# GENERAL RESERVATION MANAGEMENT PROCESS

Business Processes – Operations

MINOR HOTELS | ANANTARA HOTELS · RESORTS · SPAS | AVANI Hotels & Resorts | elewana COLLECTION | OAKS HOTELS · RESORTS · SUITES | nH HOTELS | nH COLLECTION HOTELS | nhow HOTELS | TIVOLI HOTELS & RESORTS

# Introduction

## What?

This document is a summary of the Minor Hotels Europe & Americas policies and procedures for the individual reservations management. Listed are the key facts of our processes, policies, rules, etc.

## Why?

The main objectives of having common standards and procedures are:

- ✓ One Company approach
- ✓ Enhance Quality
- ✓ Transparency
- ✓ Clear guidelines

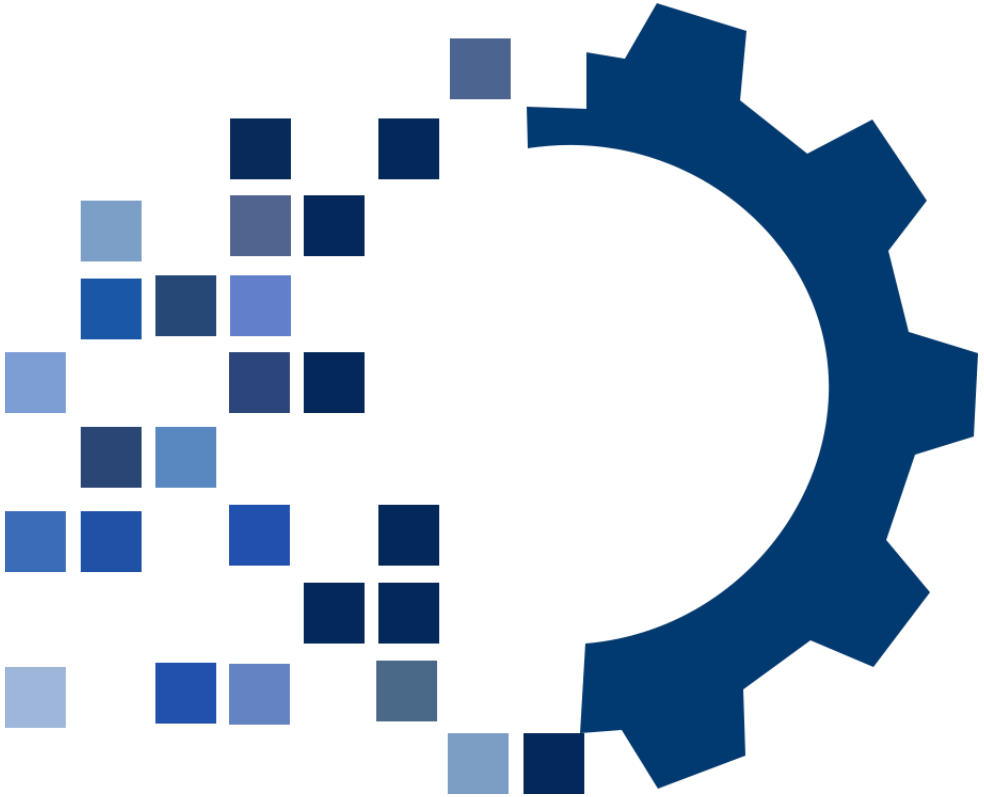
## Who?

All people involved in the management of individual reservations in all Hotels and Central Services of Minor Hotels Europe & Americas.

## Where?

This document and all the related processes are available in the ***Business Processes*** section of our Digital Knowledge Workplace:

https://nhorganization.nh-hotels.com/



# Process overview

**Reservation execution**

**Creation** of individual reservations from any sales channel and actions to be carried out throughout the **confirmation, modification and cancellation** of the reservation.

**Reservation review**

Review of room reservations (individual and groups) in TMSforHotels **several days before the guest's arrival**, to ensure the quality of the information contained in each one.

**Pre-stay handling**

Tasks to be performed daily **prior to the guest's arrival** to the hotel to ensure that the check in is more efficient, quicker and minimizes the waiting time of the guest and resolves any possible errors.

**Check-in**

Tasks to be performed **during the guest's arrival** to the hotel and until the moment in which the key to the room is delivered to them.

