

## Franchise Operations – Standard Operating Procedure

01. Operations – Quick Quote

RES - 003

### Overview

The 'Quick Quote' utility in the Property Management System is an ideal way of quoting a range of rates and packages when making reservations. This feature will streamline the quoting and booking process by selecting specific details that prepopulate to the user's operational needs.

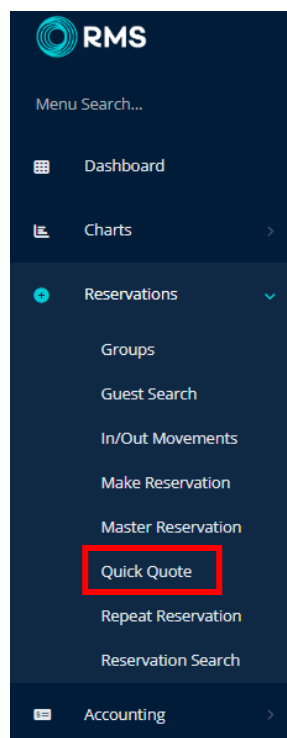
### Standard

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 'Quick Quote' function, the following procedure is to be followed:

→ Navigate to the 'Reservations' tab and select 'Quick Quote'



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- Select the appropriate 'Arrive' and 'Departure' dates
- Select the appropriate number of adults and children
- Select the relevant 'Company', if applicable
- Select the relevant 'Travel Agent', if applicable
- Sort the rates by selecting either 'Room Type' or 'Rate Type'
- Select 'Get Quote'

**Quick Quote**
Quest Collingwood

**Reservation Details**

Default View

Room Type

OR

Rate Type

Arrive
Fri, 28 Jul 2023 - 2:00 PM

Depart
Sat, 29 Jul 2023 - 10:00 AM

Nights
1

Adults
1

Children
0

Company

Travel Agent

Booking Source

Group

Discount

Discount Reason

Allotment Association

Allotment Group

Group Status

Get Quote

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- Select the desired apartment type and rate
- Enter in the volume of rooms
- Select 'Add to Reservation'
- Select 'Proceed'

**Quick Quote** 15 Aug 2023 - 16 Aug 2023 Quest Collingwood

Edit Quote Default View Room Type OR DFF - Direct Fully Flex

--- DFF - Direct Fully Flex

Room Type	Currency	Rooms	Avail	House Available	Discount	First Night	Avg Rate	Base Rate	Package	Total Rate	Deposit	Min Nights	Description
SK - Studio - 127	AUD	38	22	22	0.00	229.00	229.00	229.00	0.00	229.00	0.00	0	Studio
1K - 1 Bedroom - 127	AUD	35	30	30	0.00	259.00	259.00	259.00	0.00	259.00	0.00	0	One Bedroom Apartment
1KA - 1 Bedroom Accessible - 127	AUD	1	0	0	0.00	259.00	259.00	259.00	0.00	259.00	0.00	0	One Bedroom Accessibl...
2KK - 2 Bedroom - 127	AUD	6	4	4	0.00	394.00	394.00	394.00	0.00	394.00	0.00	0	Two Bedroom Apartment
2KKA - 2 Bedroom Accessible - 127	AUD	2	2	2	0.00	394.00	394.00	394.00	0.00	394.00	0.00	0	Two Bedroom Accessibl...
T2KK - TK 2 Bedroom - 127	AUD	31	22	22	0.00	394.00	394.00	394.00	0.00	394.00	0.00	0	Two Bedroom Apartment
T2KKA - TK 2 Bedroom Accessible - 127	AUD	1	0	0	0.00	394.00	394.00	394.00	0.00	394.00	0.00	0	Two Bedroom Accessibl...
T3KKK - TK 3 Bedroom - 127	AUD	4	2	2	0.00	629.00	629.00	629.00	0.00	629.00	0.00	0	Three Bedroom Apartm...
T3KKKA - TK 3 Bedroom - 127	AUD	1	1	1	0.00	629.00	629.00	629.00	0.00	629.00	0.00	0	Three Bedroom Accessl...
Total Rooms Available		119	83	83									

