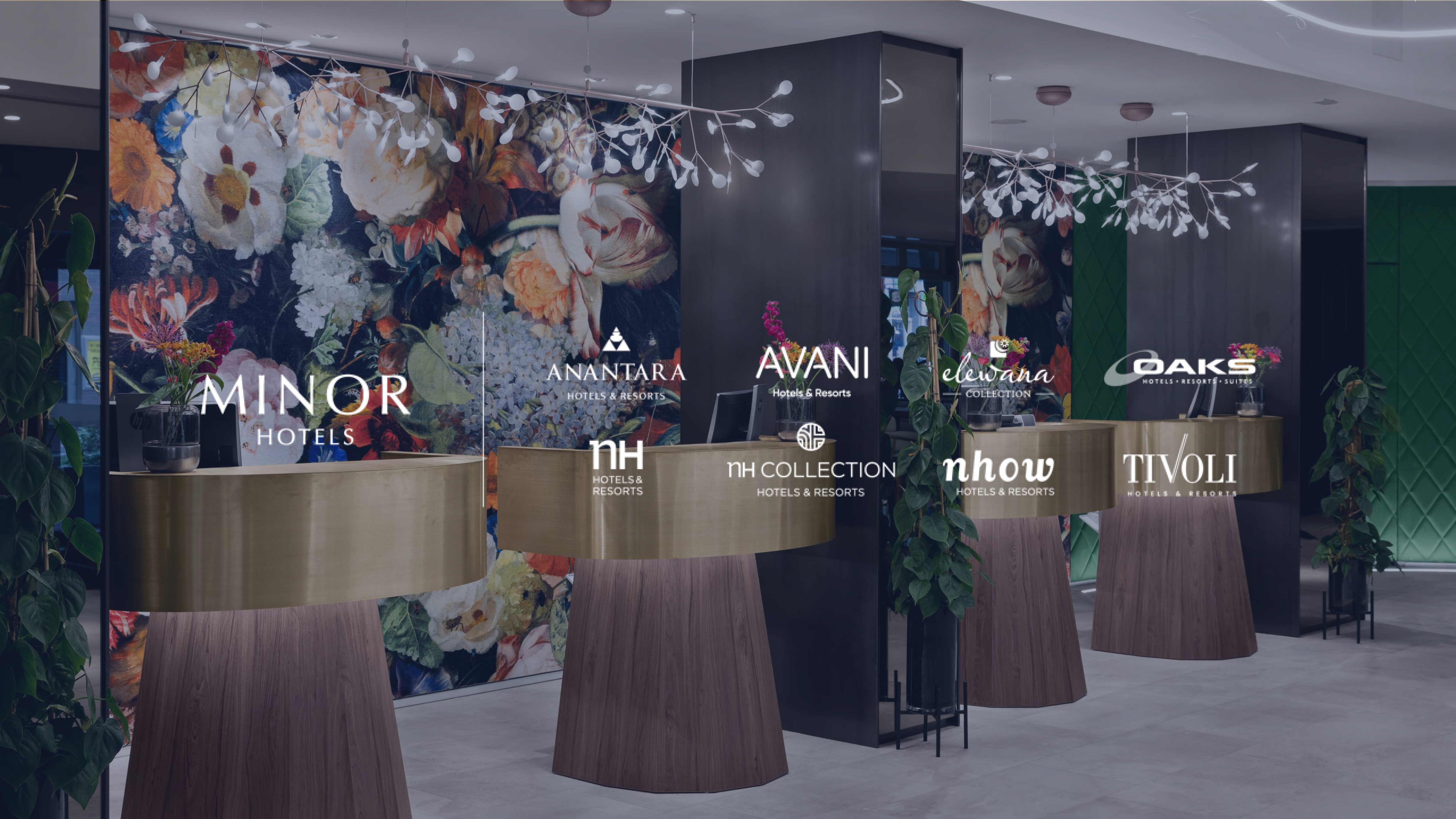
MINOR
HOTELS
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HOTELS & RESORTS

C4C TRAINING GUIDE

September 2024

Contents

MINOR HOTELS

Dictionary

Outlook	C4C
Mail	Ticket
´Subject	Ticket ID
Answer	Interaction
AREA/SEGMENT	Service Team
OPPORTUNITY	LINK C4C & TMS4M
Agent	Assigned to

MINOR
HOTELS

MINOR HOTELS

What is C4C and what is used for?

What is C4C and what is used for?

We use C4C as a mailing platform to receive RFPs and manage them.

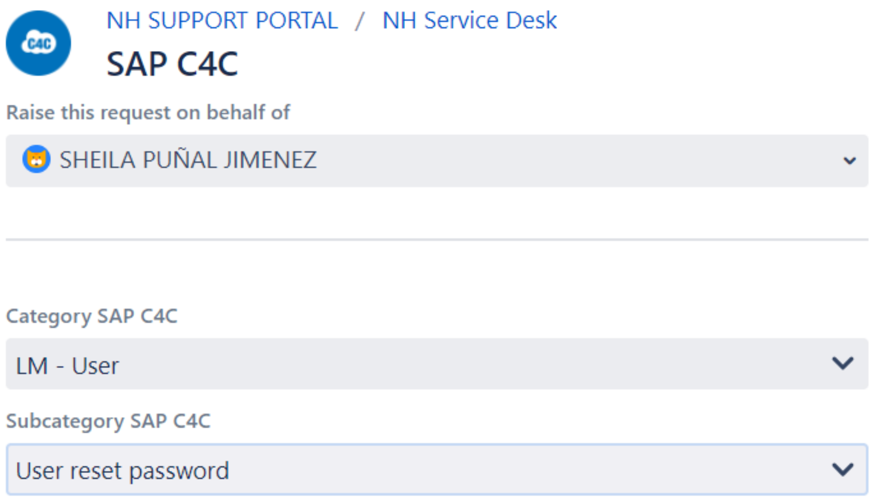
C4C is interfaced with TMS – information travels from TMS to C4C (MQs, MBs, dates, status, etc.) but narrowly **the other way around** .

Our sales department is also working with C4C, so they can track ticket numbers to do Follow ups.

Our advantage is, that C4C and TMS are interfaced, and the work is more transparent within NH (Organizing, GEM and **some hotels in BUSE**

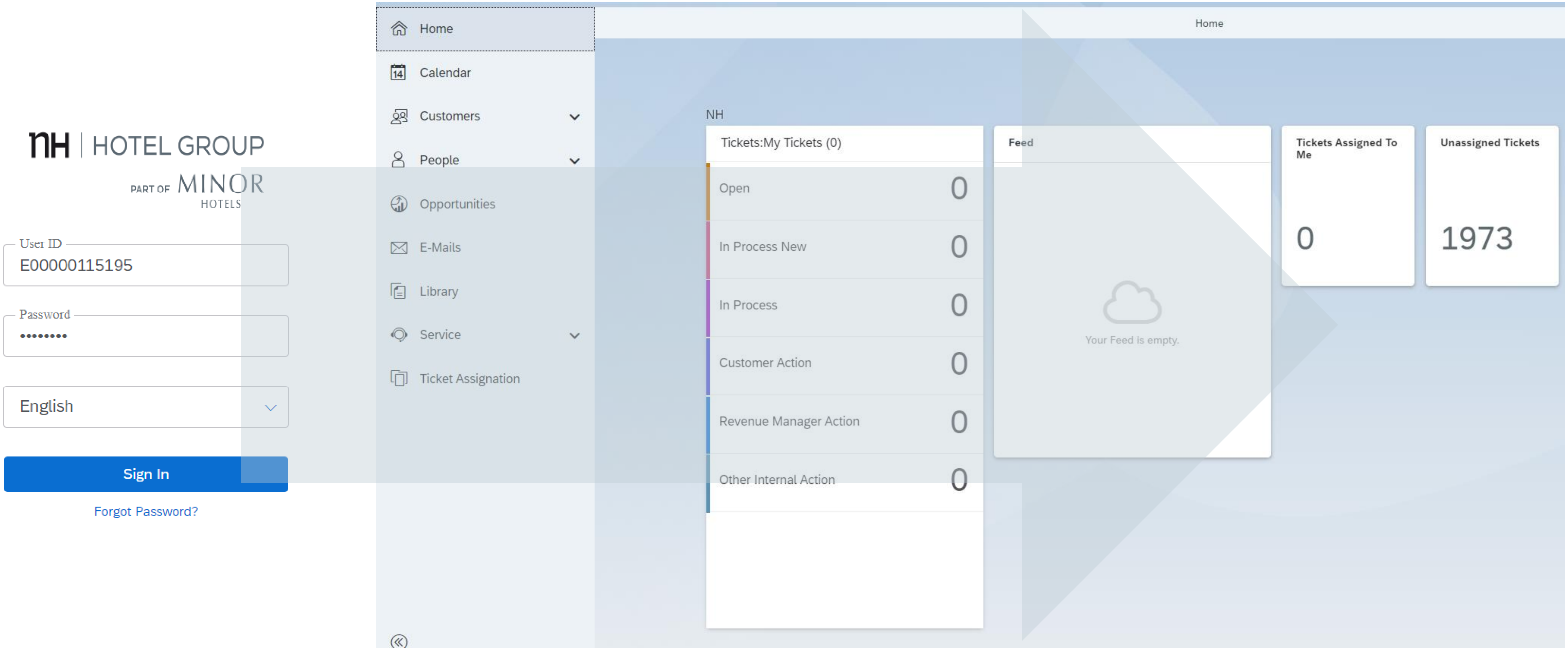
Link to enter the tool: **here**

In case you need to Reset your password, pls, open a jira on this **LM** category:

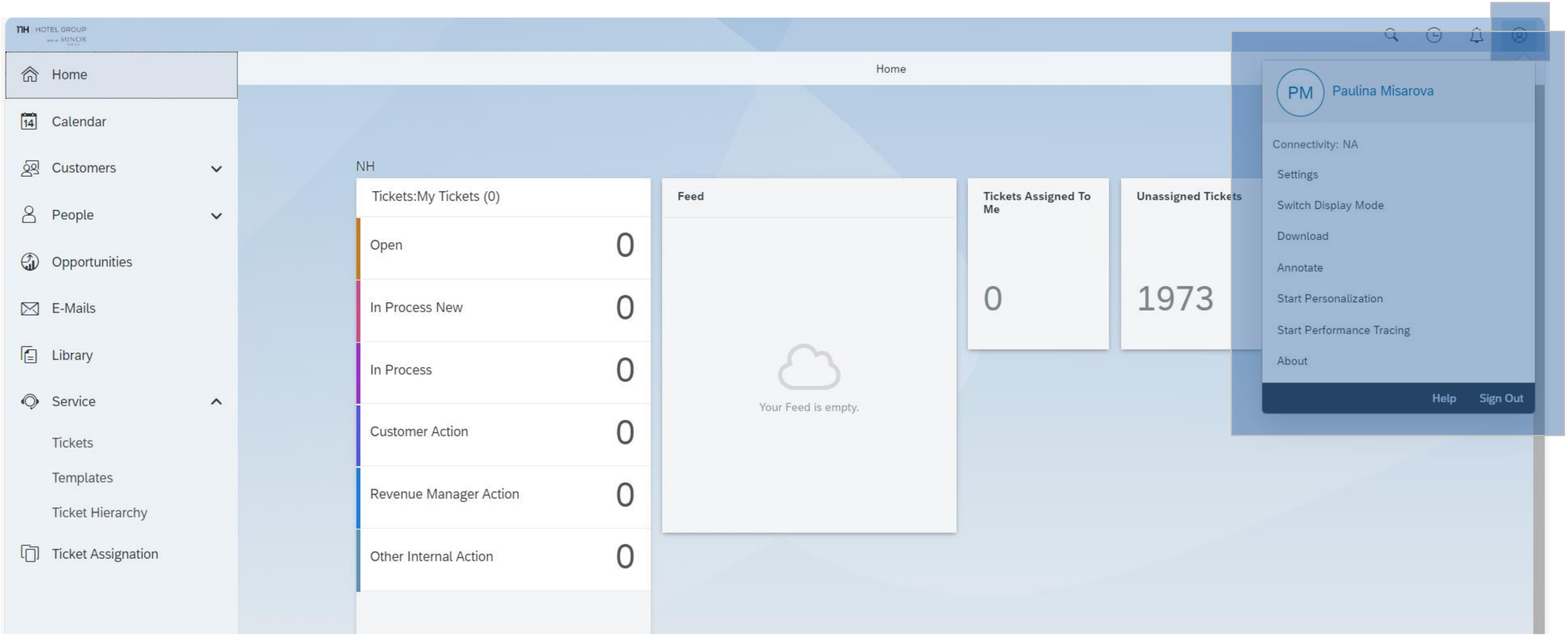


General Overview

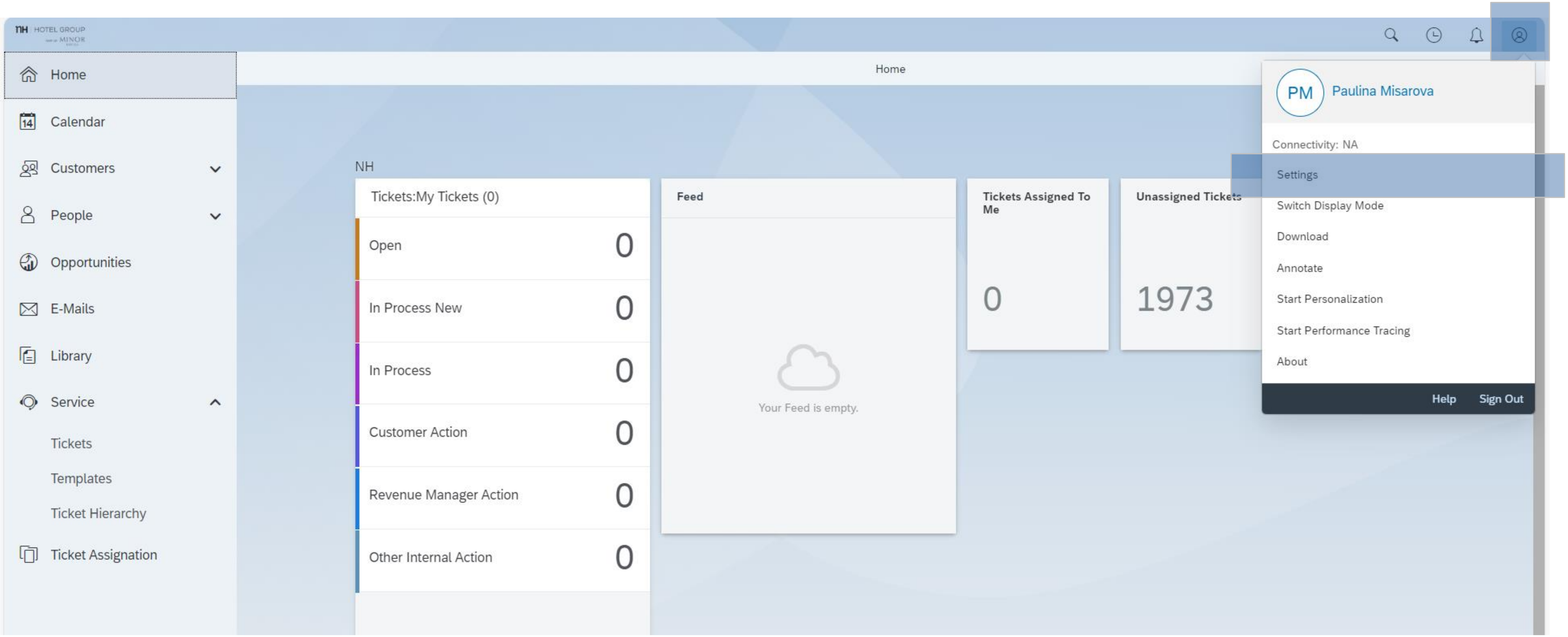
Look and Feel



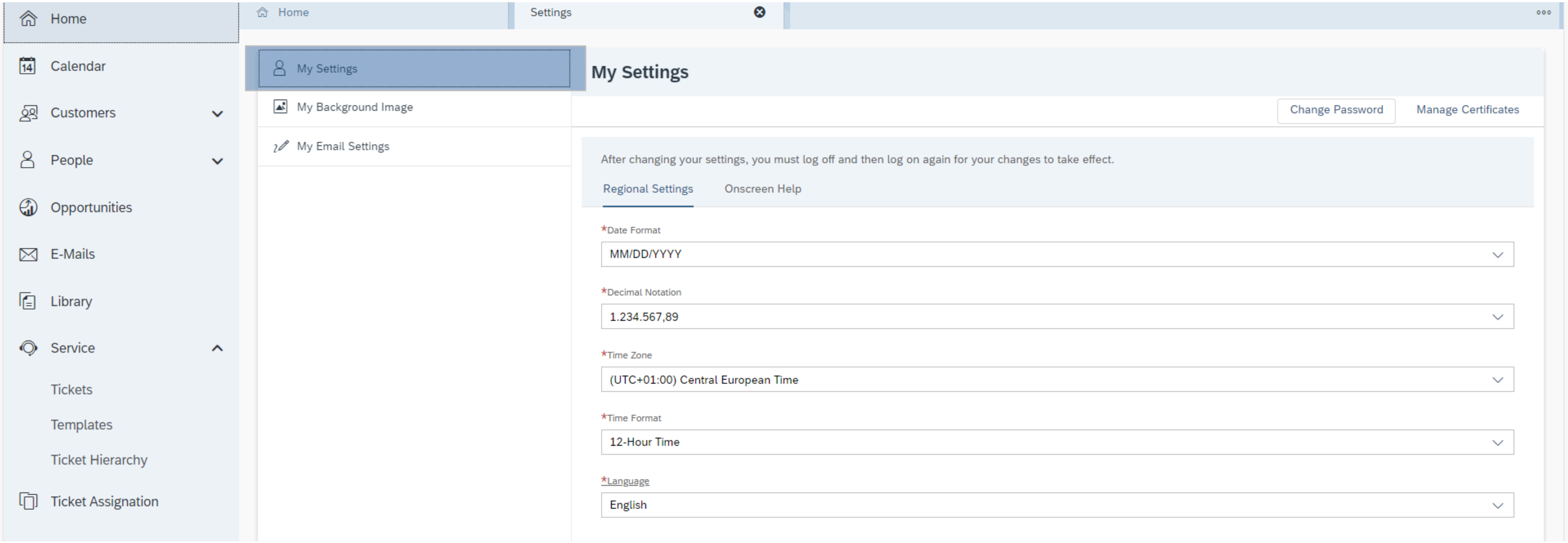
Look and Feel- Personalization & Settings