**In-house management**

Factors and the attitude to adopt to **ensure the guest a pleasant stay**. Steps and guidelines for questions, requests and most common demands requested by guests at Reception of the hotels.

*Click on each button to go to the corresponding section.*

**Check-out**

Tasks to be carried out when the guest checks out of the hotel, by issuing an invoice and checking out the room.

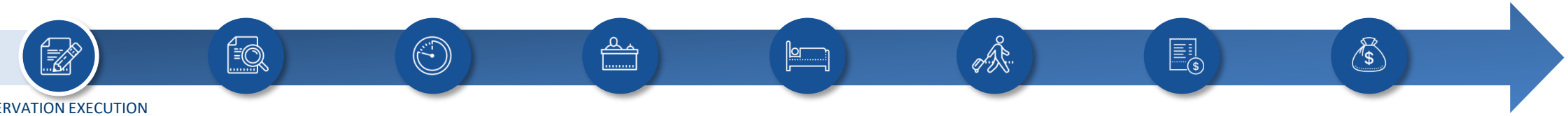
**Billing**

Review billing information, creating invoices and issuing them to customers.

**Collection**

Hotel customer collection claim process (customers type C).

| KEY TASKS | RESPONSIBLE | FREQUENCY | TOOL |
|---|---|---|---|
| Requests of **less than 10 rooms are considered as individual reservations**. From 15 pax they are considered Group only for FIT Rates. Individual Reservations are managed by CRO/Hotels. | CRO/Hotel | When Applicable | TMSforHotels /CCSHT/CRS - Call Center /CCSHT/RS01_IN - Create |
| The **Main Client** is the requestor of the reservation and collects most of statistics data in TMS. The combination of Main client and company responsible of the reservation determine the contract, rate and conditions to be applied. Main client could be a Company, Agency or an individual client. Be aware that the Main Customer is not the guest (only in case of Regular guests). | | | |
| Ask the arrival and departure date, number of rooms required by the guest and meal plan. In case of long stay (more than 14 days) a long stay contract must be signed. | | | |
| **Check availability** and if there is no availability ask whether the customer is flexible regarding dates and/or hotels nearby. In case of availability inform the customer about the Best Available Rate, as well as the special conditions to obtain certain rates (advance purchase, guarantees, etc.). | | | |
| **Complete billing information:** Contract which offers rates and conditions agreed with the customer. In absence of contract or incidence, report it to CDM Department. The use of manual price must be exceptional. Expense Code contains the information to calculate penalty costs in case of cancellation/modification of a reservation with conditions associated. | | | |
| **Gather all the relevant information within the reservation process in *Remarks* field.** The information could be managed internally (Main remarks, internal remarks) or externally when we want that this information to be shown to the client. For invoicing purposes use billing remarks. | | | |
| **According to the conditions of the reservation, a prepayment can be requested.** Prepayments must always be registered and invoiced in TMSforHotels (and collected by the hotel if applicable). The payment methods accepted are bank transfer, cash and credit card charge. | Hotel | When Applicable | TMSforHotels /CCSHT/CRS - Call Center /CCSHT/RS01_IN - Create |
| **Credit card information** is considered highly sensitive information, under no circumstances the credit card details (PAN and CVVs) can be stored in any other place than the PCI DSS platform **(PCI BUBBLE).** | Hotel/CRO | When Applicable | PCI DSS platform (PCI Bubble) |
| Confirm with the customer the **payment method** of the reservation:<br>• Direct payment: Inform the guest about the time limit of the reservation, after that, a credit card number is needed to guarantee the reservation.<br>• Credit: Request the documentation/voucher to cover for the services. It is not allowed to grant credit to a particular customer. | | | |
| If the reservation needs to be amended, it is necessary to consider the policy of cancellation and/or modification applied or the rate changes that can be applied. | | | TMSforHotels /CCSHT/CRS - Call Center /CCSHT/RS01_IN - Create |



