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TMS4H_Combined, Interconnecting and Adjoining rooms TMS

Business Processes - Operations
April 2022

Multiple occupancy room types Combined, Interconnecting & Adjoining

Main objective: increase sales



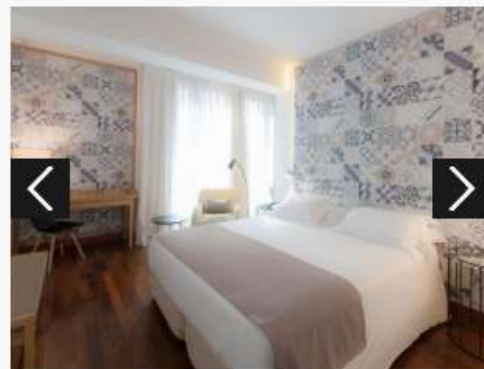
These rooms are mostly preferred by families or groups of friends who want to stay together.



Family Stay - 2 Connected Rooms

56 m² | máx. de huéspedes: 4 adultos

La suite para estadia familiar está diseñada para familiares y amigos que desean hospedarse juntos. Con las habitaciones contiguas, disfrutará de la misma entrada, pero contará con 2 o 3 dormitorios que le brindarán privacidad y espacio.



COMUNICADAS

Los 21,5 m² de las habitaciones dobles del Hotel Vincci Soma configuran un espacio ideal para el descanso y el confort en pareja en pleno centro de Madrid y con una excelente relación calidad-precio. Todas cuentan con cama doble o 2 individuales, baño completo con ducha y bañera, TV plana, teléfono... [Ver más](#)



OCUPACIÓN SELECCIONADA:

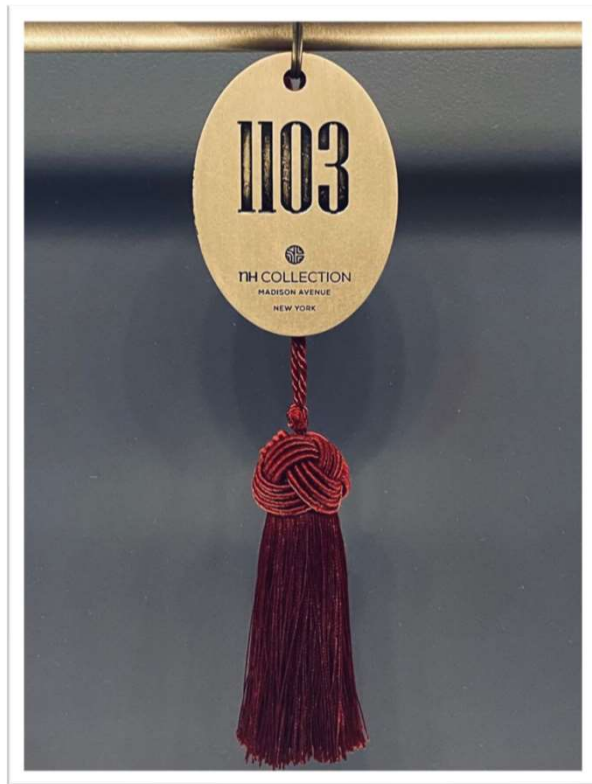


2 adultos 0 niños 0 bebés

MODIFICAR

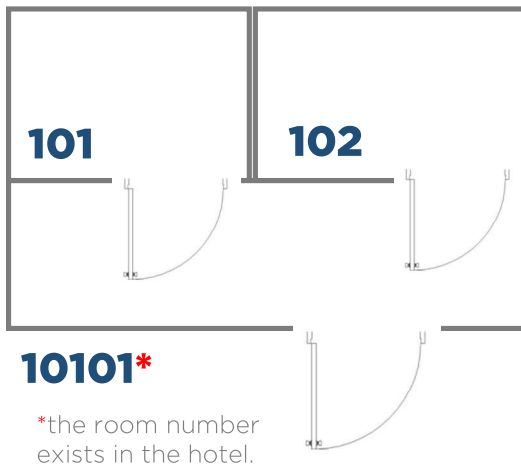
(MÁX. 2 OCUPANTES)

Combined, Interconnecting and Adjoining rooms in TMS

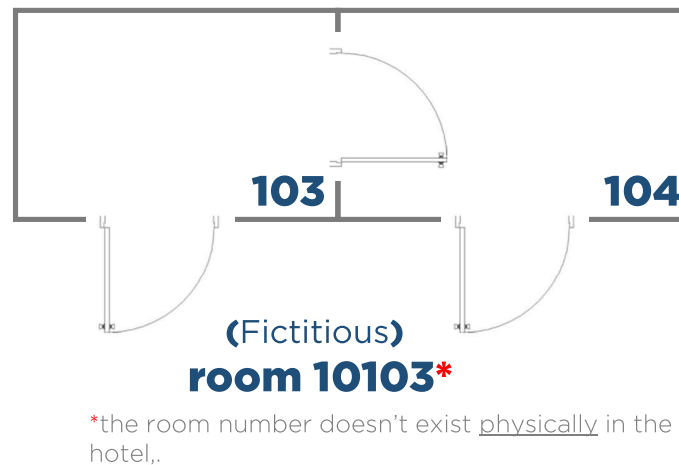


- Concept
- Customizing & Inventory
- Reservation Process TMS & Channels
- Key points
- Reporting
- FAQs