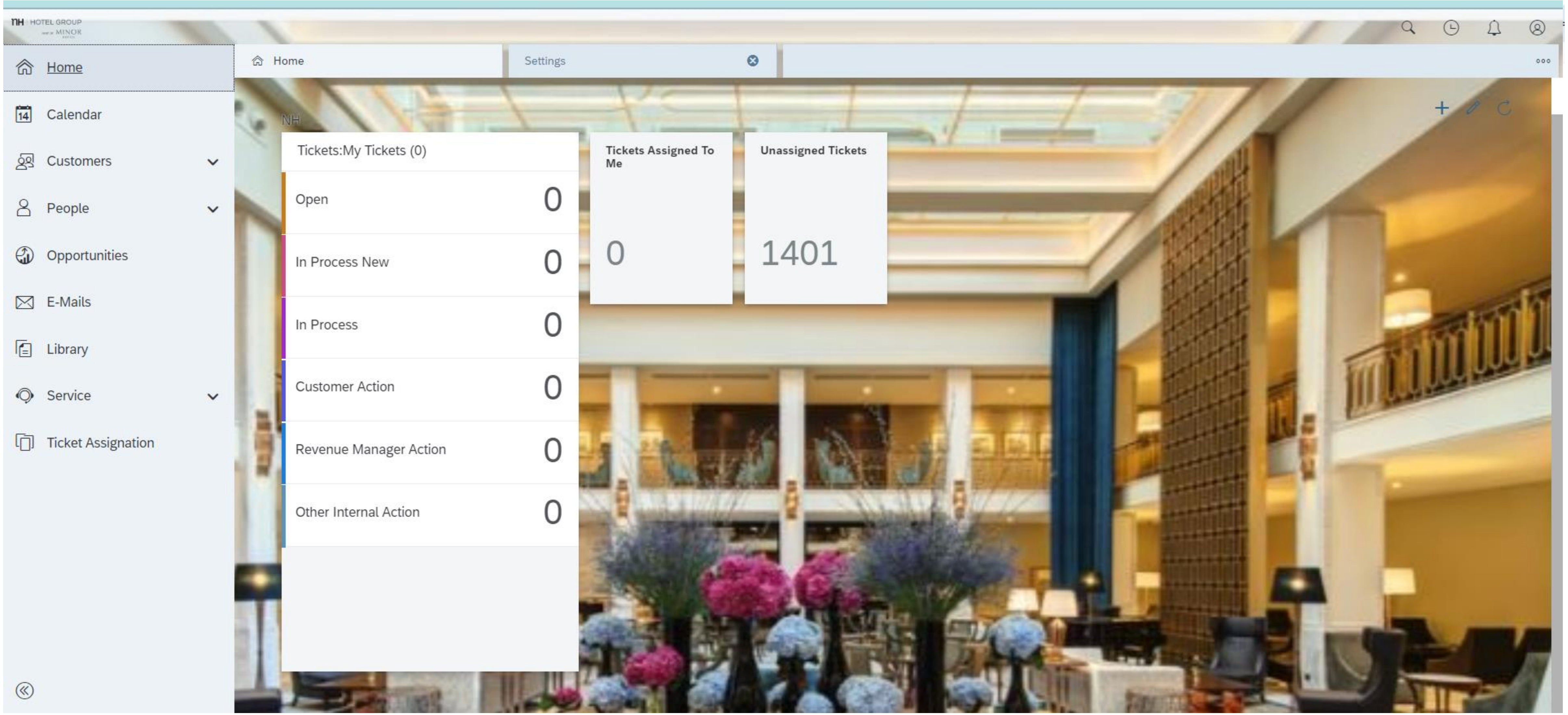
Look and Feel- Settings



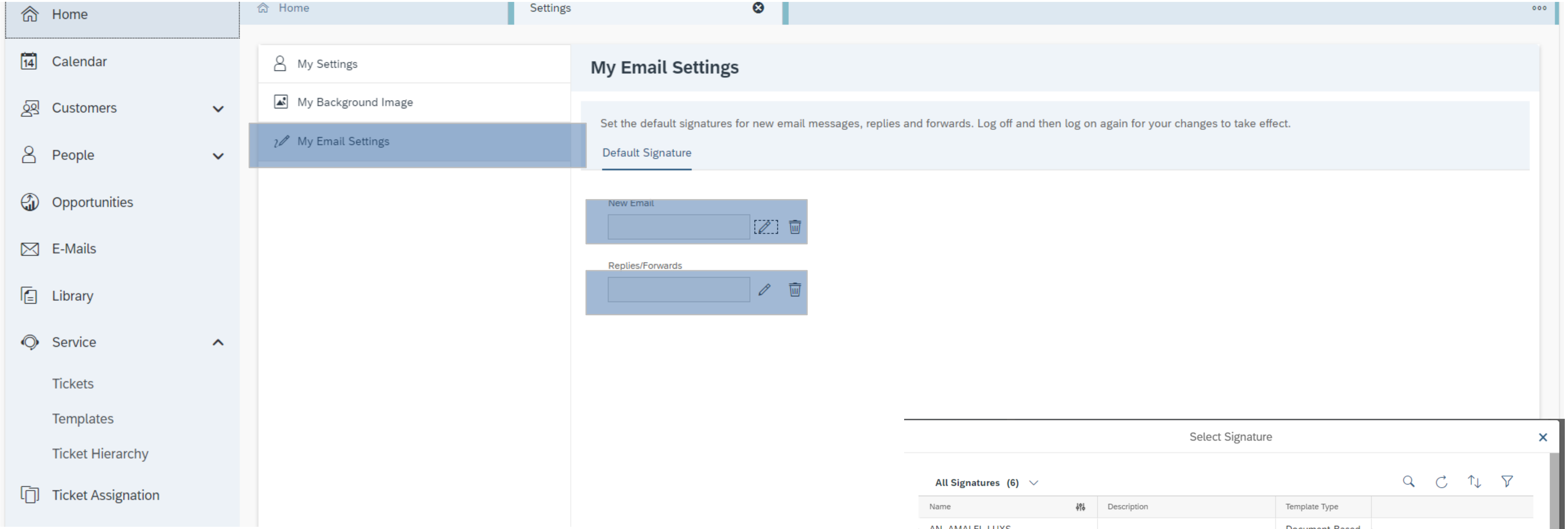
Look and Feel- My Settings

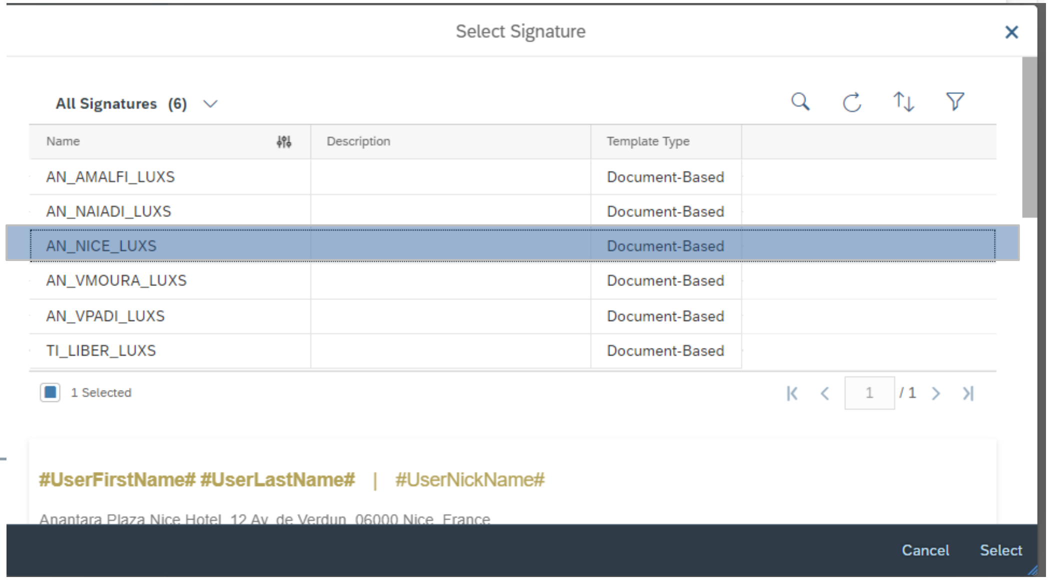


Look and Feel- My background image

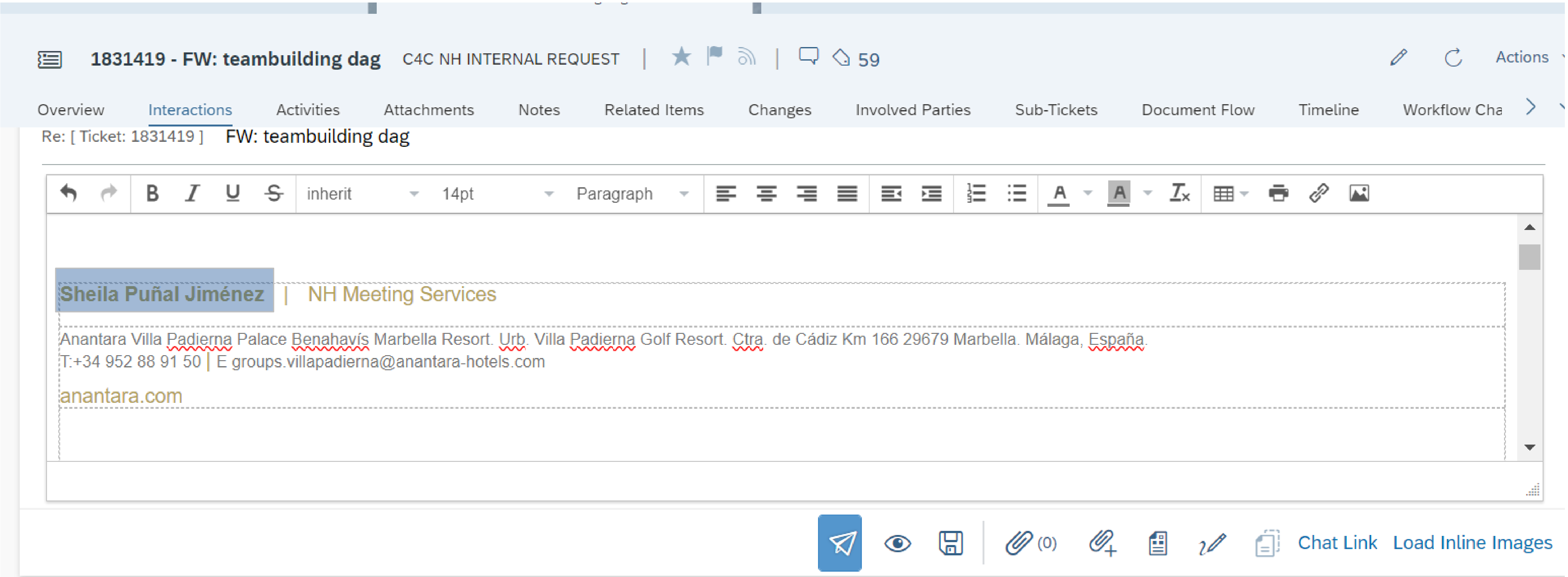


Look and Feel- My e-mail settings



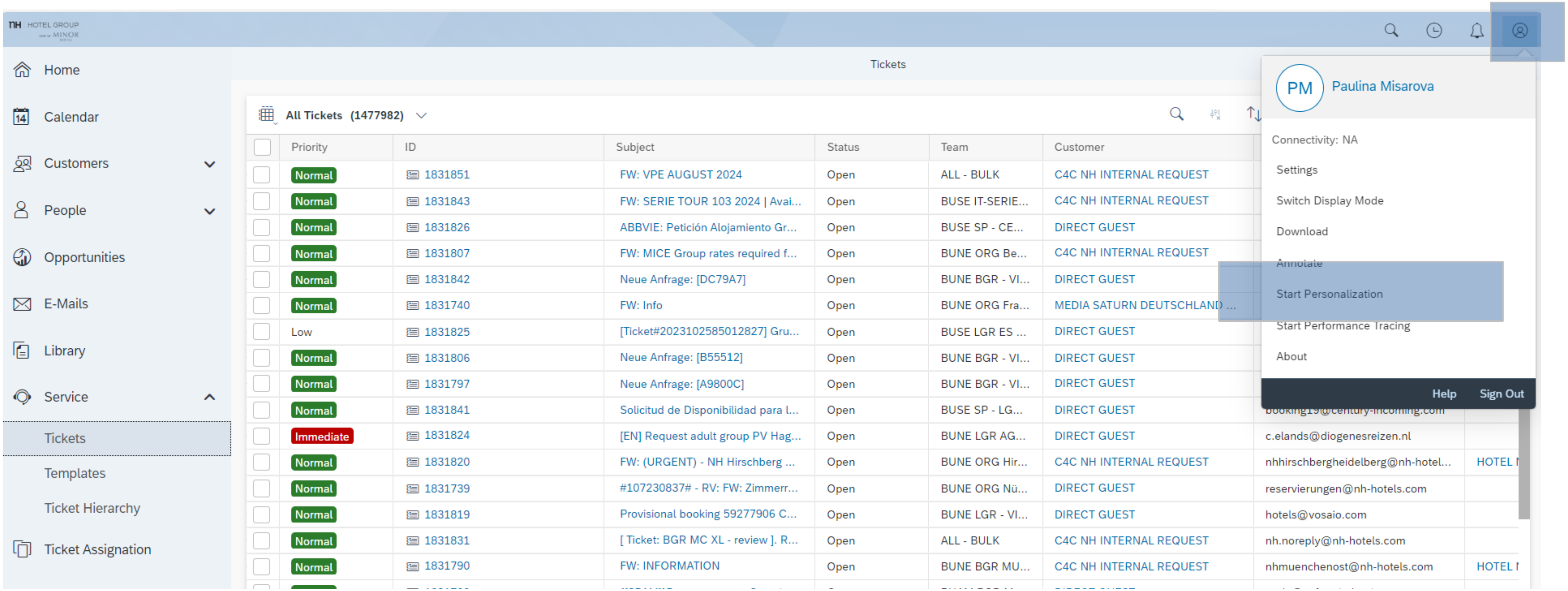


Look and Feel- My e-mail settings

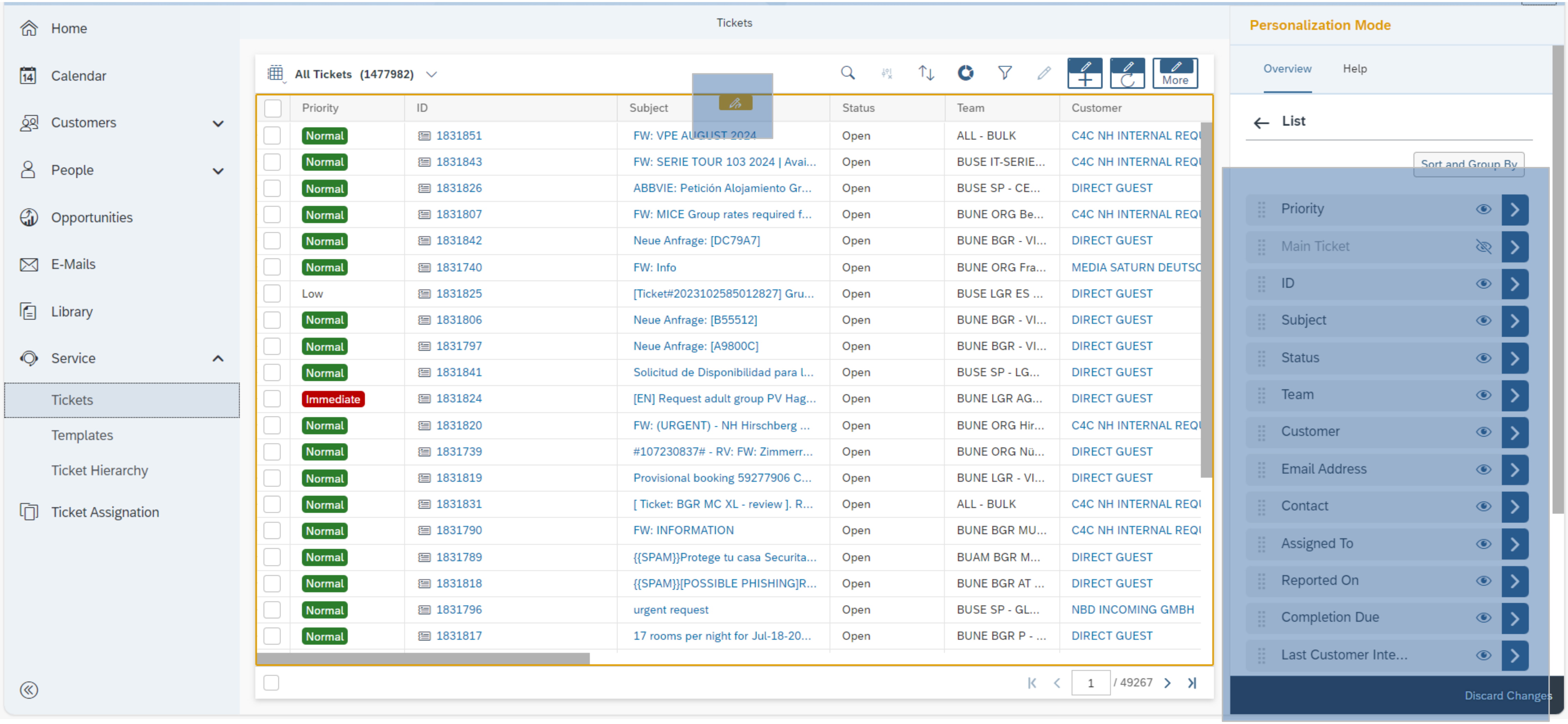


Notice that your emails will be sent from and to **a generic email address depending on your hotel or GEM.**
However, clients will know who are talking to via the signature.

Look and Feel- Personalization



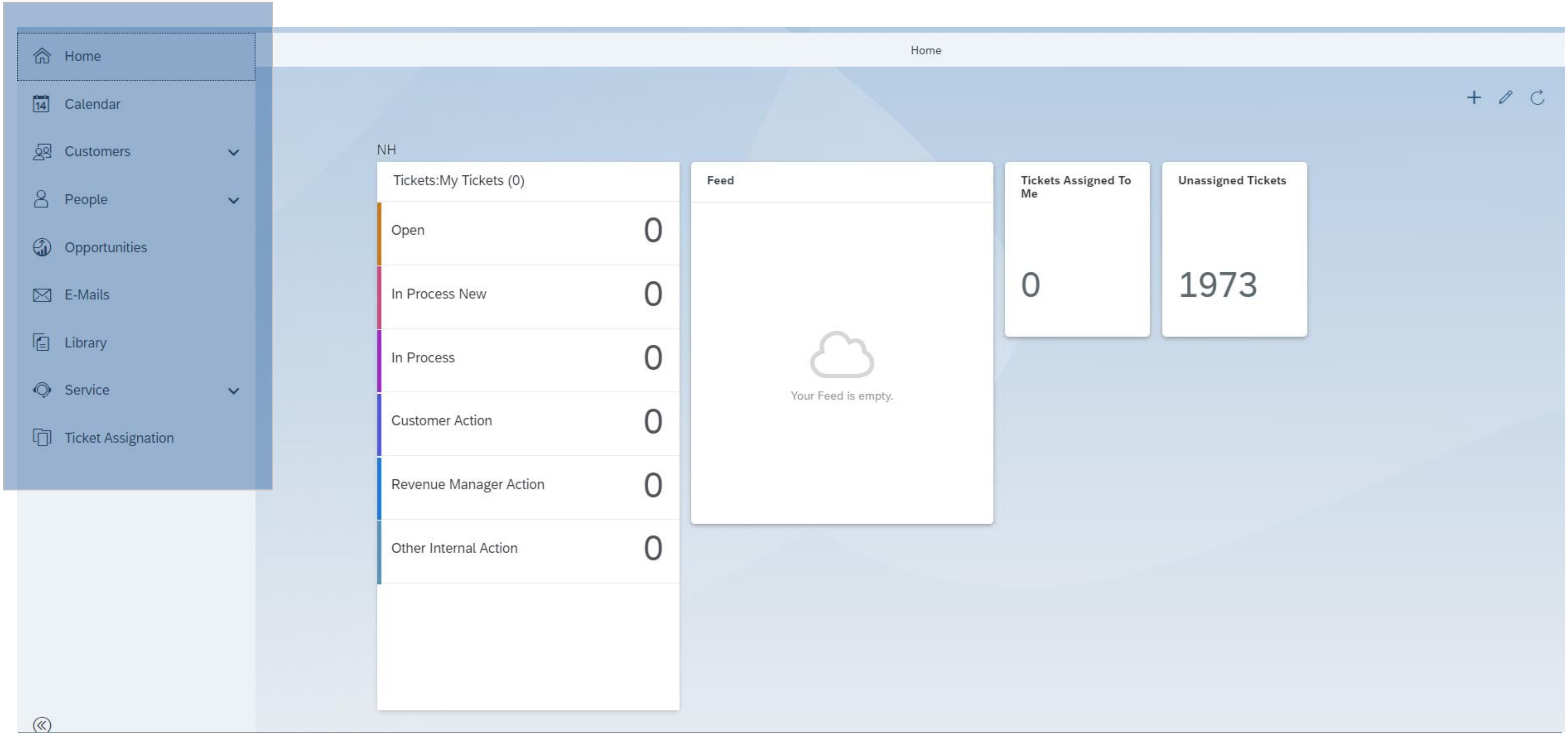
Look and Feel- Customizing columns order



The yellow pencil shows the fields you are able to arrange. On the right-hand list, you can move around the columns order and make them visible or not, When finishing, click on "**end personalization**" to save

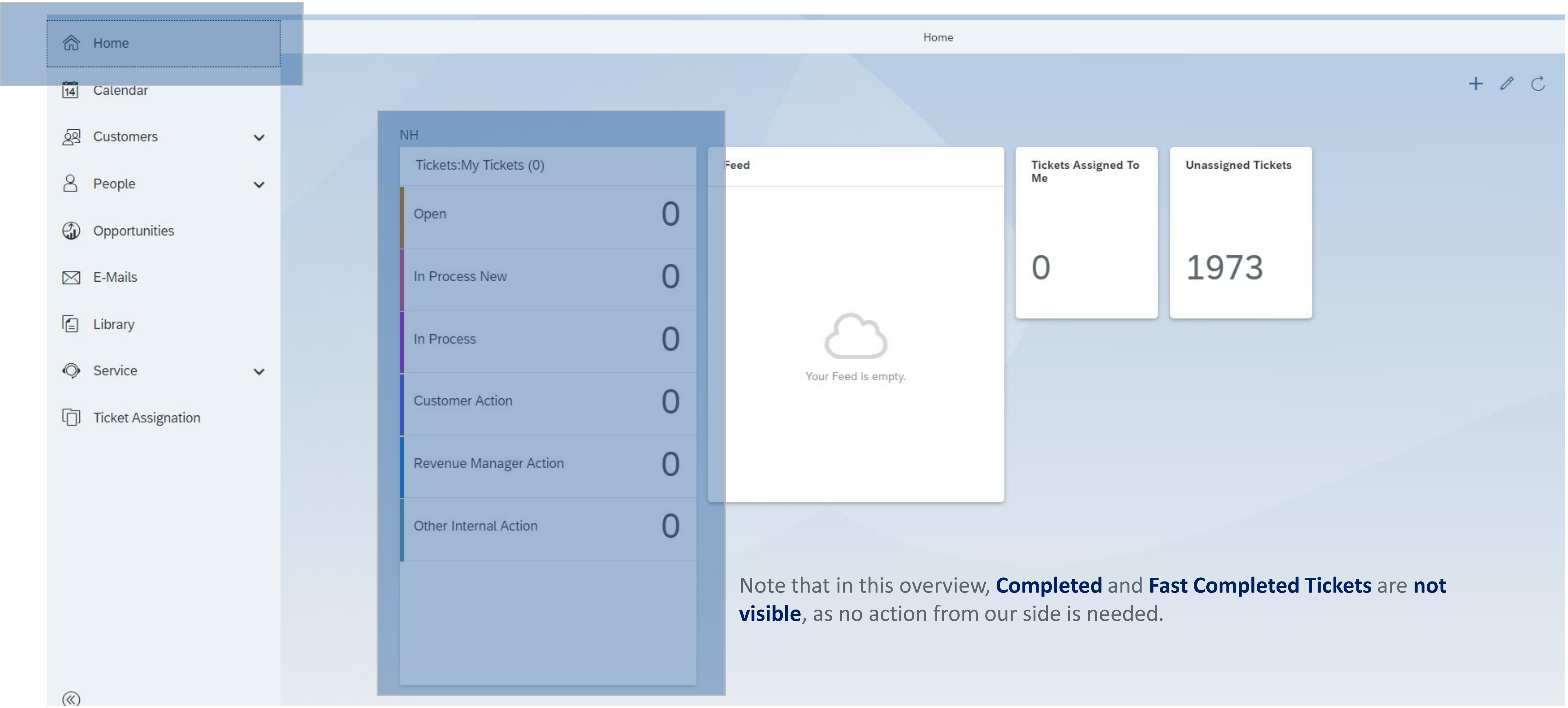
Home

Look and Feel- Left Task Bar



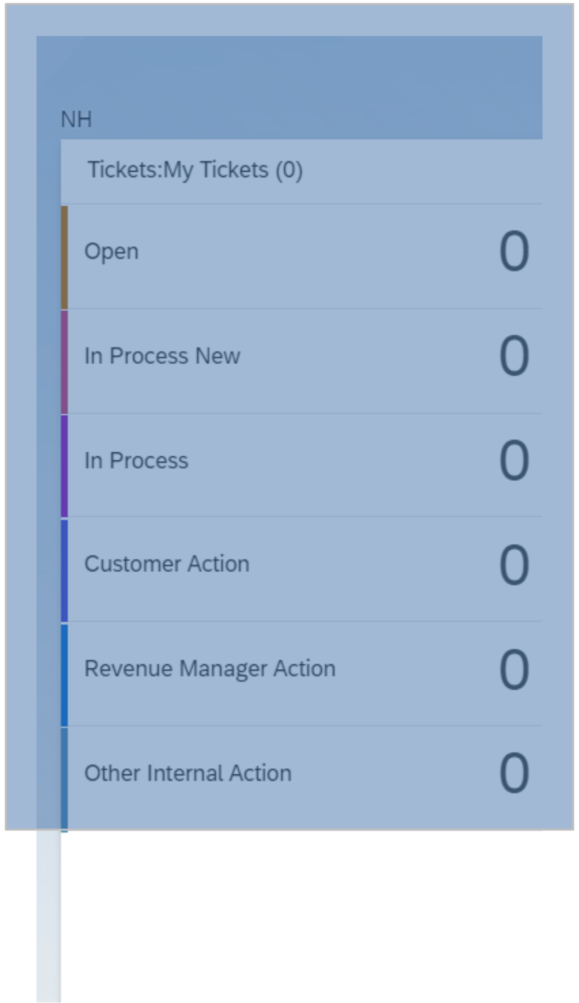
MINOR HOTELS

Look and Feel- Home



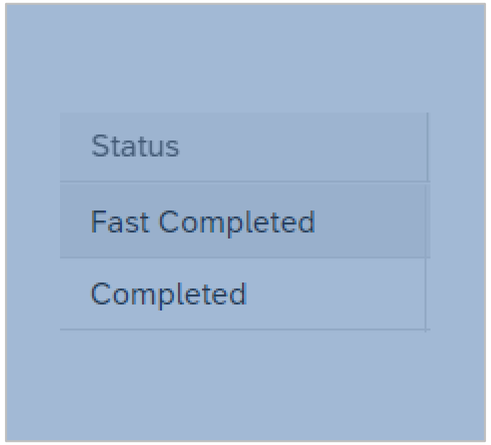
Note that in this overview, **Completed** and **Fast Completed Tickets** are **not visible**, as no action from our side is needed.

Look and Feel- Home



- **Open**: tickets not yet managed by anyone. By default, all tickets enter in status "Open"
- **In process new:** status to be set in all tickets from the moment we start working on it. We are actively working on the ticket. It means:
  - From the moment we start reading it , do the assessment call, check availability, etc.
  - When you are disrupted, e.g. by a call for another group, you change the status of the ticket you were initially working on to "In Process" and save as you are no longer working on this ticket but are focussing on another group. In theory you can only have 1 ticket in "In Process New".
- **In process:** status automatically set by the system whenever we receive a reply from anyone.
  - When you need to stop working on the ticket and aren't finished (so from status "In Process New" back to "In Process")
- **Customer Action:** status to be set manually by us whenever we are waiting for crutial customer information which does not allow us to proceed quoting. This status stops SLAs.
  - When no feedback in 48 hrs, you complete the ticket.
- **Revenue Manager Action:** status to be set manually by us whenever we are waiting for a revenue answer to proceed quoting. (new e-mail creation-recommended)
- **Other Internal Action:** status to be set manually by us whenever we are waiting for an answer from someone inside NH Hotel Group part of Minor answer to proceed quoting.

Look and Feel- Home

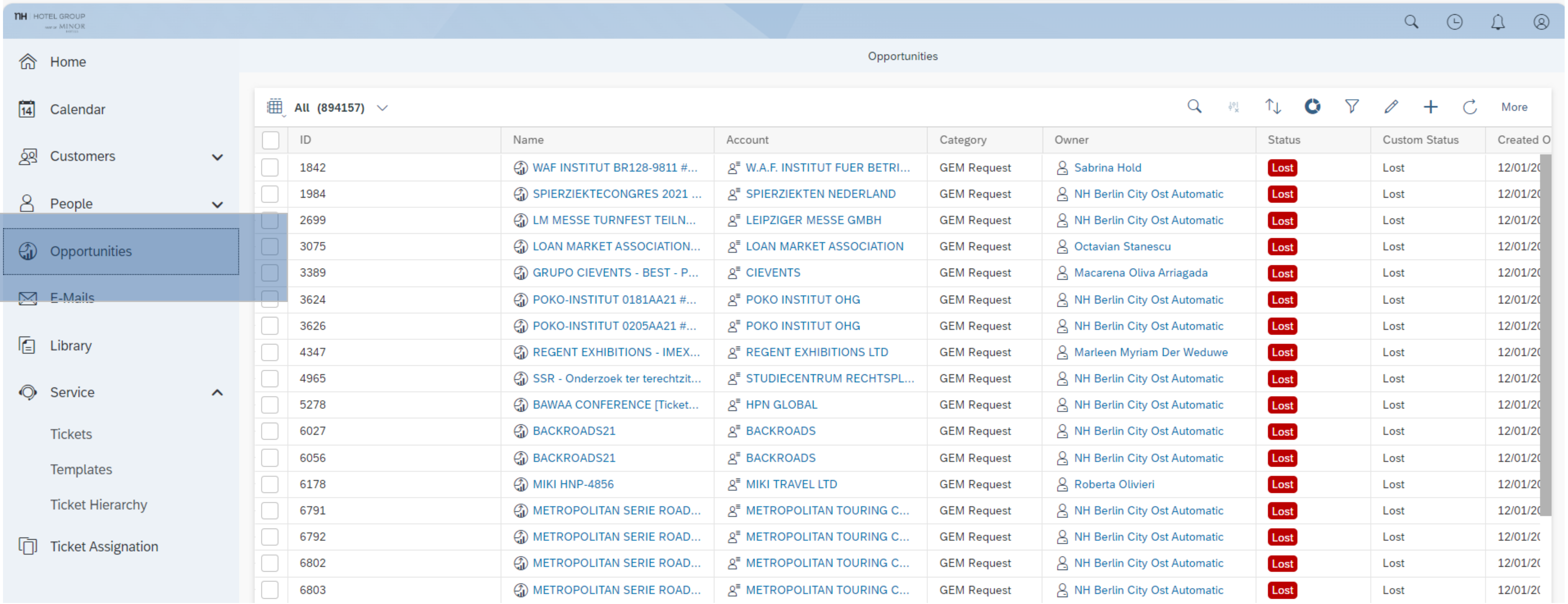


- **Fast Completed**:
  - when an interaction is received in a ticket in which no action from the user is required; e.g. auto-reply emails, thanks emails from clients. In general, these type of mails are considered in a second cycle, not the first mail entering
  - when the user is able to answer the e-mail without checking any other tool or platform (it means, without checking TMS, Evolution, Internet, etc.). In general, these type of mails are considered in a second cycle, not the first mail entering
  - Duplicates
  - tickets that belong to an existing ticket: the interaction of the newest ticket is moved to the oldest. Once moved, the status of the newest ticket is set as “Fast Completed”
  - business forwarded internally to another department (CRO, standalone hotel, social event towards hotel – so any business not handled by GEM/GGT).
- **Completed**: proposal / contract sent.
  - Within the BF you keep track of the next contact moments, like follow up, option limit date, date for signed contract to be returned, etc. so the ticket in C4C can be in status “Completed”, even though the sales process is not finalized yet.

- **Cycle Change**:

A ticket is entering a 2nd cyle whenever it goes from In process to another status and there is more than 1 interaction withing the ticket.

Look and Feel- Opportunities



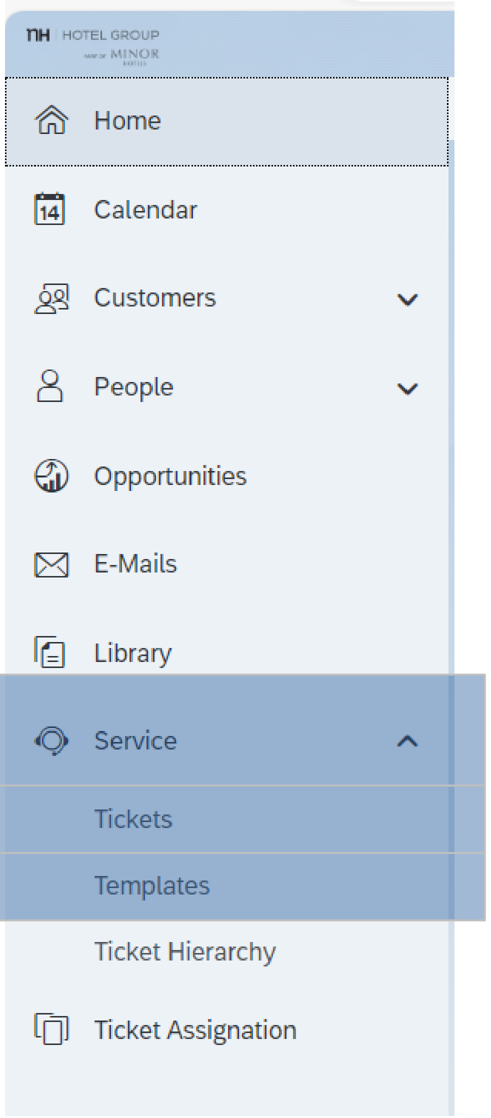
ID	Name	Account	Category	Owner	Status	Custom Status	Created O
1842	WAF INSTITUT BR128-9811 #...	W.A.F. INSTITUT FUER BETRI...	GEM Request	Sabrina Hold	Lost	Lost	12/01/2
1984	SPIERZIEKTECONGRES 2021 ...	SPIERZIEKTEN NEDERLAND	GEM Request	NH Berlin City Ost Automatic	Lost	Lost	12/01/2
2699	LM MESSE TURNFEST TEILN...	LEIPZIGER MESSE GMBH	GEM Request	NH Berlin City Ost Automatic	Lost	Lost	12/01/2
3075	LOAN MARKET ASSOCIATION...	LOAN MARKET ASSOCIATION	GEM Request	Octavian Stanescu	Lost	Lost	12/01/2
3389	GRUPO CIEVENTS - BEST - P...	CIEVENTS	GEM Request	Macarena Oliva Arriagada	Lost	Lost	12/01/2
3624	POKO-INSTITUT 0181AA21 #...	POKO INSTITUT OHG	GEM Request	NH Berlin City Ost Automatic	Lost	Lost	12/01/2
3626	POKO-INSTITUT 0205AA21 #...	POKO INSTITUT OHG	GEM Request	NH Berlin City Ost Automatic	Lost	Lost	12/01/2
4347	REGENT EXHIBITIONS - IMEX...	REGENT EXHIBITIONS LTD	GEM Request	Marleen Myriam Der Weduwe	Lost	Lost	12/01/2
4965	SSR - Onderzoek ter terechtzit...	STUDIECENTRUM RECHTSPL...	GEM Request	NH Berlin City Ost Automatic	Lost	Lost	12/01/2
5278	BAWAA CONFERENCE [Ticket...	HPN GLOBAL	GEM Request	NH Berlin City Ost Automatic	Lost	Lost	12/01/2
6027	BACKROADS21	BACKROADS	GEM Request	NH Berlin City Ost Automatic	Lost	Lost	12/01/2
6056	BACKROADS21	BACKROADS	GEM Request	NH Berlin City Ost Automatic	Lost	Lost	12/01/2
6178	MIKI HNP-4856	MIKI TRAVEL LTD	GEM Request	Roberta Olivieri	Lost	Lost	12/01/2
6791	METROPOLITAN SERIE ROAD...	METROPOLITAN TOURING C...	GEM Request	NH Berlin City Ost Automatic	Lost	Lost	12/01/2
6792	METROPOLITAN SERIE ROAD...	METROPOLITAN TOURING C...	GEM Request	NH Berlin City Ost Automatic	Lost	Lost	12/01/2
6802	METROPOLITAN SERIE ROAD...	METROPOLITAN TOURING C...	GEM Request	NH Berlin City Ost Automatic	Lost	Lost	12/01/2
6803	METROPOLITAN SERIE ROAD...	METROPOLITAN TOURING C...	GEM Request	NH Berlin City Ost Automatic	Lost	Lost	12/01/2

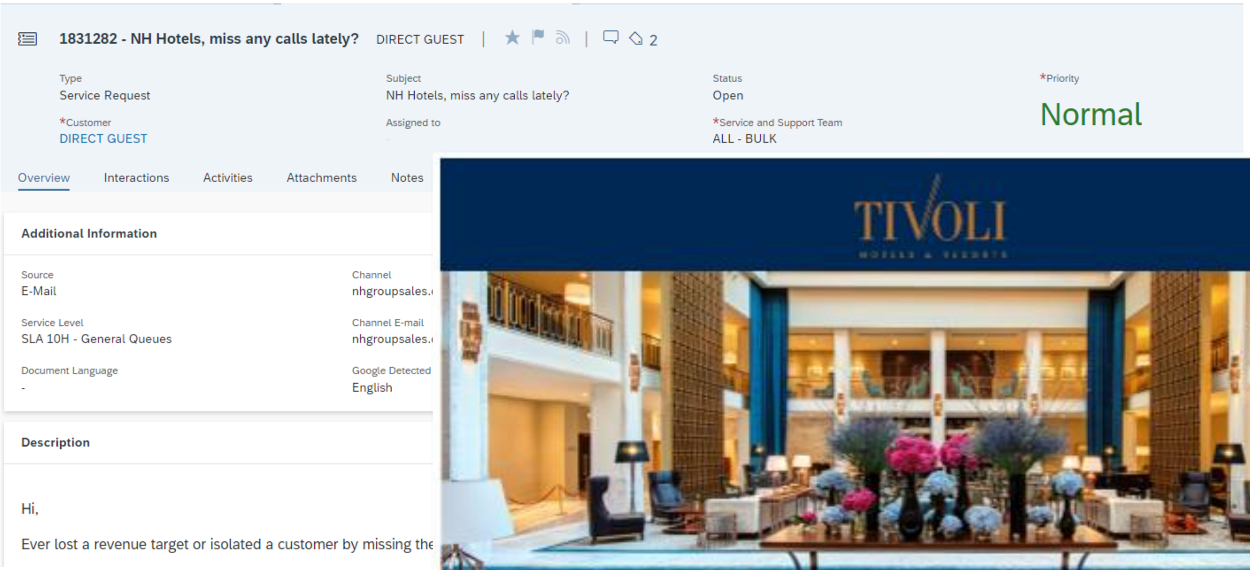
We need to **link the booking file to the Ticket request; this is done via Opportunities.**