RESERVATION EXECUTION

| KEY TASKS | RESPONSIBLE | FREQUENCY | TOOL |
|---|---|---|---|
| An **exhaustive reservations review** is necessary to guarantee the correct performance and to ensure the quality of the information contained in each one. Any changes should be made before the client arrives. | Supervisor/s | Before client's arrival | TMSforHOTELS<br>ZTMS_COM_CHECK - Check Reservations Report |
| The Hotel General Manager designates the **supervisors** to review the reservations. | Hotel General Manager | Once | |
| The supervisor/s review the reservations, comparing the information registered in TMS4H with the support documentation to confirm any data. | Supervisor/s | Before client's arrival | TMSforHOTELS<br>ZTMS_COM_CHECK - Check Reservations Report |
| **Review general information** of the reservation as arrival and departure dates, room type, etc.<br>**Voucher number is mandatory** in case that a Travel Agency is responsible of the invoice. | | | |
| The **correct identification of the Main Client** is essential to apply the proper contract, rates and conditions. The identification of the Client ID code will facilitate the check in process. | | | Support Portal (JIRA Service Desk) |
| In the case that **incidents with contracts and/or price codes** are detected, request the CDM department to modify it via the Support Portal (Jira Service Desk). | | | |

| KEY TASKS | RESPONSIBLE | FREQUENCY | TOOL |
|---|---|---|---|
| **Check the reservations:**<br>• Compare the information registered in TMS4H with the support documentation to confirm any data.<br>• Review that there are no duplicated reservations for the day to not alter the occupancy.<br>• Ensure that the OUT-IN reservations are identified to have a better control over the in-house guests. | Front Office | Daily | TMSforHotels<br>ZTMS_COM_CHECK - Reservations check report |
| It is important to **locate all the special customers**, whether they are DISCOVERY members or not, to provide them with all the corresponding benefits.<br>For this, we will search the Client ID in the reservations to identify the loyalty customers and we will consider certain information of the reservation which may indicate that the client is VIP.<br>Remember to register the VIP code in the reservation and **proceed with the assignment accordingly**. | | | TMSforHotels<br>/CCSHT/RS_PREASIG_HB - Room assignment<br>/CCSHT/RS_06_014_ALV - VIP arrivals |
| As far as possible, we will try to satisfy the **requests, needs and preferences of the customers**, therefore, we must consider the information noted in the Remarks field (Main, TMSforConnectivity, etc. ). The assignment will be made accordingly. | | | TMSforHotels<br>/CCSHT/RS_PREASIG_HB - Room assignment |
| Once the relevant reservations are pre-assigned, analyze the available superior rooms as well as the rest of the hotel services in order to proceed with the **upselling strategy**. | | | TMSforHotels<br>/CCSHT/RS_06_04 - Occupancy by room type |
| In case of high occupancy, try to **guarantee the reservations in advance** to avoid an overbooking situation. | | When applicable | TMSforHotels<br>/CCSHT/RS_06_60_ALV - Guarantees Status |
| In overbooking situation, **to book out the VIP guests will be avoided**. Ensure that the destination hotel will be preferably of a higher category (in any case lower), and it will be in the same area or as close as possible | | | TMSforHotels<br>ZRS_OCCUPA - Availability Hotels Chain |
| In the same way, bear in mind that the **guests who have selected their room through the "Choose Your Room" tool or have already checked-in online, will never be moved to another hotel.** | | | TMSforHotels<br>ZEY_ONLINE_CHECK_IN - Online Check-in |
| **Reservations with Online Check-In process (OCI) complete**, make sure to have prepare all the materials needed for the check-in:<br>• Online check-in guest list<br>• Verify availability of pre-assigned rooms<br>• Pre-print RF + Welcome Card + Police file (if applies)<br>• Configure the room key | | | TMSforHotels<br>ZEY_ONLINE_CHECK_IN - Online Check-in<br>/CCSHT/RS_06_011_AVV - Valued Expected Arrivals ALV |

