

Customer Information Management

BUSINESS PROCESSES – OPERATIONS

FEBRUARY 2025

MINOR
HOTELS


ANANTARA
HOTELS & RESORTS

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Hotels & Resorts

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01

What

This procedure explains the functionalities available in TMS forHotels to manage our customer data effectively.

02

How

Information and requests can be saved in CRM and in reservations (“*Guest Notifications*” tab).

03

Why

Standardizing this process enables all hotels using TMS to manage customer loyalty and enhance the guest experience at Minor Hotels Europe & Americas.

04

Careful

Strict adherence to this process is essential to ensure full compliance with GDPR regulations.

MINOR
HOTELS

What we can manage

What can we manage

	CAN BE STORED?	TOOLS	TMS FIELD	IMPLICIT CONSENT	HOTEL / CHAIN LEVEL
Room preferences	✓	TMS: CRM Special Requests	Predefined preferences in TMS	✓	Chain
Hobbies	✓	TMS: CRM Request	Predefined hobbies in TMS	✓	Chain
Loyalty program	✓	TMS: CRM Additional Data	Predefined programs in TMS	✓	Chain
Health data (allergies)	✓	Only with explicit authorization (specific document in this process, page) by hotel	No storage in TMS	✓	Hotel
Problematic or violent customer	✓	TMS: CRM Alerts, Guest remarks and Notes (Do not accept booking check in)	Predefined option in TMS	✗	Chain (via JIRA)
Defaulter (uncollected & walk-out invoices)	✓	TMS: CRM Alerts, Guest remarks and Notes (Ask for prepayment)	Predefined option in TMS	✗	Hotel
Other info (except health data just with explicit authorization, religious convictions, political opinions, racial origin, trade union membership, criminal convictions and offences and sexual orientation)	✗	Not allowed	No predefined option in TMS	✗	N/A



Preferences and hobbies

Special request (Preferences) in CRM

Asset	Value
BED TYPE	1 KING SIZE
SMOKING ROOM	NO
ROOM LOCATION	HIGH FLOOR
QUIET ROOM	YES
BATHROOM TYPE	SHOWER
CHOICE OF PILLOWS	LATEX
ROOM FACING	EXTERNAL
ROOM LOCATION	HIGH FLOOR
LIFT PROXIMITY	AWAY FROM
CHOICE OF PILLOWS	CERVICAL
CHOICE OF PILLOWS	HARD
WELCOME DETAIL TYPE	HARD

- ✓ “Special requests” tab allows detailing the different general preferences of our guests.
- ✓ This information will be displayed and can be modified in all hotels.
- ✓ If it is a specific preference in one reservation, please use “guest notification” (Example: customer always requests king size bed, but once he travels with his son and he needs a twin bed, we don’t inform this preference in this tab).



Special request (Preferences) in reservations

We can find in “Preferences” tab, three type of preferences. You will know where they are coming from thanks to the column called “origin”:

- 1) Guest → preferences coming from CRM.
- 2) CRS → preference coming from the call center.
- 3) Reservation → preference informed directly in the reservation.

Arrival: 28.09.2023 Thursday
Nights: 1
Depart.: 29.09.2023 Friday

RoomType: Standard Single ☐ Show Subtypes
Guests: AD 1 JU 0 CH 0 BB 0
Room: 807 ☒ No move
Currency: EUR

Meal Plan: RO
First service:
Last service:
RF
ONLINE
GDPR
MOTO

General Data *Billing Information *Additional data *Prices and Commissions *Conditions Deposits Routing charges Fixed charges Loaned items ***Preferences**

BED TYPE
SMOKING ROOM
VIEW ROOM
PETS
DISABLE
ROOM FACILITIES
BATH / SHOWER DESIGN
QUIET ROOM
ROOM LOCATION
LIFT PROXIMITY
CLOSE
AWAY FROM

Feature	Value	Origin
BED TYPE	1 KING SIZE	GUEST
BED TYPE	TWIN	CRS
SMOKING ROOM	NO	GUEST
QUIET ROOM	YES	GUEST
BATHROOM TYPE	SHOWER	GUEST
ROOM FACING	EXTERNAL	GUEST
ROOM LOCATION	HIGH FLOOR	GUEST
LIFT PROXIMITY	AWAY FROM	GUEST
WELCOME DETAIL TYPE	AWAY FROM	GUEST
CHOICE OF PILLOWS	CERVICAL	GUEST
CHOICE OF PILLOWS	LATEX	GUEST
CHOICE OF PILLOWS	HARD	GUEST
LIFT PROXIMITY	CLOSE	RESERVATION

For example:

- Customer has king size bed in CRM but during the reservation process with the CRO has requested a twin bed.
- Customer has requested “close to the lift” too.