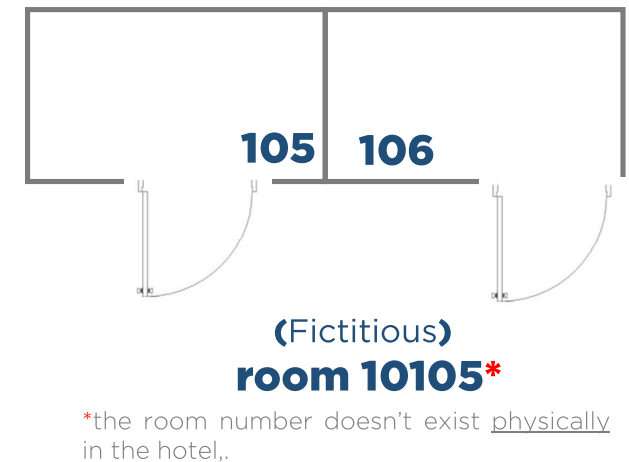
COMBINED ROOM



INTERCONNECTING ROOM



ADJOINING ROOM



- **Combined rooms** are also next to each other (connected or not by a door) which have the possibility to be closed by another separate door (out) and a little and common hall.
- **Interconnecting rooms.** Connecting rooms have a door on the inside that connects them, without having to step out into the hallway and then into the other room. The interconnecting door can remain locked when privacy is desired.
- **Adjoining rooms** are those rooms that are next to each other and there is no door inside to connect them.

All types can be sold as 1 room in TMS and will be referenced as CONNECTED.

Customizing & Inventory

In terms of booking process, TMS allows the management of connected rooms, understanding these rooms as a fictitious room type in the system which is composed by more than one room from the real inventory of the hotel.

In order to identify this kind of rooms, it is necessary to create a **fictitious room type** code, and a **fictitious room number** too.

In this example the room number 10116 is composed by rooms 116 and 118

View Room 10116 (Basic data)

🔗 Documents mod. 📄 Incidents History

PT08.VILAM Anantara Vilamoura *****

Room 10116 Connected 📄 Translate

Room type: Connected

Building: BUILDING 1

Floor: FLOOR 1

Tech. location:

Room short Desc:

Generic room type:

☐ Does not allow extra

☐ Does not allow

☐ Does not allow extra bed + cot

Features

- ▶ LOCATION
- ▶ WOODEN FLOOR
- ▶ ROOM FACING
- ▶ PETS
- ▶ ROOM DESIGN
- ▶ DISABLE
- ▶ ROOM FACILITIES
- ▶ BATH / SHOWER DESIGN
- ▶ BUILDING
- ▶ TOP FLOOR
- ▶ DOWN FLOOR
- ▶ BED TYPE
- ▶ SMOKING ROOM

Feature	Value

Rooms that compose it

Room	Room type	Short description
116	DLUDBVD	
118	DLUDBVT	

Habitaciones conectadas

Room	Room type	Roo...

Customizing & Inventory

The **total rooms** of the hotel is not affected by the connected rooms:

Ocupación general
Room Rack Blocked Room Rack Occupancy per room type Update data View Overb. House Status Restrictions
Date: 22.01.2023 - 29.01.2023

Hotel	Date	»Tot. Rooms	Blocked	» Rooms	»Confirmed	» Available	»Tentative	»Min availa	TotMaxSell	»MaxOccup %	»MinOccup %
ESMA.VILPA	22.01.2023	132	0	132	0	132	0	132	132	0,00	0,00
	23.01.2023	132	0	132	0	132	0	132	132	0,00	0,00
	24.01.2023	132	0	132	0	132	0	132	132	0,00	0,00
	25.01.2023	132	0	132	0	132	0	132	132	0,00	0,00
	26.01.2023	132	0	132	0	132	0	132	132	0,00	0,00

Overbooking management by
General Occupancy Occupancy by r
Hotel ESMA.VILPA Hotel r
Dates 22.01.2023 to
Daily Rooms Su 132

The total amount of the connected rooms is displayed in the “occupancy by room type” report, so this availability depends on the availability of the real combinable rooms, hence this value is only informative:

Available: Res.Confirmed
Dates: 22. August 2022 - 29. August 2022
In red weekends and negative values