Room 1 No of Rooms to Book 1

Proceed

Reservation Total (1 Selected)

Room Type	Room	Arrive	Depart	Total Rate Type	Adults	Children	Infant	Base Rate	Package	Tax	Discount	Total Rate
SK - Studio - 127		15-Aug-2023 02:00 PM	16-Aug-2023 10:00 AM	DFF - Direct Fully ...	1	0	0	229.00		0.00	0.00	229.00
										0.00	0.00	229.00

- This will then navigate to the main reservations screen

When the user is in the 'Reservation Screen' it is required to follow best practice in completing the Reservation, ensure the below process is to be followed.

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#### 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
- 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.

The screenshot displays the Quest RMS interface with three main tabs: Guest, Reservation, and Account. The Guest tab is selected, and its fields are organized into sections. Red boxes highlight the following fields: Surname, Given, Title, Company, Mobile, Email, Address Line 1, Address Line 2, Town, State, Post Code, Country Of Residence, and Guest Note. The Reservation tab shows details for a new reservation, including dates, times, and room type. The Account tab shows financial details like account number, base rate, and discounts.

When entering 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 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.

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### Reservation Details:

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

### Reservation

Master Res No	(New Reservation)
Res No	0
Status	Unconfirmed
Arrive	Tue, 15 Aug 2023 - 2:00 PM
Depart	Wed, 16 Aug 2023 - 10:00 AM
Nights	1
Total Nights	
Adults	1
Children	0
Room Type	SK - Studio - 127
Room	
Bed Config	
Rate Type	DFF - Direct Fully Flex

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- Rate Type (list field)
- 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 Notes – any information in the 'reservation Notes' is property specific and won't carry over on the 'Guest Profile'.

### Reservation

Rate Type

DFF - Direct Fully Flex

Cancellation Policy

Fully Flexible

Fixed

No

Fixed Reason

Company

Travel Agent

Booker Contact

Market Segment

DIRECT

Sub Market Segment

Direct Flexible

Booking Source

Payment Mode

Res Notes

- Select 'Save'

### Account

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

#### 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 'Housekeeping' tab in the reservation
- Enter (1) for the appropriate bedding configuration
- Select the 'Split Beds' Check box if the bedding needs to be split for arrival date
- Select 'Save'

The screenshot displays the QUEST Franchise Operations Manual interface. The 'Reservation' tab is selected, and the 'Housekeeping' sub-tab is highlighted with a red box. The 'Bed Configuration' section is also highlighted with a red box, showing a list of bedding options with corresponding counts (all set to 0): Cot, King, King & Twin, Queen, Rollaway Bed, Single, Sofabed, and Super King. Below this is the 'Linen Required Per Change' section, listing various linens and their counts (all set to 0): Bath Mat, Face Washer, Hand Towel, King Sheet, King Topper Sheet, Pillow Slip, Queen Sheet, Queen Topper Sheet, Single Sheet, Single Topper Sheet, and Super King Sheet. The 'Housekeeping' table shows dates from Tue 15 Aug 2023 to Mon 21 Aug 2023, with checkboxes for Pre Arrival Check, Daily Service, Full Service, and Departure. The 'Pre Arrival Check' checkbox for Tue 15 Aug 2023 is checked. The 'Departure' checkbox for Wed 16 Aug 2023 is checked. The 'HSK Notes' section is visible at the bottom.

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'.

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### Booking Confirmation

Once all relevant details have been completed and on the first save of the reservation the guest will receive a triggered booking confirmation.

If the guest does not receive the triggered correspondence the User will be required to email the booking confirmation to the guest. To email the booking confirmation follow the below steps:

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

**Correspondence**

(All Types) [Send (Out)] [Add] [Edit] [More]

Type	Date	Description	Email Read	Res No	Username	Attachment	Code	Doc Type
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			

- Select 'QAH Booking Confirmation' checkbox
- Select 'Open'

**Send (Out)**

Page Size: A4 (210 \* 297 mm Portrait)

☐ Emergency Letter  
An Emergency Letter will send to a guest even if they have opted out of receiving correspondence

Search...