Hobbies in CRM

ESZZ.SPORT Guests - Display

History Related clients Guest Notifications Notices an

ESZZ.SPORT NH Sport *** Client

General data Additional data Special requests **Hobbies** Statistics

Concept	Description	Hobby enabled
ZZ02	BEACH	<input type="checkbox"/>
ZZ03	WINE & FOOD	<input checked="" type="checkbox"/>
ZZ04	ARTS & CULTURE	<input type="checkbox"/>
ZZ05	NATURE	<input type="checkbox"/>
ZZ06	SPA & WELLNESS	<input type="checkbox"/>
ZZ07	SHOPPING	<input type="checkbox"/>
ZZ08	BUSINESS	<input type="checkbox"/>
ZZ09	HISTORY	<input type="checkbox"/>
ZZ10	ADVENTURE	<input type="checkbox"/>
ZZ11	ROMANCE	<input type="checkbox"/>
ZZ12	SKI	<input type="checkbox"/>
ZZ13	GOLF	<input type="checkbox"/>
ZZ14	DESTINATION INTEREST: AFRICA	<input type="checkbox"/>
ZZ15	DESTINATION INTEREST: ASIA	<input type="checkbox"/>
ZZ16	DESTINATION INTEREST: AUSTRALIA	<input type="checkbox"/>

- ✓ “Hobbies” tab contains some specific information of our guests.
- ✓ This information will be displayed and can be modified in all hotels.





Loyalty programs

Loyalty programs

- ✓ The different external loyalty programs can be stored in “Additional data” tab (type, card type and loyalty number).
- ✓ This information will be displayed and can be modified in all hotels.

General data

Additional data

Special requests

Hobbies

Statistics

Partners Loyalty Cards

Active	Type	Card type	Number	Description
<input checked="" type="checkbox"/>	IBE	REGULAR	33394529	
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				



EXTERNAL LOYALTY PROGRAMS

Click here to get more information about these programs.



For the conditions of the program to be applied, the loyalty card must also be informed in the reservation:

Guests

O...	Code	Guest Name	Program	Fideliz...	Type	Loyalty card	Meal Plan
1	1607	RILO PONTOR			IBE	33394529	RO





Other relevant information in CRM

Other relevant information in CRM

✓ Other interesting fields to consider:

- Date of birth
- “History”: guests stays in the company.
- Nationality
- Points: DISCOVERY Dollars balance (D\$) available to deduct from eligible net spending.
- Email

✓ This information will be displayed and can be modified in all hotels.

✓ Thanks to this data we can enhance the experience of our customers.

ESOU.OUREN NH Ourense **** Client 16295170 GARCIA LOISA, ALEJANDRO MANUEL Ext. Client number 16295170

General data Additional data Special requests Hobbies Statistics

Program NH_DISCOVERY Subprogram Category SILVER Points 0,00

Salutation First name NH Surname HOTEL GROUP Street PART OF MINOR N° City MADRID ZIP code 28000 Country ES Spain Region Orense Language ES Spanish Nationality ES Gender Male

Date of birth 01.01.1987 Mobile/Phone Company ID/Name Email nhhotelgroup@nh-hotels.com URL You heard of us...

Official document Tax n° Country ES ID Additional document Document type Country

DISCOVERY LOYALTY PROCEDURES

Click here for a closer look at the procedures related to the Minor DISCOVERY loyalty program.



Guest notifications

Guest notifications

If it is not a preference, hobby or a loyalty program, this is the place to add customer information related to the stay:

- ✓ There is a tab called “Guest notifications” in all individual reservations.
- ✓ You can use the options “Priority” and/or “Status” depending on your needs, or you can leave them empty.
- ✓ Write your comment in “Description” and “Remarks”.
- ✓ Add the actions which you need from here too.

N.	Notif.Type	Zone	Order	Status	Description	Obs...	Tasks	Maintenance ID	Rep.Date	Rep. Time	User create
1	Room	Room	1M		Don't like chocolat sweets			0	30.12.2021	17:22:12	

Select the “**Notif.Type**” **CRM REMARK** and in “**Order**” field, choose the customer to which you will add the remarks in their profile
(Guest ID must be informed in the reservation)
(Don't use the other two “Alert” options)

Add the information here.
(Maximum 40 characters)

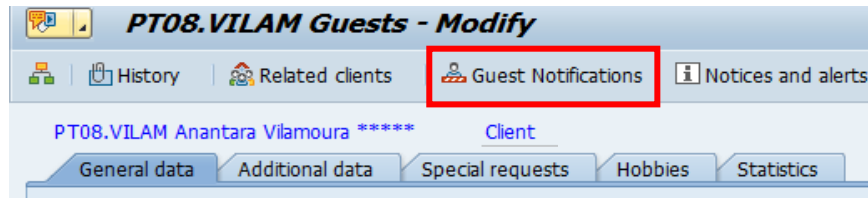
If you don't have enough space in “*Description*” you can add more comments in this option.

