

## Franchise Operations – Standard Operating Procedure

01. Operations - Reservations – Modify a Reservation

RES - 002

### Overview

Modifying a reservation in the Property Management System (PMS) is an essential operational task undertaken by the Guest Service Agent(s) when a new third-party reservation or a modification to an existing reservation occurs. Following the correct standard operating procedure is imperative to maintain the expected standards of data integrity.

### Standard

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

### Procedure

When modifying a reservation in the PMS, ensure the following fields are populated and updated with complete information within Best Practice.

#### Guest Details:

- Surname – Naming convention must be adhered too. Surname begins with a capital letter followed by lower case.  
e.g.: Smith not smith
- Given – Naming convention must be adhered too. Given names begin with a capital letter followed by lower case.  
e.g.: John not john
- Title (list field)
- Company (list field) – Search for the company to see if a profile has already been created prior to creating a new profile.
- Mobile (Enter field) – details are to be entered beginning with country code eg: +61 423 456 789
- E-Mail – email entered need to be associated with the guest, default email address from OTA or TMC need to be removed, if unsure ensure on the 3 day call the property obtains an email.
- Address Line 1
- Town
- State
- Post Code
- Country of Residence

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**Guest**

\$
Group
...

Group Name	<input type="text"/>
Guest No	<input type="text"/>
Guest Status	
Surname	<input type="text"/>
Given	<input type="text"/>
Title	
Company	<input type="text"/>
Mobile	<input type="text"/> AUS (+61) <input type="button" value="▼"/>
Email	<input type="text"/>
Email 2	
Address Line 1	Enter a location
Address Line 2	
Town	Enter a location
State	
Post Code	<input type="text"/> <input type="button" value="Enter a location"/>
Country Of Residence	

→ Guest Notes – any information in the guest notes will attach to the guest's profile and carry over to future bookings within the Quest network.

**Guest Note**

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When updating the relevant details, the 'guest RMS Smart Search' window will appear. If the guest's details match the Surname, Given Name, Phone Number and Email Select (double click) to 'add' the Guest Profile to the reservation.

Note: Do not create a new Guest profile if there is an already existing profile, the Guest profile is available on the Quest RMS Enterprise database to the Quest network if the guest has stayed at a Quest property prior.

**Guest**

Group Name

Guest No

Guest Status

Surname

Given

Title

Company

Mobile

Email

Email 2

Address Line 1

Address Line 2

Town

State

Post Code

Country Of Residence

FFlyer No

QA Member

Marketing Opt Out

Black List

**Guest RMS SmartSearch - 40 Found**

Guest No	Group Name	Guest Name	Company	Address	Mobile	Phone AH	Phone BH
111131		BROWN Sarah Ms		U 3 67 Hammond...	+61 410 445 132		
16688		BROWN Sarah Mrs		16 Brighton St Gu...	+61 432 799 508		
18604		BROWN Sarah Ms		379 Spence St Bu...	+61 427 767 482		
446472	Endemol Shine A...	BROWN Sarah					
486832		BROWN SARAH					
553793		BROWN Sarah Miss					
571373		BROWN Sarah	Leisure	1520 Gill st Parke...	0413 338 723		
8847		BROWN Sarah Ms		17 Raggatt St East...	+61 448 685 610		
925241		BROWN Sarah	Leisure	29 Carolina Cresc...	+61 400 407 584		
955253		BROWN Sarah Mrs					
988596		BROWN SARAH Ms	NSW Justice Healt...	.	0405682736		
1097652		BROWN Sarah					
1127360		BROWN Sarah Ms	Leisure	18 Milburn road ...	0466 090 893		
1298673		BROWN SARAH					
1391991		BROWN Sarah	Leisure	7 Wade Street W...	0411047721		
1465864		BROWN Sarah Ms	Leisure	Pearcelands Farm...	+44 7802 641683		
1499998		BROWN Sarah	Leisure	.	61 0403988875		

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#### Reservation Details:

- Arrive
- Depart
- Adults
- Children
- Room Type (list field)
- Rate Type (list field)

**Reservation**

Master Res No	(New Reservation)
Res No	0
Status	Unconfirmed
Arrive	Fri, 12 Jan 2024 - 2:00 PM
Depart	Sat, 13 Jan 2024 - 10:00 AM
Nights	1
Total Nights	
Adults	1
Children	0
Room Type	SK - Studio - 129
Room	▼
Bed Config	
Rate Type	DFF - Direct Fully Flex

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- Travel Agent (list field) - Search for the Travel Agent to see if a profile has already been created prior to creating a new profile.
- Market Segment (list field)
- Booking Source (list field)
- Payment Mode (list field)