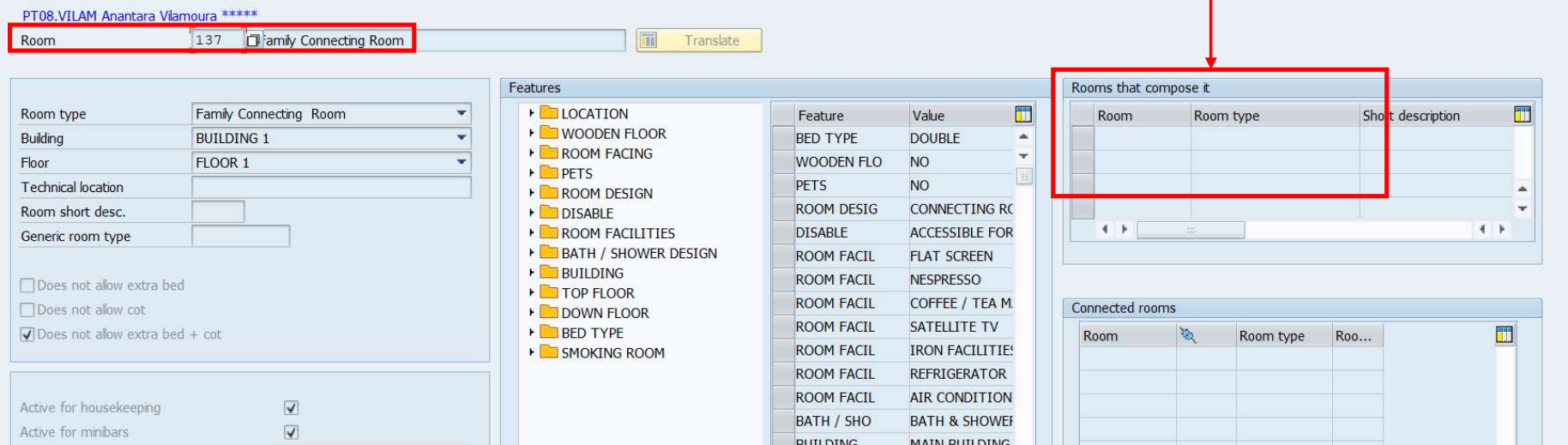
Day	Date	VIL1RO	SUPDBL	STEDBR	STEDBL - Suite	STEDBE	STE2RL	JSTDBV	JSTDBR	JSTDBL	FAXXXL	CONNECTED	DLUDBV	DLUDBR	DLUDBL	TOTAL
Monday	22.08.2022	2	Z	8	15	1	1	14	2	17	1	33	2	8	47	132
Tuesday	23.08.2022	2	Z	8	15	1	1	14	2	17	1	33	2	8	47	132

Remind! These columns
are only informative!

Since TMS forConnectivity can't manage directly the connected rooms, **one real room** of the hotel inventory must be mapped to be sold through the channels:



This room is a **Suite** in this hotel, but it has been renowned in TMS as **“Family Connecting Room”** in order to be managed in the overbooking strategy of the hotel:



The connected rooms will be displayed as follows on the **website** (the description or features will be adapted according to the needs of each hotel):

Select your Room

Standard Rates
from 510.20 EUR



Family connecting

Max. guests: 6
 Bed type: 3 Twin
 Size: 80 m²

More information



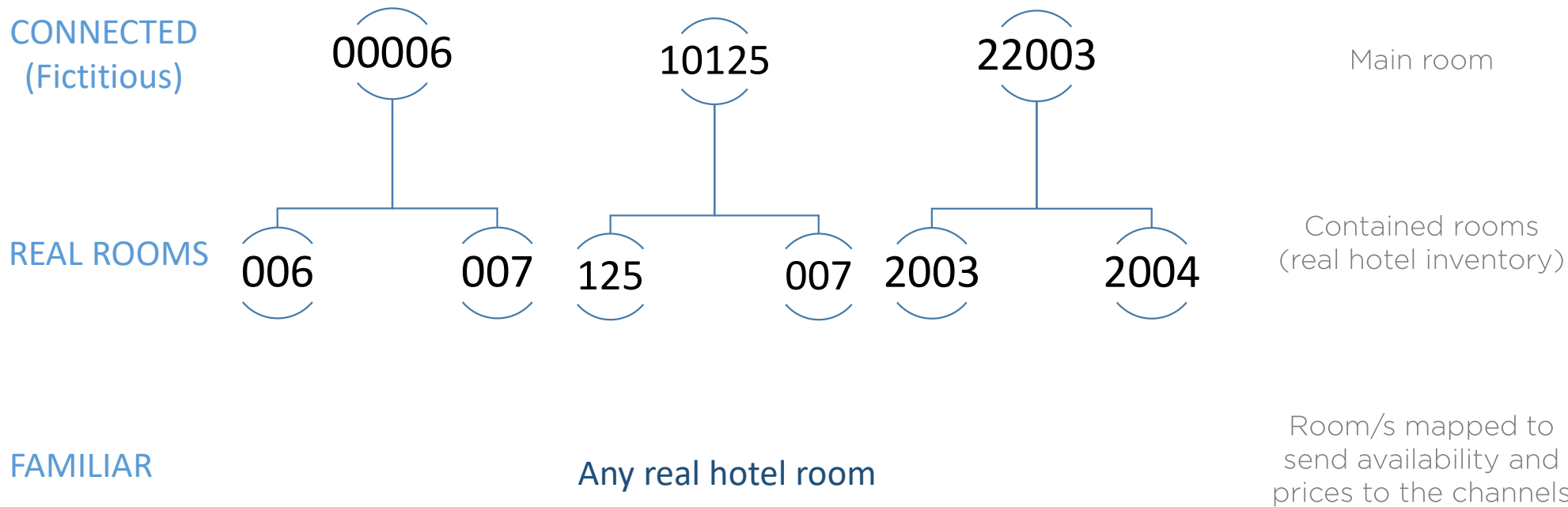



The overbooking of “Family Connecting Rooms” is compensated in turn with a smaller number of “Deluxe rooms” for sale (combinable rooms).

