Standard Operating Policies and Procedures



TOPIC: Group Reservations

CATEGORY: Reservations

DEPARTMENT: Sales **FREQUENCY:** High **IMPACT:** High

RISK: Improper bookings will lead to a loss of data from the property team which will affect

reporting

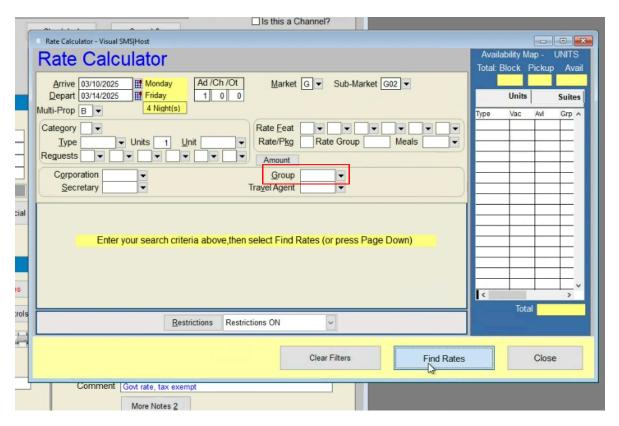
POLICY: To be used when booking a reservation within a Group block to ensure all markets, sub

markets, and sources are coded correctly.

Note: Procedures are suggestions only and are not the only acceptable manner with which to satisfy policy requirements.

PROCEDURE:

1. Select Rate Calculator, then Enter Dates, select Market - Group, Click Find Rates

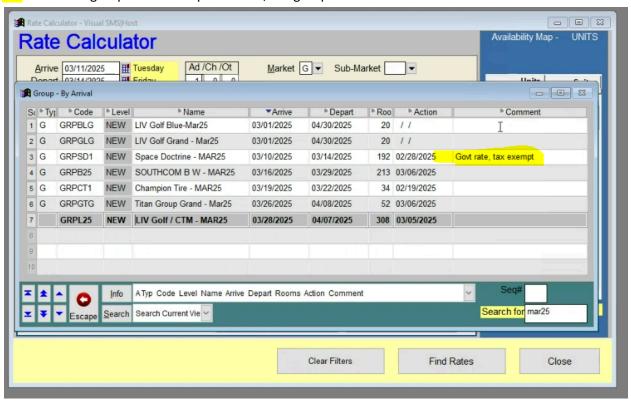


a. To see a full list of Groups, select the drop down menu next to Group

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2. You will see the Groups listed by Arrival. Groups that are master bill or not to be booked by the Call Center will have notations under Comment such as highlighted below. All groups are organized by Month/Year so you can search using the Month and 2 digit year in the Search for field. If the group rate is a corporate rate, the group name will include the word CORP.



- 3. Once you select the group, you will be asked to "Use Group Template settings", enter Y. Then Find Rates.
- 4. You will then book the guest as normal making sure to select GROUP as the Source.