You can create actions with this option. They will be added automatically in the “*Actions*” tab.

Guest notifications



- ✓ The guest notifications MUST be created and modified only from the reservation not from CRM (always before the check out date).
- ✓ Once you have created it, this icon will be available only in the hotel where these notifications have been created:



- ✓ When displaying the customer's profile in SAP CRM, we can find notifications of past and future reservations (cannot be modified from here).
- ✓ Reservation number: we can navigate to the reservation.
- ✓ Room: room number in past reservations and if assigned, in future ones.
- ✓ Description: comment written in the guest notifications.
- ✓ Remarks: max. 250 characters.
- ✓ Maintenance incidence created during the stay and information about if it has been closed, when, who...
- ✓ Actions.

<div><div><div><div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><div><div><div></div></div><div><div></div></div></div><d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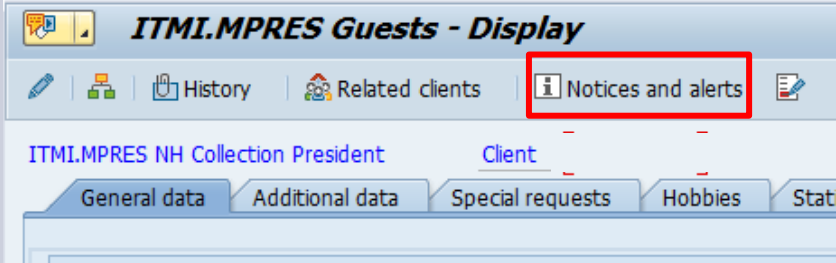


CRM:
alerts and guest remarks


CRM alerts

We can add information in the profile of our customer in CRM.

If there are already "Notices and alerts" created, we can see them in CRM by clicking on this icon:



If there are none, we will only see this icon to create them:



There is one type of alert in CRM available for the hotels.

New

Active notes

Enable All

Disable All

Use  button to set your own hotel alerts.

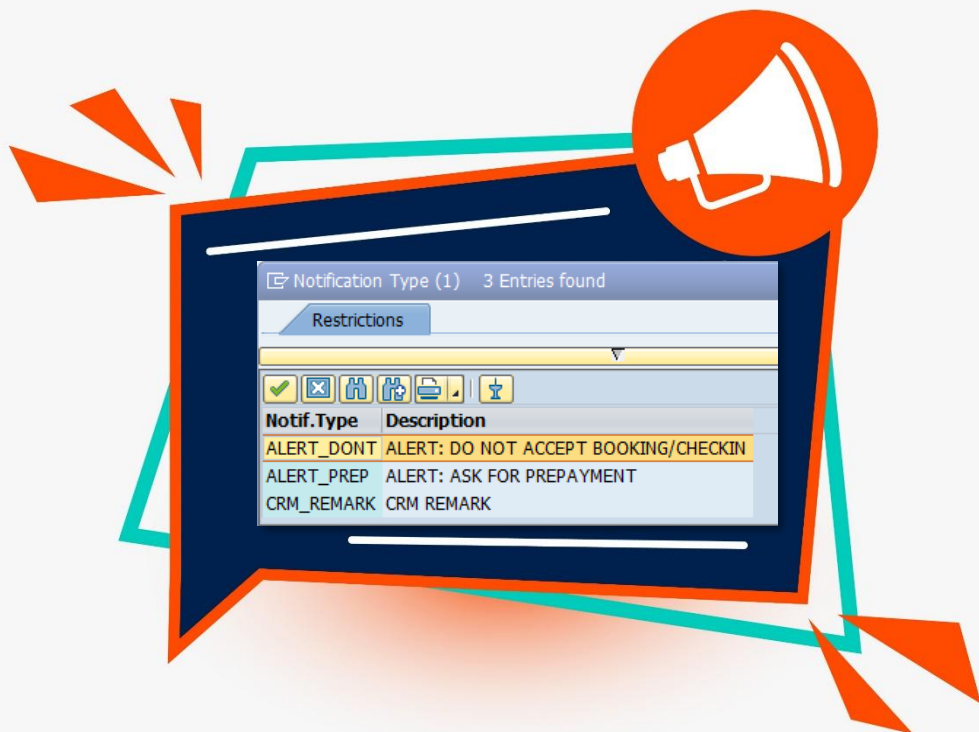
In this example, the customer has two type of alerts:

- without information from the hotel's mnemonic. "Chain alert", created by opening a Ticket Jira.
- with information from the hotel's mnemonic: just visible at hotel level.