- ☐ COVID-19 Pre Check-In Requirements Letter
- ☐ Extended Stay Payment Request
- ☐ Key Wallet
- ☐ Pro forma Tax Invoice
- ☒ **QAH - Standard Confirmation**
- ☐ QAH - Cancellation Confirmation
- ☐ QAH - Modification Notification
- ☐ QAH - Pre Check-in
- ☐ Registration Card -
- ☐ Registration Card - Digital

[Open]

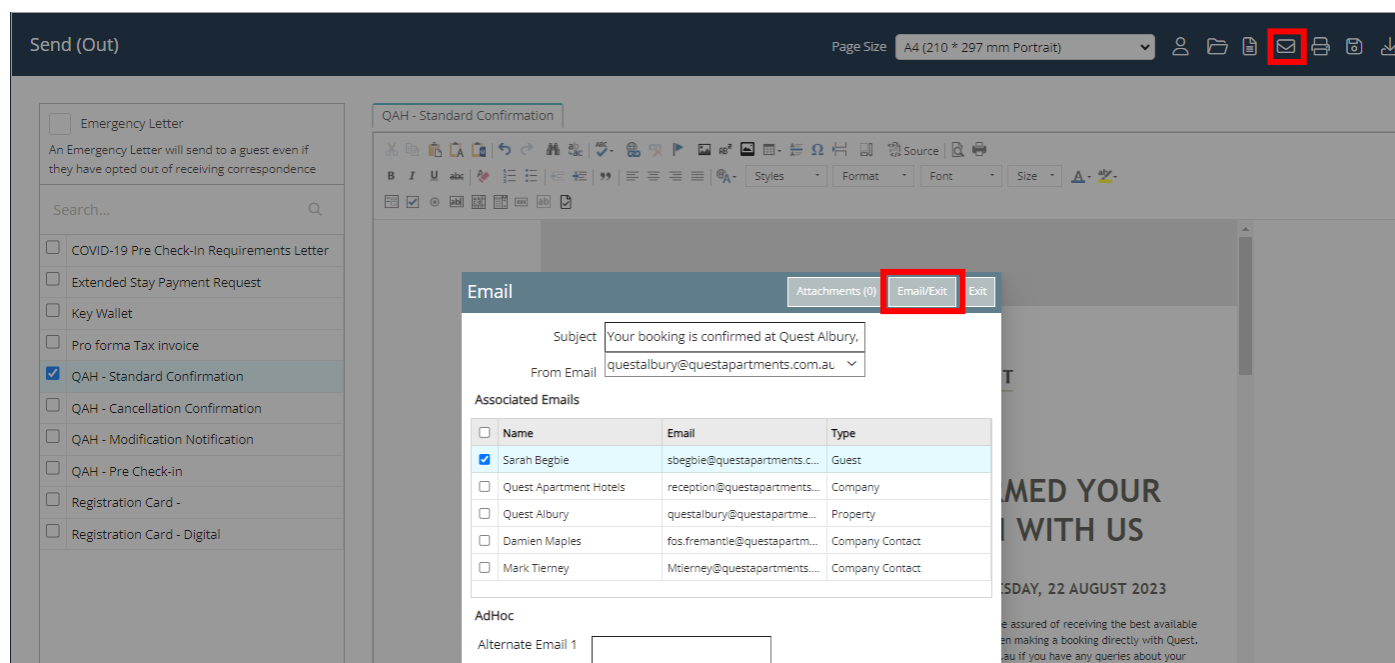


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- Select 'Email'
- Select the associated email and select 'Email/Exit'



Once a booking 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 Qpedia.

## Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
02	28 July 2023	Business Transitions	Sarah Begbie	