**Reservation**

Travel Agent

Booker Contact

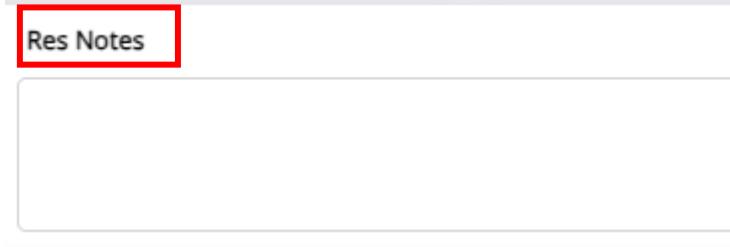
Market Segment DIRECT

Sub Market Segment Direct Flexible

Booking Source

Payment Mode

- Reservation Notes – any information in the 'reservation Notes' is property specific and won't carry over on the 'Guest Profile'.



**Res Notes**

Note: At the time of modifying the reservation, if certain information cannot be obtained, it can be collected during the '3-Day Pre Arrival Call' or check in process.

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#### Bedding Configuration

The final process in completing the reservation is ensuring the correct 'Bedding Configuration' has been allocated for the reservation. To complete this process the user must:

- Select 'Bed config' tab in the reservation details

Room Type	SK - Studio - 127
Room	504B - 127
<u>Bed Config</u>	

- Enter (1) for the appropriate bedding configuration.

**Bed Config**

Linen	Qty
Cot	0
King	0
King & Twin	0
Queen	0
Rollaway Bed	0
Single	0
Sofabed	0
Super King	0
Twin & Twin	0
Twin Beds	0

- If the bedding needs to be split, select the 'Split Beds' Check box in 'housekeepers' for arrival date

<

- Reservation
- Room
- Guest 2
- Correspondence 1
- Triggers
- Housekeeping**

#### Housekeeping



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**Housekeeping Task**

List of Available Tasks

Linen - Thursday

Linen - Tuesday

Linen - Wednesday

Linen Change

Open Interconnecting Doors

Rubbish Removal

Service Check

**Split Beds**

Weekly Extra Service - Every 7 day

→ Select 'Save'

Note: If the 'Split Beds' check box is selected this will appear on the housekeepers job board, therefore it is not required to 'Add Requirement'.

### Booking Modification Correspondence

Once all relevant details have been updated and saved, the User will be required to email the booking modification notification to the guest for ONLY direct bookings. To email the booking modification notification follow the below steps:

- In the reservation select the 'Correspondence' tab
- Select 'Send(out)'

**Correspondence**

Type	Date	Description	Email Read	Res No	Username	Attachment	Code	Doc Type
SMS	Tue, 11 Jul 2023 - 10:15 AM	Fri, 14 Jul 2023 - 4:03 PM	Hello I will not be arriving until after 5pm I am at the airport for the day welcoming delegates :)					Yes

**Conversations**

Type	Date Created	Last Update	Message Preview	Reservation No	Unread Messages
SMS	Tue, 11 Jul 2023 - 10:15 AM	Fri, 14 Jul 2023 - 4:03 PM	Hello I will not be arriving until after 5pm I am at the airport for the day welcoming delegates :)		Yes