Alerts and Notes								
<div><div>New</div><div>Active notes</div><div>Enable All</div><div>Disable All</div></div>								
	Hotels / Hierarchy	Notif.Type	Description	Start Date	End Date	Active	Relev...	Popup View
	ESZZ.CIUZA	CRM_REMARK	EXAMPLE CHAIN REMARKS	26.12.2024	31.12.2026	✓		✓
		CRM_REMARK	Document signed, please c...	26.12.2024	31.12.2026	✓		✓

Notices and alerts in CRM

TYPE OF NOTIFICATIONS:



ALERT_DONT | ALERT: DO NOT ACCEPT BOOKING/CHECKIN

Alerts for problematic or violent customers:

- It is possible to set a “Do not accept reservation” alert at a hotel or company level (for company level please open a JIRA ticket to request it).

ALERT_PREP | ALERT: ASK FOR PREPAYMENT

Alerts for non-payments, from a legal perspective:

- It's NOT possible to set company global alerts in customers files in TMS, either explicit or implicit (i.e., “ask for prepayment”).
- It is possible to set an alert in the customer file only at hotel level.

CRM_REMARK | CRM REMARK

You can use it if customer has any preference or hobby already predefined in TMS, and it is not available in their corresponding tab.

This information could be displayed in different transactions in TMS (Call center, CRM, reservation...).

We recommend to use “Guest Notifications” instead of this option.



For any doubt, you can open a JIRA ticket in the following category:

SAP Business Suite > TMS CRM > CRM Alerts

CRM guest remarks

FR06.PLAZA Guests - Modify

History

Related clients

FR06.PLAZA Anantara Plaza Nice Hote

Client

4984270 Gomez Fernandez, Maria Trinidad

Ext. Client number

4984270

GHA

LOYALTY

GDPR

General data

Additional data

Special requests

Hobbies

Remarks

Statistics

Program

NH_DISCOVERY

Subprogram

Category

TITANIUM

Points

237,00

Salutation

First name

Maria Trinidad

Surname

Gomez Fernandez

Street

AUSTRIA

Nº

8

City

FUENLABRADA

ZIP code

28943

Country

ES

Spain

Region

28

Madrid

Language

ES

Spanish

International V.

Nationality

ES

Spanish

Gender

Male

Date of birth

12.09.1982

Search term

Mobile/Phone

34664222165

/

Company ID/Name

Email

trinif@hotmail.com

URL

NH EMPLOYEE

You heard of us...

Remarks by hotel chain

Official document

Tax nº

74870219C

Country

ES

Issue Date

14.11.2015

Expiry Date

14.11.2025

Expeditor place

ES

Support Nº

12345

ID Additional document

Document type

Country

Number

Issue Date

Expiry Date

Expeditor place

Nationality INE

Madrid

Place of birth

MALAGA

Province of birth

MÁLAGA

Father's Name

JOSE

Mother's name

FRANCISCA

Veh Registr. No.

Remarks by hotel

Trini Hotel Remarks



Remarks by hotel chain are blocked for all users. This option will never be available.

Remarks at hotel level can be included and modified by all the users with CRM permissions.

CRM guest remarks

WHERE WILL THIS INFORMATION APPEAR?

The screenshot displays a reservation system interface for 'FR06.PLAZA. Individual Res. - SAMANIEGO NAVARRO, MARIO'. The reservation details include: Reservation 137429247, Client 1003, DISCOVERY, NH, Amount 216,08 EUR, Arrival 08.11.2024, Depart 10.11.2024, RoomType Grand Deluxe Twin, and 2 guests. The interface has multiple tabs: General Data, *Billing Information, *Additional data, *Prices and Commissions, *Conditions, Deposits, Routing charges, Fixed charges, Loaned items, Preferences, *Actions, *Notices for Reception, Guarantees, Guest notifications, *Statistics, and Commissionable ch. The 'General Data' tab is active, showing contact information for Elizabeth Murphy and a reservation type. The 'Observaciones' (Remarks) section is highlighted with a red box, showing a note about WEB Secrets benefits. Below this, the 'Guests' table lists two guests: SAMANIEGO NAVARRO, MARIO (ID 190406) and Gomez Fernandez, Maria Trinidad (ID 4984270). The 'Remarks' column for each guest is highlighted with a red box, showing 'Mario Hotel Remarks' and 'Trini Hotel Remarks' respectively. A dropdown menu for 'Guest Remarks' is also visible, showing the same two remarks.

