

## Franchise Operations – Standard Operating Procedure

01. Operations – Requirements

RES - 008

### Overview

The property management system (PMS) gives the property the capability to effectively add another layer of communication for additional guest requests on the reservations by adding a 'requirement'.

### Standard

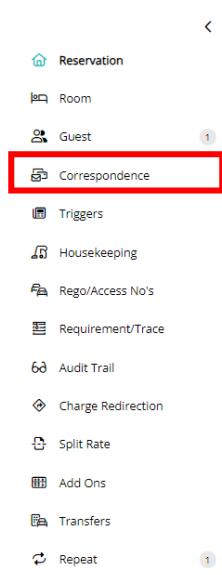
Ensuring all properties, and respective employees, are adhering to the expected processes along with guidelines to maintain effective communication whilst performing their operational duties.

### Procedure

The relevant requirement will allow the property to effectively communicate within each other to ensure all guest requirements are adhered to seamlessly, ultimately leading to an exceptional guest experience.

The below process is within Best Practice to add a requirement to the reservation in the PMS

- Go to the *Toolbar Reservation Search* in RMS.
- Enter the Reservation Number and press 'Enter'.
- Select the 'Add Requirements' icon on the Requirement/Trace section at the bottom.



- Select the Requirement.

# FRANCHISE OPERATIONS MANUAL

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### Requirements/Traces (0)

Requirement/Trace

From

To

T +   
Add Requirement

→ Optional: Change the from & To Date.

### Add Requirements

Requirements	<input type="text" value="1"/>	Qty	<input type="text" value="1"/>
Description	<input type="text" value="Sundry"/>		
From Date	<input type="text" value="Mon, 24 Jul 2023 - 8:26 PM"/>	Fee Type	<input type="text" value="Per Period Fee"/>
To Date	<input type="text" value="Fri, 28 Jul 2023 - 10:00 AM"/>	Unit Price (AUD)	<input type="text" value="0.00"/>
Property	<input type="text" value="Quest Brighton on the Bay"/>	Amount (AUD)	<input type="text" value="0.00"/>
Made By	<input type="text" value="sbegbie"/>	<input type="checkbox"/> Use Amount From sundry <input type="checkbox"/> Charges Required Daily <input checked="" type="radio"/> Exclude To Date <input type="radio"/> Include To Date	
Assigned To	<input type="text" value="sbegbie"/>	<input type="checkbox"/> Required Daily <input checked="" type="checkbox"/> Appear On Housekeeper's Report <input type="checkbox"/> Guest Facing Requirement	
<input type="checkbox"/> Monitor This Requirement (Only applies to same day requirement) <input type="checkbox"/> Completed Requirement (Only applies to same day requirement)			
Marked as Completed By <input type="text" value="sbegbie"/>			

→ Optional: if the requirement is to be actioned by housekeeping select 'appear on housekeepers report'.  
 → Save/Exit

## Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	28 July 2023	Business Transitions	Sarah Begbie	

Policy No RES - 008

Policy Name RMS Operations Module

Area of Operation Property Management System

Issue Date 04 June 2021

Version 01

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