Overbooking **strategy** example:

Hotel	PT08.VILAM	Hotel rooms	280
Dates	22.08.2021	to	22.08.2021

	Rooms	Su 22.08.21
Daily	280	280
Room type Description		
DLUDBL	Deluxe Pool View	60
DLUDBV	Deluxe Golf View	44
FAMSTE	Family Room Suite	6
FAXXXL	Family Connecting Room	1
PSTDBV	Presidential Suite Golf View	1
STEDBE	Victoria Suite	2
STEDBV	Suite Golf View	8
SUPDBL	Deluxe Room	82
SUPDBV	Deluxe Garden View	76

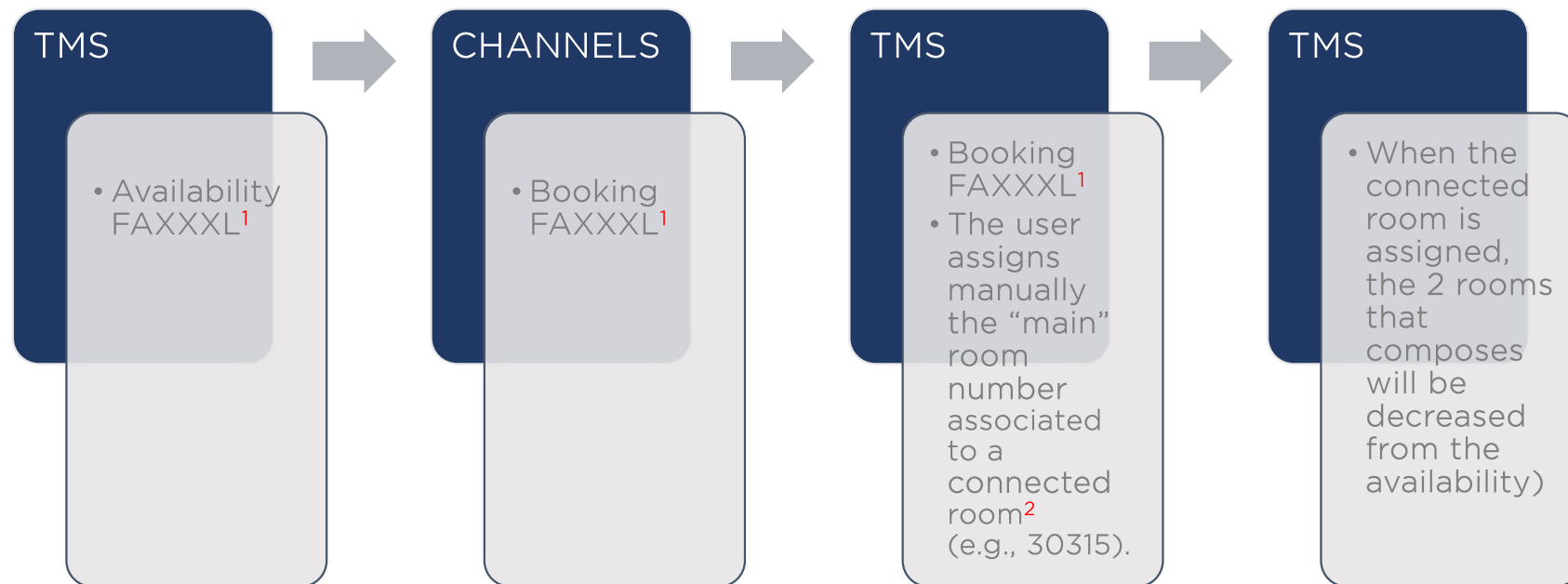


Reservation Process TMS & Channels

Reservation Process TMS & Channels

Currently TMSforConnectivity is unable to manage the availability and reservations of connected rooms, since the availability for this room type are only informative, based on the availability of the real room.

These connected rooms will be **mapped in external channels** and booked by using a specific room type (not composed by 2 rooms) named for example: FAXXXL, FAMINT, FAMADJ...



¹ Family Connecting Room (not combined/interconnecting or adjoining) and mapped in external channels.

² Combined/Interconnecting/Adjoining room Type (composed of 2 rooms).