O.	Code	Guest Name	Program	Fidelización	Type	Loyalty card	Meal Plan	PAX Type	Meal pla...	Gender	VIP	Voucher	Arrival date	Departure d.	Remarks
1	190406	SAMANIEGO NAVARRO, MARIO	NH_DISCOVERY	TITANIUM			RO	Adult		Male	VIP 09		08.11.2024	10.11.2024	Mario Hotel Remarks
2	4984270	Gomez Fernandez, Maria Trinidad	NH_DISCOVERY	TITANIUM			RO	Adult		Male	VIP 02		08.11.2024	10.11.2024	Trini Hotel Remarks



If you add a guest ID with CRM remarks, these comments will be included in 2 places:

- At the end of the guest line
- In Guest remarks field. If there are notes from multiple guests, they will appear separately with the guest ID before them.

CRM guest remarks

LOGIC WITH EXISTING REMARKS



Both comment fields can be used manually before identifying the guest, so the logic (business decision) is to never delete, always concatenate.
Deletion must be manual.

FR06.PLAZA. Individual Res. - Gomez Fernandez, Maria Trinidad

FR06.PLAZA Anantara Plaza Nice Hote Reservation 137429247 Client: 1003 DISCOVERY, NH Amount 216,08 EUR

Arrival: 08.11.2024 Friday RoomType: Grand Deluxe Twin Show Subtypes Meal Plan: RO RF GDPR HK S... MOTO HIST...

Nights: 2 Guests: AD 2 JU 0 CB 0 BB 0 Currency: EUR First service: Last service: No move

Depart.: 10.11.2024 Sunday Room:

General Data *Billing Information *Additional data *Prices and Commissions *Conditions Deposits Routing charges Fixed charges Loaned items Preferences *Actions *Notices for Reception Guarantees Guest not

Contact person: Elizabeth Murphy Observaciones

Phone: 447756126485 Only 250 characters TMS forConnectivity

E-Mail: elizabeth.coleman@live.co.uk

Voucher: Deliver WEB Secrets benefits: Extended Check Out t il 13pm / free PREMIUM wifi / late Check Out on S undays / Cobro anticipo FPL1038483

Reservation type: Guest Remarks * Sweet amenity

Registrat. date: 24.07.2024 Language: EN English

CUT-OFF date:

O.	Code	Guest Name	Program	Fidelización	Type	Loyalty card	Meal Plan	PAX T...	Meal pla...	Gender	VIP	Voucher	Arrival date	Departure...	Remarks
1		Gomez Fernandez, Maria Trinidad					RO	Adult		Unknown			08.11.2024	10.11.2024	5025PLV
2		SAMANIEGO NAVARRO, MARIO					RO	Adult		Unknown			08.11.2024	10.11.2024	

Guest's remarks

☐ of reservation 5025PLV

☐ of guest Trini Hotel Remarks

☒ of reservation and guest 5025PLV Trini Hotel Remarks

☐ Delete Remarks

✓ ✗

When a guest ID is added to a line that already contains information, a pop-up will display multiple options, with the concatenation option selected by default.

FR06.PLAZA. Individual Res. - Gomez Fernandez, Maria Trinidad

FR06.PLAZA Anantara Plaza Nice Hote Reservation 137429247 Client: 1003 DISCOVERY, NH Amount 216,08 EUR

Arrival: 08.11.2024 Friday RoomType: Grand Deluxe Twin Show Subtypes Meal Plan: RO RF GDPR HK S... MOTO HIST...

Nights: 2 Guests: AD 2 JU 0 CB 0 BB 0 Currency: EUR First service: Last service: No move

Depart.: 10.11.2024 Sunday Room:

General Data *Billing Information *Additional data *Prices and Commissions *Conditions Deposits Routing charges Fixed charges Loaned items Preferences *Actions *Notices for Reception Guarantees Guest not

Contact person: Elizabeth Murphy Observaciones

Phone: 447756126485 Only 250 characters TMS forConnectivity

E-Mail: elizabeth.coleman@live.co.uk

Voucher: Deliver WEB Secrets benefits: Extended Check Out t il 13pm / free PREMIUM wifi / late Check Out on S undays / Cobro anticipo FPL1038483

