

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.

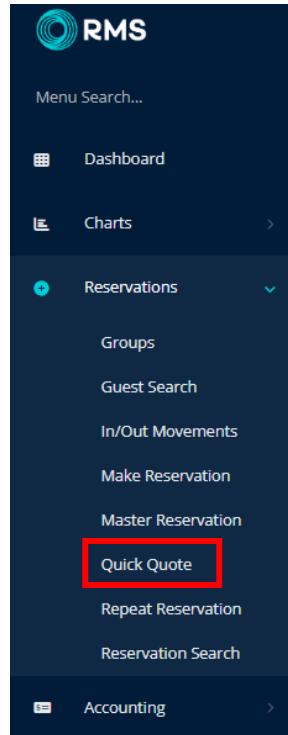
Standard

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'

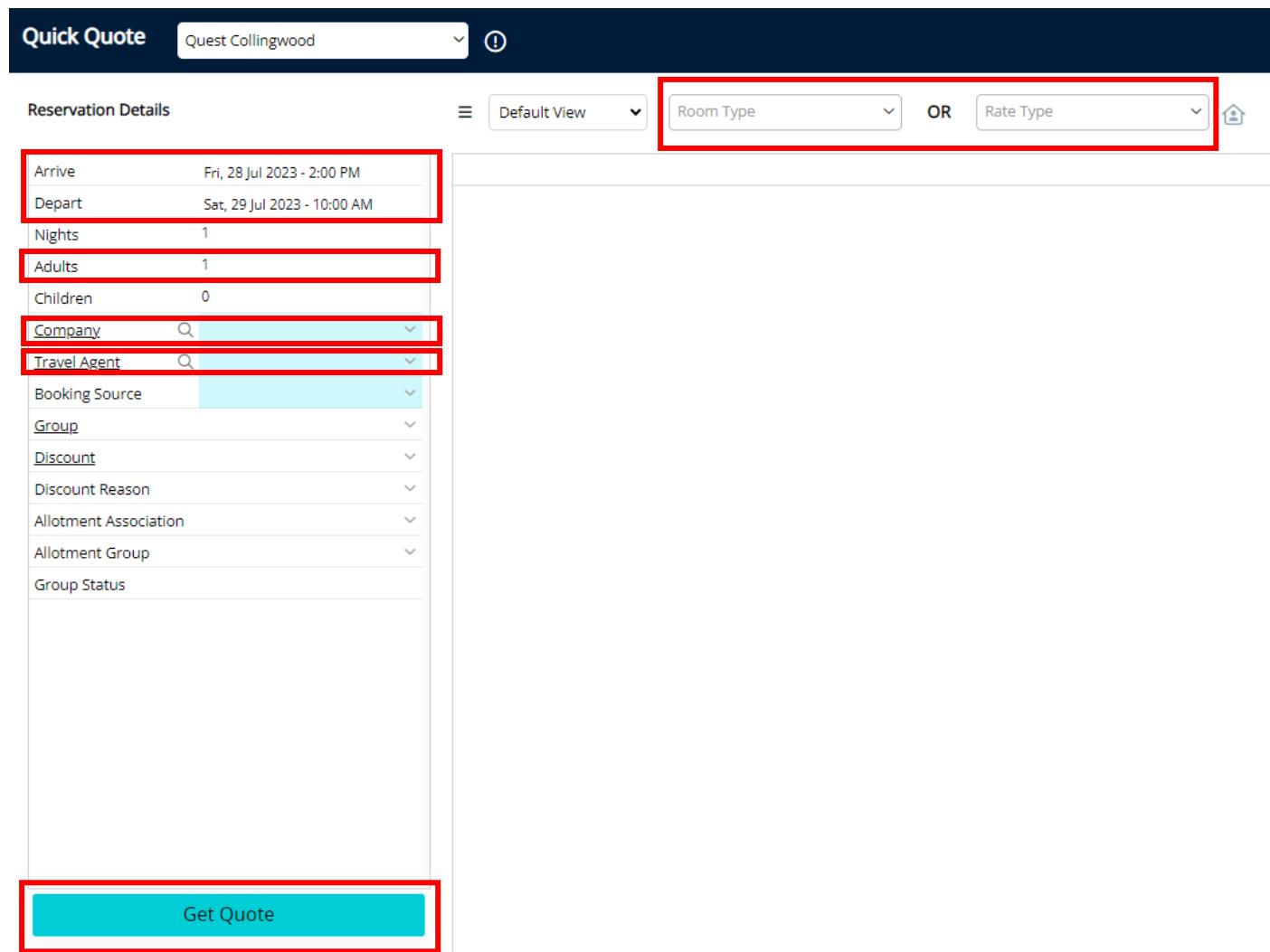


Franchise Operations – Standard Operating Procedure

01. Operations – Quick Quote

RES - 003

- 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

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:

Default View Room Type OR Rate Type

Get Quote

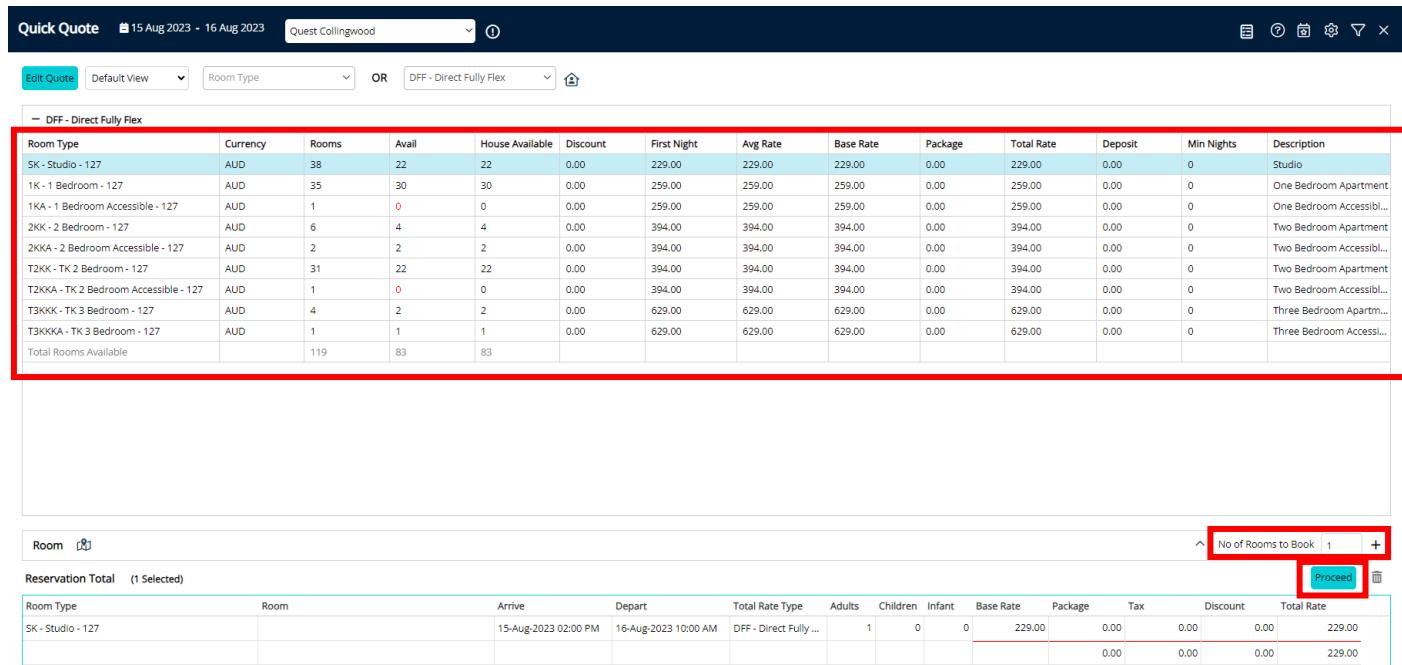
FRANCHISE OPERATIONS MANUAL

Franchise Operations – Standard Operating Procedure

01. Operations – Quick Quote

RES - 003

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



The screenshot shows the 'Quick Quote' interface for Quest Collingwood. The top navigation bar includes 'Edit Quote', 'Default View', 'Room Type', 'OR', and 'DFF - Direct Fully Flex'. The main area displays a table of room availability for 'DFF - Direct Fully Flex' from 15 Aug 2023 to 16 Aug 2023. The table includes columns for Room Type, Currency, Rooms, Avail, House Available, Discount, First Night, Avg Rate, Base Rate, Package, Total Rate, Deposit, Min Nights, and Description. A red box highlights the room availability table. Below it is a 'Room' section with a 'No of Rooms to Book' input set to 1, and a 'Proceed' button. At the bottom is a 'Reservation Total' table showing the selected room type, rates, and totals.

