

To Create a Reservation

Click on Reservation Availability



In General Availability, select the range of dates, click "Show Rates" and click "Process." Click on the room chart and click the  to build the room chart.

General Availability

Start Date: 05/26/2013 Nights: 3 Adults: 1 13-18: 0 4-12: 0 N/A: 0 0-3: 0

Available Show Rates Show Group Detail Show Arr/Dep

Groupings: Click to Select Current Selections

Double-click room type on the left grid to select room type only. Double click the right grid to choose room type along with tariff/rate/package information.

Bottom	Date	05/26	05/27	05/28
Line	May 2013	Sun	Mon	Tue
Avail	Dcc%	21.6	3.1	7.7
225	Available	225	278	263
	Holidays		MEM	
	Hot Dates			
	ADR Sold	146.9	197	136.1
	Total Sold	62	9	22
	OOO/DNS	0/0	0/0	2/0
	Total Rooms	287	287	287
	Wholesalers	0	0	0
	Grps Not P/U	0	0	0
	Social	0	0	0
	Restriction			
4	PBW	4	4	4
14	DELX1Q	14	16	14
17	DELX1K	17	17	17
3	DELX2D	3	3	3
55	DELX2Q	55	61	60
6	PREM1K	6	9	8
85	PREM2Q	85	108	103
7	P2BRCB	7	12	12
0	P3BRCB	0	0	0
10	LSUNUP	10	12	12
15	LUX2Q	15	18	17
4	LUX1K	4	5	5
0	LAKEDS	0	8	8
0	STHILL	5	5	0
0	GROUP*	0	1	1

* = Non-Bedded Room Type ** = Suite

Packages Tariff Availability

Package Type: Transient Group Wholesaler File Card Day Other

Order By: Code Class/Value

Package: Select tariff and calculate Tariff:

Calculate Packages

Pkg Code	Pkg Name	Min/Max Price
Rm Type	Rm Name	Pkg Price

In the Room Chart, select the starting date and room you would like to enter the reservation into, right click and select "Create Reservation." This will bring up a Guest's Stay Record.

The screenshot shows the 'Guest's Stay' software interface. At the top, the window title is 'Guest's Stay | 10 Test, Agilysys1 | 11'. The interface is divided into several sections:

- General Stay Information:** Contains fields for Arrival Date (06/11/2014), Nights (2), Depart Date (06/13/2014), Rooms (1), Bldg, Room Type (DELX2Q), Adults (2), 13-18 (1), 4-12 (1), N/A (0), 0-3 (0), Package (EP), Tariff (RACK), and Pkg Room Ty (DELX2Q).
- Guest Info and Search:** Includes a search button (1) and a 'Guest Info and Search' button (2).
- Guest Information:** Includes fields for Guest Type (SOCIAL), Origin Code (REPEAT), Segment 1 (FGR), Segment 2, Credit Card Number, Pay Method (CHK), and Resv Gtd? (checked).
- Confirmation/Cancellation #:** Shows R3BFA9, Room # (8), File Number, File Name, Booking ID, and Booking Name.
- Financials:** Shows Balance (\$0.00), Deposit Due By, and Deposit Req (0.00).
- Previous Stays:** A table with columns: Prop, RmType, Room#, Arr Date, Created On, Made By Clerk.

Prop	RmType	Room#	Arr Date	Created On	Made By Clerk
00	DELX1Q	2122	02/12/2014	03/14/2014	ITSCHULTZ
00	DELX2Q	2105	06/25/2013		
00	DEPM	4444	06/06/2013		

- Click on the Guest Info and search button to select the guests or add in a new guest for this reservation
 - Always use a guest title: Mr., Ms.
 - Enter children's names, ages and what year they are at that age in comments and update when a new reservation is made
Ex:
Sue- 12
John-8 in 2010 is updated for a 2013 reservation to
Sue- 15
John- 11 in 2013
 - If a guest has an additional address (work and home), the additional address is entered on the Additional Information tab of the Guest Information. Add in comments tab that there is another address.
 - Check Red Flag Guest Comments on General Guest Information tab only if there is critical information that everyone needs to know.
- Enter in the arrival and departure date, number of nights and number of rooms
- Enter the number of Adults and children that will be in the room
- Click on package to attach the package

5. Select appropriate Guest Type
 - Group- guest is coming with a group
 - Social- guest is coming for social getaway/vacation
 - Additional Name*- additional guest staying in room with person who made reservation
 - Ambassador- has stayed here at least 10 nights over past 5 consecutive years
 - Ambassador Additional Name*- additional guest staying in same room with ambassador.