Reservation type: Guest Remarks * Sweet amenity

Registrat. date: 24.07.2024 Language: EN English

CUT-OFF date:

O.	Code	Guest Name	Program	Fidelización	Type	Loyalty card	Meal Plan	PAX T...	Meal pla...	Gender	VIP	Voucher	Arrival date	Departure...	Remarks
1	4984270	Gomez Fernandez, Maria Trinidad	NH_DISCOVERY	TITANIUM			RO	Adult		Male	VIP 02		08.11.2024	10.11.2024	5025PLV Trini Hotel Remarks
2		SAMANIEGO NAVARRO, MARIO					RO	Adult		Unknown			08.11.2024	10.11.2024	

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Reporting

Reporting

TMS^{by} HOTELS

Reservations → Information systems →

ZET_RS_o6_11_ALV_EX Expected Arrivals Extended

- RESERVATIONS
 - Individuals
 - Groups / Events
 - Mass changes to several reservations
 - Information systems
 - Events
 - Reporting Quotation Tool
 - /CCSHT/RS_06_03 - Hotel General occupancy
 - ZEY_ROOMS_AVAIL - Rate and Rooms Availability
 - ZEY_FROOMS_AVAILABIL - Function Rooms Availability (Multihotel)
 - /CCSHT/RS_06_04 - Occupancy by room type
 - ZEY_RS_06_011_ALV_EX - Expected Arrivals Extended**
 - /CCSHT/RS_06_011_AVV - Valued Expected Arrivals ALV



We recommend to use the different layouts defined for each department.



Expected arrivals extended

Hotel: PT08.VILAM

Booking File: [] to []

From: 08.05.2024

Until: []

Voucher: []

Main client: []

Room type: []

CRS: []

Company Responsible: []

Rooms: []

Arrival time: 00:00:00

Currency: EUR

Segment: []

Channel: []

Travel Reason: []

Booking status:
☒ Confirmed
☐ Tentative
☐ Confirmed and Tentative

Layout: []

Layout: Choose

Layout	Layout description				
/ARRIVAL DON	/ARRIVAL DONT TOUCH	✓	✓		
/ARRIVALF&B	/ARRIVALF&B	✓	✓		
/ARRIVALHK	/ARRIVALHK	✓	✓		
/ARRIVALMNT	/ARRIVALMNT	✓	✓		
/BERLAYMONT	Arrival Check NH Berlaymont	✓	✓		
/GM	/ARRIVAL.GM	✓	✓		
/GM ROMAN	/ARRIVAL.Roman	✓	✓		
/GR ARRIVALS	VIP ARRIVAL	✓	✓		
/GR PALAIS	ARRIVAL PALAIS HANSEN VIP	✓	✓		
/GRLISTAVIP	GR LISTA VIP	✓	✓		
/GUEST	Guest Report Palais Hansen	✓	✓		
/IMANE	ARRIVAL PALAIS HANSEN VIP	✓	✓		
/LIAM	CONTROLLO ARRIVI	✓	✓		
/LIAM/	GHA	✓	✓		
/NICK (GR)	CONTROLLO ARRIVI	✓	✓		
/NZI	ARRIVAL CHECK	✓	✓		
/PALOMA VIPS		✓	✓		
/PUEFIN		✓	✓		
/RRCHECK	Arrival Check	✓	✓		
/RVAS EXTEND	Arrivals Faubourg Opera 1	✓	✓		
/SPARENHORST	SPARENHORST	✓	✓		

Reporting

This is an example of the information, located in the reservations and customers profiles (with customer ID informed in the bookings), which you can see and manage:

- ✓ Last room stay (2Y), Date last stay (2Y) and Reservation number of last stay (2Y) of the customer.
- ✓ Actions by department.
- ✓ Total stay amount with VAT
- ✓ Deposit request and billed.
- ✓ Expected arrival and departure time.
- ✓ Guest notifications. Personalize information of every stay of the guest.
- ✓ Display information of guest in the CRM profile: Hobbies, preferences, loyalty programs, history of the customer, alerts in CRM, Guest remarks, nationality, date of birth...
- ✓ Stay options, Loan items ..and more options.

Expected arrivals extended

Stay options, type and number of the room assigned, last room of the last stay

Loan items, VIP

DISCOVERY category and information about other loyalty programs

Preferences, hobbies, alerts, actions, requests, nationality of the customer...

