

FRANCHISE OPERATIONS MANUAL

Franchise Operations – Standard Operating Procedure

02. RMS Enterprise - Form Letters Setup

SET - 008

Overview

Form letters are a range of property specific templates that are setup for your property which allows you to correspond with the Guest more efficiently. The Form Letters extract relevant information pertaining specific details from the Guest reservation which allows you to simply generate the templates eg: Guest Registration, Credit card Authority and Key Wallets that will assist in simplifying your operational processes.

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

Properties are unable to create/edit Form Letters. For any service requests please contact the revenue team at revenue@questapartments.com.au

Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	08 April 2020	Quest Academy	David Valentine	