*Guest Type for those who are Additional Name or Ambassador Additional Name need to be changed to the appropriate guest type (it will default to the guest type of the person making the reservation).

6. Select Origin Code
 - Rebooking- guest rebooked at checkout
 - New Booking- guest has not stayed here in over 3 years
 - Repeat- guest has stayed here within the past 3 years
7. Select Segment 1 (how did you hear about us?) or if the guest qualifies for a discount, select DISC in Segment 1.

7a. Appropriate discount is selected in Segment 2.

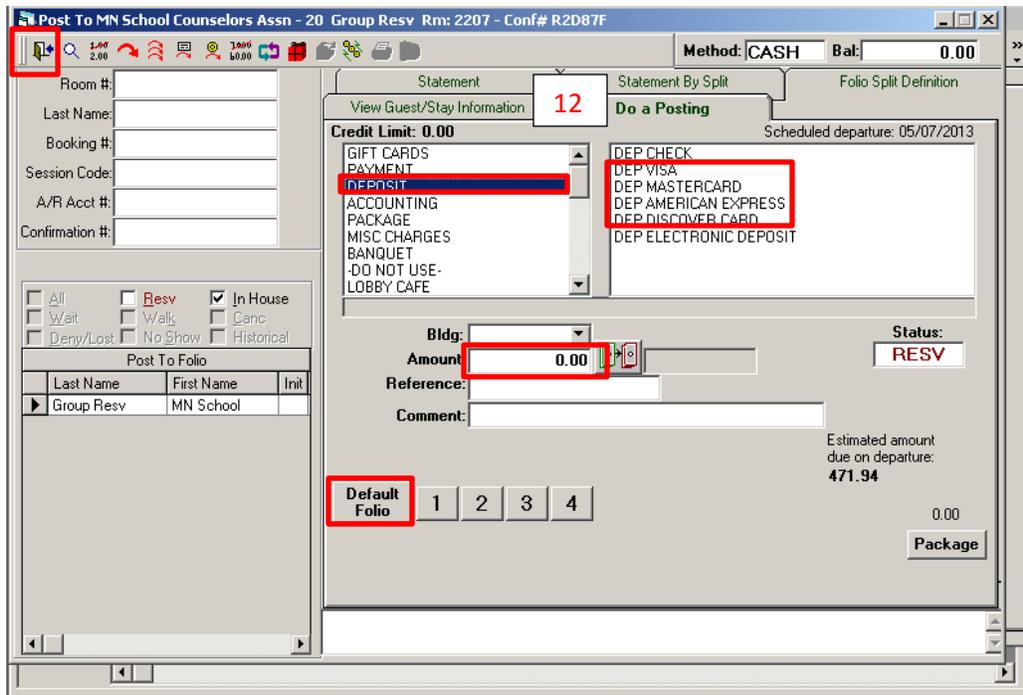
8. Do not tell the guest which room number they will be in. If they would like a specific room, however, mark the room as "Do Not Move." Click on the pencil next to the room number and check the box in the top right corner. You can also reassign a room to another room number in this box. Notes regarding specific room can be noted in Comments.

8a. Review total costs, any additional costs of inventory items (will not be included in total), cancellation policy with guest before running credit card.

9. Pay method should be entered as "CHECK" in order to guarantee the reservation

10. Save

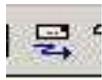
11. **Take Deposit.** Click on gold coin to take deposit (instructions [here](#), or below)



12. On "Do a Posting" tab, select Deposit on left and select the appropriate credit card on the right. In "Amount" enter the appropriate deposit amount (either \$200.00 or amount contracted for group). Click "Default Folio".
 - a. When "Process Authorization" screen comes up, enter credit card number, CID and billing zip code
 - b. Return to Guest's Stay Record to send confirmation.

