

EXPECTED ARRIVALS EXTENDED REPORT

TMSHOTELS RESERVATIONS → Information systems → ZET_RS_06_11_ALV_EX Expected Arrivals Extended

Expected arrivals extended

Hotel: ESMD.EUROB

Booking File: to

From: 19.12.2021

Until: 19.12.2021

Voucher: to

Main client: to

Room type: to

CRS: to

Company Responsible: to

Rooms: to

Arrival time: 00:00:00 to 00:00:00

Currency: Layout: Choose

Segment:

Channel:

Travel Reason:

Booking status:

Confirmed

Tentative

Confirmed

Layout:

NEW

INFORMATION AVAILABLE IF CUSTOMER ID IS INFORMED IN THE RESERVATION

- History of the last 2 years:
 - Last room stay (2Y)
 - Date last stay (2Y)
 - Reservation number of last stay (2Y)
- Number of stays in the hotel and in the chain
- Reservation guest notifications
- Actions by department
- Total stay amount with VAT included
- Prepay Billed
- Reservation's feature
- Expected arrival and departure time



INFORMATION COMING FROM THE CRM PROFILE

- Loyalty Program (not NH Rewards) when informed in the reservation: Loyalty program, category and number
- Preferences/special requests of the customer informed in CRM
- Hobbies of the customer informed and flagged in CRM
- History of the customer: summary of all their stays
- Alerts in CRM, hotel level and chain level
- CRM Guest notifications
- Nationality of the Guest
- Date of birth

WE RECOMMEND USING THE DIFFERENT LAYOUTS DEFINED FOR EACH DEPARTMENT



GUEST NOTIFICATION

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

Arrival: 24.10.2021 Sunday

Nights: 1

Depart.: 25.10.2021 Monday

RoomType: Family Connecting Room

Guests: AD 5 JU 0 CH 0 BB 0

Room: No move

Currency: EUR

Meal Plan: BB

First service: BKFS

Last service: BKFS

RF

GDPR

MOTO

*Actions

Loaned items

*Notices for Reception

Messages

Special meal plans

*Packages and stay opto

Commissionable charges

*Preferences

*Conditions

*Guest notifications

*Prices and

N.	Notif.Type	Zone	Order	Guest	Priority	Status	Description	Obs...	Tasks	Maintenance ID	Rep.Date	Rep. Time	User create
1	CRM REMARK	Room		1SAMANIEGO NAVARRO, MARIO	Low	In process	test guest notification 01				07.10.2021	15:38:47	E00000022126

There is a column for the guest notifications informed in the reservation and another one for those informed in CRM:

Expected arrivals extended

Show all guest

Reserv.	Arrival Date	Loyalty ...	Preference	CRM Guest	Guest noti	Alerts in	Actions by	Hobbies	Features o	Nationalit	History of RoNi...	RoNi...
94823224	24.10.2021	REGULAR								ES		1
	24.10.2021									ES		35
	24.10.2021									ES		35

See Reservation guest notifications

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.

PT08.VILAM Guests - Modify

History

Related clients

Guest Notifications

Notices and alerts

PT08.VILAM Anantara Vilamoura ***** Client 190406 SAMANIEGO NAVARRO, MARIO

General data

Additional data

Special requests

Hobbies

Statistics

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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.

Expected arrivals extended

Reserv.	Arrival Date	Loyalty ..	Preference	Hobbies	CRM Guest	Guest noti	Alerts in	Actions by	Features o	Nationalit	History of RoNi...	RoNi...
94823224	24.10.2021	REGULAR			Preferences/special request of guest					ES		1 275
	24.10.2021									ES		35

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:

PT08.VILAM Anantara Vilamoura ***** Client 190406 MANIEGO NAVARRO, MARIO

General data Additional data Special requests Hobbies Statistics

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

Only use button to set your own hotel alerts.

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):

Alerts and Notes

Chain level alert **DO NOT USE!**

Hotel level alert

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

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Reserv.	Arrival Date	Loyalty ...	Preference	Hobbies	CRM Guest	Guest noti	Alerts in CRM	Actions by	Features o	Nationalit	History of RoNi...	RoNi...
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