

MODULE – II GUEST CYCLE & RESERVATIONS

Guest Cycle and its stages – Pre-Arrival, Arrival, Stay, Departure, Post-departure, Reservations--Importance of reservation - Sources of reservation, Modes of Reservation, Types of reservations (Tentative, confirmed, guaranteed etc.)- Systems of Reservations (Manual & Automatic) – Processing of reservation requests-Confirmation of reservation- Cancellation and Amendments

GUEST CYCLE IN HOTEL

The guests of a hotel have four main stages of interaction with the hotel—at pre-arrival, arrival, stay, and departure. All guests go through the same procedure as they proceed from reservation to arrival and allotment of rooms, to their stay in the hotel, to the settlement of their bills and departure from the hotel. These various stages of activities constitute the guest cycle.

The guest cycle constitutes of following four distinct stages:

- Pre-arrival
- Arrival
- Stay
- Departure and Post Departure

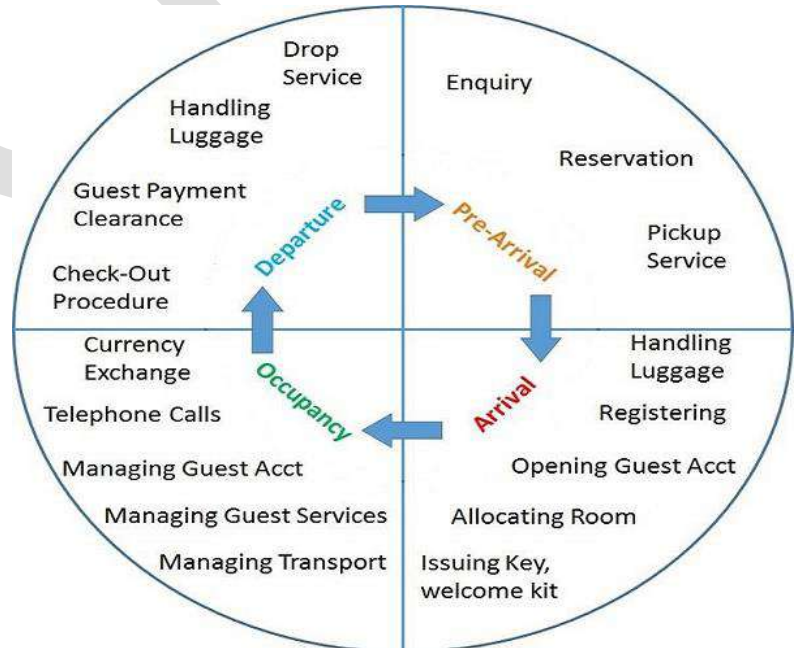
PRE - ARRIVAL

It is the stage when the customer is planning to avail an accommodation in the hotel. In this first stage, the customer or the prospective guest enquires about the availability of the desired type of accommodation and its amenities via telephonic call or an e-mail. The customer also tries to find out more information about the hotel by visiting its website.

At the hotel end, the front office accounting system captures the guest's information such as name, age, contact numbers, probable duration of stay for room reservation and so on.

The functions of the front office in the pre-arrival phase include:

- Processing the reservation request of the guest.
- Creation of guest folio (in case the hotel has received any advance payment).
- Blocking the room for the guest.
- Making special arrangements for the guest (if required).



ARRIVAL

Guests have their first face-to-face interaction with the hotel staff on their arrival at the hotel. This is a very critical stage as guests form an opinion about the standards and services that the hotel can provide to them. The front office reception staff receives the guest in the reception. The porters bring in the guest luggage. For the guest with confirmed reservation, the front office clerk hands over a Guest Registration Card (GRC) to the guest and requests the guest to fill in personal information regarding the stay in the hotel. The clerk then registers the guest in the database thereby creating a guest record and a guest account along with it. Later, the clerk hands over a welcome kit and keys of the accommodation. After the procedure of registration, the guest can start occupying the accommodation.

The functions of the front office on the arrival of a guest include:

- Reception and welcome of the guest (aarti, tilak, and garlanding, or offering welcome drink as per the policy of the hotel).
- Registration of the guest (see Chapter 8 for details).
- Room rate and room assignment to the guest.
- Handing over the room key to the guest.
- Luggage handling of the guest by bell desk.
- Delivering the mails and messages that the hotel has received on behalf of the guest.

OCCUPANCY / STAY

During this stage the guest gets a first-hand experience of the facilities and services offered by the hotel. These services and facilities are the most important part of a guest's overall experience at a hotel. An excellent level of services would lead to the satisfaction of the guest, which would make him come back to the hotel and give positive feedback to other potential customers.

During occupancy, a front office accounting system is responsible for tracking guest charges against his/her purchases from the hotel restaurants, room service, bar, or any outgoing telephone calls made via the hotel's communication systems. The front office staff is responsible to manage and issue the right keys of the accommodations to the right guests. On guests' request, the staff also makes arrangement for transportation, babysitting, or local touring while the guest is staying in the hotel.

The functions of the front office during the stay of a guest include:

- Handling guest accounts
- Message coordination
- Key handling
- Guest mail delivery
- Guest paging
- Safety deposit locker
- Guest room change
- Handling guest queries and complaints
- Information about the hotel
- Information about the city
- Travel arrangements

DEPARTURE

During guest departure, the front office accounting system ensures payment for goods and services provided. If a guest's bill is not completely paid, the balance is transferred from guest to non-guest records. When this occurs, collection becomes the responsibility of the back office accounting division.

At the time of guest departure, the front office staff thanks the guest for giving an opportunity to serve and arrange for handling luggage. In addition, if the guest requires airport or other drop service, the front office bell desk fulfills it.

The functions of the front office at the departure stage are as follows:

- Preparation and presentation of guest bills
- Settlement of guest account
- Luggage handling by the bell desk
- Left luggage handling
- Sales and marketing activity (future reservation)
- Farewell

RESERVATIONS

Reservation in the hotel industry is defined as blocking a particular type of guest room (e.g.; single room, double room, deluxe room, executive room, suite, etc.) for a definite duration of time (i.e. number of days of stay), for a particular guest.