| KEY TASKS | RESPONSIBLE | FREQUENCY | TOOL |
|---|---|---|---|
| Check-in is the first contact with the Hotel, which will influence the rest of the stay, so all procedures must be performed with agility, cordiality and efficiency.<br>**Give a warm welcome and a personalized service (smile, make eye contact and use guest´s surname).** | Front Office | Ad-hoc | Key Principles of Service |
| Request **official identification document from ALL guests staying**, following the legal guidelines of each country. | | | TMSforHotels<br>/CCSHT/RS_CHECKIN_HU - Guest search<br>/CCSHT/MT02_HU - Client -Modify<br>/CCSHT/RS_PREASIG_HB - Room assignment<br>ZEY_ONLINE_CHECK_IN - Online Check-in |
| Use criteria of search in **CRM** and/or documents readers, to verify that customer is registered in our database; once located, update data if necessary (DISCOVERY members: recognize category and benefits!) If there is no customer file, register according to **data quality standards**. | | | |
| Verify reservation data (check-out date, number of pax, room type, meal plan). According to the availability, offer the services included in the **upselling strategy** of the hotel. | | | |
| **Check guarantees:** verify credit card holder of the prepayment if applies, credit card, deposit (check type and make pre-authorization if necessary), voucher... **Insert the card in the pin pad to validate the operation with PIN.**<br>Business travelers need an invoice? Request creation/modification of company via Support Portal (JIRA Service Desk – create a ticket in CDM category). | | | |
| **Assign the room** according to the guest's preferences (upstairs, far elevator, etc.). | | | |
| **Reservations with Online Check-In process (OCI) complete**, ask for ID and review the identification data. Request Registration Form signature. | | | |
| All clients must **sign the Registration Form and official documents** that apply to each country (police file, etc.) <u>at each stay</u>. Explain clauses with the help of the "Communication Script".<br>If the guest is not a member of **DISCOVERY, offer to join the program** and make sure that the corresponding form is signed. These documents will be archived according to the terms established in each country. | | | |
| Once all the documents are signed, **hand over the key** with the welcome card. Inform the guest of the hotel services and how to get to the room, offering help with luggage. If applicable by brand, **offer Green Stay** (mandatory for reservations of 2 nights or more). Close the conversation **wishing the guest a pleasant stay**. | | | |
| It is recommended to activate the Online Check Out whenever there is a credit card pre-authorization and a valid e-mail address in CRM. | | | |

| KEY TASKS | RESPONSIBLE | FREQUENCY | TOOL |
|---|---|---|---|
| Check the in-house special guests and provide them the **room courtesies** accordingly. | Front Office | Daily | TMSforHotels /CCSHT/RC_SI_001_ALV - In-house guests or occupied rooms ALV |
| Whenever a client requests information about the city restaurant services or others (spa, etc.), be proactive and we always offer our own hotel's services. If applicable, offer them following the **upselling strategy** (Lunch, Dinner, Spa, Package, etc.). | | | TMSforHotels /CCSHT/RS_RSRV_IN_02 - In house Management |
| In case of an **unexpected departure**, check the possible restrictions that may exist and apply the **room cancellation fees** if necessary. Inform the housekeeping department about this situation to proceed with proper cleaning room. | | When applicable | TMSforHotels /CCSHT/RC_CHECK_OUT - Check-out |
| In case of a **stay extension**, check that the conditions of the reservation may change for the new dates (price, payment method, commissions, etc.) and inform the guest accordingly. | | | TMSforHotels /CCSHT/RS_RSRV_IN_02 - In house Management |
| **Messages for the client:**<br>• "Messages" tab: to communicate to the guests any message that they have received in their absence and send it up to the room or deliver it in hand.<br>• "Notices for Reception" tab: a pop up reminds to notify the guest any important information. | | | |
| In case of any cot, extra bed, adaptor, charger, towel, umbrella or another item required, ask for the corresponding charge/deposit (if apply) and register it in the system to **keep always the loaned items inventory updated**. | | | TMSforHotels /CCSHT/RS_PREST_ART - Loan items delivery |
| Before the Night Audit, check the in-house reservations comparing the information registered in TMS4H with the **support documentation** to confirm any data, as well as ensure that all the hotel's services consumed during the stay are being charged correctly into the room folios. | | Daily | TMSforHotels /CCSHT/NA_009 - Security Report |
| **Cash outflows** are restricted to the minimum and all the requests must be previously approved by the GM (signing the formal request). Bear in mind that all the expenses must be registered in the system. | Front Office / Hotel General Manager | When applicable | TMSforHotels /CCSHT/FC_CAMV - Movements |

