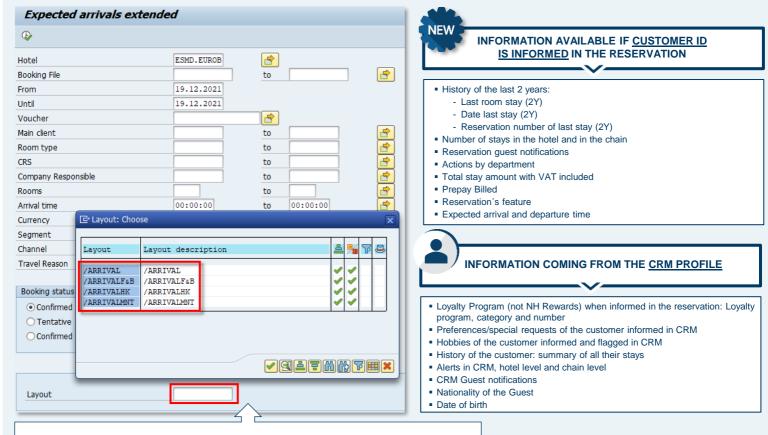
EXPECTED ARRIVALS EXTENDED REPORT

TMS €HOTELS RESERVATIONS → Information systems → ZET_RS_06_11_ALV_EX Expected Arrivals Extended

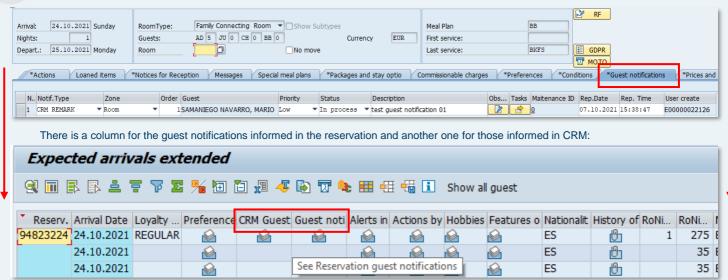


WE RECOMMEND USING THE DIFFERENT LAYOUTS DEFINED FOR EACH DEPARTMENT

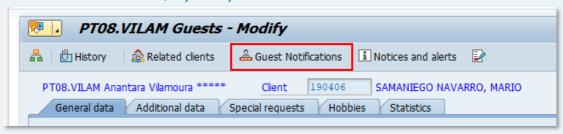


GUEST NOFITICATION

Actions and remarks can be added for each customer informed in the reservation:



This information will be kept in the CRM profile of the customer, and it will be displayed only in the hotel which created this notification. Guest notifications cannot be added in CRM, they can only be read.



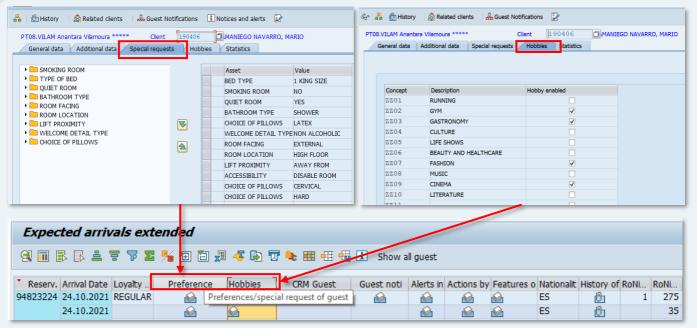
EXPECTED ARRIVALS EXTENDED REPORT

TMS ☐HOTELS RESERVATIONS → Information systems → ZET_RS_06_11_ALV_EX Expected Arrivals Extended



SPECIAL REQUEST (PREFEFENCES) AND HOBBIES IN CRM

Preferences, hobbies and guest notification give us all the options we need to save all the information of our customers.





NOTICES AND ALERTS IN CRM

It is recommended to use "guest notifications" because most of this information must be created at the hotel level for legal reasons. This information cannot be shared with the different NH Hotel Group companies without the customer's authorization.

You can view and inform this options in CRM using these icons:



There are two different type of alerts in CRM: Hotel and Chain level (please do not use the latter).



In the example below, the customer has two type of alerts, that can be identified by the information displayed in the "Hotels/Hierarchy" field (if it is blank or contains information from the hotel's mnemonic):



Customer alerts will appear in the report in the column called "Alerts in CRM"

| Expected arrivals extended | | | | | | | | | | | | | | |
|----------------------------|---|---------|------------|---------|-----------|------------|-----------------|------------|------------|------------|------------|------|------|--|
| 9 🔳 | 9 III I I I I I I I I I I I I I I I I I | | | | | | | | | | | | | |
| * Reserv. | Arrival Date | Loyalty | Preference | Hobbies | CRM Guest | Guest noti | Alerts in CRM | Actions by | Features o | Nationalit | History of | RoNi | RoNi | |
| 94823224 | 24.10.2021 | REGULAR | <u></u> | | <u></u> | <u></u> | | <u></u> | | ES | <u>O</u> | 1 | 275 | |
| | 24.10.2021 | | <u></u> | | | | See Alerts in C | 2014 | | ES | <u>O</u> | | 35 | |
| | 24.10.2021 | | € | | | | See Alerts in C | KIVI | | ES | ıOı | | 35 | |