Due to globalization, advancement in the means of travel, and increase in the disposable income of people, more and more people are travelling to different cities. This increase in the traveler traffic has led to an increased demand for tourist accommodation at various destinations. To ensure a safe and secure place for a stay during their visit to another town, people make advance reservations in hotels and other types of accommodation.



IMPORTANCE OF RESERVATION

(a) Importance for the Hotel

The reservation process is of vital importance to a hotel as it:

1. Gives the first impression of the hotel to guests.
2. Sells the main product of a hotel (accommodation).
3. Generates customers for other departments.
4. Provides important management information to other departments.
5. 70% of the total revenue is generated through reservations.
6. Forecasting revenue generation and rooms availability.
7. Plan their activities and actions for the arrival of the prospective guest.

(b) Importance for the Guest

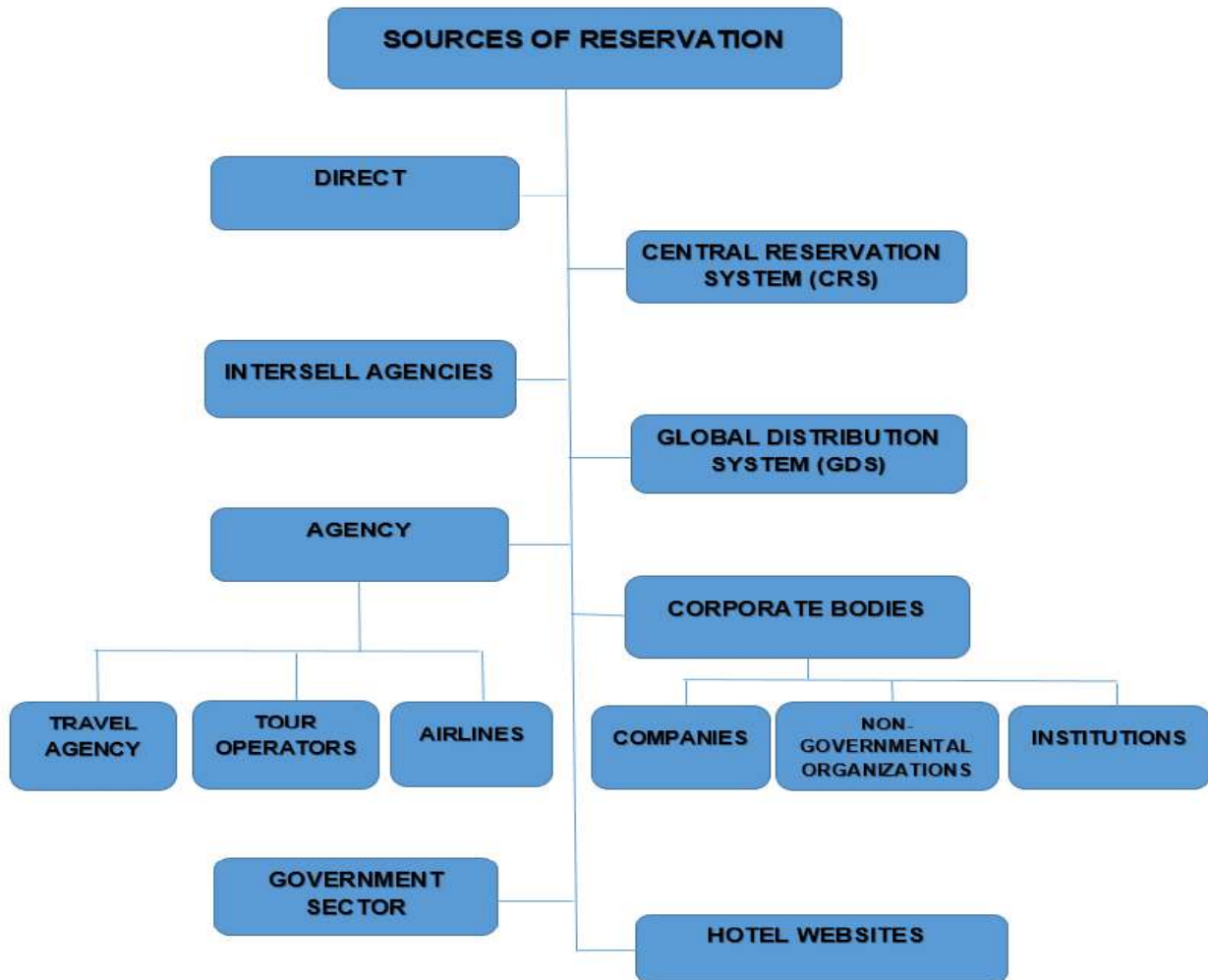
A confirmed reservation has the following advantages for the guest:

1. Assurance about accommodation:

2. Choice in the type of accommodation
3. Type of room or suite as per the guest's Preference of floor, view, and personal choice or low-floor room; sea view/pool view/garden view/monument view room; smoking/non-smoking room; etc.
4. Receive correspondence at the hotel address

SOURCES OR CHANNELS OF RESERVATION

The following are the sources of reservation of hotel guestrooms.



1. DIRECT

A reservation request that a hotel receives directly from an individual or a group without a mediator is known as a direct reservation. Thus, the guests can personally visit the hotels and motels for reservation or may even contact these properties through telephone, fax, e-mail etc.