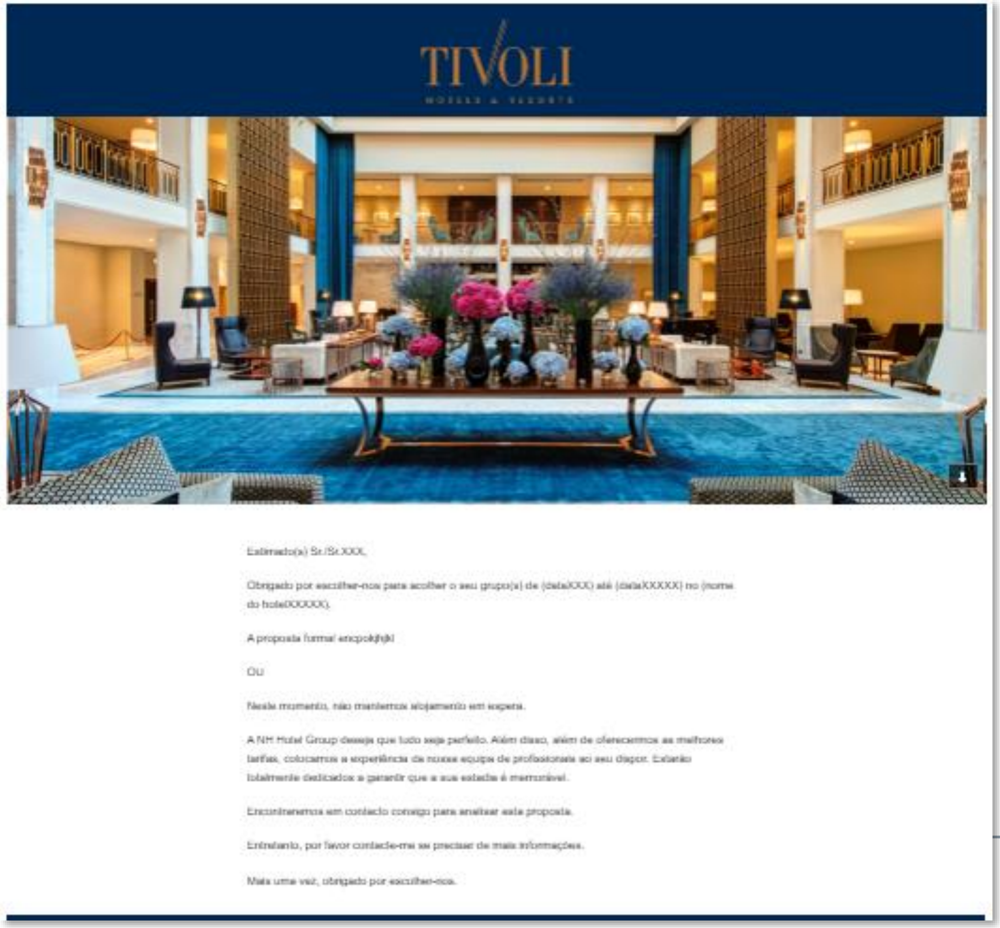
OPPORTUNITY → **LINK C4C & TMS4M**

Look and Feel- Service

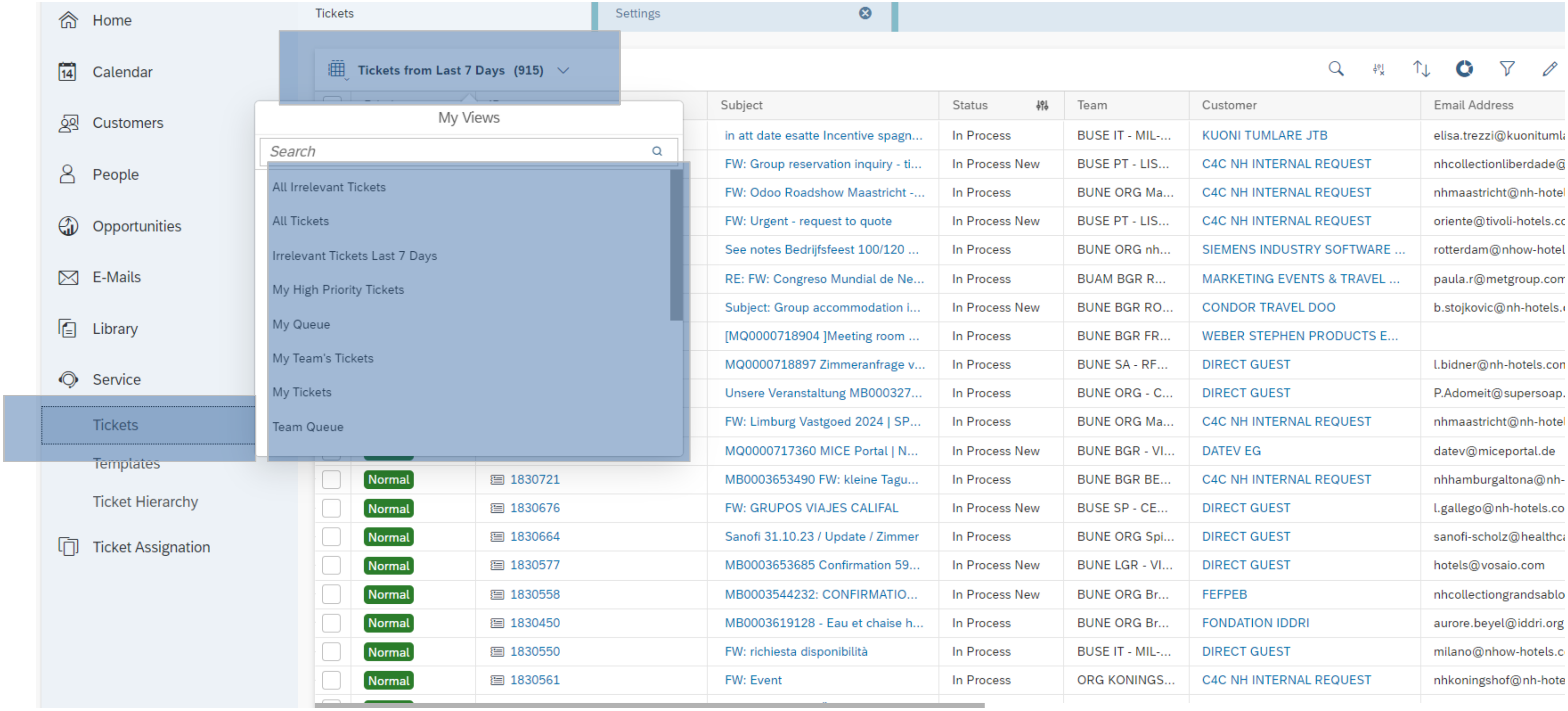
Mail ➔ Ticket







Look and Feel- Filtering tickets



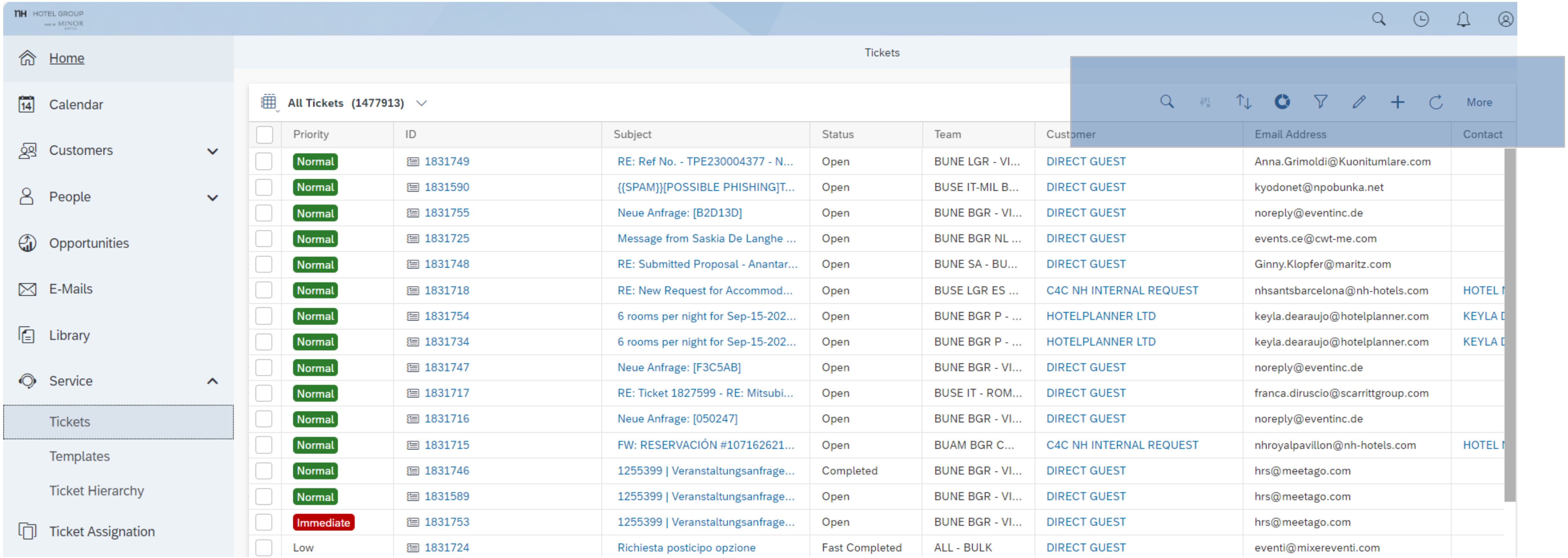
MINOR HOTELS

Look and Feel- Filtering tickets

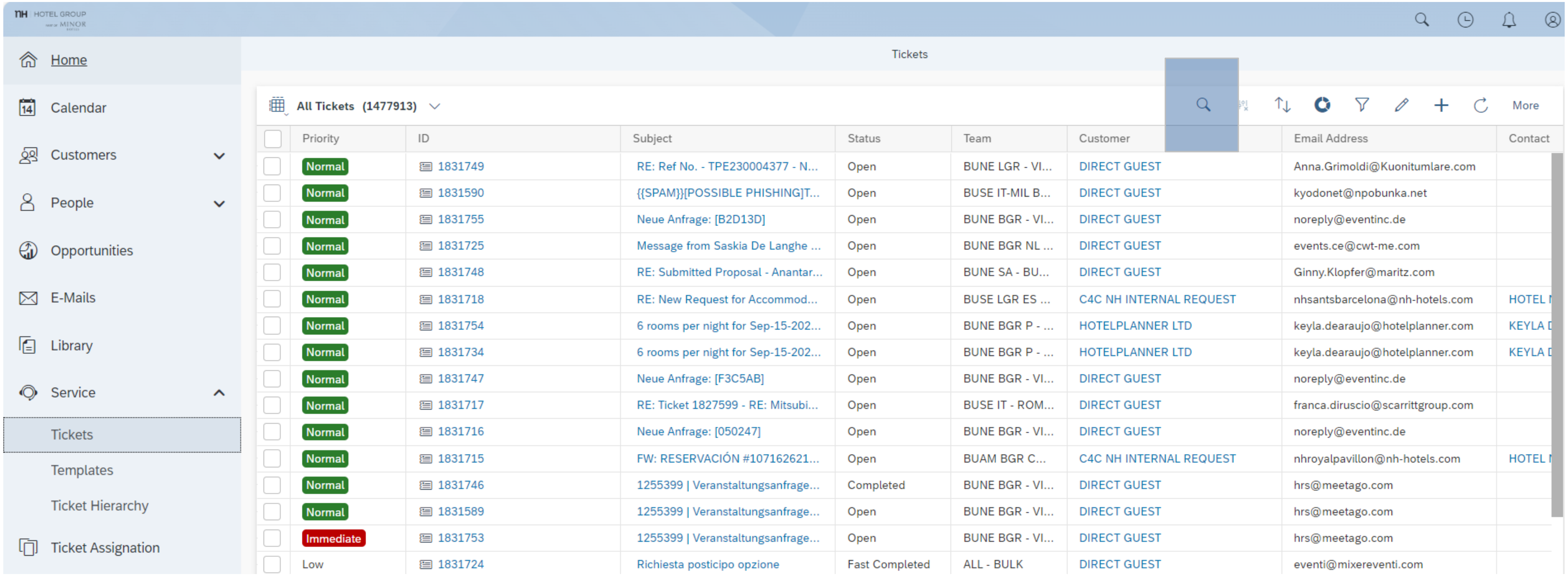
How to filter your Tickets :

- **All Irrelevant Tickets** = all spam tickets (can't be seen in any other filter)
- **All Tickets** = all tickets from all service teams
- **All Irrelevant Tickets Last 7 Days** = all spam tickets (can't be seen in any other filter)
- **My Queue** = tickets with status 'open' and 'in process' under my name
- **My Team's Tickets** = tickets assigned to your service Team
- **My tickets**: (Open, In process, In process new, Customer Action, Revenue Manager Action, Other internal Action or Completed)
- **Tickets assigned to me** = only tickets under my name (in a status different from Completed & Fast Completed)
- **Tickets from last … days** = all tickets filtered by creation date
- **Tickets I created** = all tickets created by me
- **Tickets with my Involvement**: Tickets handled by me
- **Unassigned Tickets** = all tickets (except irrelevant) which are not assigned yet

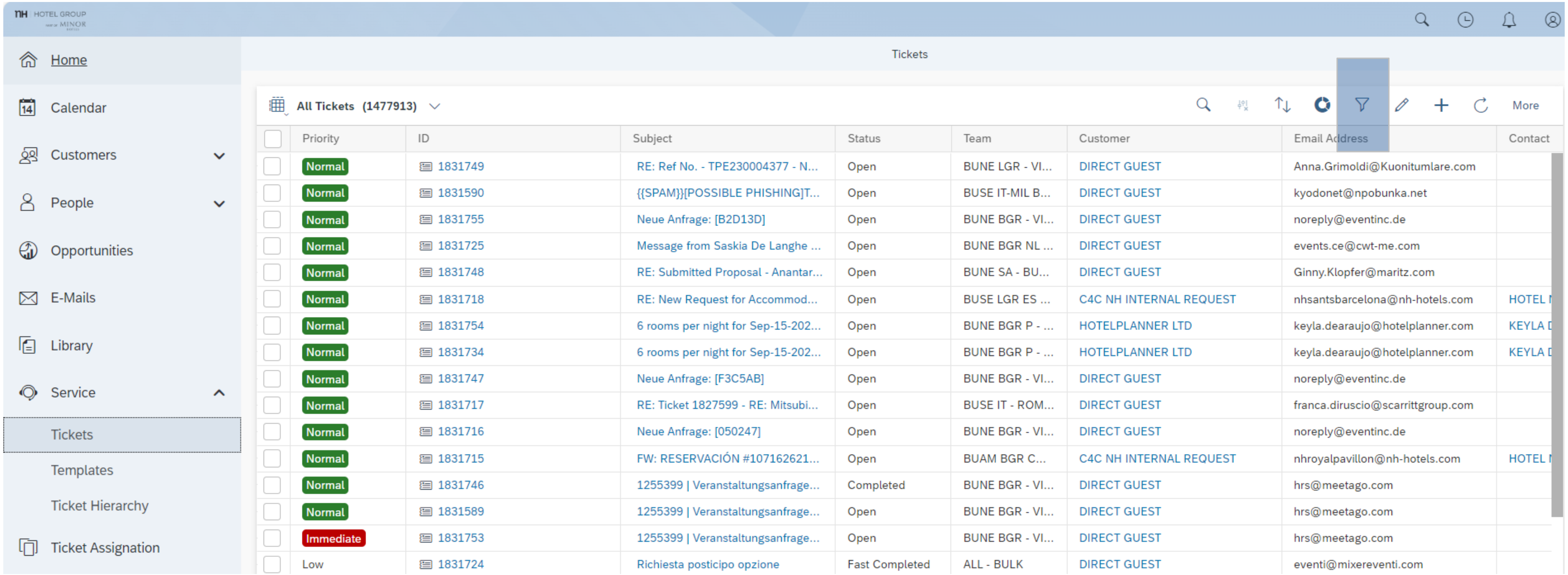
Look and Feel- Right corner bar



Look and Feel- Search function

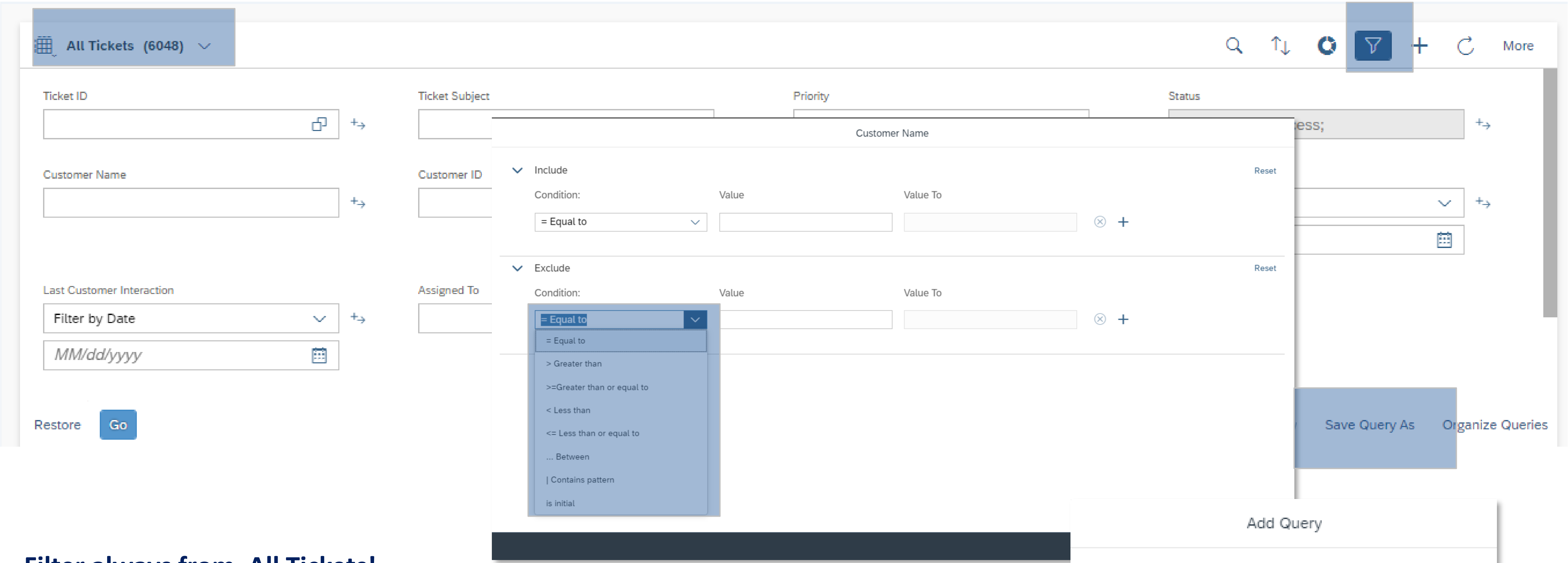


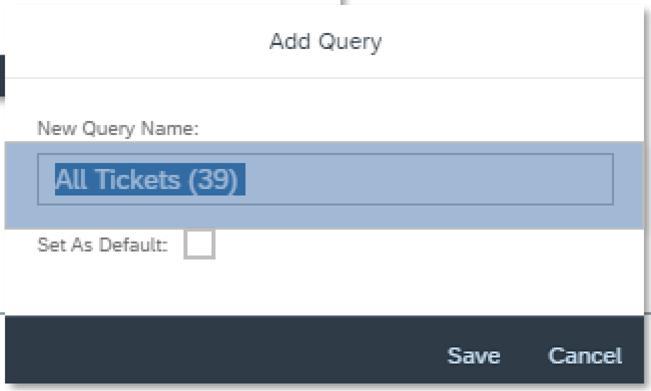
Look and Feel- Queries



Priority	ID	Subject	Status	Team	Customer	Email Address	Contact
Normal	1831749	RE: Ref No. - TPE230004377 - N...	Open	BUNE LGR - VI...	DIRECT GUEST	Anna.Grimoldi@Kuonitumlare.com	
Normal	1831590	{{SPAM}}[POSSIBLE PHISHING]T...	Open	BUSE IT-MIL B...	DIRECT GUEST	kyodonet@npobunka.net	
Normal	1831755	Neue Anfrage: [B2D13D]	Open	BUNE BGR - VI...	DIRECT GUEST	noreply@eventinc.de	
Normal	1831725	Message from Saskia De Langhe ...	Open	BUNE BGR NL ...	DIRECT GUEST	events.ce@cwt-me.com	
Normal	1831748	RE: Submitted Proposal - Anantar...	Open	BUNE SA - BU...	DIRECT GUEST	Ginny.Klopfer@maritz.com	
Normal	1831718	RE: New Request for Accommod...	Open	BUSE LGR ES ...	C4C NH INTERNAL REQUEST	nhsantsbarcelona@nh-hotels.com	HOTEL
Normal	1831754	6 rooms per night for Sep-15-202...	Open	BUNE BGR P - ...	HOTELPLANNER LTD	keyla.dearaujo@hotelplanner.com	KEYLA
Normal	1831734	6 rooms per night for Sep-15-202...	Open	BUNE BGR P - ...	HOTELPLANNER LTD	keyla.dearaujo@hotelplanner.com	KEYLA
Normal	1831747	Neue Anfrage: [F3C5AB]	Open	BUNE BGR - VI...	DIRECT GUEST	noreply@eventinc.de	
Normal	1831717	RE: Ticket 1827599 - RE: Mitsubi...	Open	BUSE IT - ROM...	DIRECT GUEST	franca.diruscio@scarrittgroup.com	
Normal	1831716	Neue Anfrage: [050247]	Open	BUNE BGR - VI...	DIRECT GUEST	noreply@eventinc.de	
Normal	1831715	FW: RESERVACIÓN #107162621...	Open	BUAM BGR C...	C4C NH INTERNAL REQUEST	nhroyalpavillon@nh-hotels.com	HOTEL
Normal	1831746	1255399 | Veranstaltungsanfrage...	Completed	BUNE BGR - VI...	DIRECT GUEST	hrs@meetago.com	
Normal	1831589	1255399 | Veranstaltungsanfrage...	Open	BUNE BGR - VI...	DIRECT GUEST	hrs@meetago.com	
Immediate	1831753	1255399 | Veranstaltungsanfrage...	Open	BUNE BGR - VI...	DIRECT GUEST	hrs@meetago.com	
Low	1831724	Richiesta posticipo opzione	Fast Completed	ALL - BULK	DIRECT GUEST	eventi@mixereventi.com	

Look and Feel- Creating Queries





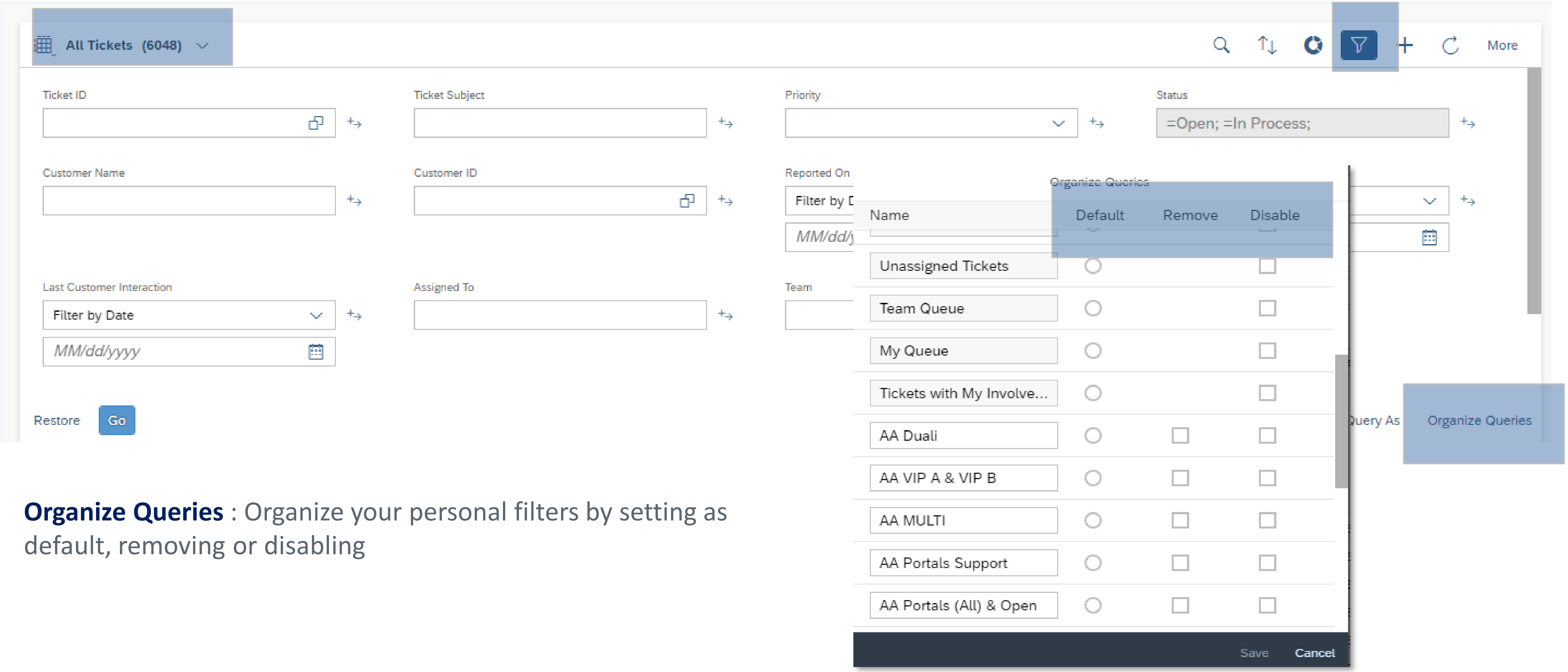
Filter always from All Tickets!

Otherwise, you will create queries from other queries not seen all the results.

Once you have created your query, name and save it.