Reservation Process TMS & Channels – Before assignment

When a connected room is booked, only the real room number of the hotel (e.g., room 137) will be decreased from the availability:

Hotel occupancy by room type:

33 connected rooms: 32 available + 1 confirmed

Total: 131 rooms available (1 STEDBL + 1 JSTDBL not decreased yet)

ESMA.VILPA. Hotel occupancy forecast by room type

Available: Res.Confirmed

Dates: 22. August 2021 - 29. August 2021

In red weekends and negative values

Day	Date	FAXXXL	STEDBR	STEDBL - Suite	STEDBE	STE2RL	JSTDBL	TOTAL	CONNECTED
Sunday	22.08.2021	0	8	15	1	1	17	131	32
Monday	23.08.2021	1	8	15	1	1	17	132	33
Tuesday	24.08.2021	1	8	15	1	1	17	132	33
Wednesday	25.08.2021	1	8	15	1	1	17	132	33
Thursday	26.08.2021	1	8	15	1	1	17	132	33
Friday	27.08.2021	1	8	15	1	1	17	131	33
Saturday	28.08.2021	1	8	15	1	1	17	132	33
Sunday	29.08.2021	1	8	15	1	1	17	132	33

Hotel general occupancy:

Only 1 room confirmed, 131 rooms available

Ocupación general

Room Rack Blocked Room Rack Occupancy per room type Update data View Overb. Hous

Date: 22.08.2021 - 29.08.2021

Hotel	Date	Tot. Rooms	Blocked	Rooms	Confirmed	Available	Tentative	Min availa	T
ESMA.VILPA	22.08.2021	132	0	132	1	131	0	131	
	23.08.2021	132	0	132	0	132	0	132	
	24.08.2021	132	0	132	0	132	0	132	
	25.08.2021	132	0	132	0	132	0	132	
	26.08.2021	132	0	132	0	132	0	132	

Reservation Process TMS & Channels – After assignment

Once the reservation is manually assigned the rooms that compose this connected room will be decreased from availability (e.g., room 30315 is composed by 1 STEDBL -315- + 1 JSTDBL -316-)



The room assignment won't recalculate the price.

Hotel occupancy by room type:

33 connected rooms: 32 available + 1 confirmed

Total: 130 rooms available (1 STEDBL + 1 JSTDBL already decreased from availability)

ESMA.VILPA. Hotel occupancy forecast by room type

Available: Res.Confirmed

Dates: 22. August 2021 - 29. August 2021

In red weekends and negative values

Day	Date	FAXXXL	STEDBR	STEDBL - Sure	STEDBE	STE2RL	JSTDBL	TOTAL	CONNECTED
Sunday	22.08.2021	1	8	14	1	1	16	130	32

Hotel general occupancy:

2 room confirmed

130 rooms available

Ocupación general

Room Rack Blocked Room Rack Occupancy per room type

Date: 22.08.2021

Hotel	Date	*Tot. Rooms	*Blocked	*Rooms	*Confirmed	*Available	*Tentative
ESMA.VILPA	22.08.2021	132	0	132	2	130	0
ESMA.VILPA		132	0	132	2	130	0

Key points

Key points

- ✓ **Important!** A daily basis task in the hotel is necessary in order to detect all the reservations created. The connected **must be assigned manually** as soon as possible in order to have the availability updated.
- ✓ **Duetto** set-up should be updated to add this new room type in Open Pricing.
- ✓ The existing **price codes will be updated** in order to include the room type used for the commercialization and bookings (FAXXXL, FAMINT or FAMADJ).
- ✓ **Overbooking & restrictions must be loaded** in the room type mapped for commercialization/bookings according to a specific selling strategy (e.g., FAXXXL, FAMINT or FAMADJ).
- ✓ At least one real room number must be assigned to the room type used for commercialization/bookings in order to activate overbooking/restrictions functionalities.
- ✓ Connected rooms are out of the scope of SCO (Sales Contract Optimization) and QT (Quotation Tool) hence mappings won't be necessary.
- ✓ There is no possibility to manage the availability of connected room type through overbooking since the logic is based on the availability of the real room inventory.
"Connected" must not be used in the bookings as **"room type"** because this type is not mapped, it only works for the assignment:

ESMA.VILPA Anantara Villa Padierna		Reservation 85662993	
Arrival:	22.08.2021 Sunday	RoomType:	Connected
Nights:	1	Guests:	AD 4 JU CH BB
Depart.:	23.08.2021 Monday	Room	✗ 30315

ESMA.VILPA Anantara Villa Padierna		Reservation 85662993	
Arrival:	22.08.2021 Sunday	RoomType:	Family Connecting Room
Nights:	1	Guests:	AD 4 JU CH BB
Depart.:	23.08.2021 Monday	Room	✗ 30315

Reporting

The **quantity of occupied rooms** are the connected rooms = 1 connected room is 2 combinable rooms, so once the room is manually assigned, the occupied rooms in all the reports will be = 2).

Example:

1 Family Connecting Room booked:

- Before assignment: occupied rooms = 1

- After assigning room number 30315: occupied rooms= 2 (315+316).

