

## Franchise Operations – Standard Operating Procedure

01. Operations – Booking Chart

REC - 005

### Overview

The 'Booking Chart' in the Property Management System allows the user to view data pertaining to the specific property; comprised in this function is an analysis of the properties' reservations per assigned room. The individual apartments are grouped by the apartment type.

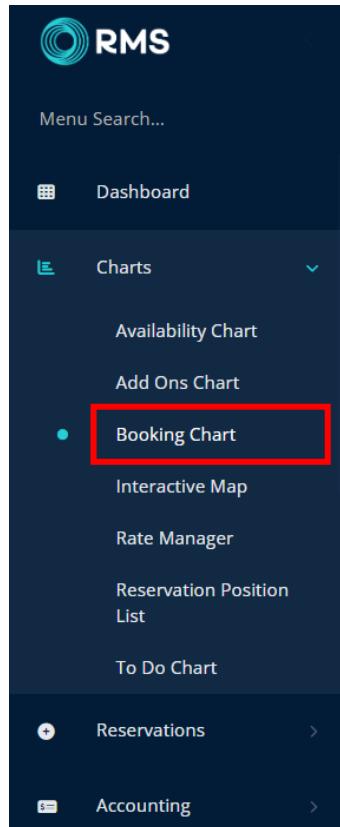
The Booking Chart allows the user to see the specific reservation that is assigned to a room. The Booking Chart offers the added functionalities of customising the chart to a specific preference.

### 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

The 'Booking Chart' is accessible under 'Charts' in the menu options. The calendar icon in the Booking Chart allows a specific date to be selected. The date range can be altered by selecting the number of days visible from the seven viewing options.



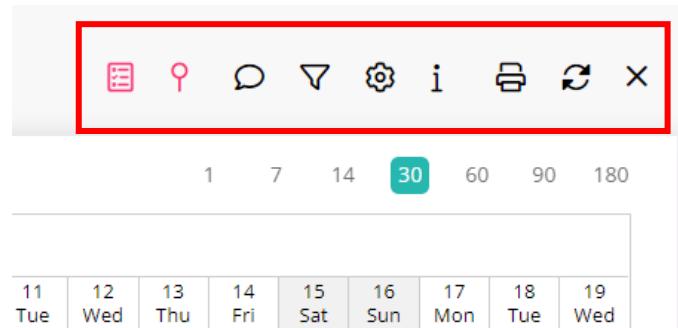
# FRANCHISE OPERATIONS MANUAL

## Franchise Operations – Standard Operating Procedure

01. Operations – Booking Chart

REC - 005

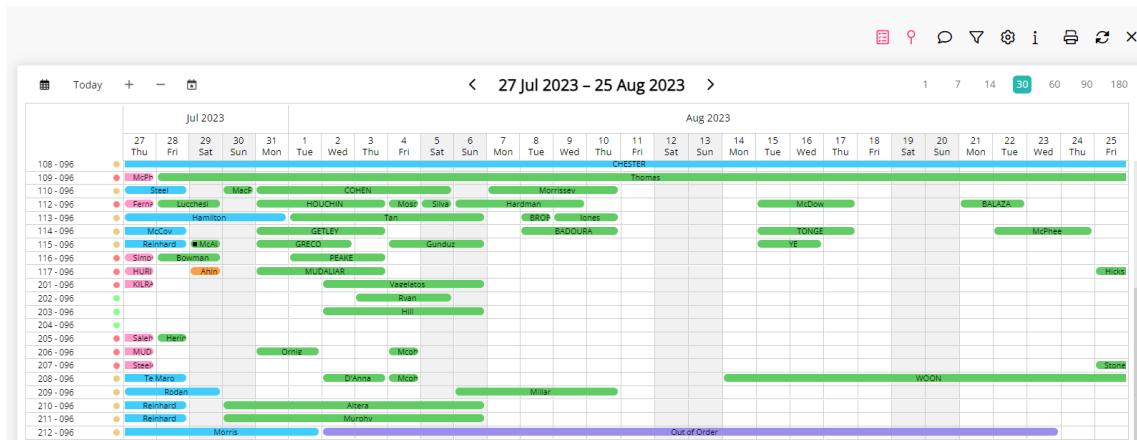
The icons in the top right corner are used to alter the settings and layout of the Booking Chart. The user has the ability to create a reservation or quote by selecting the date and room type inventory box; this is not considered best practice and to create a new reservation the user will need to utilise 'Quick Quote'.



The user also has the ability view available rooms or change the room number of a reservation; this is not considered best practice and to process a room move the user will need to action the process in the guest reservation screen.

**Note:** Reservations that are allocated against a room will differ in color below legend indicates what the reservation status may represent.

- Orange – Unconfirmed Reservation
- Green – Confirmed Reservation
- Blue - Arrived and In-House Reservation
- Pink – Departed reservation
- Purple – Maintenance Room/Out Of Order



### Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	15 June 2023	Business Transitions	Emrah Tataroglu	