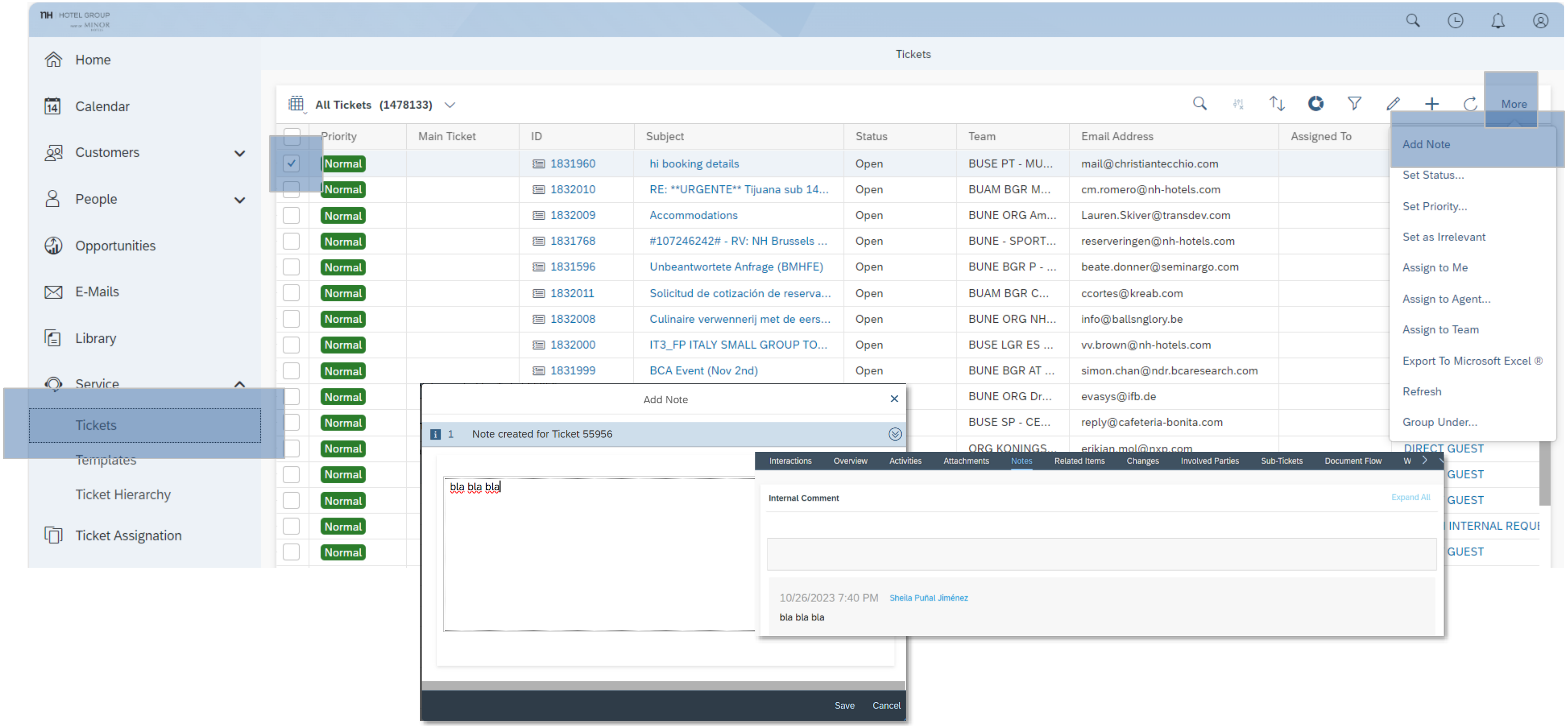
MINOR HOTELS

Look and Feel- Organizing Queries

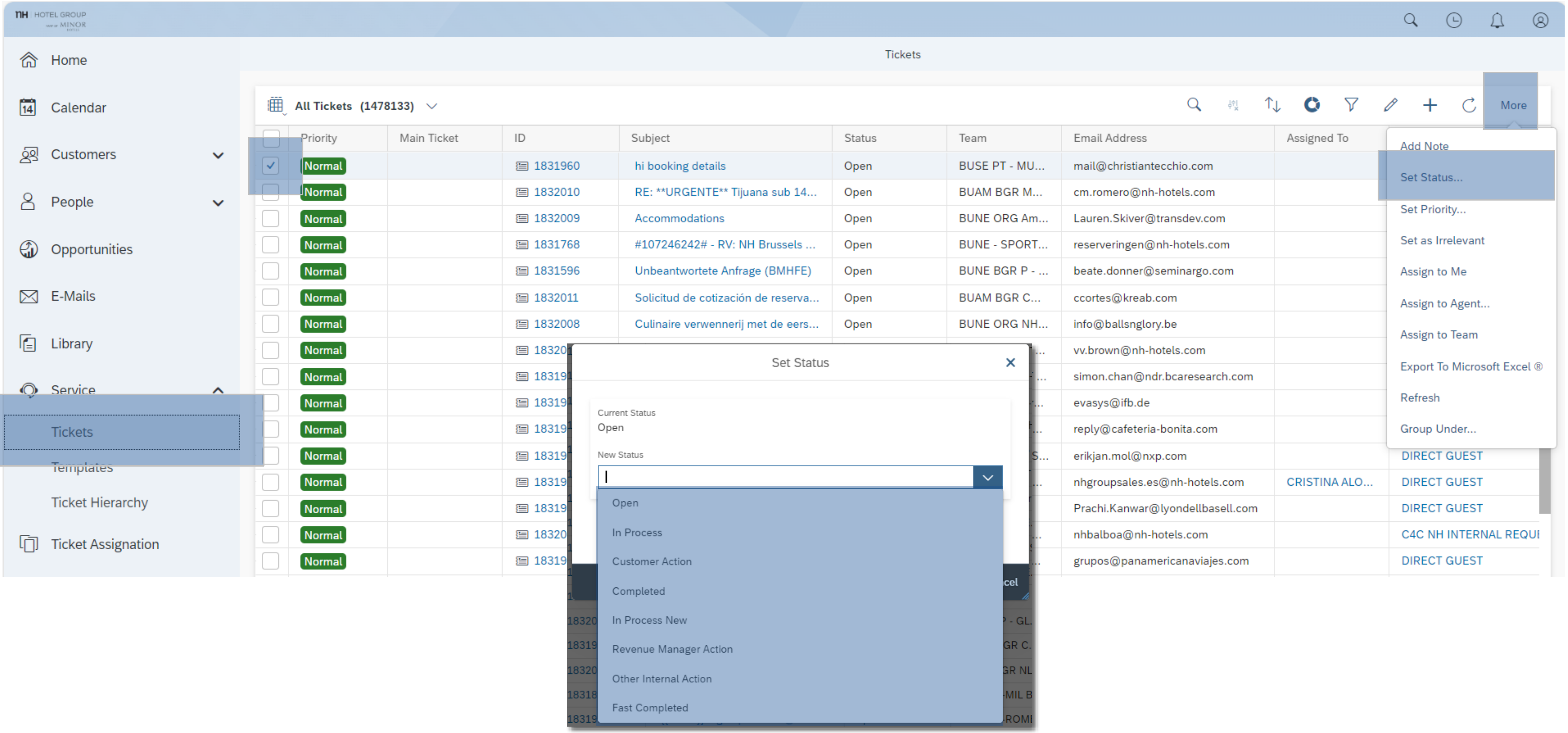


Organize Queries : Organize your personal filters by setting as default, removing or disabling

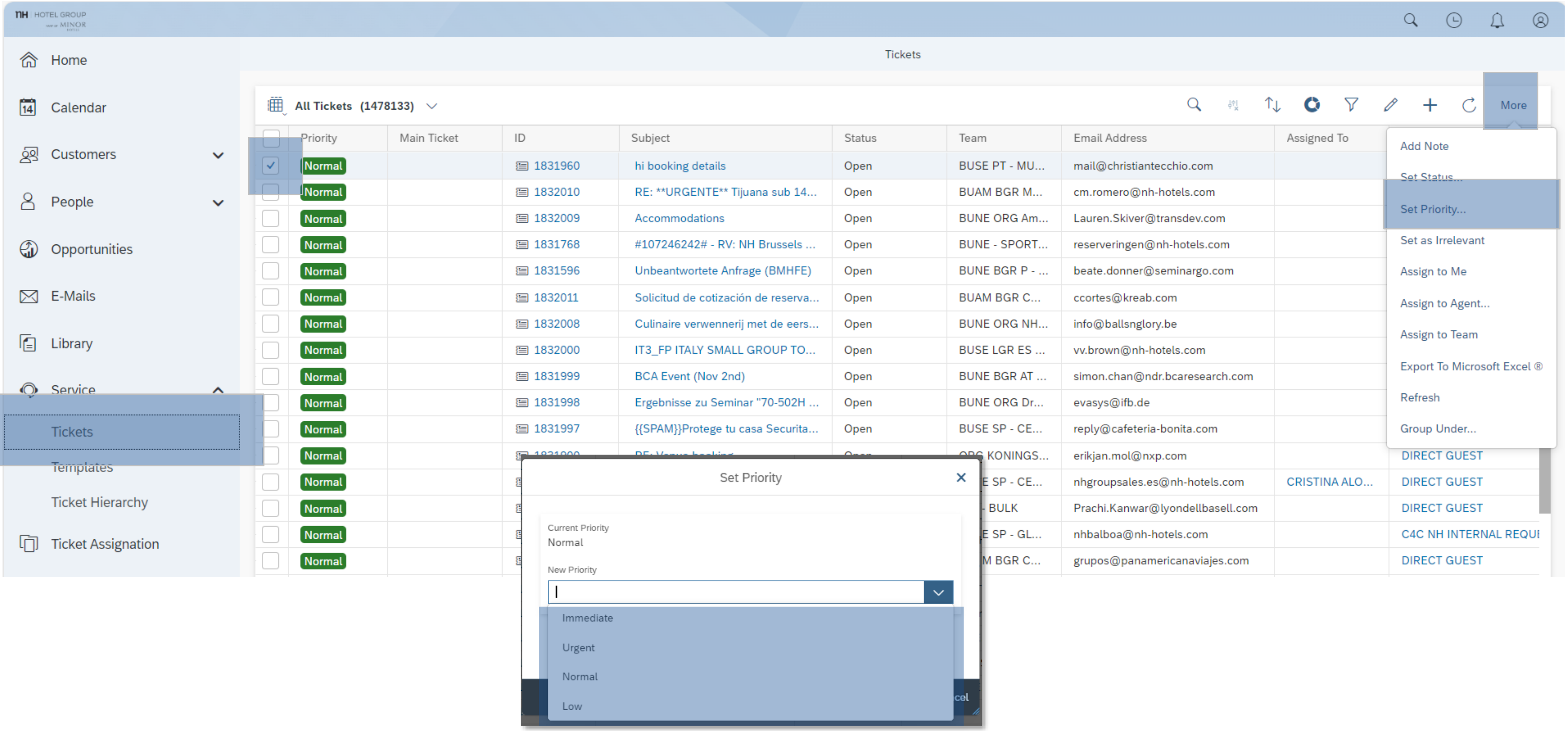
Look and Feel- Adding notes in Tickets



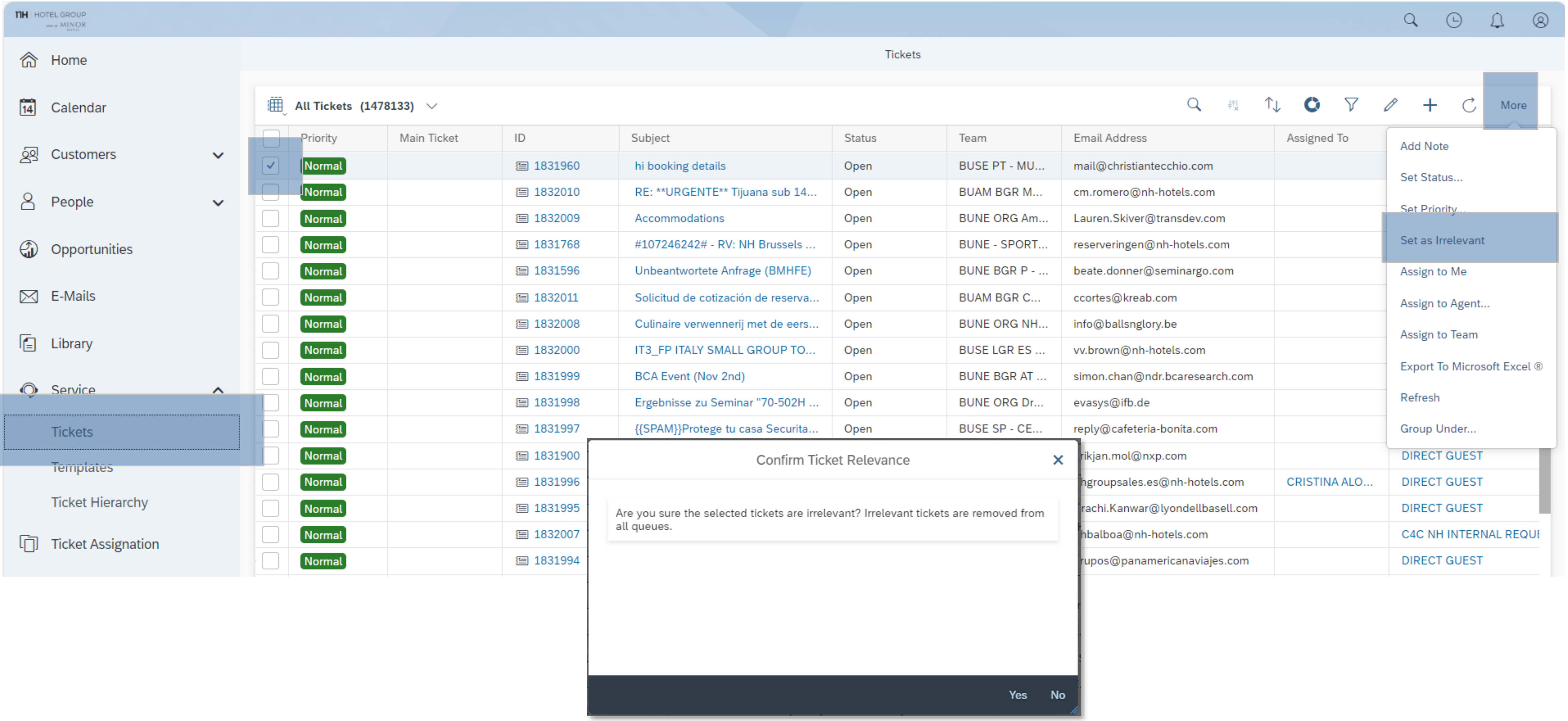
Look and Feel- Setting Status in Tickets



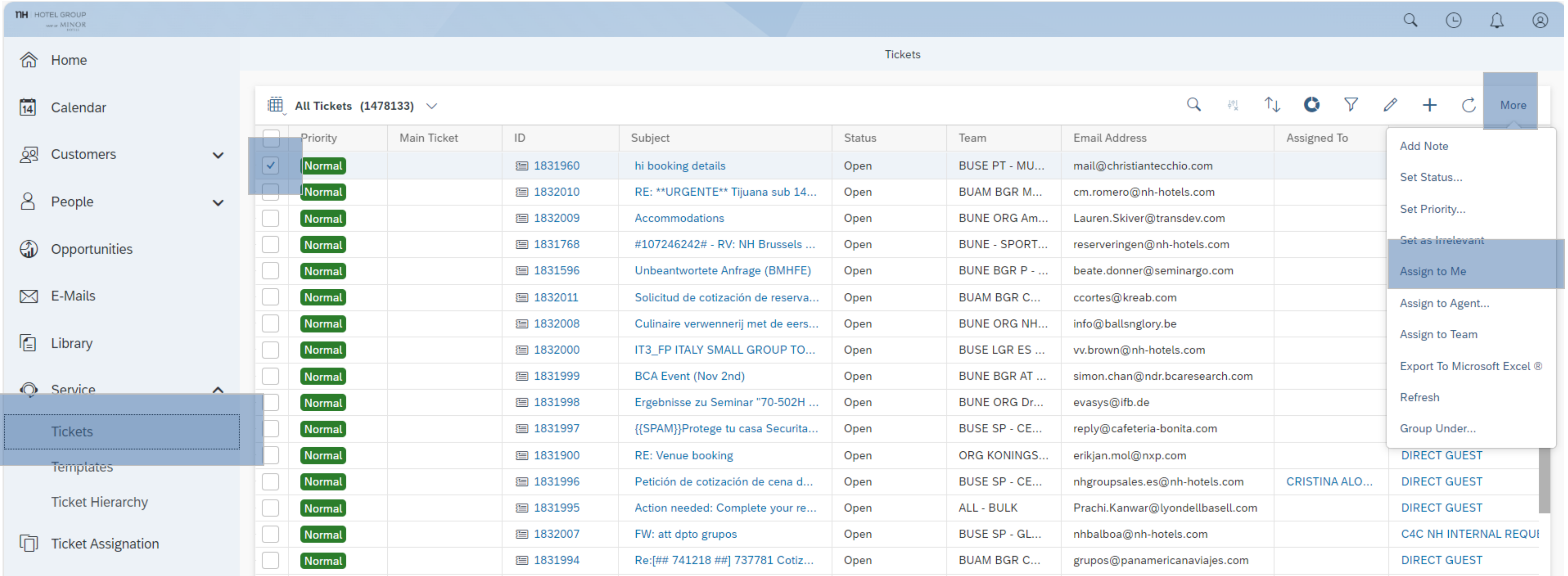
Look and Feel- Setting Priority in Tickets



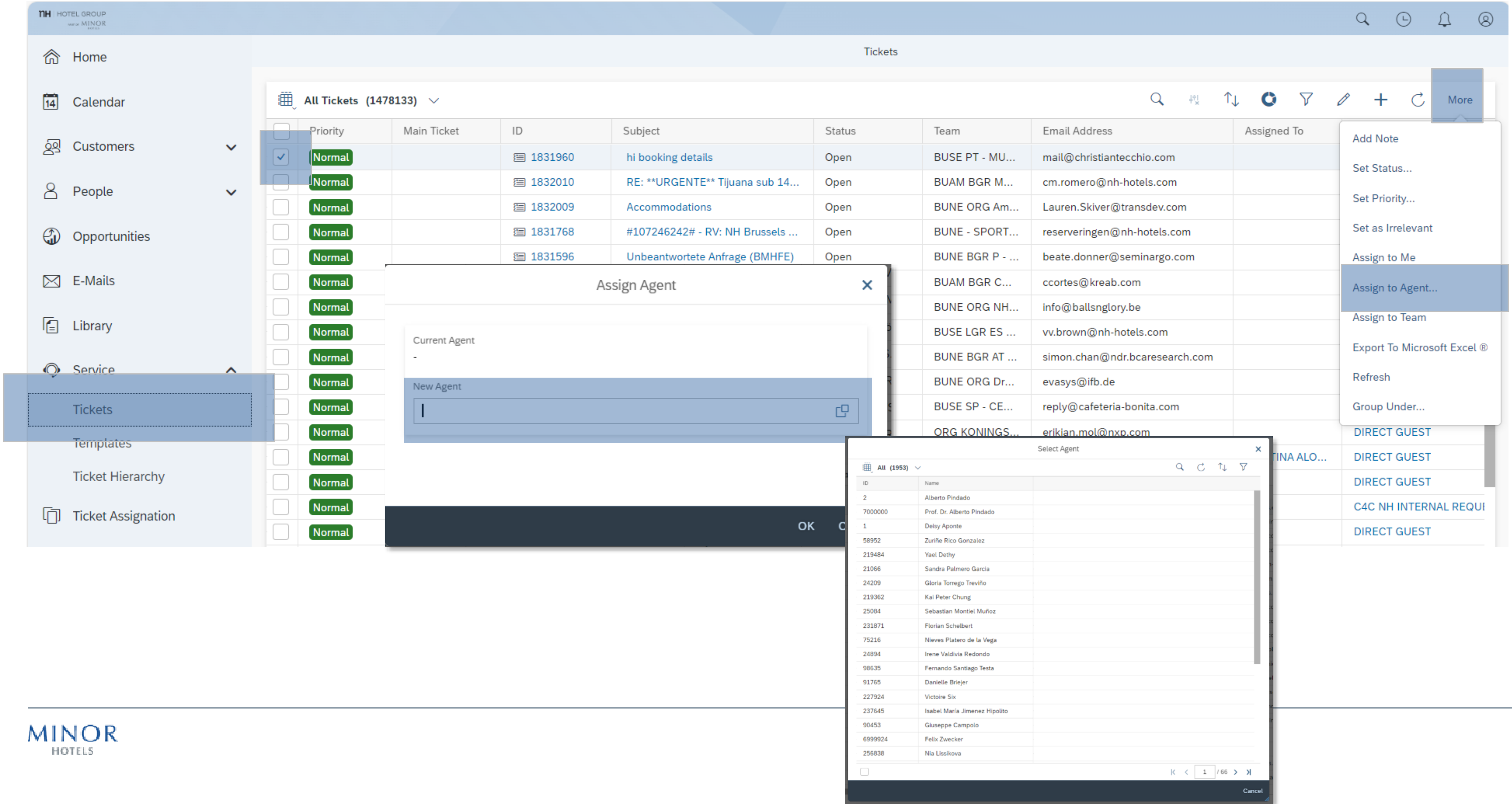
Look and Feel- Setting Tickets as Irrelevant



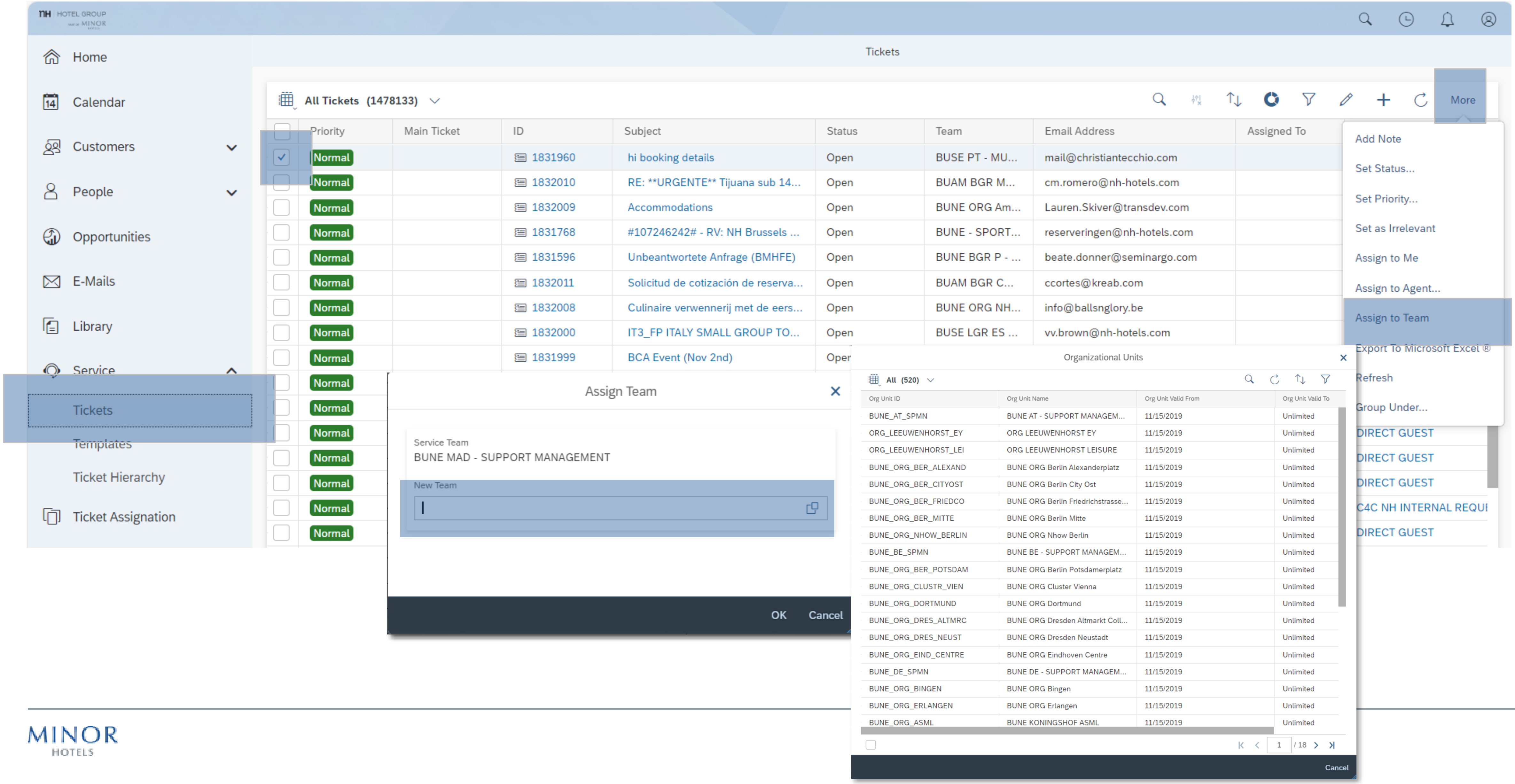
Look and Feel- Assigning Tickets to yourself



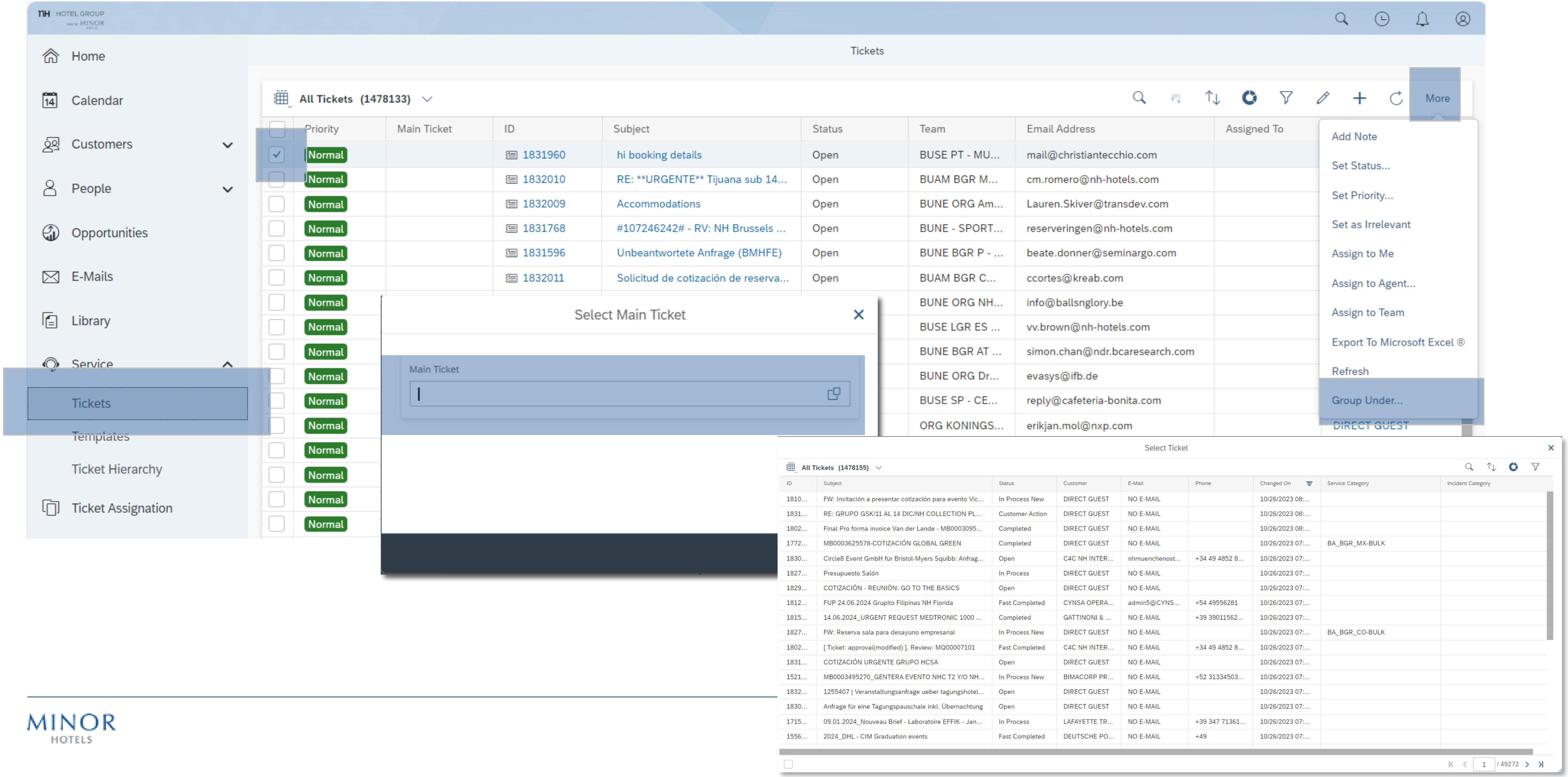
Look and Feel- Assigning Tickets to someone else



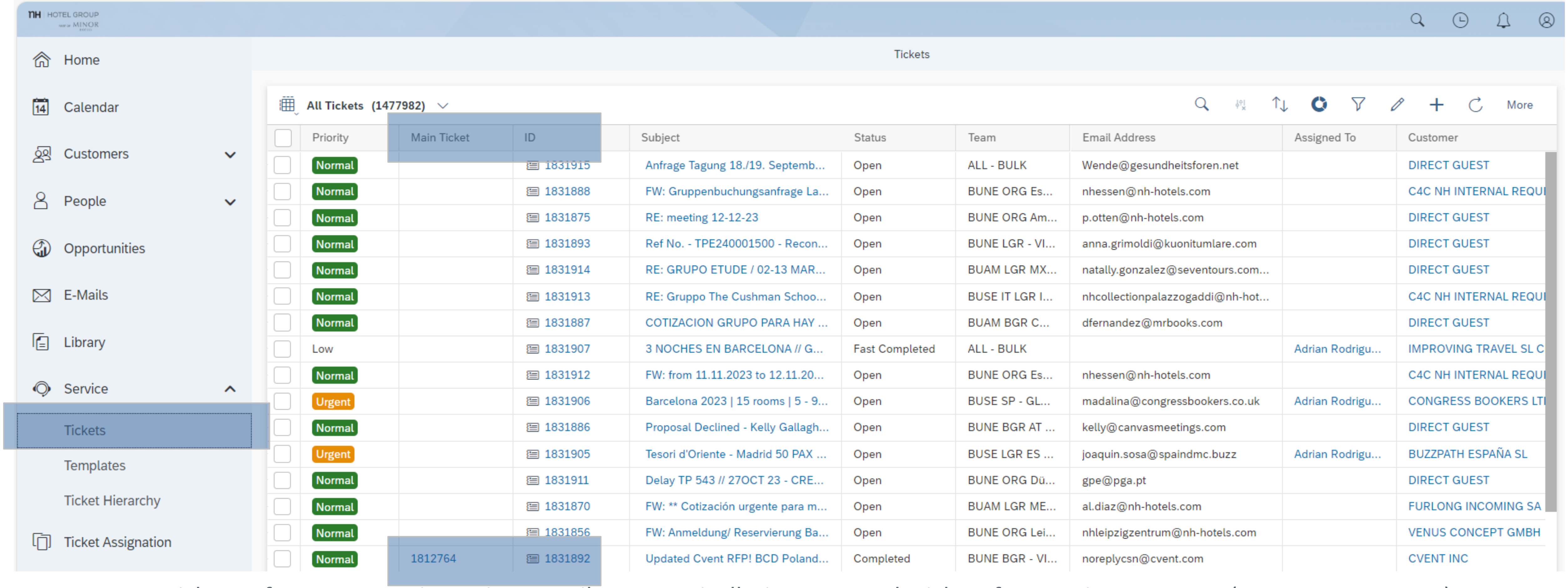
Look and Feel- Assigning Tickets to a Service Team



Look and Feel- Creating sub-tickets



Look and Feel- Creating sub-tickets



C4C creates a ticket ID for every new incoming e-mail. Automatically, it creates sub-tickets for certain customers (CVENT, Kactus, etc.)

