

# Execu/Suite Availability Troubleshooting

Here are things to look for when you think your displayed room or room type availability is incorrect.

- ◆ Make sure in the Room Types setup in Manager/Control Files shows the accurate number of rooms for each type.
- ◆ Make sure each room in Rooms setup in Manager/Control files is listed as the correct type.
- ◆ Check to see if any rooms or room types are non-inventoried (N to Include in Type in setup). See if the Parameter Record is set to include or exclude non-inventoried rooms.
- ◆ In the housekeeping screen check to see if any out-of-order rooms have been removed from out of order but the out of order dates have not been removed.
- ◆ See if any groups have rooms blocked but not picked up with reservations.
- ◆ Make sure each reservation is for only one room (no. of rooms 1). The only exception should be for share-with reservations in which the first reservation will have 1 room and the others will have 0.
- ◆ Check other workstations and the task bar on all workstations to see if any reservations are in progress but not completed.
- ◆ Make sure all network connections are superb. Make sure the server is running optimally.
- ◆ If your policy is to reserve by room number rather than by room type, make sure each reservation includes a room number.
- ◆ When you cancel a reservation that's attached to a group, know which way you answer the question "Return this room to inventory? In other words, remove group's block for this room?"
- ◆ If a group cancels, first cancel each reservation before deleting the group. If you delete a group and reservations exist for the group, the reservations will still exist after the group has been deleted.
- ◆ If you're running an older version of Execu/Tech software, you might want to consider getting an update. Updates are free to customers with support contract and available for purchase for customers not on support.

Helpful reports:

Arrival & Departure lists

Reservation Status Reports

Group Pickup Report

Room Inventory

[www.execu-tech.com/userguides.aspx](http://www.execu-tech.com/userguides.aspx)