After the reservation is completed, type "Thank you!" on the top line of the comments tab and it will appear on the confirmation. **Anything in top 4 lines of comments tab will appear on confirmation.** Thank the guest and let them know you will email their confirmation. Send confirmation after ending the call.

Send Confirmation



Click on E-mail Confirmation icon. Box will pop up with email address, click ok. Click Envelope and select "Format Adobe Acrobat" and click ok. Save to Shared/Reservations/Confirmations/**current year** Conference or Social Confirmations/month. Change file name to guest last name, arrival date, your initials. Save. Exit. Prompt will ask "Email this Confirmation?" Select yes.

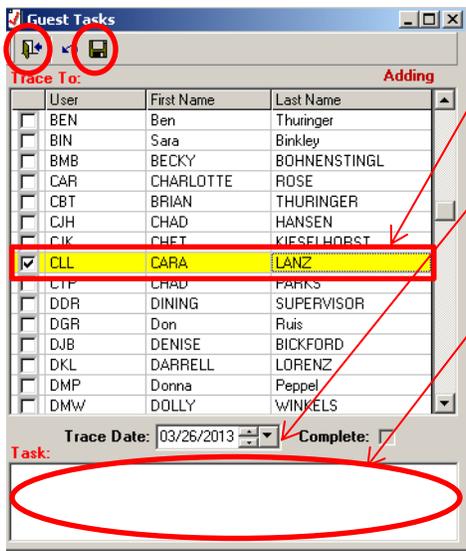
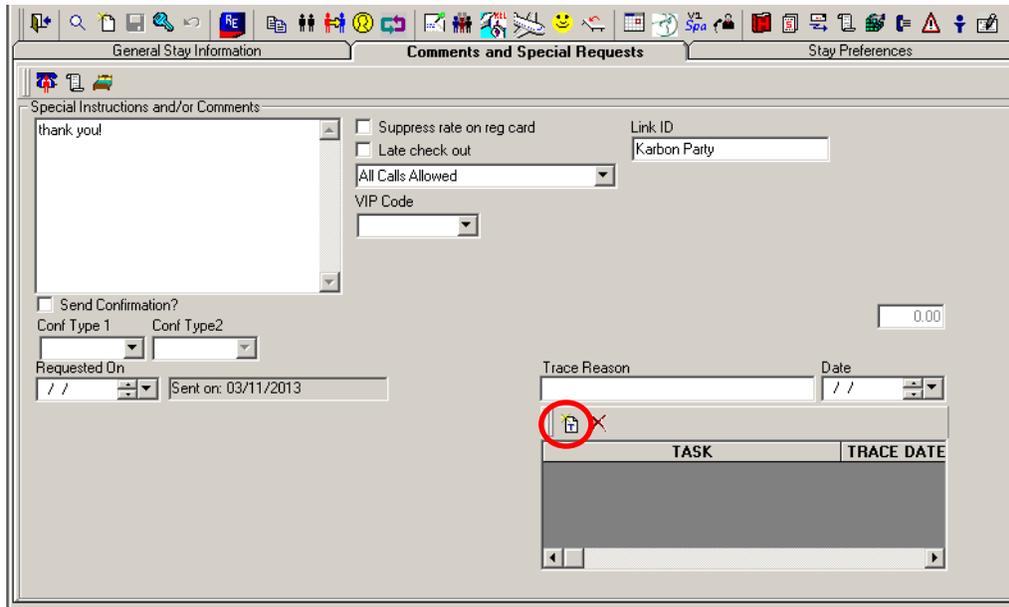
Notes:

Comments- Enter any useful comments in the comments box on the Comments and Special Requests tab. Internal comments should be made 5 lines down. Anything above 5 lines will print on the guest confirmation. After a reservation is made, type "Thank you!" on the top line of the comments tab and it will appear on the confirmation.

If room is being held temporarily while the guest checks with others in party, enter “48-hour hold” in comments and set up a trace to check on this reservation in 48 hours.

Traces

To trace yourself or someone else of important reminder, on Comments and Special Requests tab, open new trace



- Check the name(s) of the person(s) you wish to trace; it can be yourself
- Select the date you wish the person to receive the trace (2 days before the guest’s stay is usually a good rule of thumb)
- Type comments regarding the trace in the task box
- Save and exit.