FRANCHISE OPERATIONS MANUAL

Franchise Operations – Standard Operating Procedure	
01. Operations – Reservation Search	REC - 002

Overview

The 'Reservation Search' Utility in the Property Management System feature allows the user to display reservations by choosing from a large selection of search options. This feature also serves as an entryway for creating new reservations, changing existing reservation information, reviewing previous reservations, and accessing guest profiles that is associated specifically to the property.
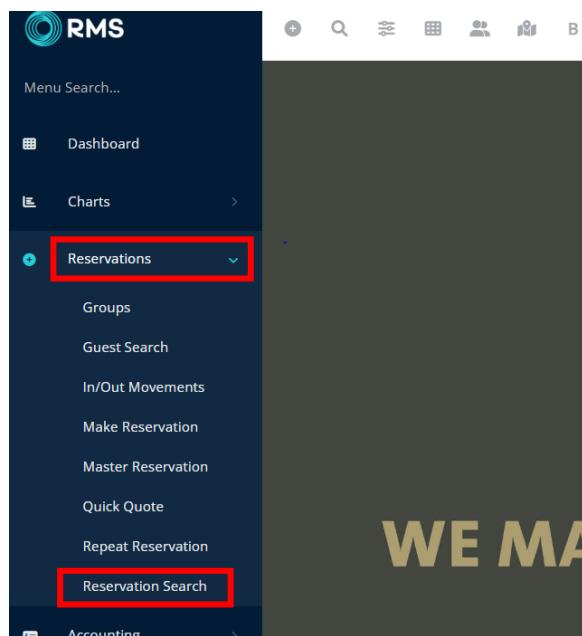
Standard

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

Procedure

To utilise the 'Reservation Search' feature to retrieve the reservation required the below process must be followed:
  → Select 'Reservation'
  → Select 'Reservations Search'

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→ Enter details 'Search' tab

→ Select the required 'Search by' eg 'Surname'

→ Select the 'Reservation Status'
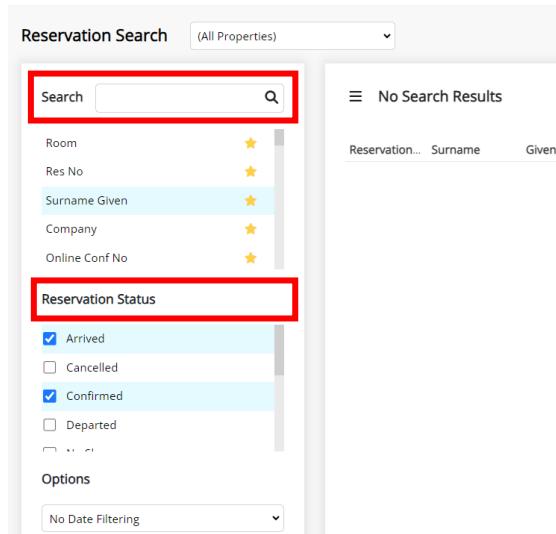
→ Select search

Details of the reservation will appear in the 'Search Results', once located to enter the reservation the user must select the 'Res no'. Once the user is in the reservation, they can proceed to view the information as required.

Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	13 June 2023	Business Transitions	Emrah Tataroglu	