Main Ticket & ID columns must be included in the ticket's layout.

Every time a new sub-ticket enters the Main one, Main changes the status into "In process". Agent must check the new sub-ticket and proceed accordingly.

Look and Feel- Ticket's columns layout

Priority	Main Ticket	ID	Subject	Status	Team	Email Address	Assigned To	Customer
Normal		1831915	Anfrage Tagung 18./19. Septemb...	Open	ALL - BULK	Wende@gesundheitsforen.net		DIRECT GUEST
Normal		1831888	FW: Gruppenbuchungsanfrage La...	Open	BUNE ORG Es...	nhessen@nh-hotels.com		C4C NH INTERNAL REQUI
Normal		1831875	RE: meeting 12-12-23	Open	BUNE ORG Am...	p.otten@nh-hotels.com		DIRECT GUEST
Normal		1831893	Ref No. - TPE240001500 - Recon...	Open	BUNE LGR - VI...	anna.grimoldi@kuonitumlare.com		DIRECT GUEST
Normal		1831914	RE: GRUPO ETUDE / 02-13 MAR...	Open	BUAM LGR MX...	natally.gonzalez@seventours.com...		DIRECT GUEST
Normal		1831913	RE: Gruppo The Cushman Schoo...	Open	BUSE IT LGR I...	nhcollectionpalazzogaddi@nh-hot...		C4C NH INTERNAL REQUI
Normal		1831887	COTIZACION GRUPO PARA HAY ...	Open	BUAM BGR C...	dfernandez@mrbooks.com		DIRECT GUEST
Low		1831907	3 NOCHES EN BARCELONA // G...	Fast Completed	ALL - BULK		Adrian Rodrigu...	IMPROVING TRAVEL SL C
Normal		1831912	FW: from 11.11.2023 to 12.11.20...	Open	BUNE ORG Es...	nhessen@nh-hotels.com		C4C NH INTERNAL REQUI
Urgent		1831906	Barcelona 2023 | 15 rooms | 5 - 9...	Open	BUSE SP - GL...	madalina@congressbookers.co.uk	Adrian Rodrigu...	CONGRESS BOOKERS LTI
Normal		1831886	Proposal Declined - Kelly Gallagh...	Open	BUNE BGR AT ...	kelly@canvasmeetings.com		DIRECT GUEST
Urgent		1831905	Tesori d'Oriente - Madrid 50 PAX ...	Open	BUSE LGR ES ...	joaquin.sosa@spaindmc.buzz	Adrian Rodrigu...	BUZZPATH ESPAÑA SL
Normal		1831911	Delay TP 543 // 27OCT 23 - CRE...	Open	BUNE ORG Dü...	gpe@pga.pt		DIRECT GUEST

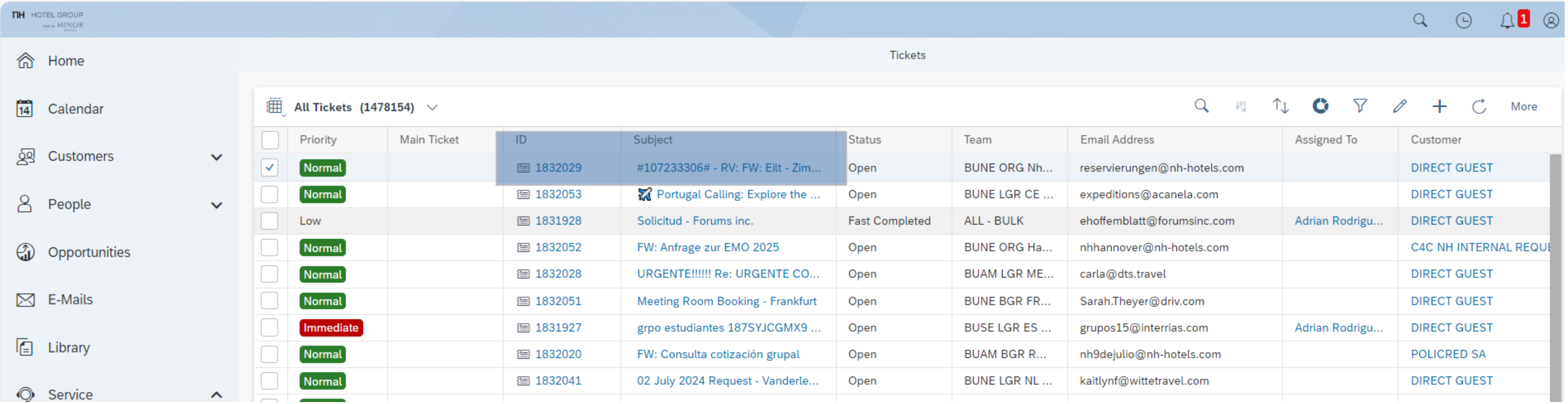
- **ID**: ticket number
- **Subject** : Email subject
- **Status**: Ticket Status
- **Team**: Service Team the ticket is assigned to
- **Email address**: Sender email address
- **Assigned to** : Whom the ticket is assigned to
- **Customer** : PID (internal for C4C) of the Main Client
- **Etc.**

How to handle a new request: Ticket & Opportunity

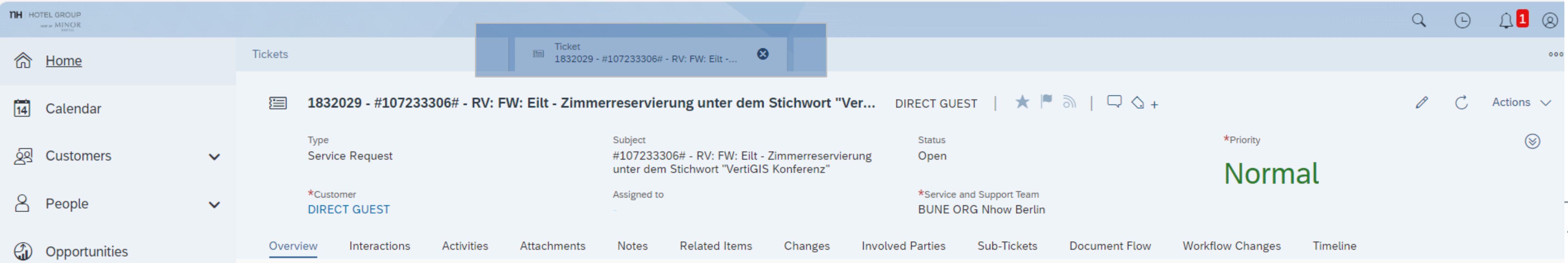
Tickets

How to handle a new request: Opening Tickets

To open a ticket, click on the ticket ID or subject line:

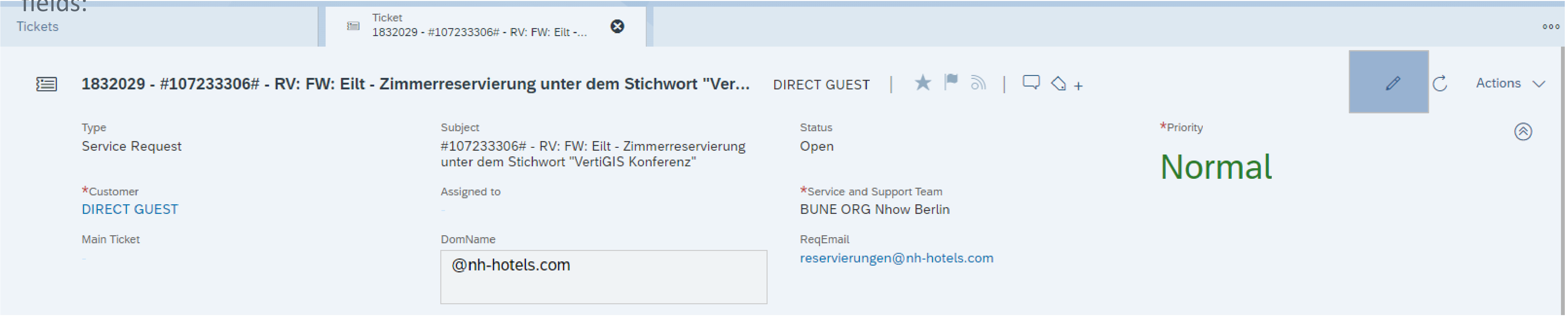


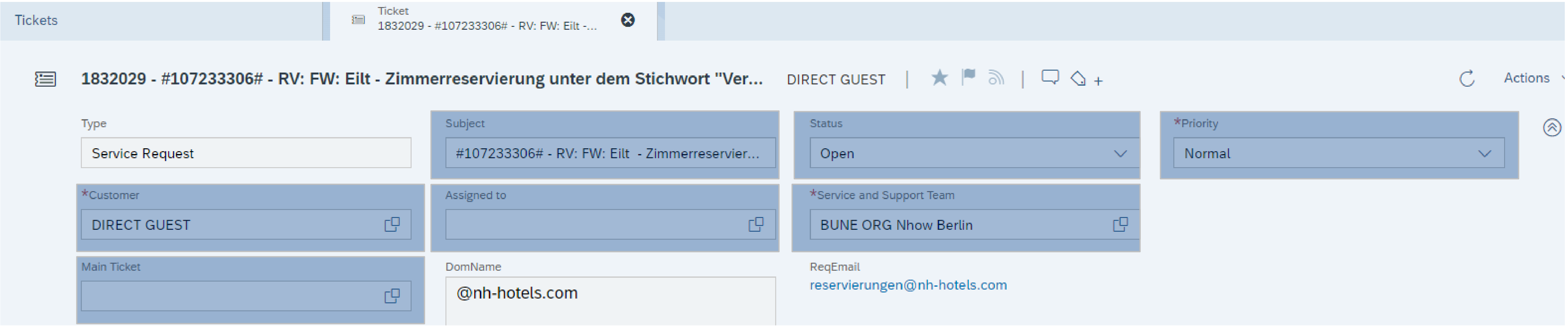
Then the system will open a new tab with the ticket:



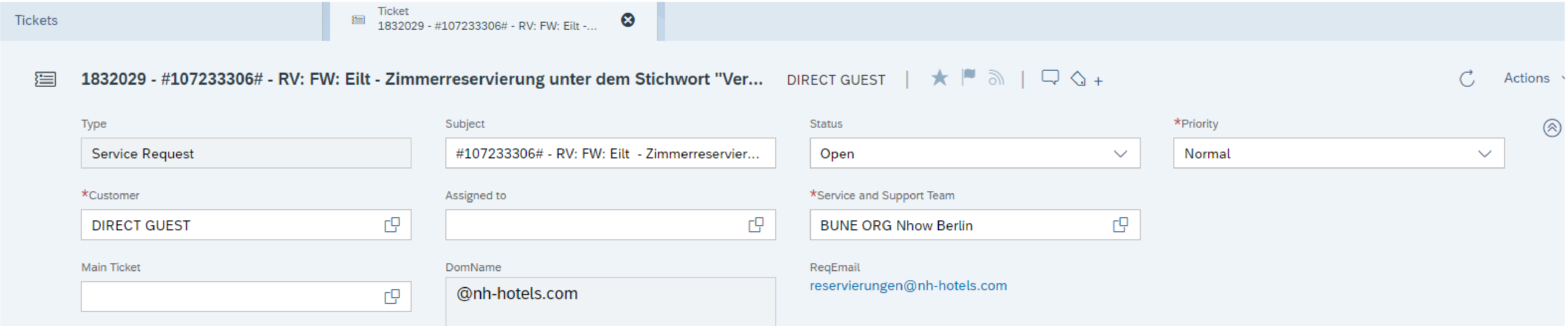
How to handle a new request: Header-fields

Header of the ticket, by clicking the pencil you can edit some fields:





How to handle a new request: Header-fields



Subject You can modify this field. Clients are not able to see changes. You can use it to add info. To make you understand the process of quoting. Ex: Offer sent, Do FUP, Contract Sent, etc.

Status: You can modify the status of the ticket once you have been working on the ticket as per “quotation status”

Priority: you can modify the priority of the ticket to help you to highlight it by your internal criteria, client, lead-time, etc

Service and Support Team: you can modify the ST in case that it is not correct, remember that the ST have different SLAs so it is important to assign the ticket to the correct ST.

How to handle a new request: Header- Customer

Customer update: It is compulsory to inform the Customer in the Ticket. There are different options:

1.Clicking the expanding button, you can find the customer by TMS PID in the External ID filter or by Customer Name

2.Once informed in the MQ and/or MB by refreshing the ticket it is updated automatically

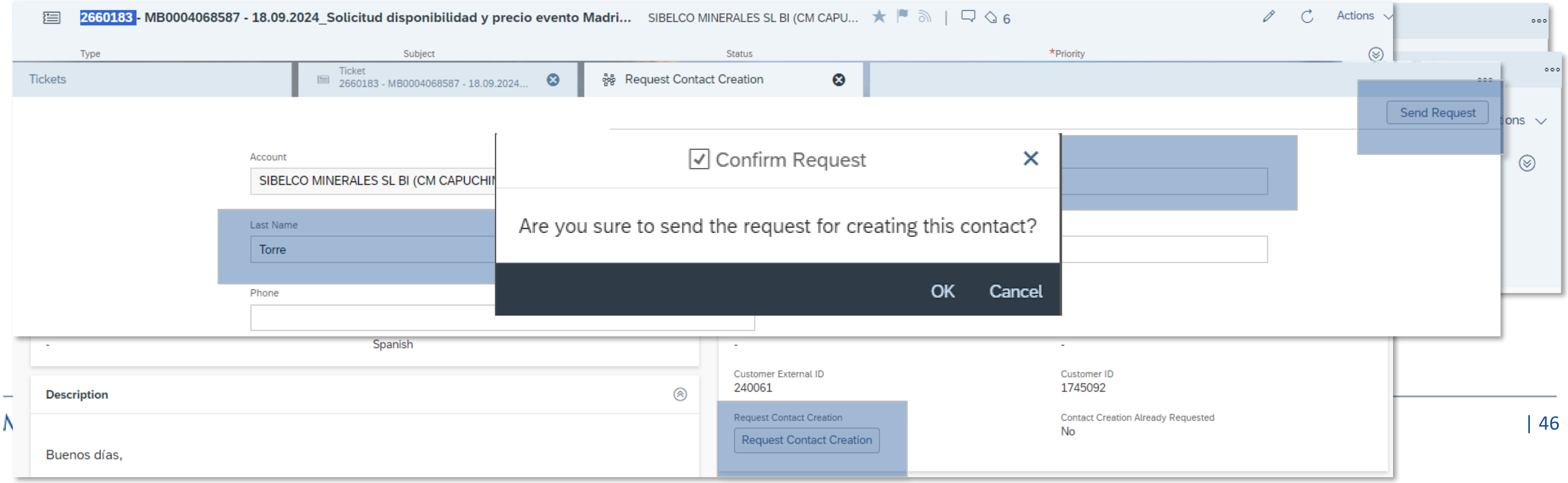
How to request a contact customer creation?

1.Edit the ticket and select the Customer OR wait for the automatic update via MQ/MB

2.Open tab “Overview”, navigate to block “Customer” and click on “Request Contact Creation”

3.By default, the system enters automatically the Account and the Email (non-editable information). Complete the mandatory fields: first and last name.

4.Click on “Send Request” button and confirm the pop-up window,



How to handle a new request: Header- Sub-ticket

Sub-tickets: Sub-tickets are created for two main reasons:

1.Automatically by C4C and for certain customers (CVENT, Kactus, etc.) *See slide 41.*

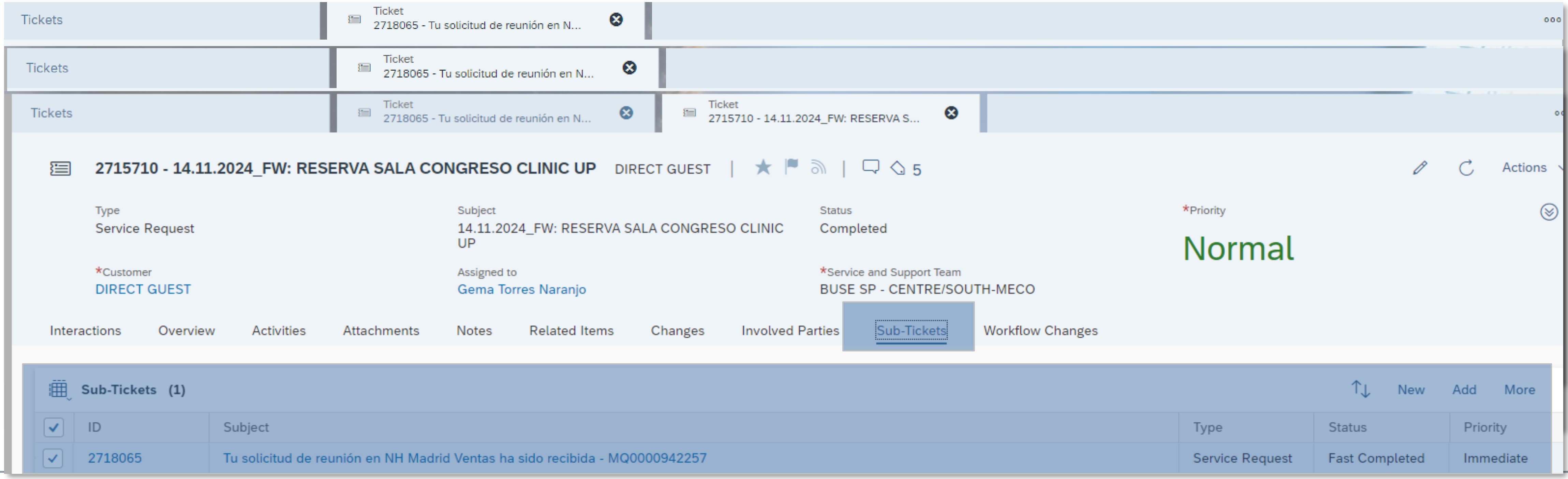
2.Manually , in order to manage Mutual Offers

How to manually create and manage a sub-ticket?

1.Look for the Main ticket and copy the number.

2.Go to the sub-ticket and edit the field “Main Ticket” look for the Main and inform it.

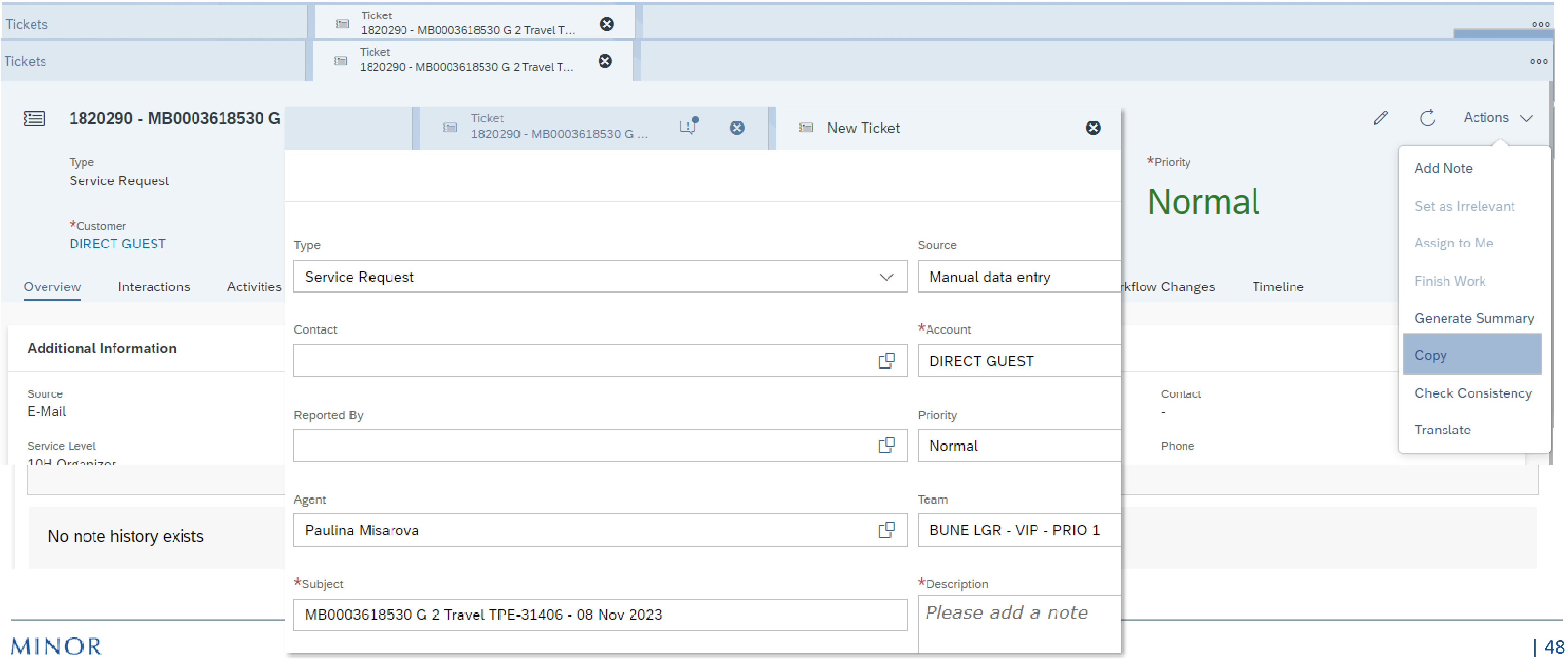
3. Sub-ticket will be added to Main. Opportunity has to be linked to the Main Ticket and to the sub-tickets from the moment these enter in a second cycle.



How to handle a new request: Header- Actions

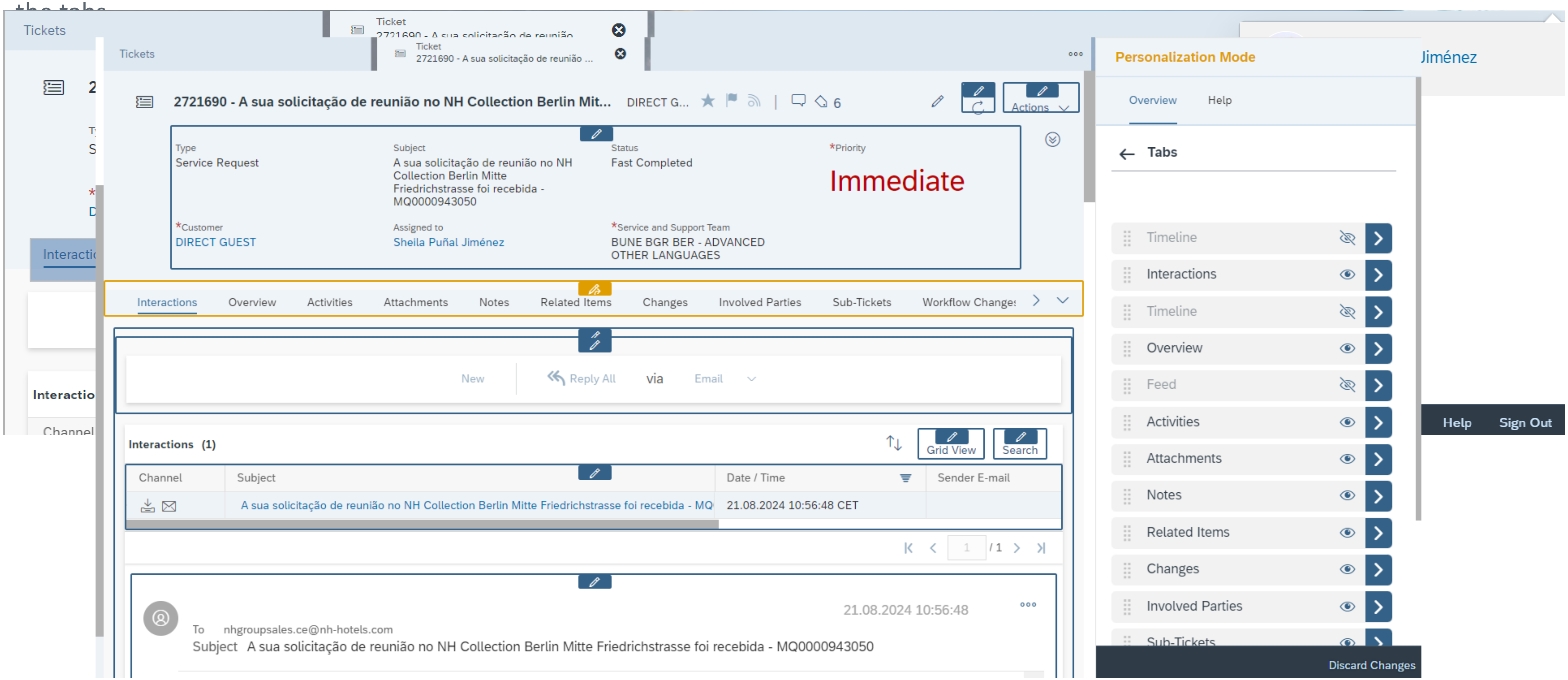
Actions: Main actions you can do inside the ticket:

1. Add a note
2. Copy this ticket with a different ID



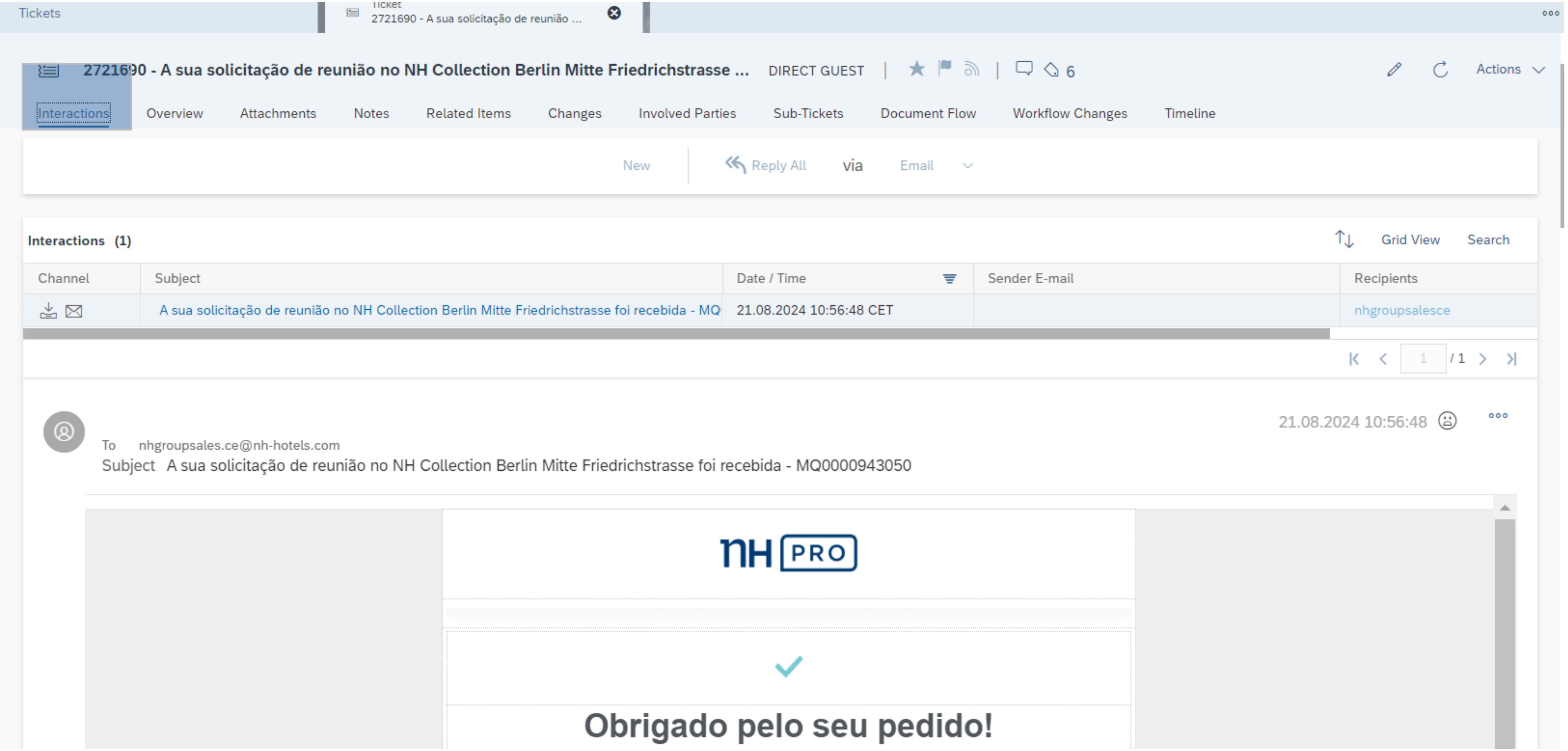
How to handle a new request: Body -Tabs

By clicking the User Menu button, you can modify the order of the tabs



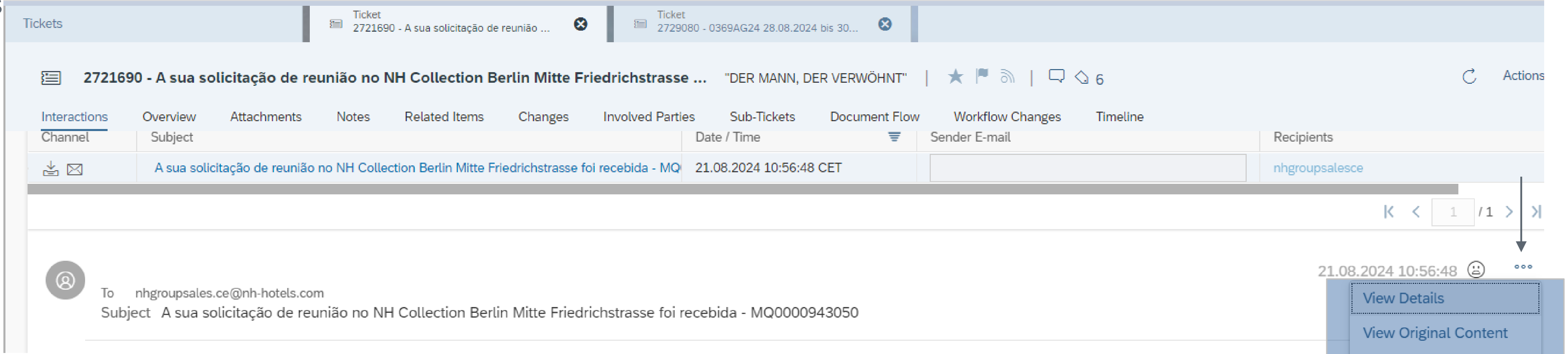
How to handle a new request: Body –Tabs - Interactions

Interactions: You can see all interactions and content sent to / from the client and all other 3rd parties involved in the piece of business.