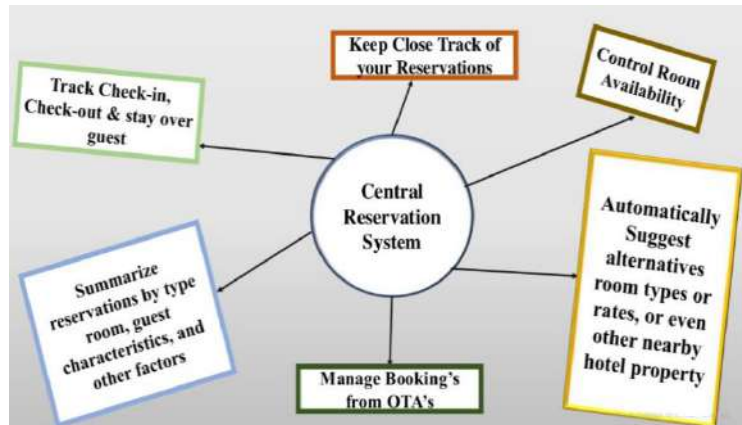
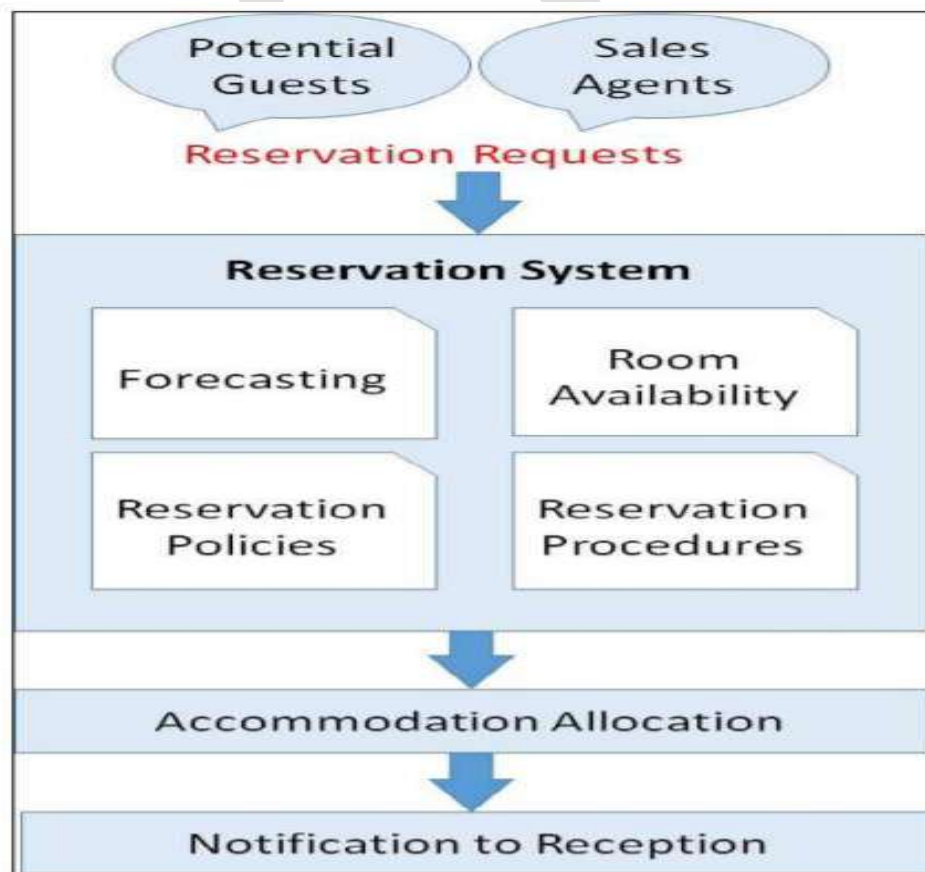
2. CENTRAL RESERVATION SYSTEM (CRS);

Central reservation system (CRS) is a computer-based reservation system, which enables guests to make reservations in any of the participating lodging properties at any destination in a single call. The central reservation office typically deals with direct guests, travel agents, corporate bookers, etc. by means of toll-free telephone numbers.

• The CRS is of two types: – Affiliated system:

- a. In affiliated reservation systems, all the participating hotel units belong to the same chain or group, like Welcome net by Welcome group of Hotels, Holidex by Holiday Inn Hotels, Image by Hyatt Hotels, and ITT by Sheraton Hotels.
- b. Non-affiliated system: Non-affiliated system is a subscription-based system, designed to connect independent or non-chain properties, like the Leading Hotels of the World (LHW), Small Luxury Hotels of the World (SLH). This enables non-chain properties to enjoy the benefits of CRS.

This is how a CRS typically works:



3. INTERSELL AGENCIES:

An agency that deals with many products such as hotel reservation, car rental, travel arrangements, tour operators, airlines and rail reservations .eg. Travel guru, Makemytrip, trivago



4. GLOBAL DISTRIBUTION SYSTEM (GDS)

Global distribution system (GDS) is a worldwide computerized reservation network, which is used as a single point of access for reserving hotel rooms, airline seats, rental cars, and other travel-related items by travel agents, online reservation sites, and large corporations. GDS provides a bundle of products and services to the prospective user across geographical boundaries.

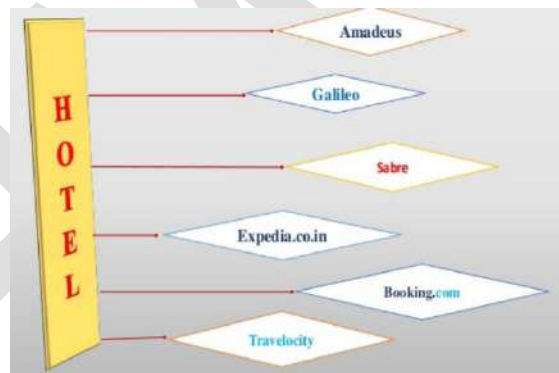
• Some examples of GDS are: – Amadeus IT – Galileo CRS – SABRE – Worldspan

– Amadeus IT : it is owned by amadeus IT group and it formed in 1987 and used hotel booking, airlines, cruises, travel agencies

– Galileo CRS: it was found in 1971, introduced by the apollo computer reservation system ,booking and tracking and it is used by travel and tourism people and it allows a single record be created for multiple airline bookings

– SABRE: full form is semi automated business research environment, it is used by airlines, hotels, travel agents, railways and it found in 1960

– Worldspan : it is used by travel agents and tour operators and hotels and it created in 1990 by delta airlines



5. AGENCY

- i. **Travel agencies:** Travel agencies are the backbone of the tourism industry and potential source of business for any hotel. They are the generator and creator of the hotel business. They collect travel and tour information regarding purpose of visit and develop new idea and promote new destinations as well.
- ii. **Tour operator:** These are wholesalers who coordinate with different mode of transportations, hotels, tour, associations, tourist offices etc.
- iii. **Airlines:** The role of airlines, whether international or domestic is to provide quick transportation to the masses. Airlines promote tourism growth and help in earning considerable amount of foreign exchange. Airlines make bookings in hotels for crew and layoffs

6. CORPORATE BODIES-

Hotels also receive bookings from companies (FMCGs, pharmaceutical, etc.), non-governmental organizations (such as Care, Oxfam, Red Cross, WHO, etc.), and institutions (which may be educational, financial, banking, etc.).

