'd like to book, press F9. Or you can double-click the empty room number box to display all available rooms in the hotel.

If the room number assigned to a guest is not the same type room booked,[9] the program automatically updates the information entered under room type.


Abbreviation indicates type of room guest originally booked (if different from the type of room assigned).

Double-click this box to restrict room changes. (i.e. *Guest requests room not be changed.*)

14. The system is programmed to automatically insert the number of guests. These figures, based on the type of room selected, were pre-designated when the software was installed to simplify booking. Entering any number here will override the system default.

N.B. When you'd like to specify particular conditions of sale as it concerns guest number, double-click on the empty Pax No.

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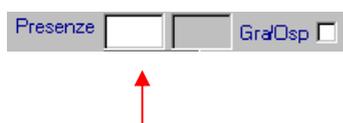
Indicate the number of children in each age bracket to apply particular discounts

Indicate other conditions in which discounts or special prices may be offered.

Double-click on this box to specify special conditions of sale

N.B. When booking complimentary guests, enter a confirmation flag in the check-box.

Click to indicate guests are complimentary

Attention: Flagging this check-box indicates all guests booked in this file are complimentary provided this has been pre-contracted[10].

15. If you do not enter a contract code into the file the program will enter a default code. Whenever you enter the name of an agency making a booking, their particular contract code appears. To change the contract code entered by the computer, press F9 to access the list of applicable contracts, and then double-click on the selected contract box.

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[9] The type room booked determines which price is entered in the file; the type room assigned does not affect price.
[10] For guest contracts See *Rates Archive*.

Where there is an existing contract, the program shows the allotments permitted for the booking

Click *All* to display a list of applicable contracts.

Click *Personal* to display booking options permitted by an agency's existing booking contract

Click *Price* to see the cost of the booking entered in the file

Click *Services* to display other possible views of the selected contract.

Click *Children* to display the window discussed in number 14 (above).

Attention: The application of the contract depends on the value entered in the following fields:

➥ **Market**

➷ **Departure Date and Arrival Date**
➷ **Number of guests**
➷ **Type of Room**
➷ **Hotel Meal Plan**

If you attempt to enter a value in this field which does not comply with an existing contract, the program will display this error message:
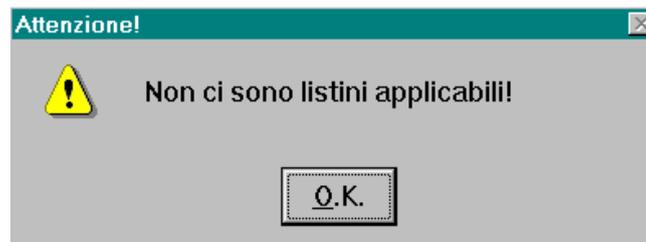
Verify[11] and possibly correct the data in the contract to be able to continue the booking procedure.

16. If you do not enter a designation code for a hotel meal plan, the program enters a default response. When booking agency guests, their contracted hotel plan will be entered automatically[12]. If you need to change a guest's meal plan, press F9 to display the list of possible entries.

17. The *Price* field is updated automatically by the program based on the contract and hotel plan you enter.

> **N.B.** Double-click the *Price* field to see the basis the system is using to calculate price.

> Open the Booking window to modify a price that was automatically inserted by the system. In the fields marked Price or Discount, you can enter any price modifications.

Attention: To enter a price which is different from the amount defined by a contract, you must first cancel the value assigned in the *Contract* field before entering a value in the *Price* field.

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[11] See *Contracts*
[12] See *Archives*, *Firms*, *Client Index*, *Guarantee* file.

18. Enter any possible *Discount* that may apply to the file.
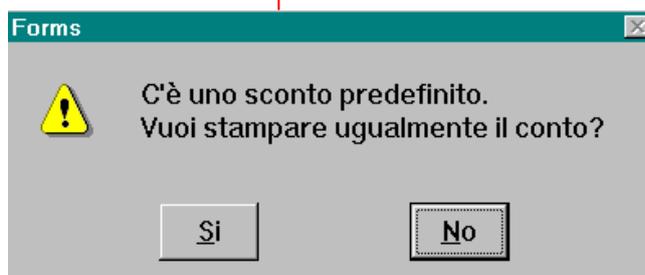
18.1 Applying fixed value discounts

The value defined in the *Discount* field must be entered as a positive number following the standard price indicated by the booking: If the price list gives a per person discount, the price entered in the discount field will indicate discount per person. If the price list gives a per room discount, enter the amount to be subtracted from the room price. The discount entered this way will be applied automatically when the charge is debited, therefore it **WILL NOT appear on guest's bill**.

| Prezzo | 50,000 | Sconto | 20,000 |

Enter an absolute value here and the program will apply the discount on the day it is debited

18.2 Applying percentage discounts

When a percentage discount is entered, the program will not apply this on a daily basis, but will debit 100% of any charges to the guest's file. Only during check-out will the discount be calculated and the guest's bill subsequently reduced. The discount percentage indicated will be applied to all items appearing on the guest's account, unless the operator at check-out indicates differently. A discount applied in this way appears on the guest's bill itemized by commodity groups: hotel plan discount, restaurant discount, bar discount, etc. if these commodities have been defined during software installation.

| Prezzo | 50,000 | Sconto | | % | 10 |

Forms

⚠ C'è uno sconto predefinito.
Vuoi stampare ugualmente il conto?