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	0.00	229.00	0.00	0	0	Studio
1K - 1 Bedroom - 127	AUD	35	30	30	0.00	259.00	259.00	0.00	259.00	0.00	0	0	One Bedroom Apartment
1KA - 1 Bedroom Accessible - 127	AUD	1	0	0	0.00	259.00	259.00	0.00	259.00	0.00	0	0	One Bedroom Accessibili...
2KK - 2 Bedroom - 127	AUD	6	4	4	0.00	394.00	394.00	0.00	394.00	0.00	0	0	Two Bedroom Apartment
2KKKA - 2 Bedroom Accessible - 127	AUD	2	2	2	0.00	394.00	394.00	0.00	394.00	0.00	0	0	Two Bedroom Accessibili...
T2KK - TK 2 Bedroom - 127	AUD	31	22	22	0.00	394.00	394.00	0.00	394.00	0.00	0	0	Two Bedroom Apartment
T2KKKA - TK 2 Bedroom Accessible - 127	AUD	1	0	0	0.00	394.00	394.00	0.00	394.00	0.00	0	0	Two Bedroom Accessibili...
T3KKKK - TK 3 Bedroom - 127	AUD	4	2	2	0.00	629.00	629.00	0.00	629.00	0.00	0	0	Three Bedroom Apartm...
T3KKKKKA - TK 3 Bedroom - 127	AUD	1	1	1	0.00	629.00	629.00	0.00	629.00	0.00	0	0	Three Bedroom Accessssi...
Total Rooms Available		119	83	83									

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	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.

FRANCHISE OPERATIONS MANUAL

Franchise Operations – Standard Operating Procedure

01. Operations – Quick Quote

RES - 003

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.

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.

Franchise Operations – Standard Operating Procedure

01. Operations – Quick Quote

RES - 003

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

Franchise Operations – Standard Operating Procedure

01. Operations – Quick Quote

RES - 003

- 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

Franchise Operations – Standard Operating Procedure

01. Operations – Quick Quote

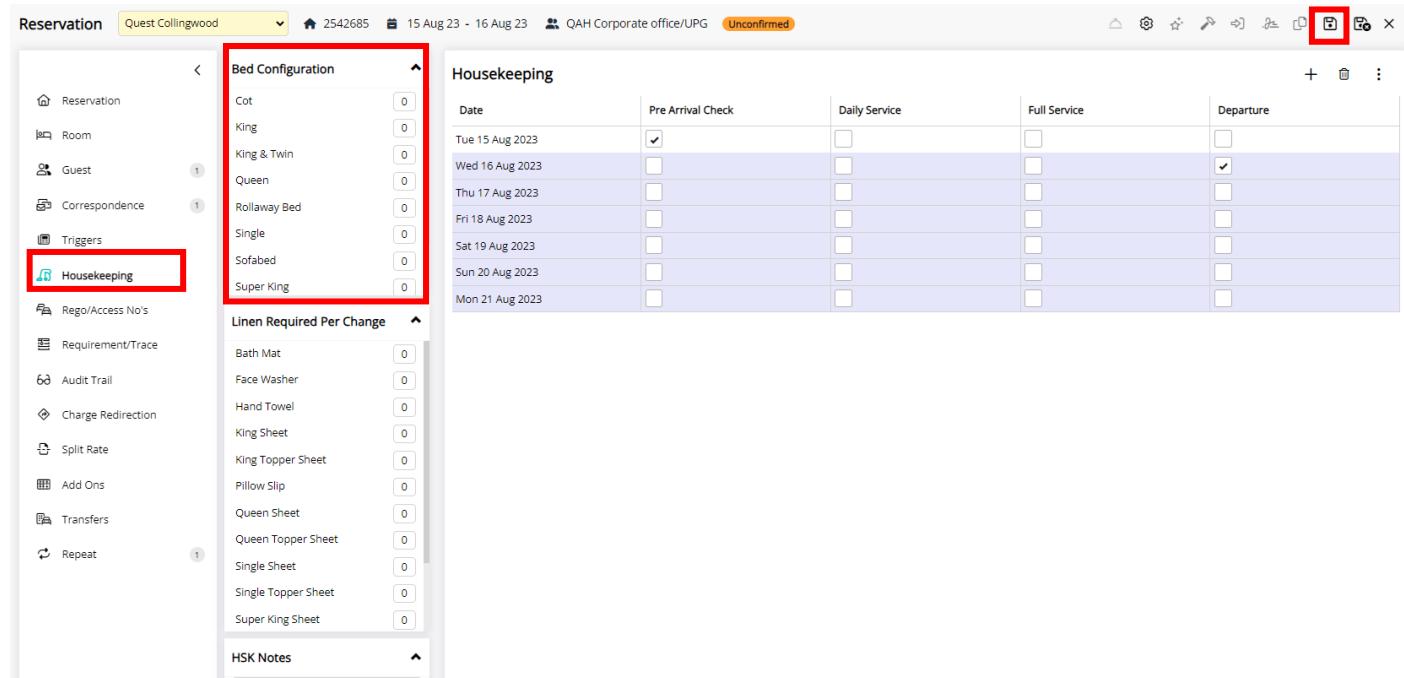
RES - 003

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'



Date	Pre Arrival Check	Daily Service	Full Service	Departure
Tue 15 Aug 2023	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wed 16 Aug 2023	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Thu 17 Aug 2023	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fri 18 Aug 2023	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sat 19 Aug 2023	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sun 20 Aug 2023	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mon 21 Aug 2023	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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'.