7. GOVERNMENT SECTOR-

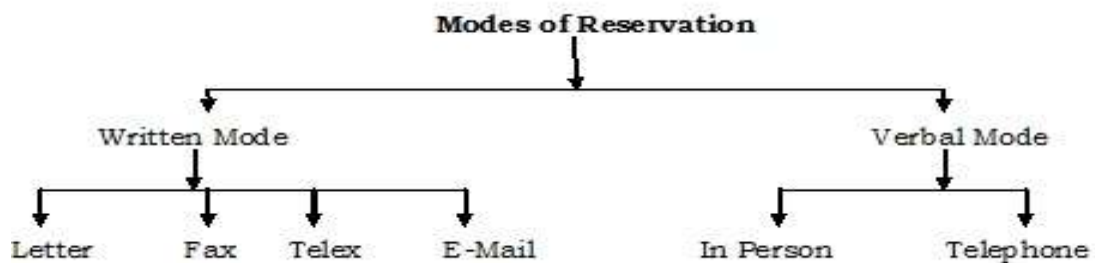
Bookings from government sectors such as public sector undertaking, embassies, and consulates. They provide large business in capital cities for their visiting dignitaries, executive, officers etc.

- HOTEL WEBSITES** A hotel's website is another potential source for receiving reservations. The website contains a link for reservation requests. By clicking the link, guests can make a hotel reservation as per their requirements from the comforts of their house/office/cyber cafe.

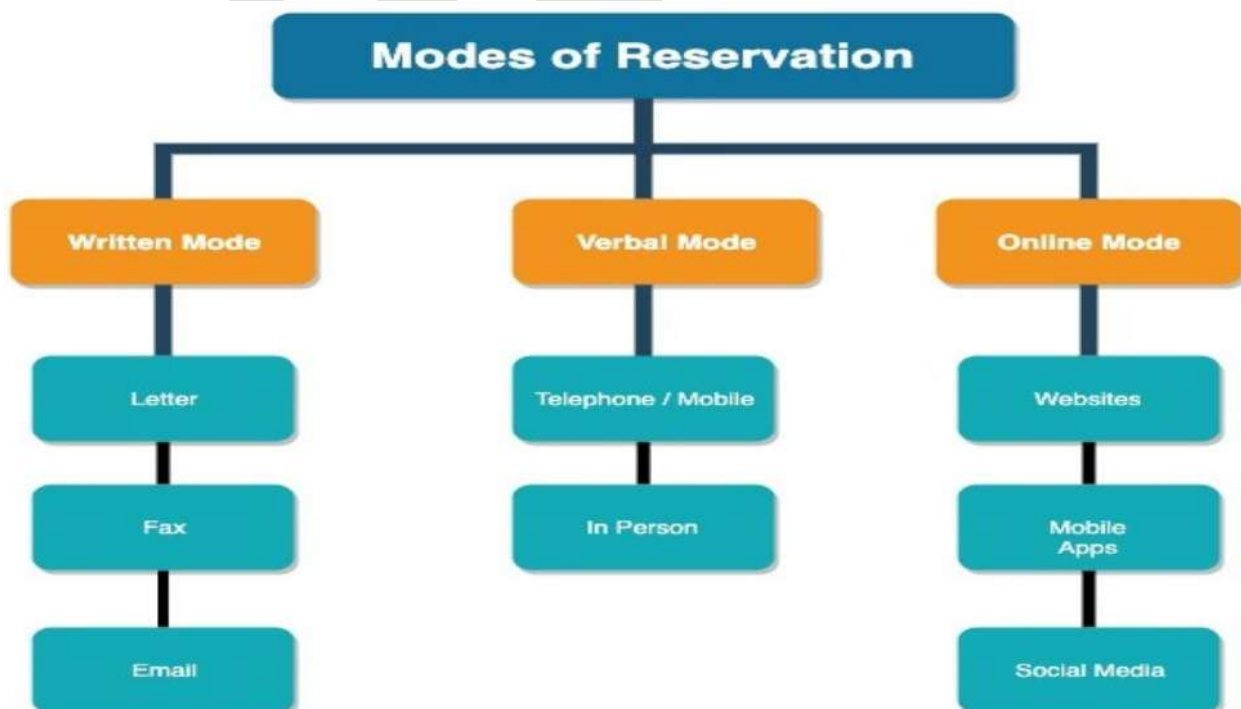
The relationship of the PMS, CRS and GDS:



MODES OF RESERVATION



Initially modes of reservations were two types as technology evolved third mode came into feature.



The mode of reservations tells the hotel management how the reservation has reached the hotel. For example, a reservation request may reach the hotel through traditional methods like a written mode such as letter, fax, telex or e-mail or through a verbal mode like telephone or in-person etc. In this modern era, the majority of the reservation is via online modes like website, OTA, mobile apps, social media etc.

1. Written Mode:

When a reservation request reaches the hotel in writing, the mode is classified as a written mode of reservation.

The advantages of the written mode of reservations are that they are clear, unambiguous, and provide a written record for the hotel, which can be referred to in case of any miscommunication or confusion. The correspondence with the guest is filed for future reference.

The various written mode for reservation request are as under:

Letter - This mode is commonly used by travel agents, tour operators, companies and corporate houses who send in their reservation request to the hotel on their company letterheads. The hotel will make the reservation as per the details are given in the letter.

Fax - Fax or facsimile transmission uses electronic scanning technique to send copies of a document over an ordinary telephone line over a special machine that prints identical copies of the document. This makes it possible to send a reservation request instantaneously. Hotels process the request as per details and send the confirmation letter to the guest.

Telex - or Tele Printer Exchange involves the use of specialized telephone lines, where the message is communicated in a written form.

E-mail - The most common method of communication E-mail is an electronic mail that makes it possible to contact the hotel instantaneously. The hotel will process the reservation request on the basis of the details given. This mode of reservation is fast and very convenient.