TMS forHotels > Information systems > Management Reports > Financial Management > **/CCSHT/REVENUE_REP - Revenue Report**

Revenue Report

Revenue Report - Financial revenue

	Financial	Net	Gross	Description
ADR	1.111,82	1.111,82	1.111,82	Room Revenue / Occupied Rooms
REVPAR	8,42	8,42	8,42	Room Revenue / Total Hotel Rooms
REVPAB	3,94	3,94	3,94	Room Revenue / Total Hotel Beds

Occupatio

= 1,52 % (Only confirmed)

Maxima Occupation

= 1,52 % (Confirmed + Tentative)

Number of rooms

= 132

Number of beds

= 282

E00000103270 - 05. August 2021 - 14:00:12

Room Concept ROOMS

Revenue Date 20210822 - 20210822

Hotel ESMA.VILPA

Hotel	Chain code	Conc.	Fam.	Id Concept	ID	»Occu.Rooms	»Pax Quant.	»Num.Charg.	Gross rvn.	Discount	» Finan.rvn.	Commission	Net rvn.	»	ADR	» Price*PAX	» Ave.Chr.Pr	G/L Account	Deduction	Res.Quant.
ESMA.VILPA	ROOMS	ROOMS	ROOM	STEDBL-Suite		2	4	5	1.111,82	0,00	1.111,82	0,00	1.111,82	»	1.111,82	» 277,96	» 222,36	70000000	0,00	1
	ROOMS					» 2	» 4	» 5	» 1.111,82		» 1.111,82		» 1.111,82	»	» 1.111,82	» 277,96	» 222,36			
						» 2	» 4	» 5	» 1.111,82		» 1.111,82		» 1.111,82	»	» 1.111,82	» 277,96	» 222,36			

Reporting

TMS forHotels > Front Office > Information Systems >

/CCSHT/RC_HS - House status:

Date: 22.08.2021 ☒ Net Prod. ☐ Price w/Taxes

Activity More..

Ext Sty/Chk Un. Room Grp. Ind. GUEST

Expected checkins:	1	0	1	4
Depart. Expected:	0	0	0	0
Checked out:	0	0	0	0
Arrivals Expected:	1	0	1	4
Checked in:	0	0	0	0
Extended stays:				
Checked out Unexpect:				
Checkout postponed:				
Day use:	0	0	0	0
Check ins en espera	0	0	0	0

Groups All Individuals

Room

Room nights: 2 Stays:

% Occupancy: 1,52 % Occupancy:

TMS forHotels > Revenue > Information Systems >

ZEY_RS_OCCUPA - Chain Status:

Chain Status

Date: 22.08.2021 until 22.08.2021 Data: Occupied rooms

Hotel	Hotel name	Rooms	22.08.21
ESMA.VILPA	Anantara Villa Padierna	132	2
		132	2
		132	2
		132	2

TMS forHotels > Revenue > Information Systems >

/CCSHT/RMS_REPORTING - Revenue report by daily segmentation:

Revenue report by daily segmentation

E00000103270 - 20 . August 2021 14:23:38
Revenue date: 20210822 - 20210822

Hotel	Date	Calculated	Calculated	Room	Quant	Room fin.	Crcy	Reservatio	Reserv.
TRNC				2		1.111,82	EUR		
				2		1.111,82	EUR		

The connected will be displayed in the **Rack** of the hotel as “Connected” to manage the **assignment**:

ESMA.VILPA. Room Rack.

Current date Previous period Next period

Room	Cleaning	Room Type	Room id	Fr
10102	⚠	CONNECTED		
10108	✖	CONNECTED		
10111	✖	CONNECTED		
10115	✖	CONNECTED		
10117	✖	CONNECTED		
10121	✖	CONNECTED		
10125	✖	CONNECTED		
10130	✖	CONNECTED		
10133	✖	CONNECTED		
20202	✖	CONNECTED		
20205	✖	CONNECTED		
20208	✖	CONNECTED		
20211	✖	CONNECTED		
20215	✖	CONNECTED		
20217	✖	CONNECTED		
20221	✖	CONNECTED		
20230	✖	CONNECTED		
20233	✖	CONNECTED		
30302	✖	CONNECTED		
30305	✖	CONNECTED		
30308	✖	CONNECTED		
30311	✖	CONNECTED		
30315	✖	CONNECTED		
30317	✖	CONNECTED		
30326	✖	CONNECTED		
40402	✖	CONNECTED		

In terms of “CONNECTED” room type, they are **only displayed** in “Room Rack” when they are affected by occupation (i.e., when one of the room that composes them is occupied).

However, if none is affected by occupation, all of them will be displayed.

ESMA.VILPA. Room Rack.

Current date Previous period Next period From Refresh

From Sunday 17 October 2021

Room	Cleaning	Room Type	Room id	Sunday 17
101	⚠	STEDBLK		
102	✓	DLUDBLK	10102	<C>
103	✓	JSTDBVK	10102	<C>
104	✖	JSTDBVK		
107	✖	JSTDBVK		
108	⚠	JSTDBVK		

Housed guests

Hotel	Section	Room	Hotel name	Ocup.room	Hired room	Upg.room	T Room
ESMA.VILPA		10102	Anantara Villa Padierna	CONNECTED	FAXXXL		
ESMA.VILPA			Anantara Villa Padierna	CONNECTED	FAXXXL		
ESMA.VILPA			Anantara Villa Padierna	CONNECTED	FAXXXL		
ESMA.VILPA			Anantara Villa Padierna	CONNECTED	FAXXXL		
ESMA.VILPA		10133	Anantara Villa Padierna	CONNECTED	FAXXXL		
ESMA.VILPA			Anantara Villa Padierna	CONNECTED	FAXXXL		
ESMA.VILPA			Anantara Villa Padierna	CONNECTED	FAXXXL		
ESMA.VILPA			Anantara Villa Padierna	CONNECTED	FAXXXL		
ESMA.VILPA		104	Anantara Villa Padierna	JSTDBVK	JSTDBV		
ESMA.VILPA		107	Anantara Villa Padierna	JSTDBVK	JSTDBL		

