

1. SHIFT INSTRUCTIONS

- a. At beginning of shift: Reservations Menu > Reservations Status Reports > Expected Arrivals. Make sure each reservation has a room number, deposit received, and other needed information.
- b. At end of shift: Reservations Menu > Reservations Status Reports > Reservations entered/changed. Double-check the reservations you entered or changed today to make sure you did everything correctly.
- c. At end of shift: Front Desk > Print Charge & Payment Journal. Press <Enter> for report to print. Enter your ID for employee ID. Click OK. Verify the charges and payments that you posted.
- d. As necessary: Reservations Menu > Print Guest Deposit Reports > Print Advance Deposits. Or, optionally: Reservations Menu > Reservation Status Reports > Deposits Required/Not Received.
- e. If you made any group reservations, Reservations Menu > Reservation Status Reports > Reservations by Group. When the window opens, your cursor will be in the Group Code field. Enter the code for the group whose reservations you entered. Make sure each guest has a payment type (guarantee code) and room assignment, and any additional information needed.

2. Making or changing reservations:

- a. To reserve a specific room, click Rooms/Tape Chart. To reserve a room type, click Room Types. Enter the arrival date. The screen will display all rooms. You can right-click any room number to see notes or descriptions. Right-click a white square on the grid for the room and arrival date you wish to select. When prompted, select "Make reservation". The new reservation window will open.
- b. The first field is for group code. If this guest is not part of a group, press <enter> to skip this field.
- c. To move from field to field, press <enter>. To go back, use the up-arrow (↑) on your keyboard. If you're in a required field, the system won't allow you to up-arrow until you enter valid information into the required field. Then you can go up. You also can use your mouse.
- d. Fill in the information as necessary. To look up your options, you can click the magnifying glass icon or you can type L and press <enter> when in that field. You can use the calendar to look up dates or you can enter the date in this format: MMDDYY (such as 083109).
- e. You don't need to fill in the room type. Once you enter the room number, the type will display.
- f. Rate code will always be 2.
- g. When you get to the room rate field, a grid will pop up. If the rate is correct, just press <enter>. If you need to change the rate, do so in the grid, and then click OK. Do not change the rate in the "room rate" field. You need to do it in the grid.
- h. To apply a discount or company rate, click the magnifying glass when you get to the Company field. When prompted, enter the first few letters of the company you're looking up. Press <enter>. Select the company from the list that will display. Do not type type company name into the company field. You need to look it up for this configuration to work properly.
- i. After you leave the Company field, the Guest Profile look-up will display. Type the guest's name, in this format: LAST, FIRST, SALUATION (if applicable). As you type the name, the system will look for the guest. If you see the profile for this guest, click it and "Get Selected". If the profile doesn't exist, select "Create Guest Profile".



- j. When the profile information screen opens, enter the guest information as prompted. To enter the guest's credit card number for posting a deposit, click "CC Info". Enter the credit card information and save it. Continue with the guest/profile information. Use "Hotel folio comment" for comments such as NEEDS ROLLAWAY. Use Traces if you wish a message to pop up at check-in. You also can enter information in any of the tabbed fields at the right side of the screen or in the profile notes/information box. Save the profile when you're finished. NOTE: After entering the street address, you can press <enter> to get to the zip code field. When you enter the zip code, the city/state will populate.
- k. When the profile window closes, your cursor will be at Comment 1. Continue with the reservation. If this reservation was provided by a travel agency, enter the travel agency code or look up the TA by name.
- l. Remember to enter a Guarantee Code. This will be the payment type for this guest.
- m. You'll notice the total room and tax amount displayed.
- n. When finished, save the reservation. The confirmation number will display.
- o. After you save each reservation, you'll see new buttons at the bottom of the screen. Select "deposit". This will take you to the screen to enter the advance deposit. The amount will display along with the credit card information. (If you don't see the credit card information, you'll need to go back to the profile and click CC Info, re-enter the information and make sure to save it.) Enter the payment code. Follow the prompts. After you've posted the deposit you'll return to the main reservation. At this time, answer Yes to "make another reservation like this" or answer No.
- p. If you're making more than one reservation "like this", answer Yes to "make another reservation like this?" When prompted, answer No to "is this reservation for the same guest name?" The only time you will answer Yes is if you do not need a separate profile, such as when a family is reserving more than one room in order to accommodate the adults and children.
 - i. Changing a reservation: You can change a reservation one of several ways.
 - ii. Click the Reservation icon. At the prompt, enter part of the guest's last name and select "look up". Find and select the guest, and then make changes as appropriate. Make sure to save your changes.
 - iii. Click Rooms/Tape chart. Enter the arrival date for the guest. Find the guest in the grid and right-click.
 - iv. Click People/Profile. Find the guest and then go to "View Guest Stays".
 - v. Go to Reservations Menu > Reservations Operations > Enter/Change Reservation.
- q. To enter a deposit after you've finished the reservation and closed it, you can go back into the reservation by any of the methods described above. Save it and then click "deposit". You also can go to Reservation Menu > Reservation Operations > Enter Advance Deposits.
- r. NOTE: After you've posted a credit card deposit, you'll see the approval code.

