

## 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

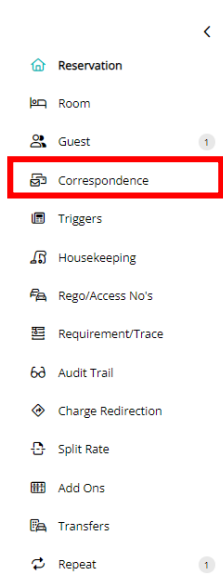
Ensuring all properties, and respective employees, are adhering to the expected processes along with guidelines to maintain effective communication whilst performing their operational duties.

### 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.

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Requirements/Traces (0)

Requirement/Trace

From

To

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+

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📄

Add Requirement

Add Trace

→ Optional: Change the from & To Date.

Add Requirements

Requirements

Qty

1

Description

Sundry

From Date

Mon, 24 Jul 2023 - 8:26 PM

Fee Type

Per Period Fee

To Date

Fri, 28 Jul 2023 - 10:00 AM

Unit Price (AUD)

0.00

Property

Quest Brighton on the Bay

Amount (AUD)

0.00

Made By

sbegbie

Assigned To

sbegbie

☐ Required Daily
 ☐ **Appear On Housekeeper's Report**
☐ Guest Facing Requirement

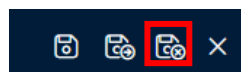
☐ Use Amount From sundry
 ☐ Charges Required Daily
 ☒ Exclude To Date
 ☐ Include To Date

☐ Monitor This Requirement (Only applies to same day requirement)
 ☐ Completed Requirement (Only applies to same day requirement)

Marked as Completed By

→ 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	