Reporting

TMS forHotels > Housekeeping > Floor management > Housekeeping Management > **/CCSHT/HK_CHST - Change Room Status**

The status of these special rooms are not managed independently, so if the combinable rooms of the connected room are both “clean”, then it will change the **status** to clean and vice versa.

If one of the rooms has not clean status, the connected rooms remains as “dirty”, and the check-in won’t be allowed. See some **examples**:

The screenshots illustrate the logic for determining the status of a combined/connected room based on the individual room statuses. Red arrows indicate the flow from the room status table to the combined status text.

Example 1: Both rooms clean

Room	Cleaning	Room Type	Room
10102	✓	CONNECTED	

102: clean
103: clean

Combined/connected room
10102: clean

Room type	Room	Sta...
DLUDBLK	102	✓
JSTDVBK	103	✓

Example 2: Room 102 dirty, Room 103 clean

Room	Cleaning	Room Type	Room
10102	✗	CONNECTED	

102: dirty
103: clean

Combined/connected room
10102: dirty

Room type	Room	Sta...
DLUDBLK	102	✗
JSTDVBK	103	✓

Example 3: Room 102 do not disturb, Room 103 clean

Room	Cleaning	Room Type	Room
10102	🔒	CONNECTED	

102: do not disturb
103: clean

Combined/connected room
10102: do not disturb

Room type	Room	Sta...
DLUDBLK	102	🔒
JSTDVBK	103	✓

Example 4: Room 102 pending to check, Room 103 clean

Room	Cleaning	Room Type	Room
10102	⚠	CONNECTED	

102: pending to check
103: clean

Combined/connected room
10102: pending to check

Room type	Room	Sta...
DLUDBLK	102	⚠
JSTDVBK	103	✓

Reporting

TMS forHotels > Housekeeping > Floor management > Housekeeping Management > **/CCSHT/HK_TAREAS_D - Tasks reckoning**

00024	CONNECTED	Dirty	Stay	2,000	IE	21.04.2023 15:00	28.04.2023 12:00	4	0	1	1	Extra Bed Cot	room clean linen change	- Children age: 001
00031	CONNECTED	Dirty	Stay	2,000	PT	23.04.2023 15:00	25.04.2023 12:00	3	0	0	0		room clean	
00033	CONNECTED	Pending	Arrival	2,000	0	24.04.2023 15:00	29.04.2023 12:00	3	0	1	0		room check	- Children age: 011
010	SUPDBVD	Pending	Arrival	1,000		24.04.2023 15:00	04.05.2023 12:00	1	0	0	0		room check	

Connected load: 2

View Room 00024 (Basic data)

Documents mod. Incidents History

PT08.VILAM Anantara Vilamoura *****

Room 00024 Connected

Translate

Room type: Connected
Building: BUILDING 1
Floor: FLOOR 0
Tech. location:
Room short Desc:
Generic room type:

Features

- BED TYPE
- SMOKING ROOM
- WOODEN FLOOR
- ROOM FACING
- PETS
- ROOM DESIGN
- DISABLE
- ROOM FACILITIES
- BATH / SHOWER DESIGN

Feature	Value

Rooms that compose it

Room	Room type	Short description
024	SUPDBVD	
026	SUPDBVT	

FAQs

Denomination logic of this type of rooms

There is a validation in TMS and we cannot use letters or numbers greater than 5 digits.

Most of the hotels will have Floor + 0 + minor room number

If the room number is already 4 digits, the connected will be just the first number of the floor + minor room number.

FLOOR	ROOM NUMBER	ROOM TYPE	CONNECTED ROOM TYPE	CONNECTED ROOM NUMBER
9	911	STDBLT	CONNECTED	90911
9	912	STDBLT		90911
10	1011	STDBLT	CONNECTED	11011
10	1012	STDBLT		11011
...	-----	

Channels

As a base and general rule every hotel must have 10 combinable rooms (5 room inventory in the virtual connected roomtype).

Should a Hotel have less than 5 in the connected room type inventory, this will only display availability in NH WEB, not in OTAs.

How will we act at reception in the case of "physically non-existing" rooms?

We must indicate to the guest the room numbers and the floor of the real rooms at check in.

But they should use the "main room number" in the outlets/POS.

When we assign the Family connecting room manually an error message will appear:



All the connecting rooms are created under the room fictitious type name "CONNECTED" (blue box) but the reservation must be created through TMSforConnectivity as Family combined, Family Connected... (red box) according to the Revenue strategy.