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VIP

VIP

Reservations → Information systems → ZET_RS_o6_11_ALV_EX Expected Arrivals Extended

You can see the different VIP and/or navigate from this report and add the category depending the type of VIP

O.	Code	Guest Name	Program	Fidelización	Type	Loyalty card	Meal Plan	PAX T...	Meal pla...	Gender	VIP
1		Mr. ERIC W...					BB	Adult		Unknown	VIP 04
2		Mrs. JENNIF...					BB	Adult		Unknown	VIP 01

Expected arrivals extended											
Reserv.	Arrival Date	Nights	Depart	Room	VIP	Gues...	Stay Optio	Last stay	Checkin da	Last room	Room type
122435...	14.12.2023	3	17.12.2023	6059	VIP 09	Robe...					PREDBW
123660...	13.12.2023	3	16.12.2023	1028		Gamz...					PREDBV
125988...	11.12.2023	7	18.12.2023	4089	VIP 06	Ham...					DLUDBL
125060...	11.12.2023	2	13.12.2023	3093	VIP 05	NEON...					DLUDBL
125603...	13.12.2023	2	15.12.2023	1017		bink...		110089...	16.12.20...	1005	PREDBL
126163...	12.12.2023	1	13.12.2023	4045		Jenni...					DLUDBL
121934...	15.12.2023	2	17.12.2023	6133	VIP 04	ORE...					PREDBW

Knowledge Browser			
Title	Language	Tags	
VIP	- Any -		
Area + Sub-Area + Document Type			
- Any -			
Apply	Reset		
Title	Tags	Area	Language
VIP Guidelines Anantara	FO Manual, Quality, Loyalty, Anantara, VIP	CUSTOMER_MANAGEMENT > CUSTOMER CARE > HOTEL SERVICE MANUAL	English
VIP Guidelines Avani	FO Manual, Quality, Loyalty, Avani, VIP	CUSTOMER_MANAGEMENT > CUSTOMER CARE > HOTEL SERVICE MANUAL	English
VIP Guidelines NH Collection	FO Manual, Quality, Loyalty, NH Collection, VIP	CUSTOMER_MANAGEMENT > CUSTOMER CARE > HOTEL SERVICE MANUAL	English
VIP Guidelines NH Hotels	FO Manual, Quality, Loyalty, VIP	CUSTOMER_MANAGEMENT > CUSTOMER CARE > HOTEL SERVICE MANUAL	English
VIP Guidelines nhow	FO Manual, Quality, Loyalty, NHOW, VIP	CUSTOMER_MANAGEMENT > CUSTOMER CARE > HOTEL SERVICE MANUAL	English
VIP Guidelines Tivoli	FO Manual, Quality, Loyalty, Tivoli, VIP	CUSTOMER_MANAGEMENT > CUSTOMER CARE > HOTEL SERVICE MANUAL	English

Find all the details for all the brands in this link.



Allergies procedure template

Allergies procedure template

If customer wants to give us information about their allergies.

We must keep in mind the next things related to this document:

1. Customer must write their name and identification number.
2. Customer must write their allergies/intolerances.
3. This document must be signed by the customer.
4. The flag will be marked by default
5. This information can't be shared among the hotels.
6. This document mustn't be stored in TMS.
7. Customer must sign this document in every hotel.
8. In the back of the document, we must add the information of our society.
9. The signed document must be stored during five years.

Customer can decide if Hotel can keep this information just for the stay or maximum two years.

Just for the stay + 5 years

2 years + 5 years, total 7 years



1

I hereby state that at the present time, and for the provision of the service that I will receive, I hereby inform you of the following food allergies and/or intolerances.

2

-
-
-

I hereby declare that I have read and accept the conditions indicated for the processing of the data provided herein, giving my free and voluntary consent to this processing.

3

4

☒ I consent to the data relating to my allergies and/or intolerances being kept by the Data Controller for future stays.

For data protection purposes, we hereby inform you of the following:

1.- WHO IS DATA CONTROLLER FOR THE PROCESSING OF YOUR DATA?

8

- Identity: [Hotel Company].
- VAT NUMBER: [....]
- Address: [....]

- Data Protection Officer (DPO): you can contact our DPO by the following means: o E-mail: DPO@nh-hotels.com, indicating "Data Protection Officer" in the reference.



Allergies procedure template

How to add the customer has any allergy/intolerance in TMS but not to mention them explicitly.