2. Verbal Mode:

Reservation requests may also reach the hotel through verbal mode or oral communication i.e. in person or over the telephone. The advantage of oral communication is that it generates immediate response and feedback and is very fast and convenient. Additionally, the guest can get complete information and clear any doubts through oral communication.

The disadvantage of the Verbal mode is that it does not provide a permanent record or correspondence of the agreed booking terms and conditions.

In-Person- If an individual or a representative goes to the hotel to book rooms for future it is termed as an In-Person reservation. When an individual comes to the hotel and requests a room for the day it is termed as a Walk-In Reservation. The hotel processes the rooms according to the details given by the guest and issues a confirmation number and a letter if the reservation is made for future and assigns a room if the guest requests for one for the same day.

Telephone- The most common method of direct reservation communications, a prospective guest may telephone the hotel directly. The reservation assistant takes the information sequentially as per the script. Most of the hotels these days have high-end systems that record

a call which can be used later on for training purpose.

3. Online Mode:

The online mode is the preferred mode of booking in this era of internet, web and mobile. The main advantage of the online mode is that the hotels are always available for reservations and generate an instant confirmation voucher as per the real-time availability.

Other advantages with the online mode are that the hotel can also ask the guests to make a prepayment for the reservations well in advance and reduce the chance of no-shows.

Web - Guest making a booking via a web browser like hotels website or booking engine, different online travel agent - OTA's (Online Travel Agency), review sites like TripAdvisor etc.

Mobile App - Bookings delivered via hotels own or third-party mobile apps.

Social Media - Bookings made via different social media like Facebook, twitter, Instagram etc.

TYPES OF RESERVATION:



1. Tentative Reservation:

It is a reservation request that a prospective guest makes on a tentative basis for particular stay dates. The hotel holds the room for the guest till a cut off date, by which the guest should confirm the reservation. Upon confirmation from the guest the hotel changes the tentative reservation to a confirmed reservation, otherwise it cancels the tentative reservation, and updates its records accordingly.

2. Waitlisted Reservation:

A reservation is waitlisted when the request category of room is not available for the request dates. The waitlisted reservation is confirmed when the hotels receive a cancellation request for a room of the same category. The hotel does not guarantee a room for waitlist reservation, it is understood that the guest will be assigned a room only in the case of a cancellation or a no show.

3. Confirmed Reservation:

Once a guest confirms a reservation request, the hotel blocks a room for specified stay dates and sends a written confirmation of the same to the guest. The confirmation of reservation contains all relevant information.

A confirmed reservation can be the following two types

- Guaranteed reservation
- Non-guaranteed reservation

i. Guaranteed Reservation

In the guaranteed reservation the hotel assures the guest that the required rooms shall be blocked after confirmation. Under this, the hotel agrees to hold a room for a specific time of reservation following the scheduled day of arrival. Usually the guaranteed reservation, the advance deposit is sent through the various modes of payments for the anticipated charges for which the booking of the room has been requested. Thus the room revenue is secured even in the case of no show.

The following variations in the advance payment for guaranteed reservation are:

• Advance Deposit

An advance deposit guaranteed reservation requires that the guest pay the hotel the anticipated amount of money before arrival. Advance deposit is partially large enough to cover one or two nights' room charge. This type of reservation is more common in resorts and less in city hotels.

• Pre-Payment

This requires full payment prior to the guest arrival. This is normally the most desirable form of guaranteed reservation. This type of reservation is rarely used while booking rooms in any hotel industries.

• Credit Card

Guaranteeing reservations through credit card are most popular method of payment in the business hotel. It is a form of guaranteed reservation and is customary in commercial hotels. Depending on the financial status and money and bank, pre-authorization taken.

• Travel Agents

Guest pays the travel agents in advance for their tour package and the travel agent guarantees the client's reservation. In lieu, the agent provides the voucher to the guests indicating the required services that are required to be offered by the hotel. In case of no show, the hotel generally bills travel agencies for payment, and according to the agreement the travel agent must make the payment to the hotel.

• Cooperate

This is the contractual agreement between corporation/ companies and hotel which state that the corporation will accept financial responsibility for any no show guest. Such contracts are often popular in business hotels and down town hotels.

ii. Non-Guaranteed Reservation

Non-guaranteed reservation is a provisional reservation. In this reservation, neither there is any legal process of confirming the room nor is any payment for the advance deposit made. When the reservation is confirmed under the non-guaranteed reservation, the cancellation hour is the time fixed by a hotel after which a non-guaranteed reservation stands cancelled and the room is released to a walk-in guest—it is generally 6 p.m.

SYSTEMS OF RESERVATIONS:

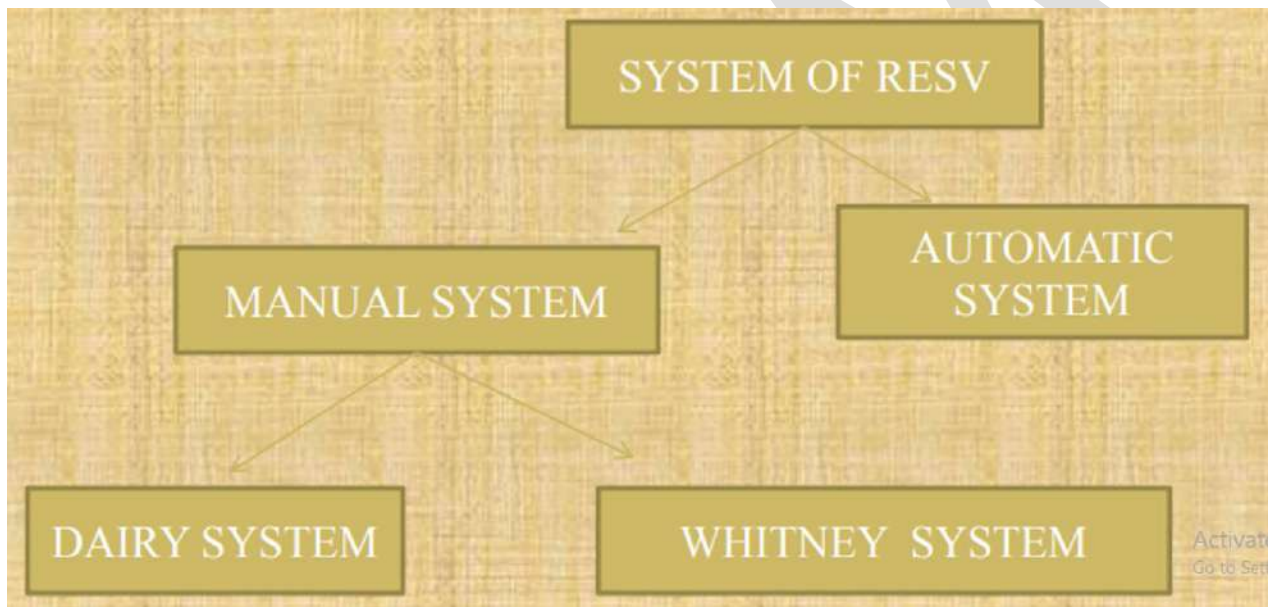
Depending on the needs of the hotel and the volume of business, a hotel may adopt either:

1. MANUAL SYSTEM OF RESERVATION:

In a manual system, all the reservation records are maintained manually. This old system of reservation is suitable for a small property, where the number of rooms is less and the volume of reservation requests is also low.

- Diary System of Reservation
- Whitney System of Reservation

2. AUTOMATIC SYSTEM



1. MANUAL SYSTEM OF RESERVATION:

- **Diary System of Reservation**

This system of reservation is most suited to small hotels where the average stay of a guest is long. This was one of the most commonly used systems till the Whitney system was designed. Although advance systems such as Whitney and fully automated systems are used these days in metropolitan cities, yet the diary system is most widely used in small hotels in small cities and towns.

As, the name suggests, the system consist of a bound back called Booking Diary or hotel diary. Each page of this diary represents one day. Hence it has 365/ 366 pages for a year. All the necessary information that is received from the perspective guest and recorded on reservation form is transferred to the diary.

The Booking diary records the reservations that have been received into their date of arrival. Since the diary is generally for one year, the pages are marked from 1st January to 31st December of the year.

Each page of the diary displays the list of all the expected arrivals for that date. The list is arranged in the order / sequence of the dates of receiving the request from the guest and not in alphabetical order. Cancellations are done by drawing a straight horizontal line. Later when expected arrival list is prepared one day before the arrival of the guest, all special requests such as late arrival, car at the airport and room facing swimming pool, etc. are recorded.

Sample Page of a Booking Diary

s.no	Date of booking	Name of the Guest	No.of Pax	Address and Tel	ETA	Type and no.of rooms	Room rate	Date of Departure	Booked by and tel	Billing inst	Remarks	Signature of clerk
1	10.02.02	Mr.James	1		8.00 AM	Single	EP / 800/-	13.04.02	TCI	Bill to TCI	Late arrival	
2	15.02.02	Mr&Mrs Kamal	2		10.00AM	Double	AP/1500/-	16.04.02	Direct	Direct	Facing pool side	
3	18.02.02	Mr&Mrs.Sunil	2		1.00 AM	Double	MAP/ 1400/-	21.4.02	SITA	Direct	Quiet Room	
4	1903.02	Mr.Balu	1		2:00 PM	Single	CP/700/-	21.4.02	Caltex India	Direct	Car at Airport	

- **Whitney System of Reservation**

The system was developed by the Whitney duplicating and check company of New York with an aim of helping and improving the reservation procedure in a large hotel. This system involves metal racks with slip carriers and reservation form, room status board, density control chart, advance letting chart and reservation slips.

Tools and Stationery: - It consists of aluminum racks called Whitney rack.

Whitney reservation rack is approximately 4" in breadth and 24" or more in length. The rack has a depth of 1½" for holding and moving Whitney slip carrier. Whitney slip carriers are also called as Shannon carriers and Whitney Slips are also called as Shannon slips. Apart from racks and carriers, type writers are used for typing reservation slips.

Whitney Slip

Guest Name	Date of Arrival	Room Type	Room Rate	Date of Departure
Mode of Reservation		Reserved By		Date Received
Reservation Agency if Any:				
Billing Instructions			Date of Confirmation	

In non-computerized hotels the reservation clerk, before accepting a booking the Reservation agent uses either advance letting chart or density control chart and if the room for required dates are available, the reservation form is filled up with all the necessary details. After that the same information is transferred to the Whitney slip (4" * 1½").

Procedure: - Whitney reservation racks are arranged on the wall in reservation room. 31 racks are used for the current month; each rack is for a particular day. For the next eleven months, eleven racks are used and one rack is used for the following year.

The Whitney slip is typed in duplicate. One goes to the rack of the corresponding date and other one is attached to the reservation form and kept in correspondence file. The Whitney rack for the next day goes to the front desk arrival section after cross – checking with the reservation form before closing of the department. In this manner the rack moves ahead each day.

Walker Mr. C.H.
Rate: Rs. 8000.00 MAP
Bill: ABC Travels
Resv: Mr. A. Dey 033 25467844 SM
2X 25/06/04 29/06/04 Arr.: IC 784

ROOM AVAILABILITY RECORDS USED IN MANUAL SYSTEM

Advance Letting Chart

This chart is commonly known as ALC and is also called as conventional booking chart or room letting chart. This is an old system and is used only by small hotels and also those which don't have computerized systems. The system uses charts on monthly basis. Since there are 31 days in a month, the chart has 31 vertical columns which indicate dates and on the horizontal columns the room numbers are mentioned.

On receiving the request of booking from the prospective guest which include the type of room and period for which the booking is required, the reservationists checks up the position from the chart and their blocks the room on the chart with the help of a pencil by drawing a line from the concerned dates against the room numbers.

CONVENTIONAL CHART

Month: November 2007

Std=Standad room S=Single, D = Double, T= Twin

DATE/ ROOM	01	02	03	04	05	06	07	08	09	10	11
101 Std Sgl		← IHSAN, MR →									
102 Std Dbl			← DANISH, MS →			← TENNY, MR →					
103 Std Twn											

Density Control Chart: /DCC

This chart is designed on the principle that each reservation reduces the availability of the rooms and each cancellation increases the availability, (of course up to the maximum only). Here all the rooms of the same type are grouped together irrespective of their location in the building and are put on one chart.