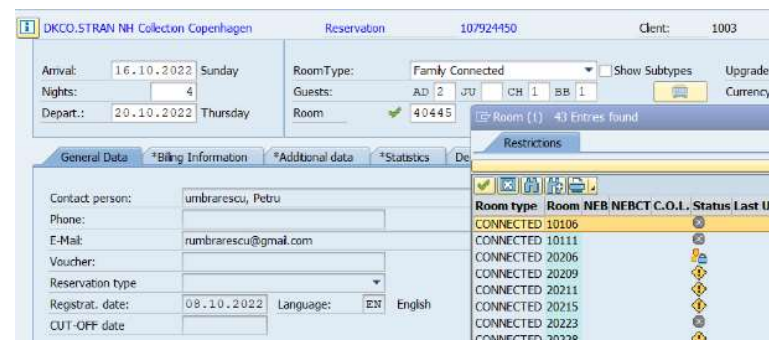
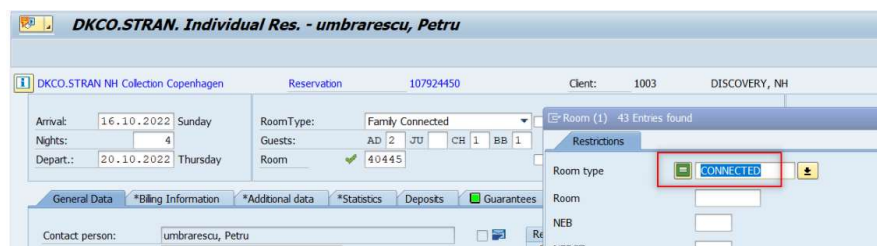
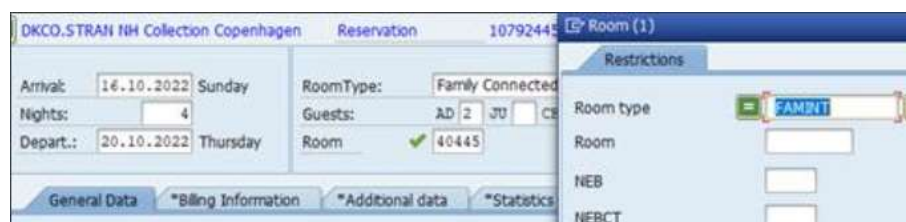
Room type	Description
BASDBL	Atrium Room
BASDBLT	Atrium room
CONNECTED	Connected
FAMADJ	Family Combined
FAMADJD	Family Combined
FAMCOA	Family Connected Atrium
FAMCOAD	Family Connected Atrium
FAMINT	Family Connected
FAMINTD	Family Connected
PREDBL	Premium Double

For this reason, when you assign the room number it will always be different than the one informed, but this is not a blocking message, it is just a yellow warning.

How can you see the Connected rooms when assigning?

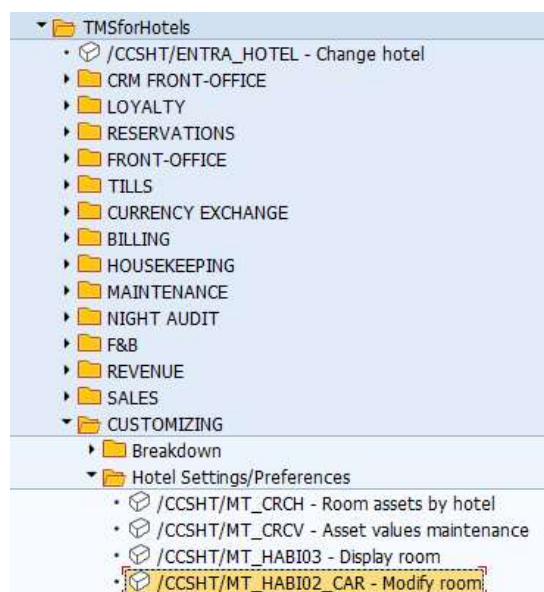
When you are assigning this special rooms type, you should delete the room type informed by default and type manually "CONNECTED" + Enter:

Then you will find all the available rooms according to the Room Rack:



How to help the CRO, and also ourselves, to differentiate if a connected room is of one type or another?

You can access /CCSHT/MT_HABIO2_CAR - Modify room and add the correct Feature in Room design.



The screenshot shows the 'Modify room' form for room 00043. The 'Room type' is set to 'Connected'. The 'Building' is 'BUILDING 1' and the 'Floor' is 'ENTREPLANTA'. The 'Features' list on the right includes 'CONNECTING ROOM' and 'ADJOINING ROOMS', both highlighted with red boxes. The 'Feature' column shows 'ROOM DESIGN' and the 'Value' column shows 'ADJOINING R'.

Room (1) 264 Entries found

Restrictions

screenrec

Room type	Room	NEB	NEBCT	C.O.L.	Status	Last Use	Exit Room	Room id	Bed type	Smoking room	View room	External space	Wooden floor	Room facing	Pets	Room design	Disable
CONNECTED	00043															ADJOINING ROOMS	
STDBLT	001	X	X			04.05.2022			TWIN	NO				INTERNAL			
STDBLT	002	X	X			04.05.2022			TWIN	NO				INTERNAL			

THANKS!

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