

## Franchise Operations – Standard Operating Procedure

01. Operations – Groups

REC - 007

### Overview

The **'Groups'** feature in the Property Management System allows the user to manage group bookings of the exact number of rooms needed but is not yet known. This feature can also be utilised for individuals attending specific events when an agreed rate has been set, allowing guests to quote and book from the allotment.

Setting an allotment benefits the property, as it can hold rooms for the specific date without effecting any financial reporting, especially when not know how many rooms are needed. **'Groups'** may also have a release back option to allow rooms un used back in inventory to be utilised.

### 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 **'Groups'** function, the following procedure is to be followed:

- Navigate to the **'Reservations'** menu tab
- Select **'Groups'**
  - Select **'Add'** to create a new allotment
  - Enter the group's name in **'Group'**
  - Enter relevant Details as required

**Groups** (35 Records Found) Quest Albury Active Search...

Id	Group Name	Address	State	Post Code	Phone	Email	Notes	Company	Travel Agent	Wholesaler
25...	201575						No	No	No	No
36...	AMMIE MARSHALL						No	Yes	No	No
34...	AOT						No	No	No	No
16...	AUG2022 > LINAC	Kings Dock Street L3 4FP	England	L3 4FP			Yes	No	No	No
27...	Emily Leong						No	No	No	No
37...	ERIN TRANTINO WEDDING						No	No	No	No
23...	ESPO 2023	via Marketing Liverpool					No	No	No	No
36...	G84.2023						No	No	No	No
18...	JULY2023> UK Colloids	Kings Dock Street Liverpool ...	England	L3 4FP			Yes	No	Yes	No
17...	JULY2023>NUTRITION SOCIE...	Kings Dock Street Liverpool ...	England	L3 4FP		rmolyneux@marketingliverp...	Yes	No	Yes	No
18...	JULY2025 > Intelligent Syste...	Kings Dock Street Liverpool ...	England	L3 4FP			Yes	No	Yes	No
16...	JUN2022 > British Neurocol...	Kings Dock Street L3 4FP	England	L3 4FP			Yes	No	Yes	No
16...	JUN2022 > IOA Congress	Kings Dock Street L3 4FP	England	L3 4FP			Yes	No	Yes	No
18...	JUN2022> British Blow an...	Kings Dock Street Liverpool ...	England	L3 4FP			Yes	No	No	No
36...	JW Convention				0418 258 747	noackelidn@gmail.com	No	No	No	No
16...	MAY2022 > Association of Br...	Kings Dock Street L3 4FP	England	L3 4FP			Yes	No	Yes	No
16...	MAY2023 > European Caluili...	Kings Dock Street L3 4FP	England	L3 4FP			Yes	No	Yes	No
36...	Naismith Truck Mover						No	No	No	No

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Once the user has clicked **'save'** the menu tabs have become available to allow further details to be inputted specifically for the group.

- Select **'Allotments'**
- Select **'Add'**
- This will generate a pop up to create the allotment
  - Select required **'Date Range'**
  - Select **'guaranteed'** Check box
  - **'Description'** will auto populate with groups name
  - Select the **'Group Status'**
  - Select **'Rate Type'** (Only one rate type is permitted per allotment)
  - Select **'Discount'** off the rate type and **'Discount Reason'**, If applicable
  - Select **'Days Before Release'** for unused rooms to be available in inventory
  - Enter number of rooms required in **'Allotment'** attached to the required 'Room Type'
  - Select **'Save/Exit'**

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Room Type	No Of Rooms	Allotment	Reporting ADR
SK - Studio - 107	40	0	0.00
1K - 1 Bedroom - 107	30	0	0.00
1PKS - 1K2 Bedroom - 107	10	0	0.00
2BKQ - 2 Bedroom Executive - 107	5	0	0.00
1QA - 1 Bedroom Accessible - 107	3	0	0.00
2EQQA - 2 Bedroom Executive Accessible - 107	1	0	0.00
1PKQA - 1K2 Bedroom Accessible - 107	1	0	0.00
3KKK - 3 Bedroom - 107	3	0	0.00
CONF RM - 107	2	0	0.00
T2 CONF RM - 107	1	0	0.00

The Property is able to attach a **'Company'** and/or **'Travel Agent'** to the group allotment, alongside with any relevant **'Documentation'** pertaining information to the group, that will assist with the operational tasks. To assist with further communications for the group, users are able to enter specific details in the **'Notes'** tab. Notes will appear when the user hovers the cursor over the **'Group'** field label, once in the reservation.

To select a group allotment when making a booking, the user must select from the drop down field when creating a reservation via **'Quick Quote'**. To amend a 'Group Allotment' to an already existing booking the user can select the required allotment via **'Group'** label in the guest reservation.

**Note:** Once the group allotment has been completed, this is recorded in the **'Groups'** feature. Users are able to amend the setup for the groups as required.

### Version Control

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