

# UPSELLING PROMOTIONAL MEALS

## Ticket Management

Business Processes – Operations | October 2015

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# Upselling promotional meals

## Ticket Management

- Once the receptionist has charged the Upselling, he/she will write the date and the type of service hired in the Guest Remarks, located in the line where the guest's SAP-TMS code (Party ID) is informed, in the *General Data* tab.
- When the customer arrives to the restaurant, the waiter will identify the reservation in the report *In-house guests or occupied rooms ALV* (/CCSHT/RC\_SI\_001\_ALV), using the layout for breakfast, to verify that the Upselling menu is charged.
- Then, the steps indicated in the next slides must be performed in TMSforPOS.

Housed guests														
Hotels:ESZZ.CIUZA NH Ciudad de Zaragoza ***														
E00000089381 - 27. November 2015 - 10:15:03														
Room	Σ Pax	Mplan/pack	Upg.meal p	Guest	Arrival	Dep.Date	Booking	Group Name	Σ AD	Σ JU	Σ CH	Σ BB	Stay options	Guest Obsv.
205	1	RO		MOYANO PERÉZ, JORGE	14.08.2015	17.08.2015	1600888		1	0	0	0		
	1	RO		JORGE MOYANO PEREZ	14.08.2015	17.08.2015	1600888		1	0	0	0		
206	1	RO	HB	RILO PONTORIERO, ROCIO BELEN	16.08.2015	17.08.2015	6125884		1	0	0	0	UP_DINNER   NH EMPLOYE	UPSELLING DINNER 16/08
406	1	BB		DE DIOS ESCRIBANO, EDUARDO	14.08.2015	17.08.2015	6083248		1	0	0	0		
512	1	BB		PEREZ MARTINEZ, ANTONIO	15.08.2015	17.08.2015	6099355		1	0	0	0		
	1	BB			15.08.2015	17.08.2015	6099355		1	0	0	0		
516	1	RO		PEREZ ARACIL, ALBERTO	14.08.2015	18.08.2015	6077726		1	0	0	0		
	1	RO		ALBERTO ARACIL	14.08.2015	18.08.2015	6077726		1	0	0	0		
603	1	RO	BB	LANDA ELIZONDO, IÑAKI	15.08.2015	17.08.2015	6118854		1	0	0	0	UP_BREAK	
701	1	RO		GARCIA NAVARRO, PEDRO MANUEL	13.08.2015	17.08.2015	6063227		1	0	0	0		
706	1	RO		., GARCIA. ENMANUELLE	12.08.2015	17.08.2015	6031211		1	0	0	0		
	1	RO			12.08.2015	17.08.2015	6031211		1	0	0	0		
710	1	RO		HERNANDEZ MARTINEZ, JOSE LUIS	15.08.2015	17.08.2015	4307235	BODA ELENA BARRIO	1	0	0	0		
	1	RO			15.08.2015	17.08.2015	4307235	BODA ELENA BARRIO	1	0	0	0		

# Upselling promotional meals

## Ticket Management

1. Select the table and put covers number.
2. Select the **Family Food/Menu** and the material **'Promo Menu'** - item number 099013364 - (this material will be displayed in the same place for all BU).

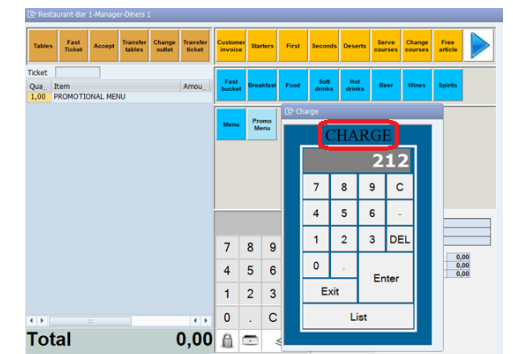
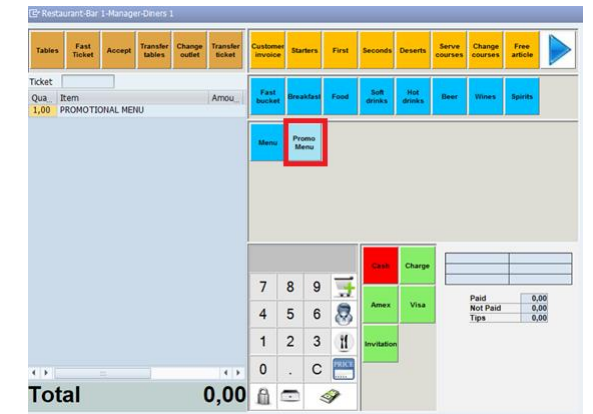
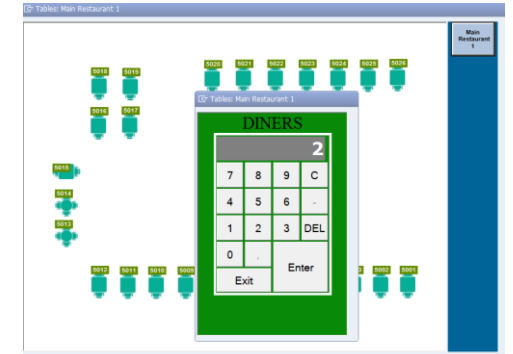
The 'Promotional Meal' will be charged in the ticket at price zero. All the other items that are consumed by the guest and that are not included in the Upselling menu will be charged at their normal price.

3. Once the service has ended, **the tickets must always be closed with a charge to the room on which the Upselling Charge has been booked by the Front Office and which was confirmed by F&B after the check in the ROOM RACK.**

- If the guest had any drinks/food that were not included in the Upselling, and doesn't want these additional charges, charged to his room, the table needs to be divided by items so the Promotional Menu can still be charged to the correct room as mentioned above. All the other products can then be closed on separate ticket with the payment method requested by the guest.
- The ticket will not be displayed in the guest's folio unless he/she has a drink/food with price (POS charges at zero do not travel to the reservation) but the ticket will be displayed in the F&B reports anyway.
- If there is nothing previously charged from Reception in the customer's reservation:

It is possible that Reception informed him/her about the Upselling menu but never got to formalize the sale, or that the client has seen it advertised somewhere in the hotel, so the restaurant employee will charge the usual menu's price by using the menu button that corresponds (daily special menu, executive menu...).

**No commission will be assigned to any employee.**



# THANKS!

## MINOR HOTELS

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