

## Temporary Room Inventory Reduction

### UPDATED VERSION DECEMBER 2024

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### OBJECTIVE AND SCOPE

This procedure describes the steps to be taken to reduce the inventoried number of available Hotel rooms so as not to distort the Company's statistics.

**This procedure affects all the hotels in all Business Units.**

### SUMMARY

1. General Principles
2. Modus Operandi
  - 2.1 Requesting an inventory modification
  - 2.2 System modification of inventoried rooms
  - 2.3 Notifying the affected departments

### 1 GENERAL GUIDELINES

A Hotel can request a room inventory reduction on the following grounds:

- **Maintenance or refurbishment work lasting 6 months or longer**, whether carried out for endogenous or exogenous reasons.
- **Seasonal closure for a period of 30 days or more**. This circumstance mainly applies to resorts and can be identified ahead of time. It does not apply to other Hotels which opt to partially close due to low demand to save costs.

In all other instances, the Hotel must block off rooms using the TMS maintenance module, a move that will not affect the Company's statistics.

Inventoried room numbers cannot be modified for other reasons, except as exempted by means of express authorization of the Corporate Financial Control Department.

The fact a hotel is classified in comparable set in certain period, requires the number of rooms could not be modified within this period.

This department will analyze whether, despite delivery of the pre-defined criteria for requesting a room inventory modification, the request is processed for hotels that would have to change their status from comparable to non-comparable.

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## 2 MODUS OPERANDI

### 2.1 Requesting an inventory modification

#### **Responsible parties: Hotel Management**

The Hotel General Manager must inform his/her Regional Operations Director of the inventory modification to be sustained by the Hotel (and assuming the requirements are met).

This information must be confirmed with the hotel Revenue Manager.

To ensure that the data is modified in all systems and, therefore, comparable for analytical purposes, **the Revenue Systems Manager must open a ticket in [Support Portal \(JIRA Service Desk\)](#)** notifying the modification. The ticket must be created in the following category:

#### **SAP TMS (Tourism Management Suite) → Revenue → Master data / Setup**

Mandatory information to report:

- **The length of the affected period/closure** (e.g., from 1 July to 31 August, both inclusive).
- **Reason.**
- **Attach approval from Regional Operations Director**
- **The total number of rooms to be de-inventoried** (e.g.: 100-room reduction - Hotel X will go from having 250 rooms to 150 rooms).
- **In the case of partial closures or refurbishment work, the incident must also state the room numbers or entire floors affected.**

IT system modifications must always be made for full calendar months.

If inventories must be reduced for a period other than a full month, they should be modified using the room blocking operation in TMS. Recall that blocking off rooms in this manner does not affect the Company's statistics.

**If you need to extend or reduce the initially registered inventory reduction period, please notify IT once again via Service Desk by opening a new Jira ticket.**

### 2.2 System modification of inventoried rooms

#### **Responsible parties: IT department**

The IT Department will receive the incident and modify the number of rooms available in the corresponding IT systems:

- TMS
- BO
- KHALIX
- DUETTO
- WEB

## 2.3 Notifying the affected departments

### **Responsible parties: IT department**

Once the room inventory has been modified, IT Department will inform the affected departments:

- Hotel General Manager \*
- Financial Control: CARMEN BUCHER VAZQUEZ [c.bucher@minor-hotels.com](mailto:c.bucher@minor-hotels.com)
- IT Department: REGINA MIGUEL IZQUIERDO [r.miguel@minor-hotels.com](mailto:r.miguel@minor-hotels.com); ALBERTO PINDADO GARCIA [a.pindado@minor-hotels.com](mailto:a.pindado@minor-hotels.com)
- Commercial Strategy & Pricing: IRENE VILLAFRANCA MUÑOZ [i.villafranca@minor-hotels.com](mailto:i.villafranca@minor-hotels.com)
- Business Intelligence & Analytics: PEDRO MOLLEDA MUÑOZ <p.molleda@minor-hotels.com>
- Operations: PEDRO MARFANY MORA [p.marfany@minor-hotels.com](mailto:p.marfany@minor-hotels.com)
- WEB: NH CONTENT [content@minor-hotels.com](mailto:content@minor-hotels.com)
- Revenue Management: JANNEKE MESSIAEN [j.messiaen@minor-hotels.com](mailto:j.messiaen@minor-hotels.com)
- E-commerce Department: LUCIA ARIAS GONZALEZ [l.arias@minor-hotels.com](mailto:l.arias@minor-hotels.com)

(\*) During the closing of the Hotel, the Night Audit process must be carried out daily. In case it is not possible to execute this process daily, the procedure will be executed at past, the process never will be in advance. If during the closure there is no staff assigned to the Hotel, the Regional Operations Manager should designate another Hotel of the region to execute this task every day.