Like conventional booking chart 31 vertical columns are made for dates. The first vertical column on the left side of the chart does not indicate specific room numbers but shows the number of rooms of a particular type of the hotel and book individual rooms but books the rooms of a specific type. With every booking the first available block of the chart for that period is crossed with a slash line and that decreases the availability and for every cancellation the slash of the last booked block is removed

**Hotel Soaltee
Kathmandu
Density Booking Chart
Month..... Year...**

Room Type	Date	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
	Room No	S	M	T	W	TH	F	SA	A	M	T	W	TH	F	SA	S	M	T	W
Single Bed	101			X	X	X	X									X			
	106							X	X	X									
	105				X	X				X	X	X							
Double Bed	108							X	X	X									
	101		X	X	X	X													
	109				X	X				X	X	X	X	X			X		
Twin Bed	112							X	X										
	115			X	X					X	X	X	X						
	103					X	X												
Duplin	110							X	X	X									
	115										X	X	X	X					
	114		X												X	X	X	X	X

**Figure: Specimen of Density Booking
Chart.**

Room Status Board / Perpetual Year Planner

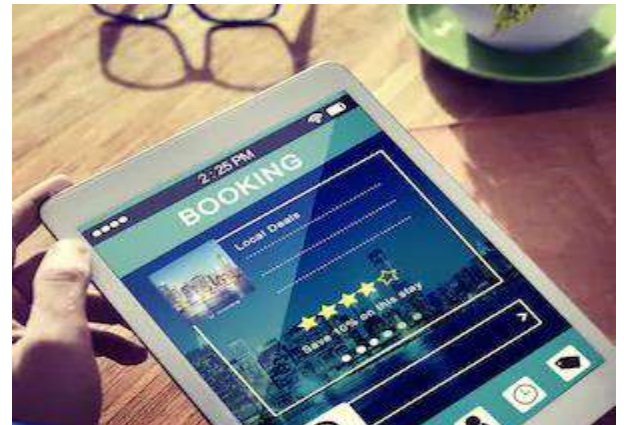
ROOM STATUS	COMBINATION OF LIGHTS		
Occupied Room	●	●	●
Occupied Room Currently Being Cleaned	●	●	●
Occupied Room Cleaned Not Inspected Yet	●	●	●
Expected Check-Out	●	●	●
Guest Paid	●	●	●
Unoccupied Room Currently Being Cleaned	●	●	●
Unoccupied Room Cleaned Not Inspected Yet	●	●	●
Room is Ready to be Sold	●	●	●

As the name suggests, this chart shows the rooms booking position for one year on continuous basis. The status is shown under three categories, **sold out, on request and free sale** by three different colored plastic discs. Sold out means no rooms are available for booking for that period. On request means that the rooms can be blocked subjected to cancellation and the guest is given this status of wait list. Free sales means that the rooms are freely available for booking. The bookings keep coming. The free sale status changes to on request and further to sold out and with the cancellation the status changes from sold out to on request and further to free sales.

AUTOMATIC SYSTEM OF RESERVATION

Automated Reservation Systems involve the use of computers to store and retrieve room status information and conduct transactions. In this system the reservation agent can check the availability of rooms by clicking on a link on the computer. In this system the reservation form details are stored in the computer and the room status is updated automatically. It also generates electronic confirmation letters that are sent to the guest's e-mail addresses or postal addresses. CRS & GDS are examples of automated systems.

- The information stored in the automatic system is the same as in a manual system. However, the processing of reservation request does not require manual study of bed room journals, density charts, or conventional charts.
- The reservation assistant can check the availability of rooms by clicking on a link on the computer.
- In this system, the reservation information is keyed into the electronic format of the reservation form, and this information is transferred to the central server where the room status is updated automatically.



PROCESSING RESERVATION REQUESTS

Every hotel has its own standard operating procedure (SOP) to deal with a reservation request from a guest. The standard procedure of responding to a guest's reservation request is first receiving the reservation inquiries, then determining room availability, and then accepting or denying the request for reservation.

- 1. Receiving Reservation Inquiry:** The request for a room reservation may reach the hotel from any one of the various modes. While receiving a request the reservation agent should ask the following which will help determine the availability of room: date and time of arrival, date and time of departure, number and type of room required & no. of pax.
- 2. Determining the Room Availability:** Next the reservation agent will determine whether the requested type of room is available or not. The reservation agent will use the following records for determining the availability of room: advance letting chart, standard density chart or computerized system.
- 3. Accepting or denying request for reservation:** Having checked that a room is available, the reservation agent will either accept or deny the booking. If the room is available, the request will normally be accepted. The details of the guest will be recorded in the reservation form. However, if the requested category of room is not available then the reservation agent offers alternative dates or accommodation or in another hotel in the group.
- 4. Confirming Reservation:** The reservation agent sends a confirmation letter to the guest. The reservation transaction is allotted a number known as the confirmation number which is mentioned in the confirmation letter. This alphanumeric code is used to identify and document the booking.
- 5. Filing Reservation Record:** It is necessary to have an efficient method of filing the booking details so that the document related to each booking is easily retrieved when available. The reservation forms are filed according to the date of arrival.

Hotel Name and Logo

RESERVATION FORM

VOICE	FAX	INTERNET	EMAIL	WALK IN
-------	-----	----------	-------	---------

Room Type:..... No of Pax.....No of Rooms..... ETA.....

CP	AP	MAP	EP
----	----	-----	----

Arrival Date:..... Departure Date.....

Occupant's Name.....

Booked By Mobile:.....

Email:.....

Pick up required YES / NO

Pick up details:-

Arrival Flight details..... ETA..... Arrival Terminal.....

Type of CAR..... Remarks.....

Departure Flight details..... ETA..... Arrival Terminal.....

Type of CAR..... Remarks.....

Company Name:..... Special Applicable YES / NO

Company Address..... Booker.....

Base Rate : Deposit :

Taxes 1 :

Taxes2 :

Total =.....

Billing Instructions:.....

Remarks:.....