How to handle a new request: Body –Tabs - Interactions

Interactions: You can see all interactions and content sent to / from the client and all other 3rd parties involved in the piece of busines



View Details: Displays Overview's tab info.

View Original Content: Generates a HTML of any incoming interaction in the ticket

Reply: Replying

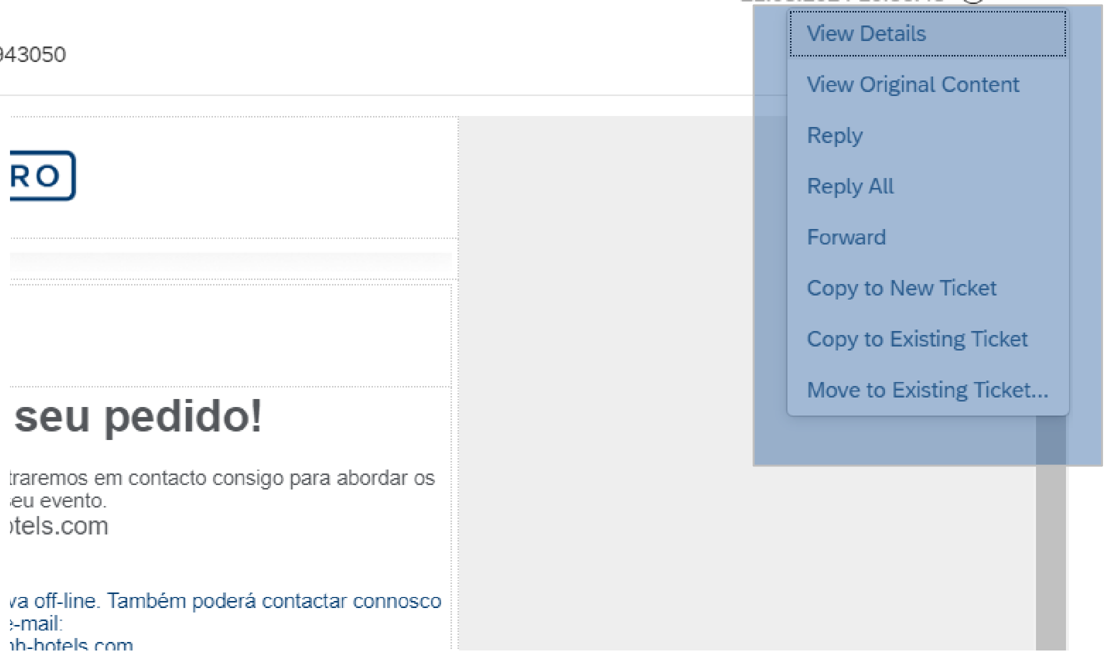
Reply All: replying all

Forward: Forwarding

Copy to new Ticket: You can **copy** the content of this interaction to a **NEW** ticket

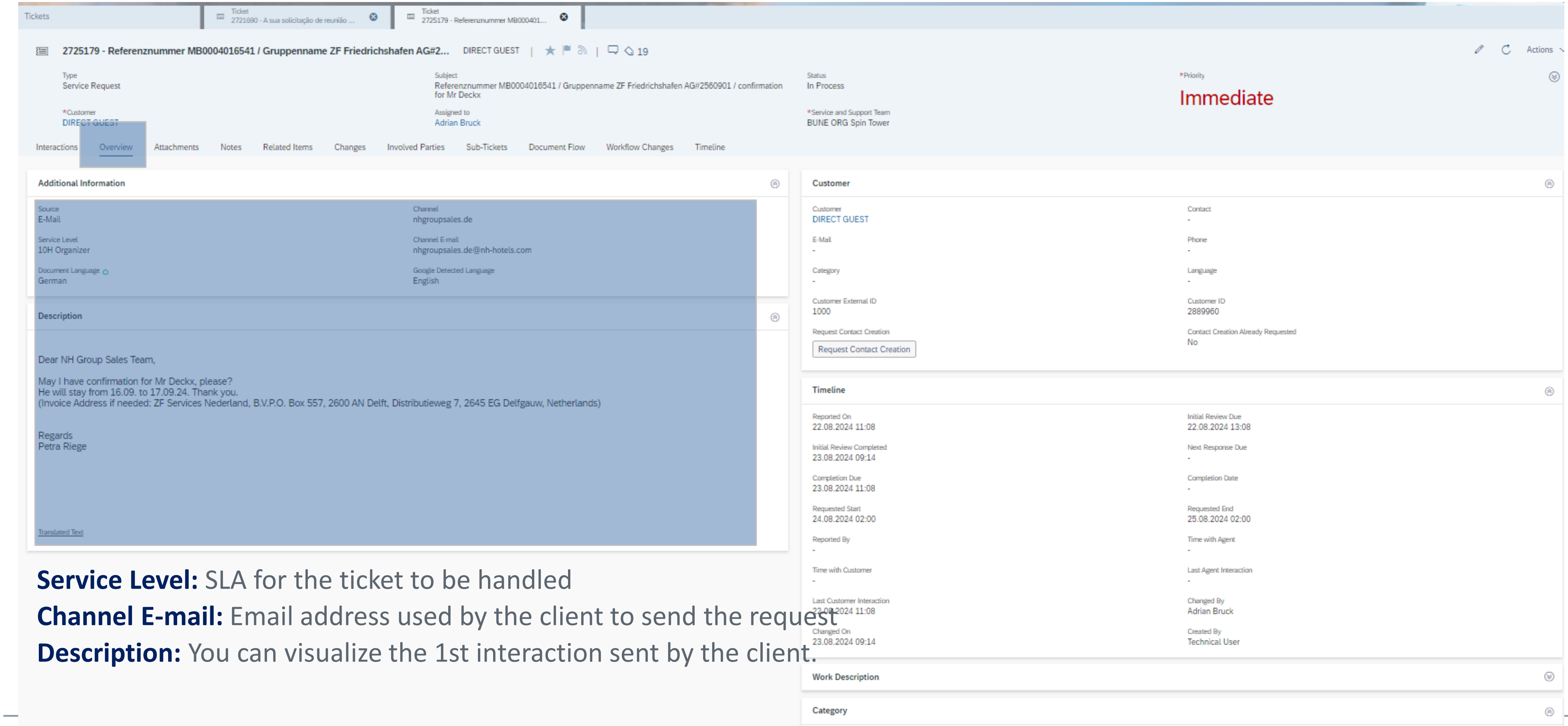
Copy to Existing Ticket: You can **copy** the content of this interaction **to another** ticket

Move to Existing Ticket : You can **move** the content of this interaction **to**



How to handle a new request: Body –Tabs – Overview –Additional Information and Description

Overview: You can see relevant information about the ticket itself.

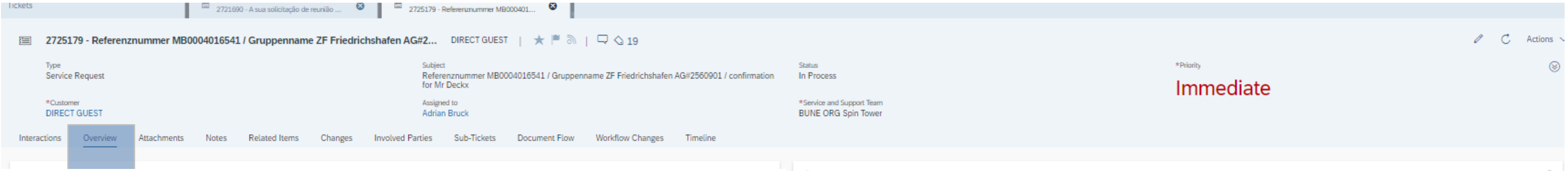


Service Level: SLA for the ticket to be handled

Channel E-mail: Email address used by the client to send the request

Description: You can visualize the 1st interaction sent by the client.

How to handle a new request: Body –Tabs – Overview – Timeline -



Reported On: Day| Time ticket enters

Initial Review Due: Day| Time ticket should be managed (always 2h. After arrival)

Initial Review Completed: Day| Time ticket is managed by 1st time by the agent

Next Response Due: --- always empty

Completion Due: Day| Time ticket SLA to be completed

Completion Date: Day| Time ticket is completed by agent

Requested Start: -- No relevant info. for GEMs

Requested End: -- No relevant info. for GEMs

Reported By

Time with Agent

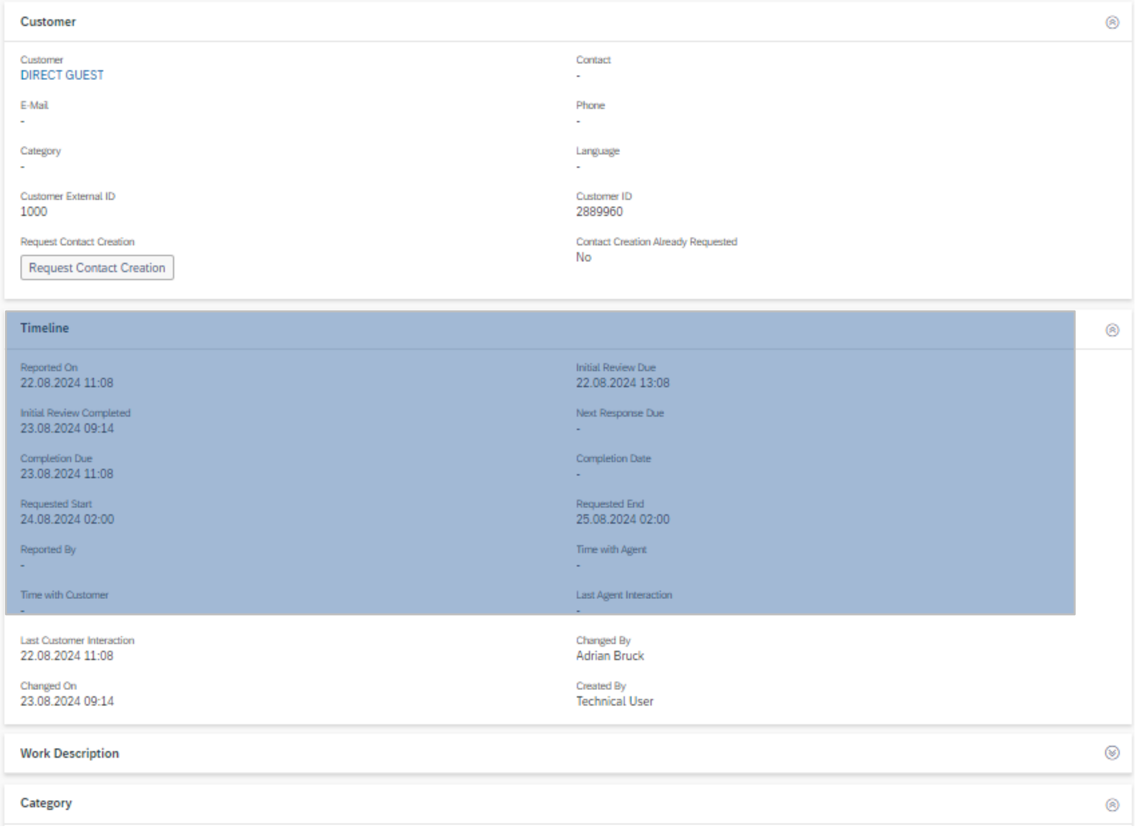
Time with Customer

Last Agent Interaction

Last Customer Interaction

By: Agent managing the ticket

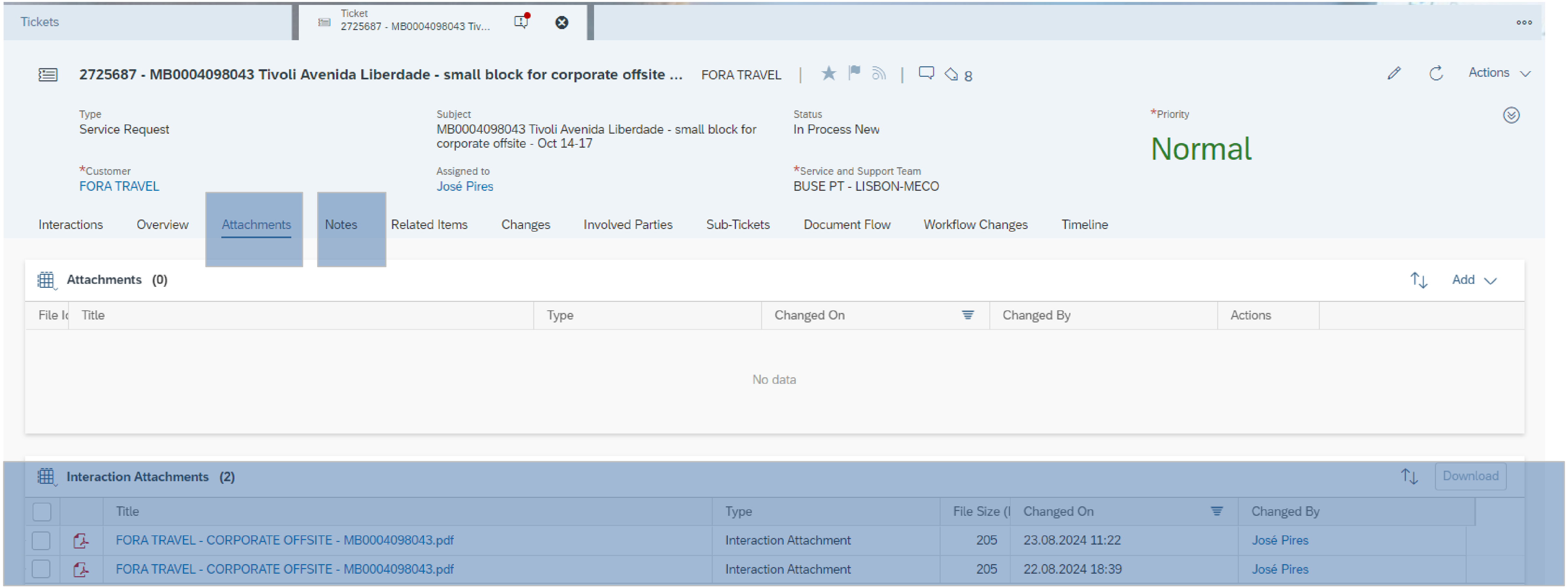
Changed On: Last time ticket has been modified



How to handle a new request: Body –Tabs – Attachments & Notes -

Attachments: You can see all attachements shared with and by the client

Notes: See slide 33. You can also include notes from inside the ticket



How to handle a new request: Body –Tabs – Changes-

Changes: You can see a log of the ticket management, who, when and what did every action.

Tickets | Ticket 2725687 - MB0004098043 Tivoli Avenid...

2725687 - MB0004098043 Tivoli Avenida Liberdade - small block for corporate offsite ... FORA TRAVEL | 8 | Actions

Interactions | Overview | Attachments | Notes | Related Items | Changes | Involved Parties | Sub-Tickets | Document Flow | Workflow Changes | Timeline

Go | Reset

(13)

Change Date/Time	Changed By	User ID
23.08.2024 14:18	José Pires (K9X8IEBTO71)	E00000189145
23.08.2024 11:22	José Pires (K9X8IEBTO71)	E00000189145
23.08.2024 11:22	José Pires (K9X8IEBTO71)	E00000189145
23.08.2024 11:09	José Pires (K9X8IEBTO71)	E00000189145
22.08.2024 22:52	Technical User (SAP_SMTP_IN)	SAP_SMTP_IN
22.08.2024 18:39	José Pires (K9X8IEBTO71)	E00000189145

1 Selected | 1 / 3

Details: 22.08.2024 22:52 (5) | Export

Attribute	Value Changed From	Value Changed To	Modification Type
Internal Status	3-Completed	2-In Process	Update
Customer Updated		X	Update
Status	5-Completed	2-In Process	Update
Response By Customer On	22.08.2024 12:45	22.08.2024 22:52	Update
Resolved On	22.08.2024 18:39		Update

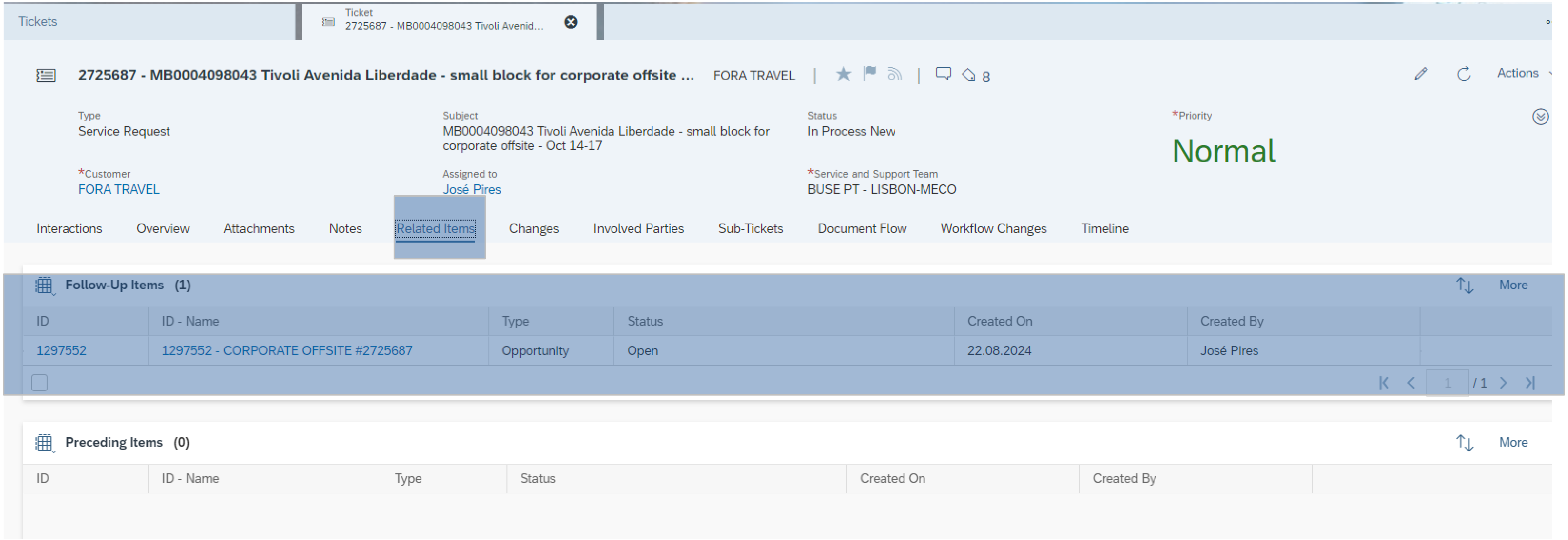
Opportunities

How to create an Opportunity?

How to handle a new request: Body –Tabs – Related Items -

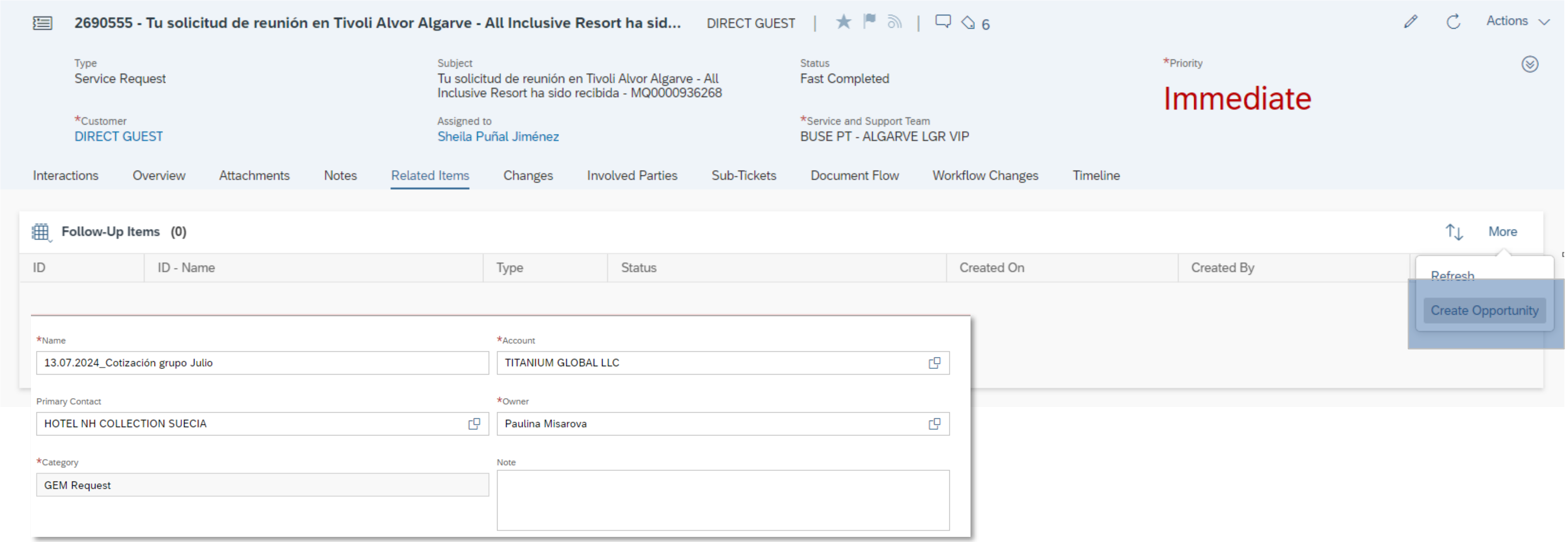
Related Items: Whenever an opportunity is linked to a ticket , it appears here with an unique ID. Remember that only Agencies and Companies PIDs generates Opportunities

There are 3 different status for opportunities, Lost, Cancelled or Won. Once they are cancelled or lost do not change of status anymore. However as they are linked to TMS and MBs the productivity is taken into account accurately.



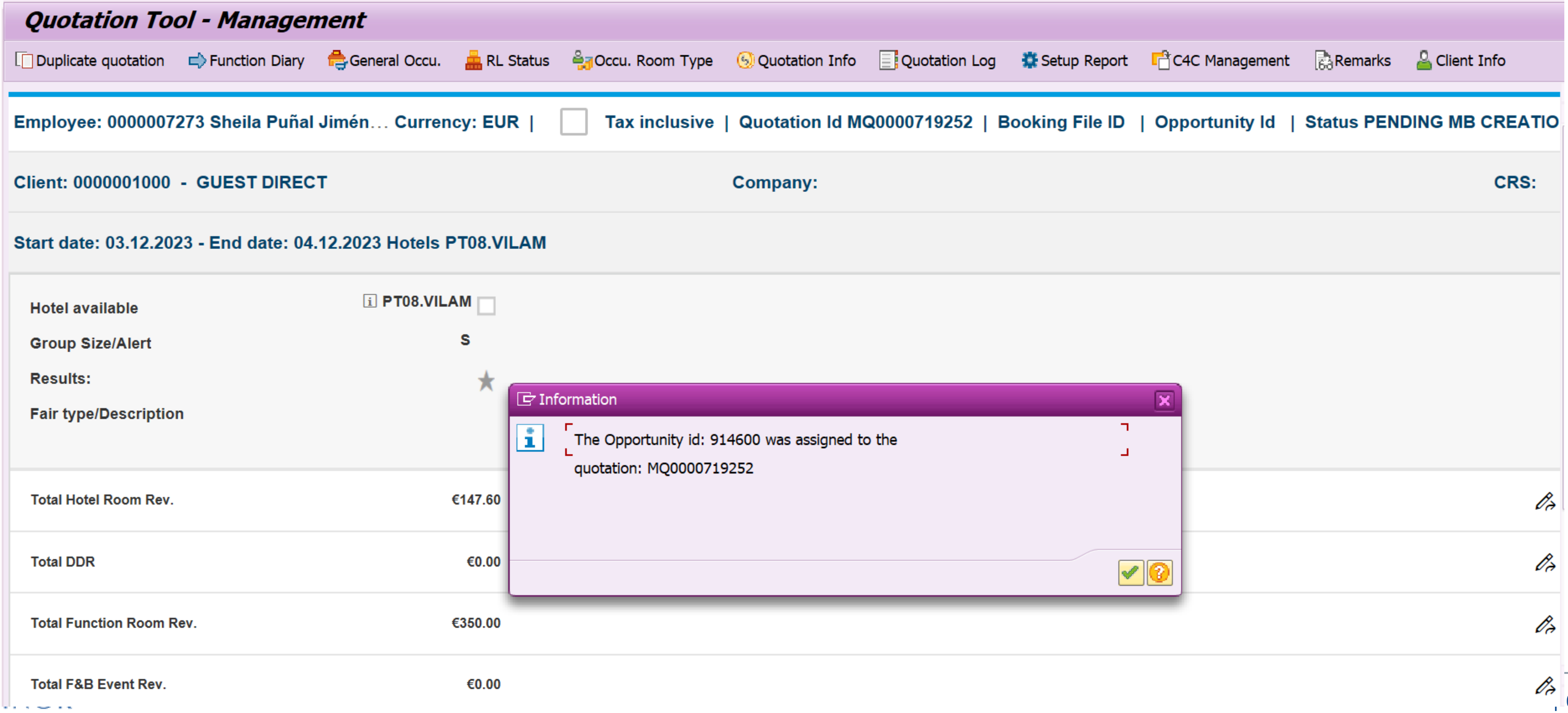
How to handle a new request: Body –Tabs – Related Items –Opportunity Creation

Opportunity: Before creating MQ or MB always create an opportunity. All tickets, MQ or MB except those for transients must always have an opportunity linked to the MB or MQ. This is the link of the two systems and the way our Sales colleagues can track the leads and help us to follow-up them.