Franchise Operations – Standard Operating Procedure

01. Operations – Quick Quote

RES - 003

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)'

The screenshot shows the 'Correspondence' module in the RMS Operations Module. The sidebar on the left lists various modules: Reservation, Room, Guest, Correspondence (which is selected and highlighted with a red box), Triggers, Housekeeping, Rego/Access No's, Requirement/Trace, Audit Trail, Charge Redirection, Split Rate, Add Ons, Transfers, and Repeat. The main area is titled 'Correspondence' and shows a table of conversations. One conversation is listed, which is an SMS message from a guest. The message content is: "Hello I will not be arriving until after 5pm I am at the airport for the day welcoming delegates :)".

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

The screenshot shows the 'Send (Out)' dialog box. On the left, a list of correspondence types is shown, with 'QAH - Standard Confirmation' selected and highlighted with a red box. On the right, a rich text editor is open, showing a preview of the message content: "Hello I will not be arriving until after 5pm I am at the airport for the day welcoming delegates :)". The dialog box includes a 'Page Size' dropdown set to 'A4 (210 * 297 mm Portrait)' and various export and print icons.

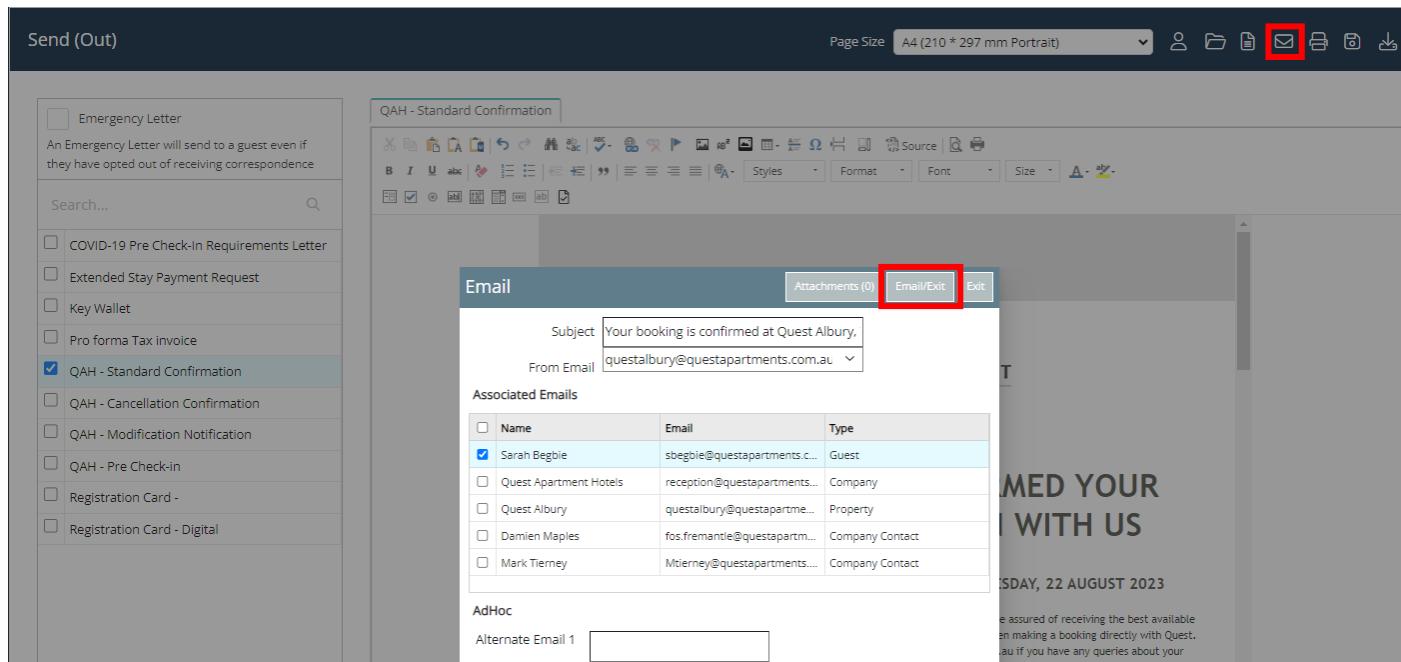
FRANCHISE OPERATIONS MANUAL

Franchise Operations – Standard Operating Procedure

01. Operations – Quick Quote

RES - 003

- 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	