Reservation Taken by	Keyed in to PMS By	Guest service
		Accounts Dept

CANCELLATION OF RESERVATION

A cancellation of reservation occurs when a guest with a confirmed reservation informs the hotel about his intention to cancel the reservation. In case of a cancellation the reservation agent fills up an amendment cancellation form and attaches the original reservation form to it and file it accordingly. At the same time the room availability chart should be updated /the computer system should be updated.

It is for certain that some percentage of cancellation will be there in hotels having a large no. of reservations. Hotels must communicate the cancellation policy to the perspective guest, particularly when the

F's Cleartrip Account

Trips [Profile](#)

Review cancellation & confirm

Click "Yes, cancel now" when sure

Suraksha Residency, Bangalore, Karnataka, India	Rs 3,002.68
Voucher#CRT0000064762 CheckinFri, 06 Mar, 2009 Checkout:Sat, 07 Mar, 2009	
Room	Status
2 x Luxury Non A/C Double	Confirmed

We will be able to tell you the exact refund amount only after our customer service chaps get in touch with the hotel. You may want to take a look at the [hotel booking policy](#) if you want to figure this out yourself. The refund will be credited back to your card# 3456 78xx xxxx 564

Do you want to proceed with the cancellation?

Yes, cancel now or No, I don't want to cancel

advance deposit has been received from the guest, to avoid any legal problem. Generally, down town hotels do not charge any retention from the guest who intimate about their cancellation 24hrs in advance of their date of arrival directly to the hotel or 48 hrs in advance if they intimate to central reservation officer. In resort hotels the request of cancellation should be made by the perspective guest 15 days in advance during the high season and 3 days in advance during the low season, such that the retention charges should not be charged.

Cancellations effected beyond the time limits prescribed above may entitle a hotel to levy retention charges on the room rates only as under:

- For hotels located in the town other than resort places – one-day charge.

- For resort hotels:

During high season:

For cancellations made less than 10 days, but more than 7 days' notice – one day charges.

Between 7 days and 48 hrs. – 2 days' charge.

i. Less than 48 hrs. 3 days' charges.

b. During low season:

i. One day charges provided that a hotel has covered itself by demanding to deposit in advance from the guest against confirmed reservation, the retention charges shall be restricted to the charges mentioned above. Excess deposit (over the cancellation charges) is returned back.

ii.

Sample Booking Cancellation Letter

Dear _____,

I have previously made a booking with your [hotel/restaurant] and would like to cancel it due to [state the reason]. My booking number is _____. Enclosed with this [letter/email] are copied of the booking details and the receipt for your reference.

I am not familiar with the cancellation process, so please advise me if I need to fill some form or if there is some other formality.

As per your policy, there are no cancellation charges if I cancel [one week] prior to the booking date, so I kindly ask you to refund my deposit in full.

Please revert back to me and confirm that my booking has been cancelled. I surely welcome a future opportunity to visit your [hotel/restaurant] and I regret that this has happened as much as you do.

Sincerely,

For (Name of the hotel)

Amendment of Reservation

A change in the type of reservation, date of arrival, duration of stay, type of room is known as amendment. Amendment or revision is basically a combination of two processes i.e. the cancellation of the previous booking and then making of the new booking. Amendments can be for earlier dates or for later dates or change in duration of stay or change in type of accommodation required

In certain cases, the guest may change his original booking program and inform to the hotel with a request to make amendments in the hotel record. The change usually is in the dates of booking. Sometimes it may be in number / type of rooms also. The reservation section will first confirm from their records whether the request can be accepted or not. In case of amendment, the hotel has to check the availability of rooms again as per the fresh details given by the guest. In case the hotel decides to accept the request of the guest, the details are recorded in the reservation cancellation/amendment form and in the system too. The

reservation agent should ascertain that the person making the amendment is the same as the one who has made the original booking. The guest will also be intimated and the following letter Performa will be used.

<u>Sample Confirmation Letter</u>	
Date: - _____	
Dear Sir/Madam,	
<i>With reference to the telephonic conversation we had with your _____/ your letter No. _____ dated _____ we have as reserved by you, have released the accommodation reserved with us in favor of the above for the following visits:-</i>	
1. From:	To:
2. From:	To:
3. From:	To:
<i>We look forward to the pleasure of welcoming you / the above guest in the near future.</i>	
<i>Yours' Faithfully</i>	
<i>for Hotel XYZ</i>	
<i>Manager (Reservations).</i>	

GENERATING RESERVATION REPORT

- The reservation department compiles many reports for the use of all departments. Some of the most commonly used reservation reports include:
- **Reservation transaction report:** The reservation transaction report is the summary of the daily activities of the reservation department.
- **Commission agent report:** This report includes the amount payable by the hotel to the different commission agents
- **Turn away or refusal report:** At times hotels have to 'turn away' guests due to unavailability of rooms.
- **Revenue forecast report:** The revenue forecast report is a projection of the volume of business that the hotel will be generating in a specified duration.
- **Expected arrival list:** The list of names and surnames, along with the respective room types, of the guests who are expected to arrive the next day.
- **Stayover list:** The list of names and surnames, along with the respective room numbers, of the guests who are expected to continue to occupy their rooms the next day.
- **Expected departure list:** The list of names and surnames, along with the respective room numbers, of the guests who are expected to depart the next day.

KEY WORDS

1. Guest Cycle - guest life cycle is defined as the four stages a guest goes through when lodging at a property – before they arrive in the hotel, when they arrive, while they're staying, and after they've departed.
2. Reservation -Reservation in the hotel industry is defined as blocking a particular type of guest room (e g; single room, double room, deluxe room, executive room, suite, etc.) for a definite duration of time (i.e. number of days of stay), for a particular guest.
3. CRS /Central Reservation System - It is a computer based reservation system which enables guest to make reservation in any of the properties in a single call.
4. Global Distribution System/ GDS - is a worldwide computerized reservation network which is used a single point of access for reservation of hotel room, airlines, car rentals etc. E.g.- Amadeus, Galileo, SABRE
5. Amendment - Amendment or revision is basically a combination of two processes i.e. the cancellation of the previous booking and then making of the new booking. Amendments can be for earlier dates or for later dates or change in duration of stay or change in type of accommodation required.

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