| KEY TASKS | RESPONSIBLE | FREQUENCY | TOOL |
|---|---|---|---|
| **Greet the guest by his/her name and offer help.**<br>**Confirm charges and billing information** (minibar, breakfast, parking, etc. / ask about hotel consumptions).<br>While doing paperwork, **ask the guest about the stay**. | Front Office | Daily | Key Principles of Service<br>TMSforHotels<br>/CCSHT/RC_CHECK_OUT - Check-out |
| If the client prefers the **invoice in a company name**, check if the company has a Client ID in SAP and associate it to the invoice. If not, request company creation to CDM Department (offer Business Program for Companies). | Front Office / CDM | When applicable | SAP-CRM / Support Portal/<br>https://www.nh-hotels.com/business-travel |
| Confirm if the guest belongs to **DISCOVERY program** (inform about D$ balance to pay the invoice, if applicable, or offer to join the program explaining benefits). | Front Office | Daily | SAP-CRM / DISCOVERY brochure |
| Show or pre-print the invoice for the client before proceeding with the charges. Ask if the invoice is correct and if the **guest approves the charges** to charge the amount, especially if the payment method will be by credit card.<br>Print or e-mail the invoice to the client (confirm valid e-mail address) and proceed with the charge. | | | TMSforHotels<br>/CCSHT/RC_CHECK_OUT - Check-out |
| Empty the room in TMSforHotels. | | Once the client has left the room | SAP-CRM / TMSforHotels<br>/CCSHT/RC_CHECK_OUT - Check-out |
| **Late check-out:** check rooms availability and register in the system if applicable (some DISCOVERY members have this benefit included). Inform Housekeeping of room number and departure time. | Front Office / Housekeeping | When applicable | TMSforHotels<br>/CCSHT/RS_06_70 –- Booked stay Options |
| **Online Check-Out (OCO):** service that allows the guests to do their check-out completely on their mobile devices.<br>**Requirements to use OCO functionality:** active pre-authorization charged in TMSforPay, and valid e-mail address informed in the CRM profile of the Main Guest. | Front Office | | TMSforHotels<br>ZEY_CHECKOUT_EXP - Online check-out |
| **Obligatory task in hotels with OCO function activated**: consult the OCO transaction before checking out the rooms to verify that all the invoice e-mails have been sent correctly. If not, check the entry in CRM and resend the invoice. Then refresh the transaction to show online check-outs finished and release rooms. | | In every shift | |
| Offer the **concierge service** & **shuttle service when available**.<br>Close the conversation **wishing a nice trip** and **hoping to serve the guest again soon.** | | When applicable | Key Principles of Service |
| Whenever an **item is forgotten by the customer**, it must be correctly identified and stored by the Housekeeping Department until the customer claims it or for 1 year. The information must always be registered in the system. | Housekeeping / Front Office | | TMSforHotels<br>/CCSHT/HK_02_PERDI - Modify<br>/CCSHT/HK_OBJ_PERDIL - Lost property search |

| KEY TASKS | RESPONSIBLE | FREQUENCY | TOOL |
|---|---|---|---|
| Appropriate review of the reservations is essential to guarantee that the billing information is correct (Main Client, Voucher, Remarks, Client Code, Contract, Manual price, folios management -payment method, responsible- Commissions/Deductions).<br>Highly recommended to make any modification before the guest arrival, to avoid wrong productions and invoices. | CRO / GEM / Reservations Department of the hotel / In-house Sales / Front Office / SSC/BU AR Department | Daily | TMSforHotels<br>ZTMS_COM_CHECK - Reservations check report |
| Prepayments must always be registered in TMSforHotels. | | When applicable | TMSforHotels |
| Always request 100% of the prepayments. The corresponding commissions must be settled according to the procedure established by the company. | | | |
| When a cancellation is made, the prepayment will be reimbursed according to the cancellation policy of the corresponding reservation. DISCOVERY VIP members will be allowed to cancel any reservations and receive a 100% refund, except during special events taking place in the city. | | | |
| Invoices to other Minor Hotels Europe & Americas centers can only be issued on Credit. Only concepts permitted by the Travel Policy and Provision of Services at MH E&A be included, other services must be invoiced to the employee (on-desk payment). | | | |
| **Invoice correction:** use the TMS transactions defined for this purpose; otherwise, traceability between the cancelled invoices and the rectified ones will be lost.<br>• Always use the corresponding concept ID to apply the negative charges (in case of making a negative charge with different VAT of the original one, the invoice will be retained in the electronic invoicing platform).<br>• The correction of invoices due to errors in the commissions (type and percentage) must be made considering the data reported in the "Billing Information" tab of the original reservation | | | TMSforHotels<br>Transactions included in the folder Billing > Invoice correction |