We would do it from “alerts/notices” in CRM:

- ✓ Selecting just your hotel.
- ✓ Informing the dates. Five years after the customer stay or seven years if customer allows to keep the information two years
- ✓ Inform the next sentence “Document Signed, please contact to your manager”
- ✓ Don't flag “display on CRO”. Only the hotel where the document has signed the explicit consent must know this information

The screenshot shows a 'Details' window for configuring an alert. The 'Hotel' field is set to 'ESZZ.CIUZA'. The 'Applies from' date is '26.12.2024' and the 'To' date is '31.12.2026'. The 'Not. Type' is 'CRM_REMARK'. The 'Enabled' checkbox is checked. The main text area contains the message 'Document signed, please contact to your General Manager'. The 'Conditions' section at the bottom has several checkboxes: 'Popup in view mode' (checked), 'View Popup Update' (checked), 'Enable Popup disable' (checked), 'Reservation relevancy' (checked), 'Disabled Popup' (unchecked), and 'Display on CRO' (unchecked, with a red line through it). A 'Translate' button is also present.

<div>Icons: Search, Print, Filter, etc.</div> <div>New Active notes Enable All Disable All</div>													
	Hotels / Hierarchy	Notif.Type	Description	Start Date	End Date	Active	Relev...	Popup View	Popup Edit	Disabling Popup	Disabled Popup	Disabled user	Disablement remark
	ESZZ.CIUZA	CRM_REMARK	Document signed...	26.12.2024	31.12.2026	✓		✓	✓	✓	<input type="checkbox"/>		

Allergies procedure template

Please click on the following images to download the templates in different languages



A copy of the information contained, signed by the customer who provides information on food allergies and/or tolerances, must be submitted to the hotel for subsequent storage.

D.

I hereby state that at the present time, and for the provision of the service that I will receive, I hereby inform you of the following food allergies and/or intolerances.

-
-
-

I hereby declare that I have read and accept the conditions indicated for the processing of the data provided herein, giving my free and voluntary consent to this processing.

S.D.

☐ I consent to the data relating to my allergies and/or intolerances being kept by the Data Controller for future stays.

For data protection purposes, we hereby inform you of the following:

1.- WHO IS DATA CONTROLLER FOR THE PROCESSING OF YOUR DATA?

- Identity: [Hotel Company].
- VAT NUMBER: [....]
- Address: [....]
- Data Protection Officer (DPO): you can contact our DPO by the following means: o E-mail: DPO@nh-hotels.com, indicating "Data Protection Officer" in the reference.

2.- FOR WHAT PURPOSES WILL YOUR PERSONAL DATA BE PROCESSED?

NH will process your personal data for the following purposes:

- To be able to offer you services according to your needs.
- To meet specific requests for services to be provided, in accordance with the health-related information that has been provided.

3.- WHAT IS THE LEGAL BASIS OF THE PROCESSING?

The legal basis for the processing of your data is the consent given by signing this clause.

4.- WHO ARE THE RECIPIENTS OF YOUR DATA?

Your data will not be disclosed to third parties, unless required by law or court order.

5.- HOW LONG WILL WE KEEP THE DATA?

The data will be kept until the end of your stay on the hotel premises. After this time, this information will be deleted.

However, if you wish this data to be kept for a period of two years for future stays that you may make at our Hotel, we need your express consent. To this end, we inform you that the processing of this information will be carried out by the same person responsible and under the same conditions indicated.



Legal information and tips

Legal information and tips

Some of the legal limitations to manage the information of our customers:

Information

Whenever Minor Hotels Europe & Americas (MH E&A) collects personal data from a data subject, it must provide them with at least the following information:

- 1) The purpose of the processing.
- 2) The identity and contact details of MH E&A.
- 3) The contact details of the Data Protection Officer.
- 4) The legal basis or legitimacy for the processing (contract, consent of the data subject, legal provision, etc.).
- 5) The possibility of exercising the rights of access, rectification, deletion, limitation of processing, opposition and portability of the data.
- 6) The possibility of withdrawing consent at any time, when the processing is based on consent.
- 7) The recipients or categories of recipients of the information.
- 8) The period or criteria for the conservation of the information.
- 9) The existence of automated decisions or profiling.
- 10) The right to lodge a complaint with the AEPD.

Penalties

In this regard, the penalties that may be imposed on MH E&A for not informing data subjects and for not obtaining their consent, under the terms provided for in the GDPR, could amount to 20,000,000 Euros or a maximum of 4% of the total annual global turnover of the previous financial year of the entity, for each infringement committed.

Be careful!

Please handle the information carefully:

- ✓ Do not print personal information.
- ✓ If you need to print it exceptionally, do not leave in places where any customer can see it (trolley of House Keeping, bar counter, reception desk...)
- ✓ If there are more customers, do not mention the name of others.
- ✓ If you receive an external requesting to talk to any customer, you can only pass through if they mention the room number.

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Thank You

MINORHOTELS.COM