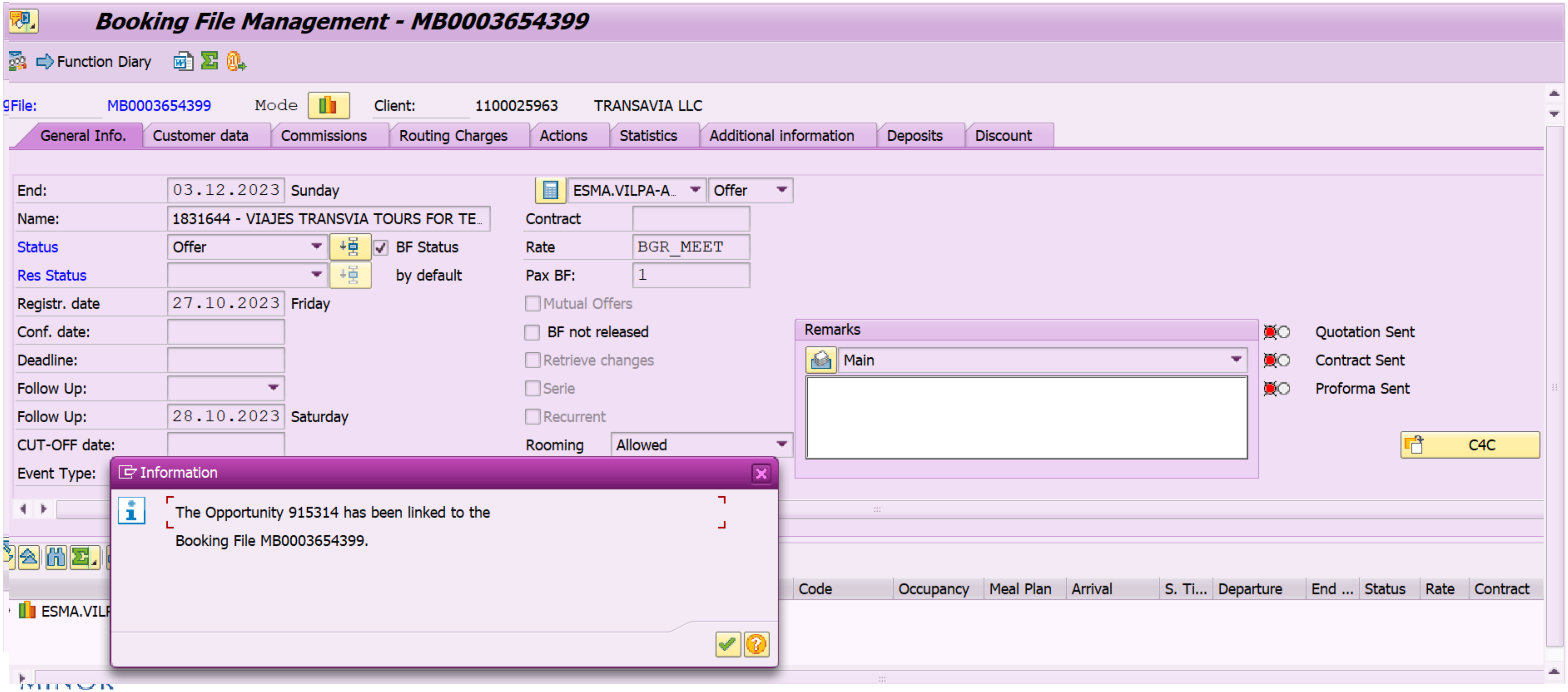
How to handle a new request: Body –Tabs – Related Items – Link Opportunity to MQ

Create MQ as usual (adding the TK to the name of the MQ) and link the opportunity. You may see only pending Opp. to be linked in this pop-up window:



How to handle a new request: Body –Tabs – Related Items – Link Opportunity to MB

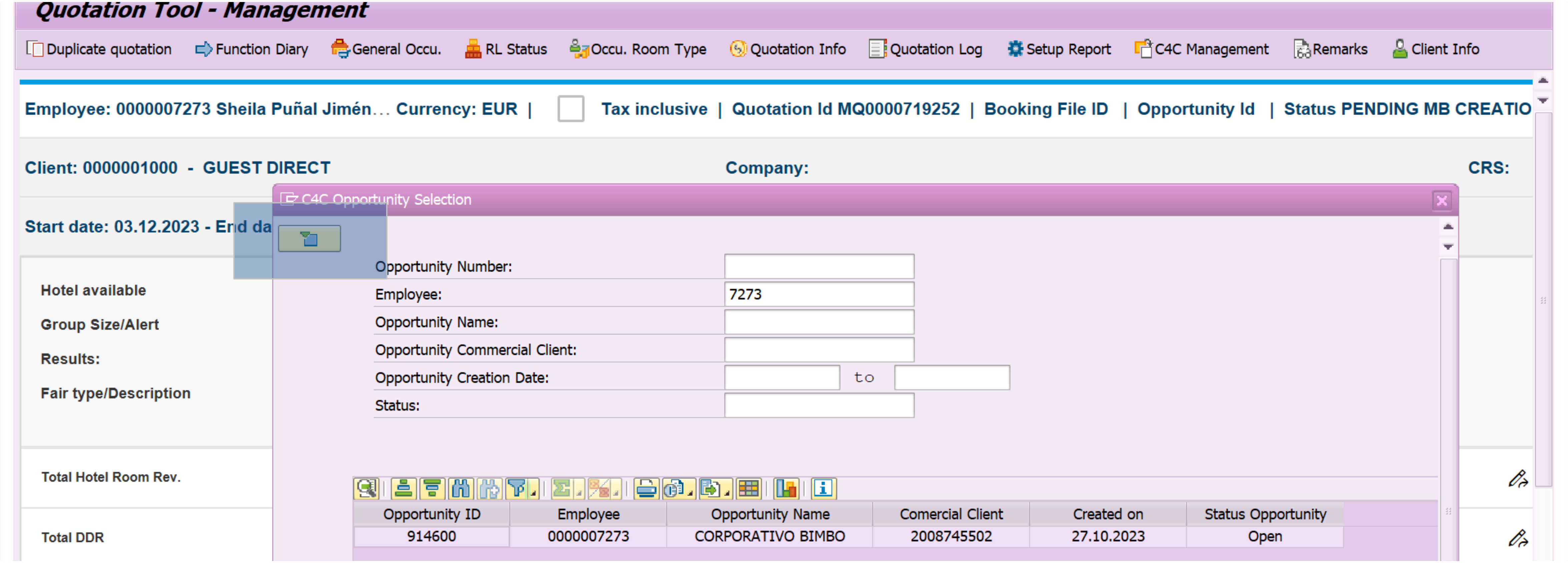
Create MB as usual (adding the TK to the name of the MQ) and link the opportunity. You may see only pending Opp. to be linked in this pop-up window:



MINOR HOTELS

How to handle a new request: Body –Tabs – Related Items –Opportunity Selection

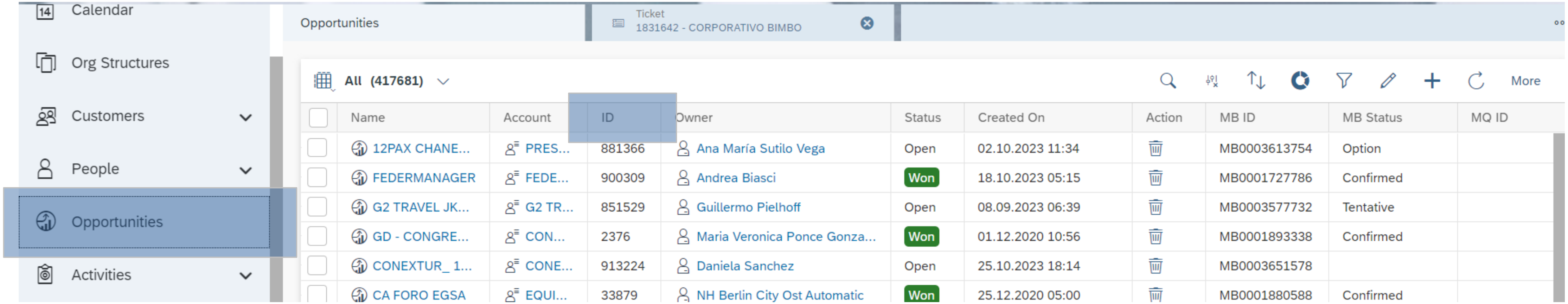
In the case that you do not find it, you can search it by clicking on the expanding button, and with the different concepts to look for it.



How to handle a new request: Link a ticket to an existing opportunity

Whenever we do not link an opportunity to a MB or MQ within the very same day of creation, the system will create one during the backup (night) so you will need to link this one to the ticket. Follow these steps:

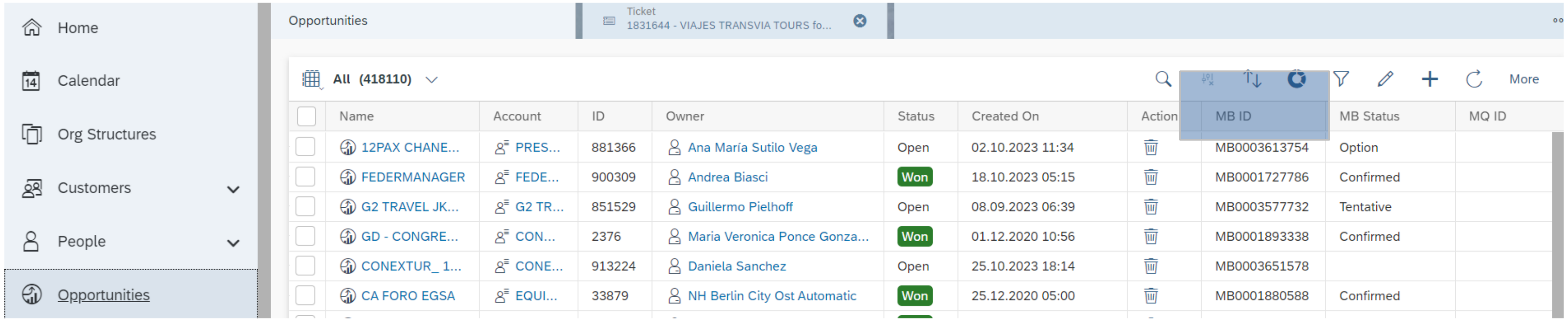
1.Go to the right bar and select Opportunities



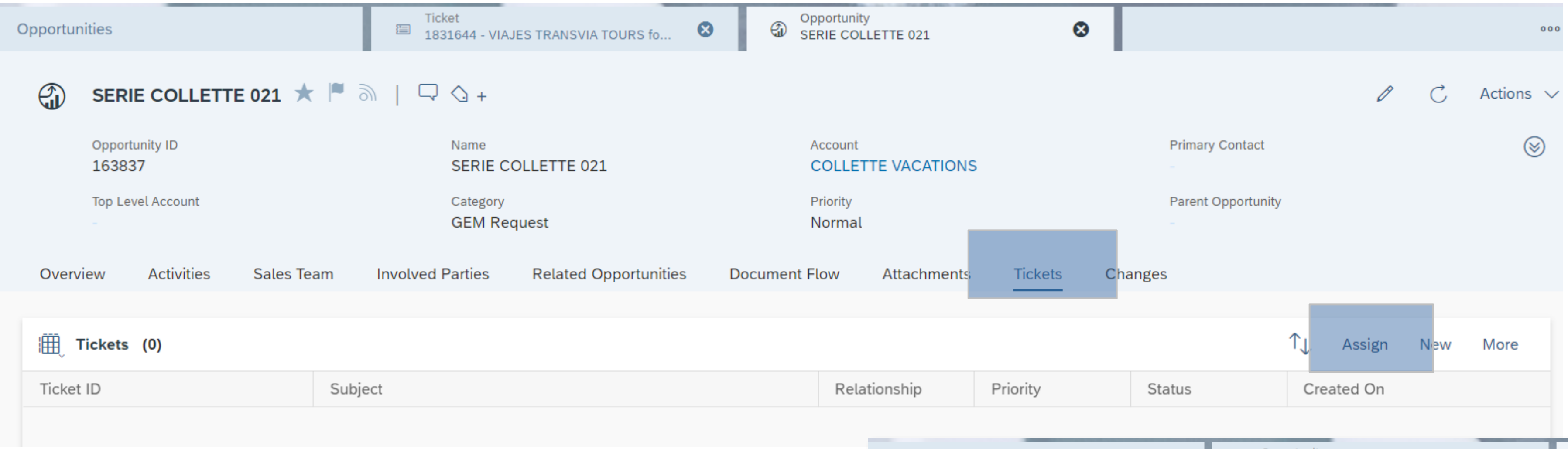
2.Look for the Opp. you created in the ticket via ticket number and cancel it

How to handle a new request: Link a ticket to an existing opportunity

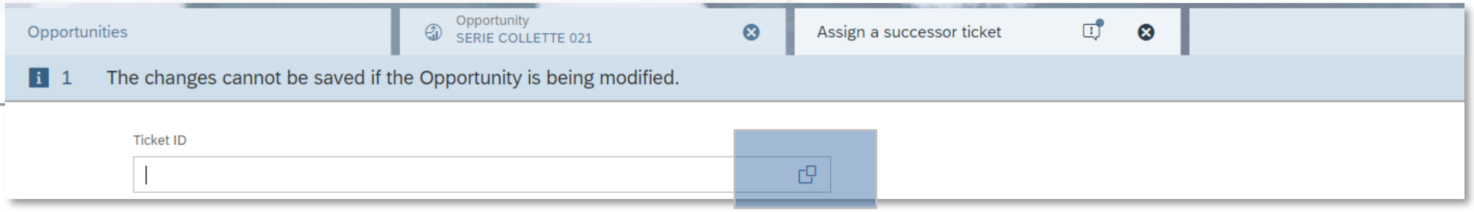
3. Look for the Opportunity created by the system via the MB number



4. Enter the Opportunity by clicking on the name and in the ticket tab, click on assign



5. Look for the ticket and add

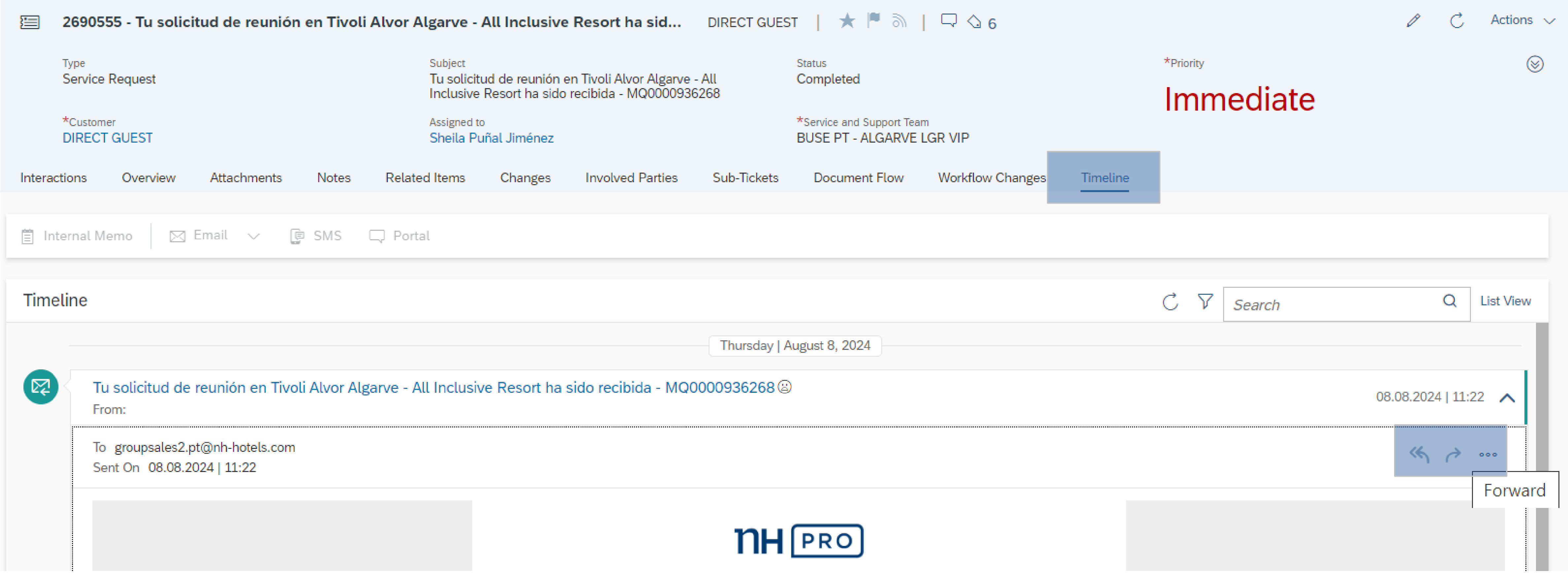


MINOR
HOTELS

Send Emails to clients

How to handle a new request: Send Emails to clients- Replying

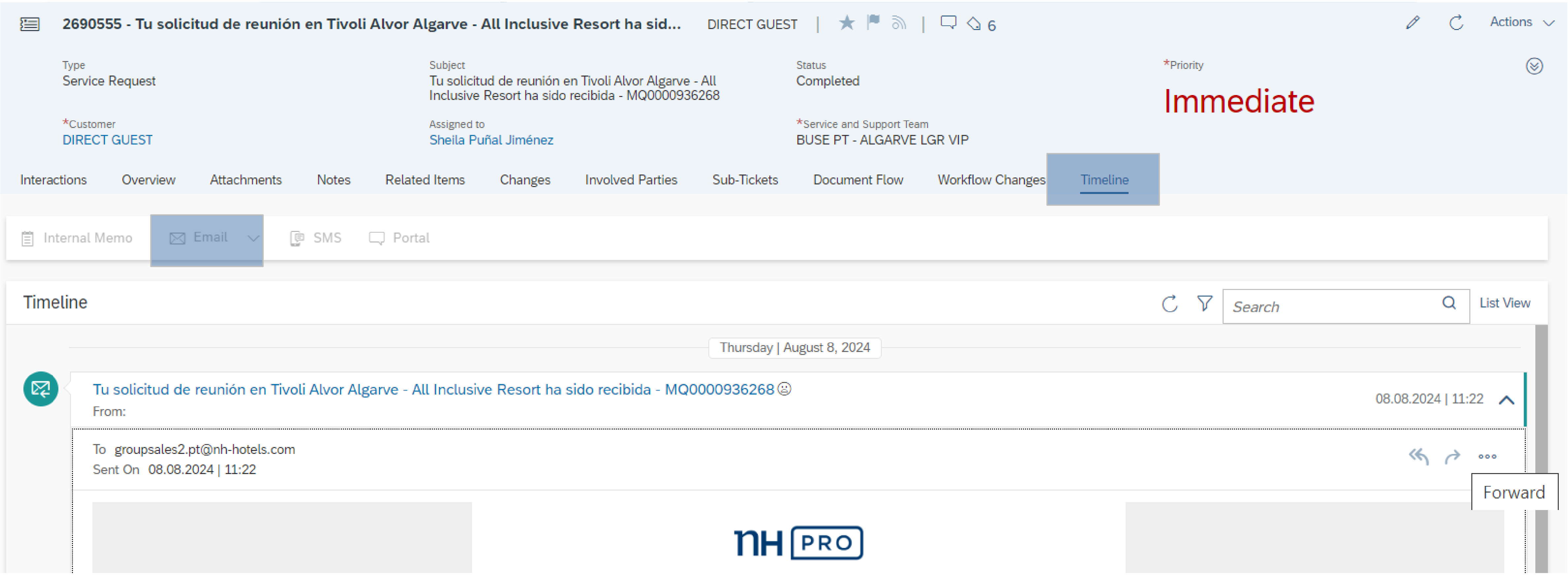
Within a ticket, we can use the Interaction or Timeline Tab to answer.



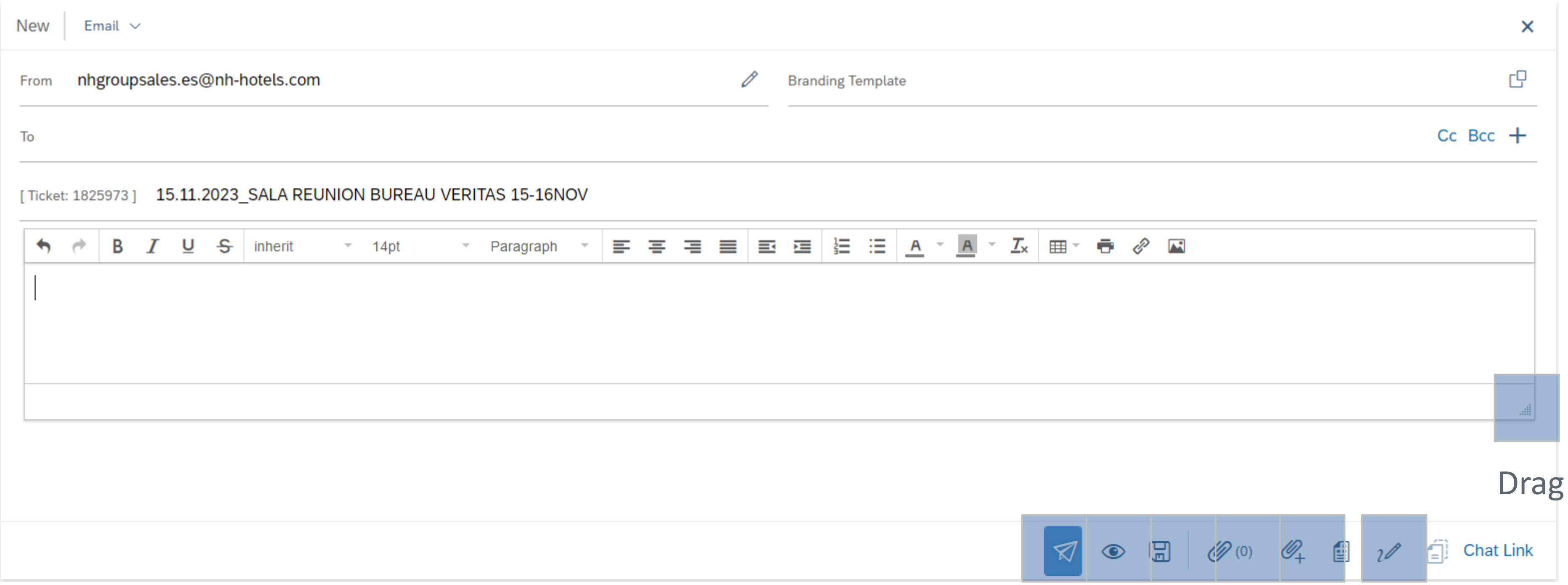
How to handle a new request: Send Emails to clients- New email

Within a ticket, we can use the Interaction or Timeline Tab to create a new email.

You can create a new interaction within this ticket. It is very useful when you need to contact RM or colleagues in the organization or do not need to include the previous mails in the new email.



How to handle a new request: Send Emails to clients- Mailing handling options



Drag and enlarge the space to writte

Send the email

See a preview of the email

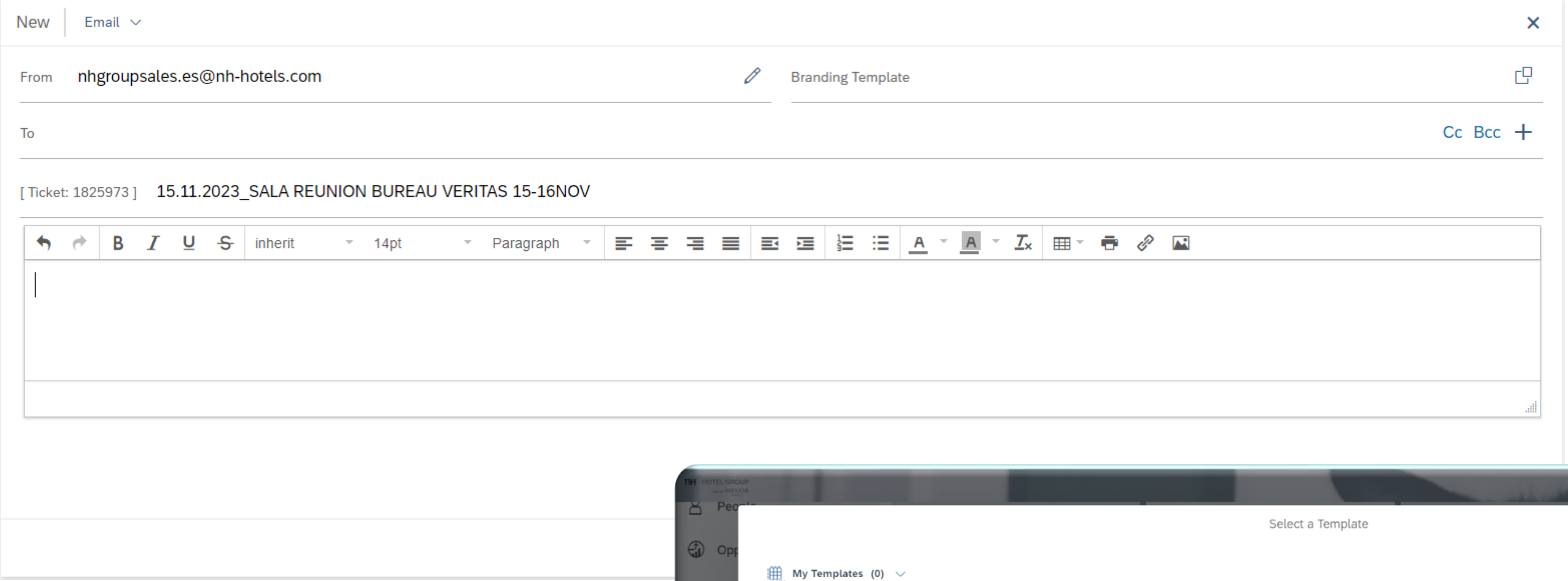
Save a draft of the email

Attach doc. (Upload a maximum of 10 files within the 20 MB size limit at once)

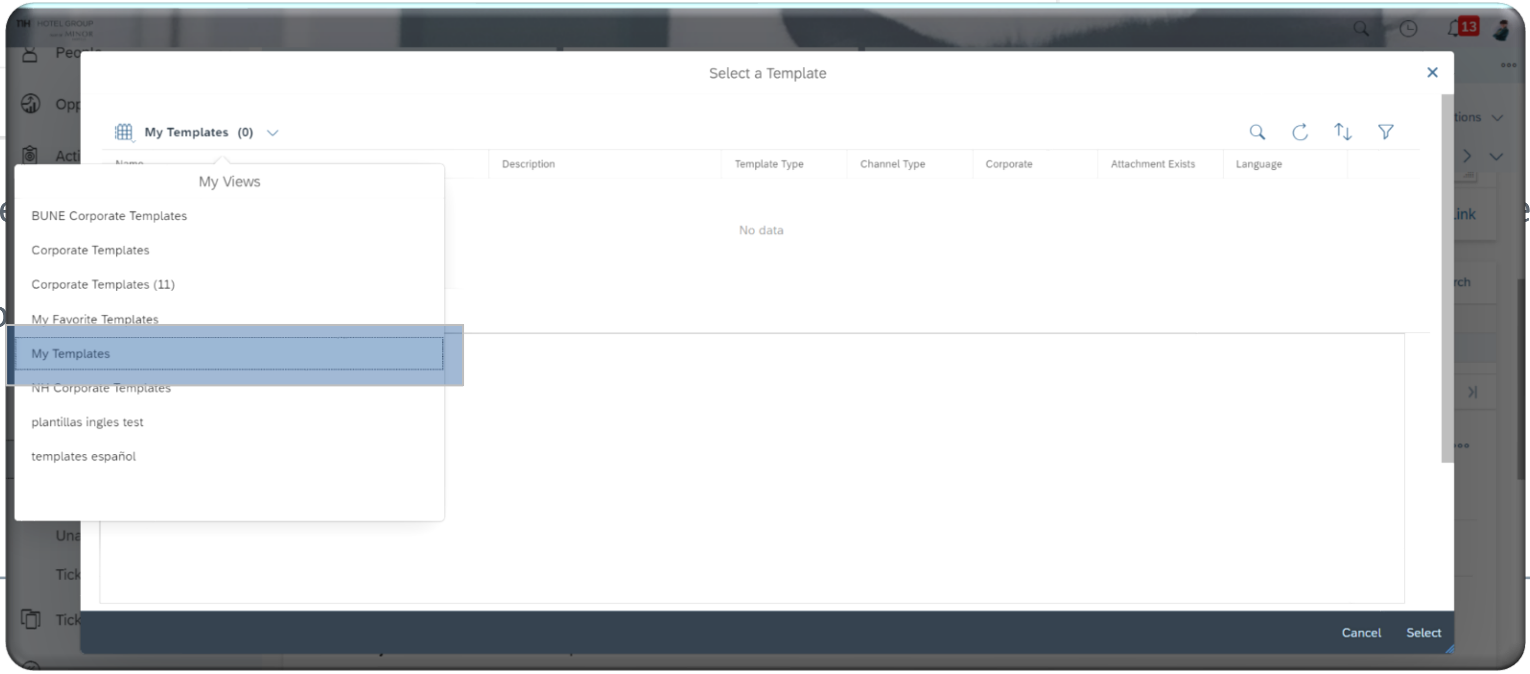
See all attachements included in the ticket

Change the signature template

How to handle a new request: Send Emails to clients- Mailing handling options



Templates: By clicking here you can add the te ed in your queries.
For any other consecutive interaction it is no



MINOR HOTELS

How to handle a new request: Send Emails to clients- Templates BUSE

Templates: We can filter by type of Template, Brand and Language. The best option to easily use templates is creating Queries by Langugesand Brands.