| KEY TASKS | RESPONSIBLE | FREQUENCY | TOOL |
|---|---|---|---|
| **Review over the client's balances** to detect exceeded credit limits and, if detected in type "C" customers (Hotel Credit), inform the Hotel General Manager. | BU Credit Manager | Monthly | SAP-CRM: Credit Amounts<br>BI CDM tables provided by IT<br>TMSforHotels:<br>FBL5N - Customer Line Items /CCSHT/AGING_CLI - Customer Aging |
| Initiate the appropriate **actions to regularize the credit limit incidents** with the customers and contact them by telephone/e-mail so that they settle their exceeded limits and/or overdue debt. Keep track of all the performed dunning activities. | Hotel General Manager | | Telephone / e-mail / Track Dunning activities template |
| **Accounting records and closing activities (reconciliations)** arising from the dunning activities (debt collected/recovered) carried out by the Hotel General Manager. | Shared Services Center | Daily | SAP-CRM: Credit Amounts<br>TMSforHotels:<br>FBL5N - Customer Line Items /CCSHT/AGING_CLI - Customer Aging |
| Manage the **incidences opened by Shared Service Center (SSC)** of unpaid invoices and take the necessary corrective measures to close the case in the DWP portal and for the invoice to be collected as soon as possible. | Front Office Manager | When applicable | DWP - Digital Workforce Platform |
| **Cancel the credit lines to the customers which remain with credit limits exceeded and/or overdue debt.** Notify to the Hotels at least one week in advance (except in special cases) all the credit lines to be canceled. | BU Credit Manager | Next monthly closing | E-mail / Supporting documentation of credit cancellations |
| **Change the method of payment of all reservations already booked in SAP-TMS (from Credit o "On-desk payment")** and inform to all customers that those reservations needs to be prepaid, or they will be removed. | Front Office Manager | When applicable | Telephone / e-mail<br>TMSforHotels:<br>/CCSHT/RS02_IN - Modify |
| **Maintenance of customer records in CRM** depending on the information received (increase, reduction or cancellation of lines of credit and changes in the administration contact details). If any mistake in other CRM data is detected, contact with CRM Department. | BU Credit Manager | Daily | SAP-CRM<br>Support Portal (JIRA Service Desk) |

# Subprocesses / Documents

All these documents are available in the ***Business Processes*** section on the Digital Knowledge Workplace: https://nhorganization.nh-hotels.com/

## Reservation execution

- Clients in a reservation
- Corporate Credit Policy
- JIRA User Guide for CDM Request
- Modifications of reservations with restrictions and prepayments
- New TMS Guarantees
- Prepayment Guarantee Management
- Prepayments
- Prepayments management in DWP

## Reservation review

- Clients in a reservation
- JIRA_User Guide for CDM Request
- New TMS Guarantees

## Pre-stay handling

- Book Out Procedure
- Control of Commissions for Book Out Reservations
- Inroom Courtesy for special customers
- Quick pre check in guide
- Room Upgrade assignation & priorities
- Summary of benefits for special customers

## Check-in

- CRM Manual Key Points
- Valid criteria for customer search
- Customer Personalization
- GDPR-Frequently Asked Questions
- Luggage storage and parcel service
- OCI (Online Check in) Front Office Guide
- OCI (Online Check in) Manual
- Porter Service
- Summary of benefits for special customers
- Upselling Procedure

## In-house management

- Front Office per shifts Check List
- Fixed Charges
- Hotel Cash handling procedure
- Inroom Courtesy for special customers
- Minibar charge procedure
- FO Quick Guides Collage

## Check-out

- Check out and invoicing
- DISCOVERY Eligibility Logic D$ Earning and Redemption
- Online Check Out (OCO)

## Billing

- Quick check out guide
- TMS4H_InterCompany & InterCenter Front Office
- Invoice correction
- TMS4P Payment gateway manual
- PCI Bubble
- Prepayments

## Collection

- Credit Management
- Corporate Credit Policy
- Credit Policy Quick Reference Guide

# Document control

| | |
|---|---|
| **PROCESS:** Individual Reservations in Minor Hotels Europe & Americas | |
| **SUBPROCESS:** General Reservation Management process | |
| **PROCESS OWNER:** Chief Operations Officer | **PROCESS LEADER:** Senior VP Operations |

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# THANKS!

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