[Si]   [No]

18.3 Applying prearranged discount agreements (optional function activated by GP Dati personnel)

| Prezzo | | Sconto | | % | |

Click through the menu choices: Various → Other → Managing discounts, to display the following window

When defining a discount agreement, you can detail percentage discounts for any, or all hotel commodities. In the commodity boxes, enter the same or

In the example above, the computer at the time of check-out, will give these guests, (as per prearranged discount agreement) a 10% discount on their hotel plan charges, and a 5% discount on all bar and restaurant (individual or volume) charges on their bill.

The difference between the discount agreement and the percentage discount discussed in 18.2 above is:

$\Rightarrow$ A percentage discount is applied to a commodity group at the time of check-out. When applying a 10% discount to a B&B charge, the guest's printed bill will read "Hotel Plan Discount *10%*" and specify the amount discounted

$\Rightarrow$ A discount agreement is a pre-arranged discount applied to each single charge of the commodity group. When applying a 10% discount to a B&B charge, the guest's printed bill will read: *"Discount Hotel Plan 10%"* and specify the amount discounted

After a discount agreement has been defined, you can proceed as follows:

a) Link the discount agreement file to the basic information file of the agency/firm and/or to individual guest files so that all booking charges will automatically be updated in all applicable linked files.

$\Rightarrow$ %(check procedure)To link a discount agreement to the *Agency/Firm Index*: Select Client Index $\rightarrow$ Agency/Firm Index$\rightarrow$ Various folder$\rightarrow$ Indicate in the *Type Discount* field the code of the discount agreement you wish to apply

$\Rightarrow$ To link a discount agreement to the *Guest Index*: Select Client Index $\rightarrow$Guarantee folder $\rightarrow$ Indicate in the *Type Discount* the code of the discount agreement you wish to apply.

At the time you insert a booking, an "L," indicating a link exists between the discount agreement and basic information files, will appear in the appropriate field.

b) Link the discount agreement to a corresponding booking at the time of entering that booking. While on the discount field, press F9 and a list of prearranged discount agreements will appear from which you can designate.

c) Insert the guest's name. If you wish at this time to include the names of party members, click the arrow on the right to call up the second window.

Click on this arrow to enter party members into window below

a. *Arrival date:* entered automatically during check-in
b. *Departure date:* when booking a room in which all guests are expected to arrive on the same day and leave on the same day, the date contained in this box will correspond to the departure date in the booking check-in window. If the number of guests within the booked room will change during the stay (as members of the booking party arrive or leave on different days), these individual dates can be entered at this time. Any dates entered in this window must fall within the stay period indicated in the original booking.
c. A flag in the column marked *C* indicates a child
d. *Hol* a flag here indicates the name of the file holder (billing guest)
e. *Pr* a flag here indicates that the registration form has been printed
f. Click *check-in:* when a party member (additional person in the room) is checking into a room already occupied, this will facilitate check-in
g. Click *Holder* to reallocate billing responsibility from one guest to another
h. Click *Transfer* to reassign a party member from one room into another room. It is not possible to move the holder, you must first designate a new holder for the room
i. Click *Departure* to initiate check-out for any of the party members. It is not possible to check-out the room's holder without designating another party member as new holder
j. Click *Rec. PM* to print a receipt for an individual party member checking out
k. Click *New Arrival* to add a person to an occupied room during check-in.
l. Click *Cancel* to cancel the stay of an individual party member (this function cannot be used after the expected arrival date)
m. Click *Client Index* to access the data file containing all client information
n. Click *Reg. Form* allows you to enter registration data PS
o. Click *Print* to print
p. Click *Exit* to close the window

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19. The system's default selection for room's booking *status* is GA or guaranteed. If this is not the case, click on the status field to indicate differently.

If the status of the file is not the same as the default status assigned by the system, click on one of these boxes to enter a change

Click *Off* to indicate that the file should not be treated as a booking, but rather as simply an offer. This way, the file will not affect room availability, allocation, etc.

Click *Gar* to accept the room status "Guarantee" assigned automatically by the computer

Click *WL* to place a booking on the Waiting List if there is no room available at the time of booking. The booking can be guaranteed at a later time

If the file is guaranteed and if you have entered all the required booking information, you must save[13] the file by clicking or by pressing F10 before exiting. If there is other information you wish to add to the file, you can delay saving until you have finished entering all data.

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[13] Information entered becomes usable for the database after it has been saved. Click SAVE icon or press F10 to save.