NOTE: Templates are currently being updated , soon we will have new materials ready to be used.

All Templates (24)

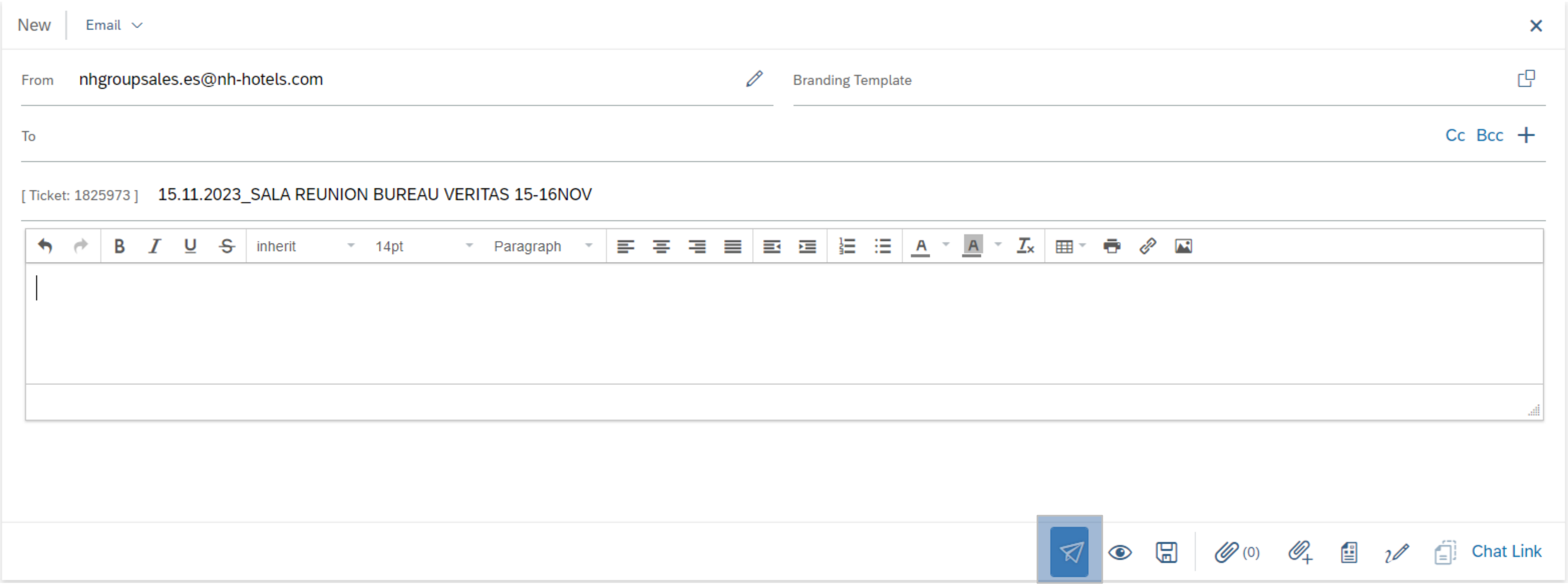
Delete More

You can create templates directly in the system (text-based) or from an uploaded .html file (document-based).

ID	Name	Description	Template Type	Channel Type	Branding Template	Corporate	Language	Created By
100506	BUSET_NHHG_LARGE EVENTS_ES	BUSET_NHHG_LARGE EVENTS_ES	Document-Based	E-Mail	No	Yes	Spanish	Alberto Pindado Gar
100447	BUSET_Tivoli_LARGE EVENTS_PT	BUSET_Tivoli_LARGE EVENTS_PT	Document-Based	E-Mail	No	Yes	Portuguese	Alberto Pindado Gar
100446	BUSET_Tivoli_LARGE EVENTS_IT	BUSET_Tivoli_LARGE EVENTS_IT	Document-Based	E-Mail	No	Yes	Italian	Alberto Pindado Gar
100445	BUSET_Tivoli_LARGE EVENTS_ES	BUSET_Tivoli_LARGE EVENTS_ES	Document-Based	E-Mail	No	Yes	Spanish	Alberto Pindado Gar
100444	BUSET_Tivoli_LARGE EVENTS_EN	BUSET_Tivoli_LARGE EVENTS_EN	Document-Based	E-Mail	No	Yes	English	Alberto Pindado Gar
100411	BUSET_nhow_LARGE EVENTS_PT	BUSET_nhow_LARGE EVENTS_PT	Document-Based	E-Mail	No	Yes	Portuguese	Alberto Pindado Gar
100410	BUSET_nhow_LARGE EVENTS_IT	BUSET_nhow_LARGE EVENTS_IT	Document-Based	E-Mail	No	Yes	Italian	Alberto Pindado Gar
100409	BUSET_nhow_LARGE EVENTS_ES	BUSET_nhow_LARGE EVENTS_ES	Document-Based	E-Mail	No	Yes	Spanish	Alberto Pindado Gar
100408	BUSET_nhow_LARGE EVENTS_EN	BUSET_nhow_LARGE EVENTS_EN	Document-Based	E-Mail	No	Yes	English	Alberto Pindado Gar
100375	BUSET_NHHG_LARGE EVENTS_PT	BUSET_NHHG_LARGE EVENTS_PT	Document-Based	E-Mail	No	Yes	Portuguese	Alberto Pindado Gar
100374	BUSET_NHHG_LARGE EVENTS_IT	BUSET_NHHG_LARGE EVENTS_IT	Document-Based	E-Mail	No	Yes	Italian	Alberto Pindado Gar
100372	BUSET_NHHG_LARGE EVENTS_EN	BUSET_NHHG_LARGE EVENTS_EN	Document-Based	E-Mail	No	Yes	English	Alberto Pindado Gar
100335	BUSET_NHC_LARGE EVENTS_PT	BUSET_NHC_LARGE EVENTS_PT	Document-Based	E-Mail	No	Yes	Portuguese	Alberto Pindado Gar
100334	BUSET_NHC_LARGE EVENTS_IT	BUSET_NHC_LARGE EVENTS_IT	Document-Based	E-Mail	No	Yes	Italian	Alberto Pindado Gar
100333	BUSET_NHC_LARGE EVENTS_ES	BUSET_NHC_LARGE EVENTS_ES	Document-Based	E-Mail	No	Yes	Spanish	Alberto Pindado Gar
100332	BUSET_NHC_LARGE EVENTS_EN	BUSET_NHC_LARGE EVENTS_EN	Document-Based	E-Mail	No	Yes	English	Alberto Pindado Gar
100295	BUSET_Avani_LARGE EVENTS_PT	BUSET_Avani_LARGE EVENTS_PT	Document-Based	E-Mail	No	Yes	Portuguese	Alberto Pindado Gar
100294	BUSET_Avani_LARGE EVENTS_IT	BUSET_Avani_LARGE EVENTS_IT	Document-Based	E-Mail	No	Yes	Italian	Alberto Pindado Gar

How to handle a new request: Check list when sending an email

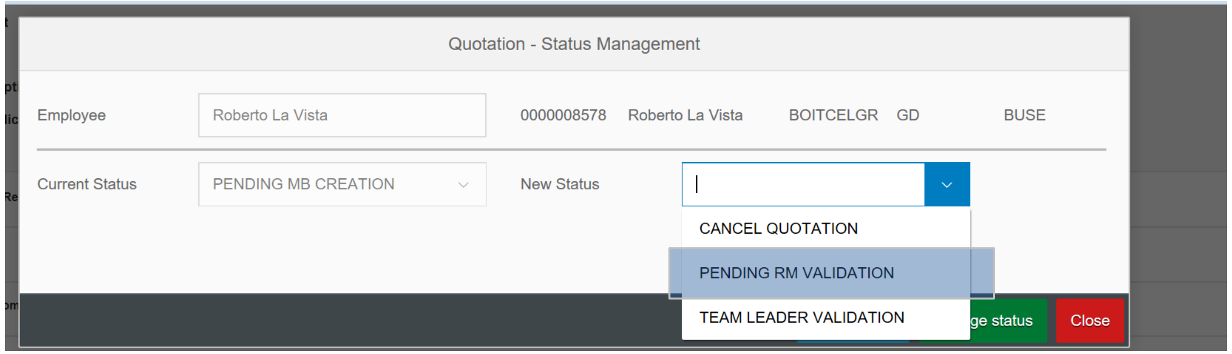
1. Sending email address is correct depending on the GEM you belong to (nhgroupsales.es, nhgroupsales.pt, etc.)
2. Email subject correct: Ticket + MB number + original subject
3. Corporate Template (if aplicable)
4. Font and Size correct
5. Attachments are correctly uploaded (menus, offer, factsheet, etc.)
6. CC Sales if necessary

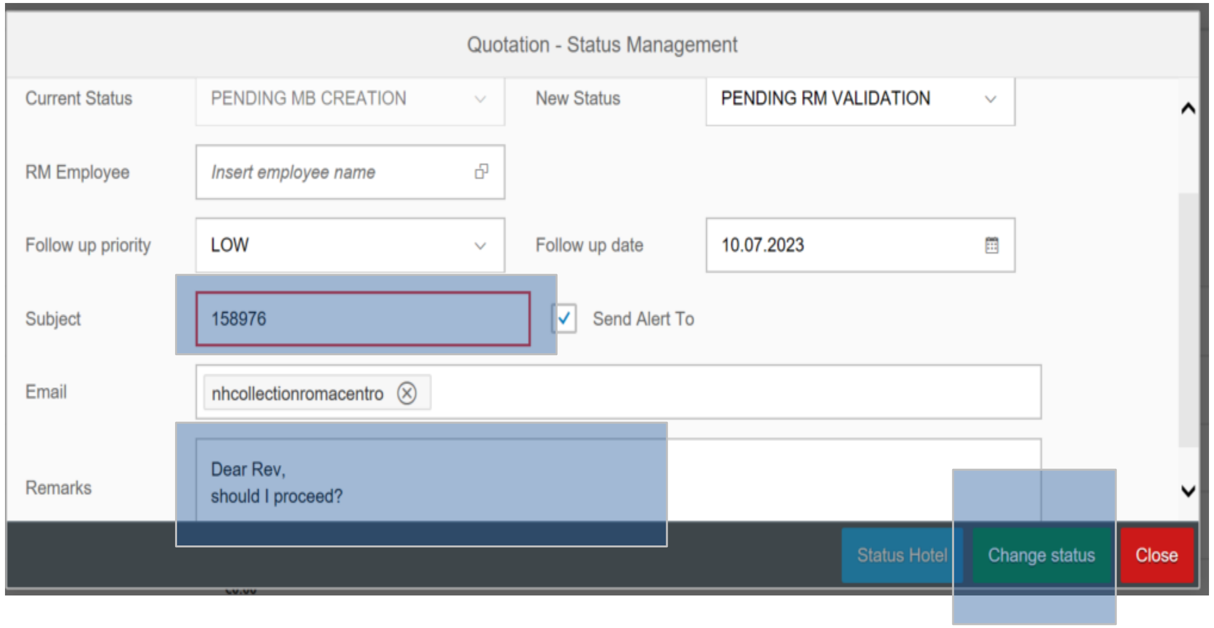


How to ask RM for a Validation

How to ask RM for a Validation –GQT-

1. In GQT, select Status Management and choose the option: Pending RM Validation





2. FILL IN:

SUBJECT **Ticket number (No bracket, only the ticket n.)**

REMARKS Write text to RM Manager

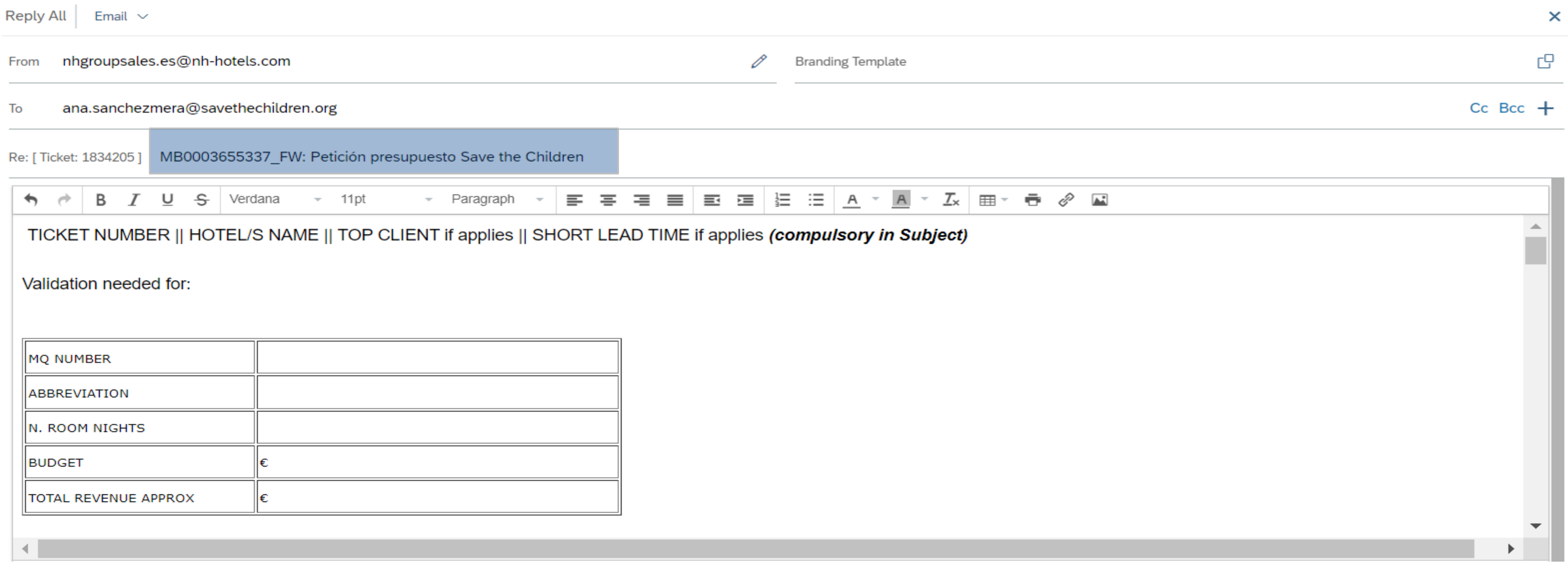
3. **DO NOT** FILL IN: RM Employee

4. Check "Send Alert To" tick is flagged

5. Click on **Change Status** and move to C4C ticket

How to ask RM for a Validation –OUT OF GQT

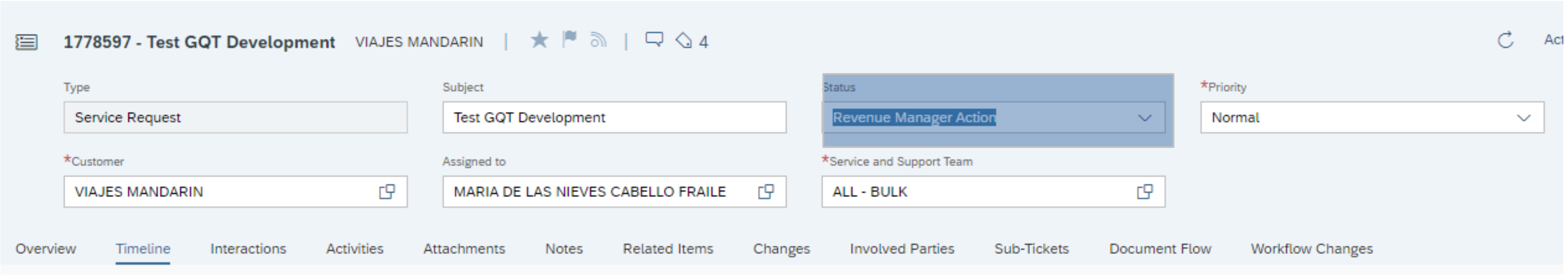
1. When Validation needs to be done out of GQT, use the template **BUSET_RM VALIDATION** to ask for the RM validation.



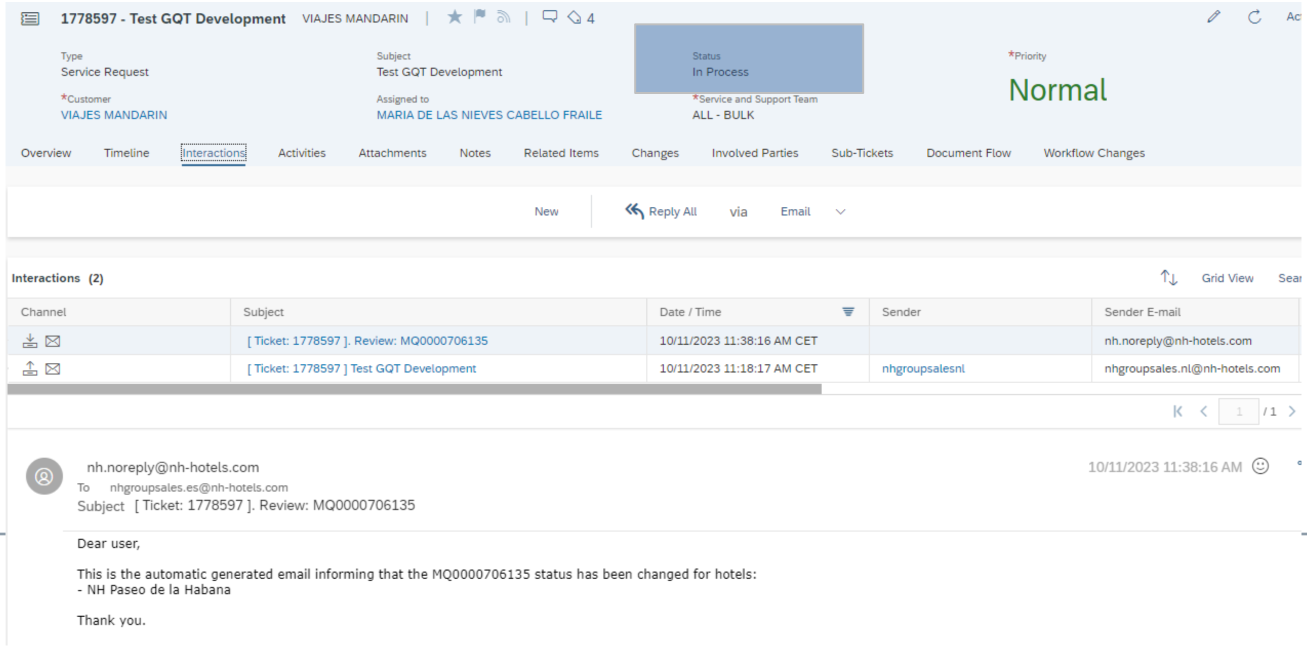
2. Write the MQ or MB number + Hotel/s involved in the subject of the email
3. Fill in the compulsory fields in the body of the email template
4. Send

How to ask RM for a Validation-C4C-

1. Immediately put the ticket in Status **REVENUE_MANAGER ACTION** and wait for the Revenue Validation Answer.



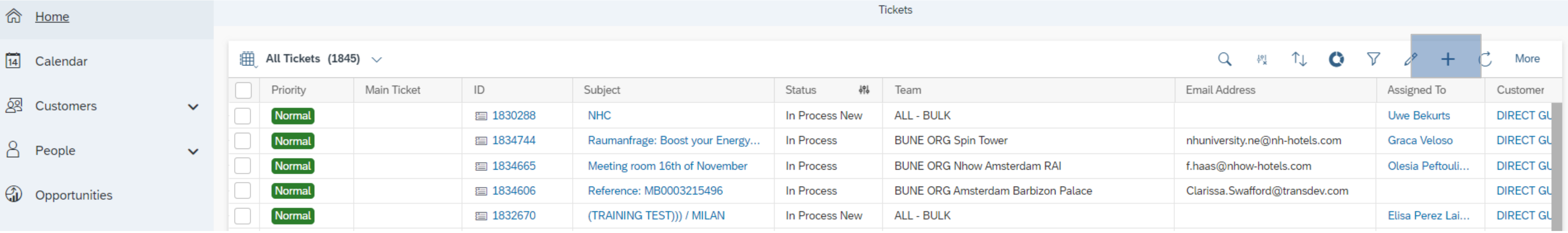
2. When RM answers, the ticket will change into Status **IN PROCESS** and a new interaction will be visible in the ticket informing us that the MQ has been validated

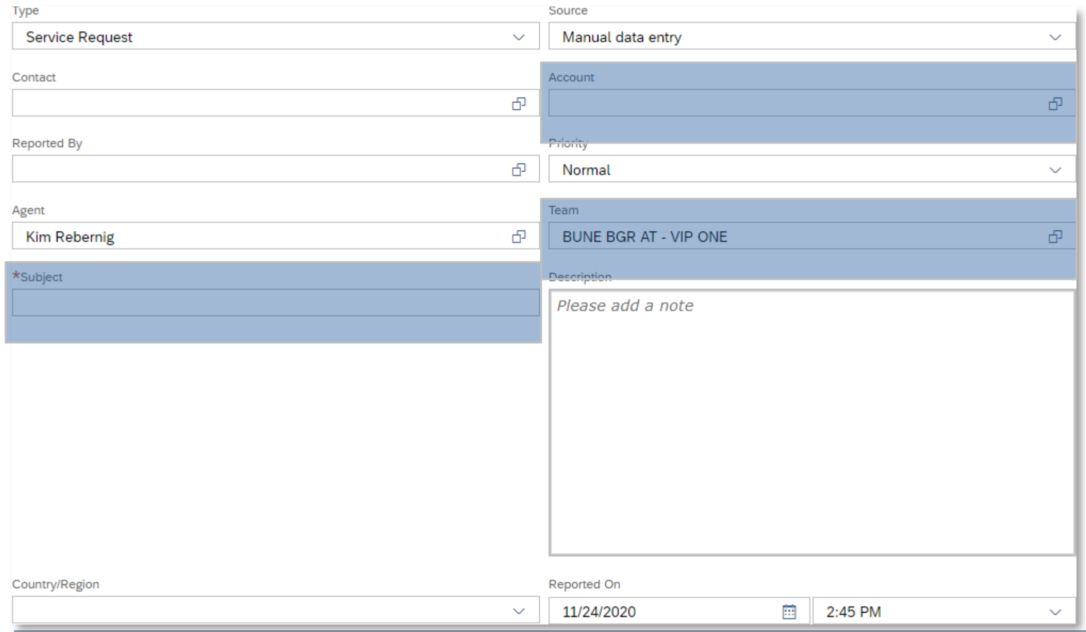


How to handle a phone call request and create a new ticket

How to handle a phone call request and create a new ticket

When receiving a phone call request, a new ticket ID must be created by clicking the plus symbol





1. Account needs to be filled out (company, agency OR direct guest.
2. Choose correct service Team and enter subject
3. Guide to description information:

•Contact details
•Company/Agency
•Contact person
•Phone number, e-mail address
•Requested Services
•Dates
•Number of attendees/Room Nights

How to handle a Handover

How to handle a handover:

TICKET: Use Handover templates in C4C.

Always include the confirmation by the client + Contract signed + Proforma if applicable

Change the ticket Status in C4C to **Completed** and **keep** the ticket **assigned** to the agent that handled it.

TMS4M: Tentative

Name	Description	Template Type
BUSET_CGW_HANDOVER HOTEL_PT	BUSET_CGW_HANDOVER HOTEL_PT	Document-Based
BUSET_CGW_HANDOVER HOTEL_ES	BUSET_CGW_HANDOVER HOTEL_ES	Document-Based
BUSET_CGW_HANDOVER HOTEL_FR	BUSET_CGW_HANDOVER HOTEL_FR	Document-Based
BUSET_CGW_HANDOVER HOTEL_EN	BUSET_CGW_HANDOVER HOTEL_EN	Document-Based
BUSET_CGW_HANDOVER HOTEL_IT	BUSET_CGW_HANDOVER HOTEL_IT	Document-Based
BUSET_HANDOVER HOTEL_FR	BUSET_HANDOVER HOTEL_FR	Document-Based
BUSET_HANDOVER HOTEL_EN	BUSET_HANDOVER HOTEL_EN	Document-Based
BUSET_HANDOVER HOTEL_ES	BUSET_HANDOVER HOTEL_ES	Document-Based
BUSET_HANDOVER HOTEL_IT	BUSET_HANDOVER HOTEL_IT	Document-Based
BUSET_HANDOVER HOTEL_PT	BUSET_HANDOVER HOTEL_PT	Document-Based

HYBRID HOTELS IN BUSE AND HANDOVER: Tivoli Avenida Liberdade & Anantara Vilamoura

1.Introduce to the client the new contact at the hotel who will be in charge of the group from now on.

•**For room only groups,** it will be done with the hotel's Front Office department. If there is an event organizer, then to him/her, for groups **with meetings,** also add the colleague responsible in the events department.

•**Attachments:** rooming list, copy of signed contract, possible menus/buffets ,agenda/timetable/schedule information for guests.

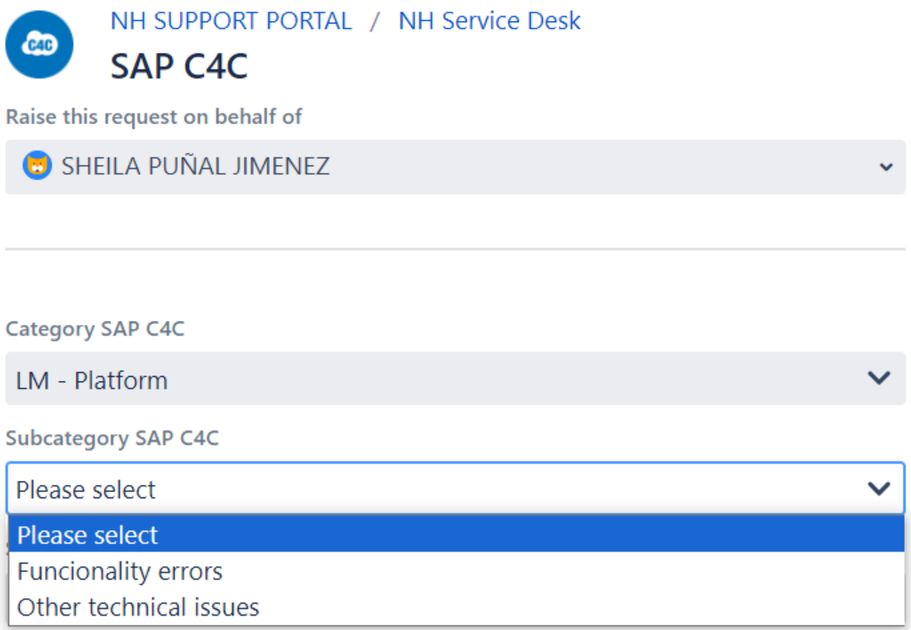
- ○ **At header level: change the ST to their ORG STs. BUSE SA - ORG LIBERDA BUSE SA - ORG VILAMOURA**
- Keep the Status **in Process,** so that the person taking over the operational part is aware of the new ticket to be handled.

MINOR HOTELS

How to open a JIRA

How to open a JIRA:

1. **Issues with the tool** (slow performance, bounce mails, etc.) always open a JIRA on LM Platform
2. **Set up modification** such as TRR uploading or signature modifications, open a JIRA on LM Set up
3. **New licenses** for new users open a JIRA on LM User
4. **Issues with opportunities** not being linked to an MQ/MB open a JIRA on LM TMS Integration
5. **Doubts on processes** or tool management always open a JIRA on LM Functionality



THANK YOU!

MINOR
HOTELS

ANANTARA
HOTELS & RESORTS

AVANI
Hotels & Resorts

elewana
COLLECTION

OAKS
HOTELS • RESORTS • SUITES

NH
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NH COLLECTION
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TIVOLI
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