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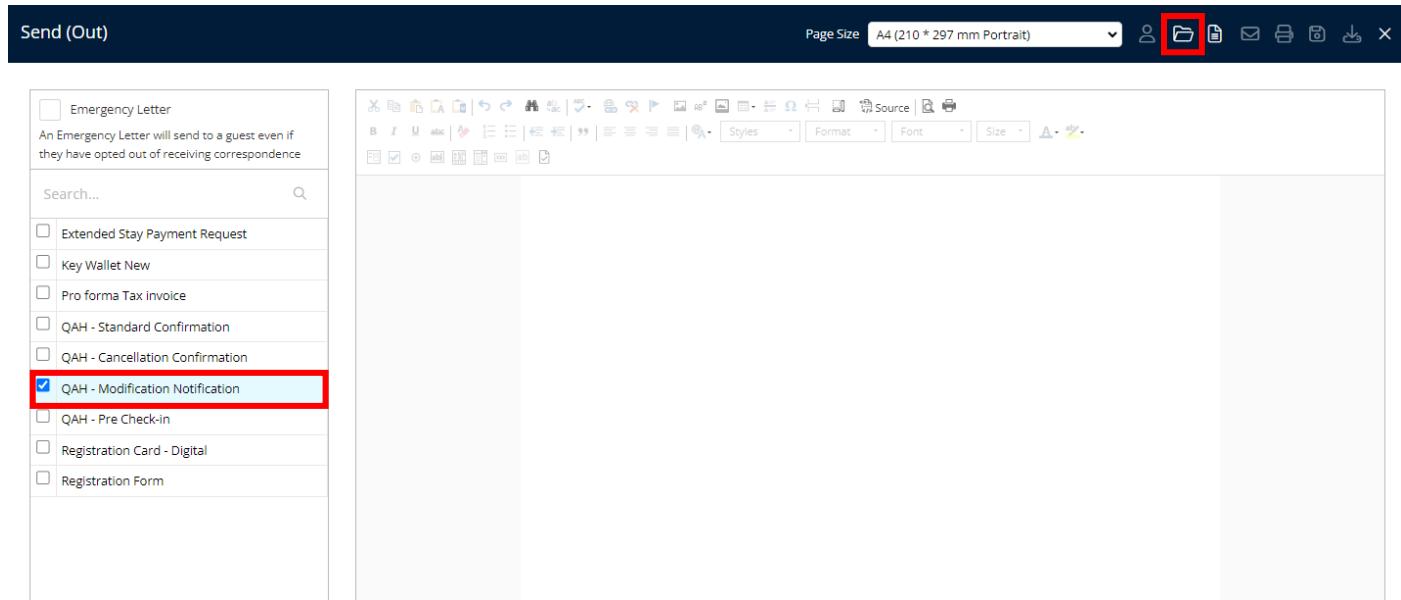
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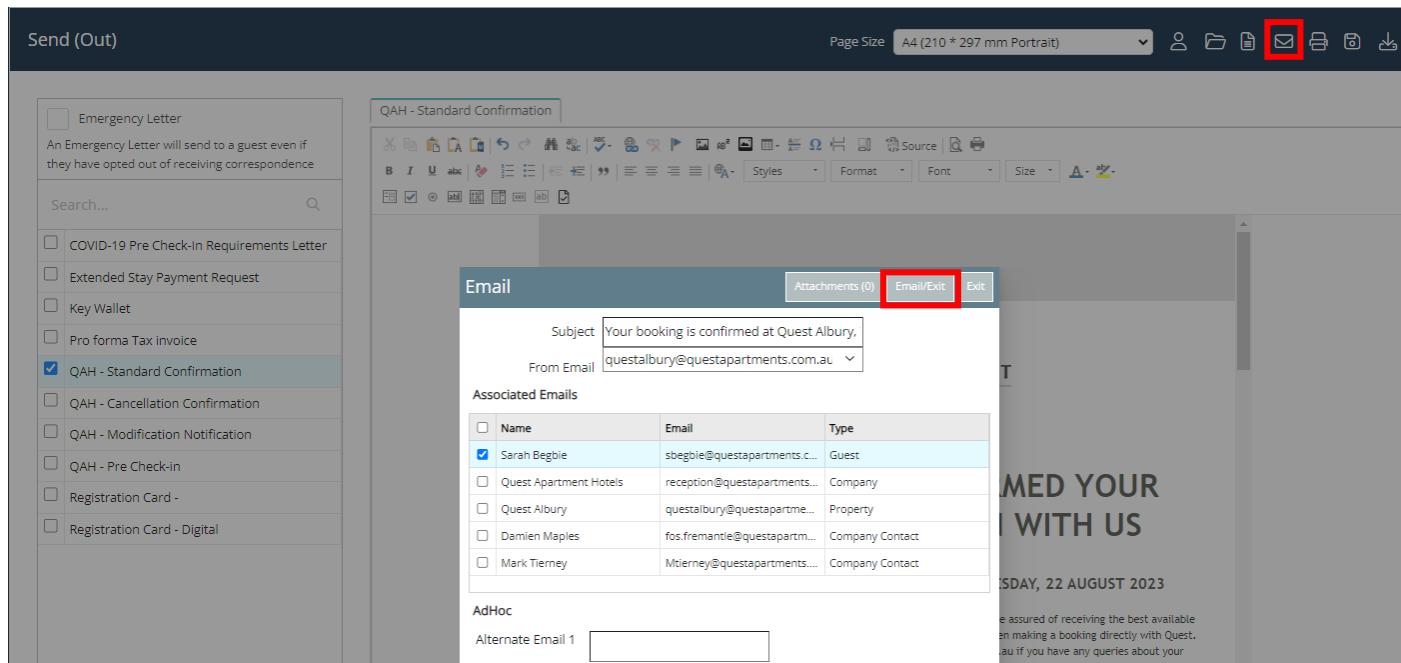
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- Select 'QAH Modification Notification' checkbox
- Select 'Open'



- Select 'Email'
- Select the associated email and select 'Email/Exit'



Once a booking modification notification confirmation has been sent, this will be recorded in the correspondence confirming the booking confirmation has been sent to the guest.

Note: To create a Company (SET-001 - Company Setup) and Travel Agent (SET-002 - Travel Agent Setup) profile within Best Practice reference Standard Operating Procedures in the Franchise operations Manual via Concierge.

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### Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
02	31 July 2023	Business Transitions	Sarah Begbie	