



nh
HOTELS


NH COLLECTION

nhow

Hesperia
RESORTS

UPSELLING AND STAY OPTIONS

TMS MANUAL

IT & Organization Department
October 2015

TMS_UPSELLING AND STAY OPTIONS

- ❑ Upselling registration into the system
 - Upselling from reservation
 - Upselling at check-in and during stay
 - Upselling lunch / dinner
- ❑ Modification of Upselling registered
- ❑ Information Systems

TMS_UPSELLING AND STAY OPTIONS

UPSELLING REGISTRATION INTO THE SYSTEM

UPSELLING REGISTRATION INTO THE SYSTEM

Responsible: Front Office staff / CRO Agents


If the guest is interested in hiring additional services, we will register in TMS the information for the Upselling sale using the ‘*Stay options*’ module in the reservations, indicating:

- The type of Upselling to be sold
- Number of units
- Dates they will be consumed
- Price (which will be a fixed price or a price between the minimum and maximum limits established according to the general guidelines stated by the Hotel General Manager, and previous authorization from Revenue and Operations)

For more information about the different forms of Upselling, the conditions under which it can be encouraged and how to control it effectively, as well as how to pay the corresponding percentage to the staff members that are entitled to it, we recommend to consult the current procedure: [TMS Upselling](#)

Do not hesitate in contacting us if you need any clarification or further information: organization@nh-hotels.com

UPSELLING REGISTRATION INTO THE SYSTEM

In order to access the *Stay Options* module at the moment of the reservation, check-in or during the guest's stay, we will use the icon 

UPSELLING FROM RESERVATION

Transaction: Call Center (/CCSHT/CRS)

This Upselling is for CRO, so it will not apply any commission to the employee.

Call Center

Availability Finish Call Go to reservation Convention reservation

Client: 0000001000-DIRECT GUEST || 30.06.14-03.07.14 Rooms: 1 PAX: 02AD ||

[N]ESAS.FERRE-NH Collection Palacio de Avil

30.06.14 - 03.07.14 with 02AD Shopping cart Reserv. created

Hotels	Avail	Amo...	C...	D...	W...	Avail...	Hotel	Targ room	Ro...	Rate	Meal P...	Price w/T...	Special t...	Commissi...	Sales Dis...	Cont...	Curr...	Ad...
ESAS.FERRE-NH Collection	1140	0.00	EUR	0.00		39	ESAS.FERRE	Standard Double	1	AP15-29D	RO	149,82	2,20	0,00	0,00	PUB EUR		
						39	ESAS.FERRE	Standard Double	1	AP15-29D	BB	209,46	2,20	0,00	0,00	PUB EUR		
						6	ESAS.FERRE	Jr. Suite Double Vi...	1	AP15-29D	RO	260,02	4,40	0,00	0,00	PUB EUR		
						6	ESAS.FERRE	Jr. Suite Double Vi...	1	AP15-29D	BB	319,66	4,40	0,00	0,00	PUB EUR		
						29	ESAS.FERRE	Standard Double V...	1	AP15-29D	RO	185,82	2,20	0,00	0,00	PUB EUR		
						29	ESAS.FERRE	Standard Double V...	1	AP15-29D	BB	245,46	2,20	0,00	0,00	PUB EUR		
						2	ESAS.FERRE	Suite Double View	1	AP15-29D	RO	305,00	4,40	0,00	0,00	PUB EUR		
						2	ESAS.FERRE	Suite Double View	1	AP15-29D	BB	364,64	4,40	0,00	0,00	PUB EUR		
						39	ESAS.FERRE	Standard Double	1	AP30D	RO	141,62	2,20	0,00	0,00	PUB EUR		
						39	ESAS.FERRE	Standard Double	1	AP30D	BB	201,26	2,20	0,00	0,00	PUB EUR		
						6	ESAS.FERRE	Jr. Suite Double Vi...	1	AP30D	RO	245,82	4,40	0,00	0,00	PUB EUR		
						6	ESAS.FERRE	Jr. Suite Double Vi...	1	AP30D	BB	305,46	4,40	0,00	0,00	PUB EUR		
						29	ESAS.FERRE	Standard Double V...	1	AP30D	RO	175,60	2,20	0,00	0,00	PUB EUR		
						29	ESAS.FERRE	Standard Double V...	1	AP30D	BB	235,24	2,20	0,00	0,00	PUB EUR		
						2	ESAS.FERRE	Suite Double View	1	AP30D	RO	288,32	4,40	0,00	0,00	PUB EUR		
						2	ESAS.FERRE	Suite Double View	1	AP30D	BB	347,96	4,40	0,00	0,00	PUB EUR		
	39	ESAS.FERRE	Standard Double	1	AP15DMLOS	RO	136,68	2,20	0,00	0,00	PUB EUR							
	39	ESAS.FERRE	Standard Double	1	AP15DMLOS	BB	196,32	2,20	0,00	0,00	PUB EUR							

Chain room type

JUNIOR SUITE

UPSELLING REGISTRATION INTO THE SYSTEM

In case it is made by a hotel's employee, it shall be done from *Modify reservations*.

Path / Transaction: SAP Menu > RESERVATIONS > Individuals > Create / Modify (/CCSHT/RS01_IN, RS02_IN)

UPSELLING AT CHECK-IN AND DURING STAY

Transaction: Guest search (/CCSHT/RS_CHECKIN_HU)

In-house management (/CCSHT/RS_RSRV_IN_02)

UPSELLING REGISTRATION INTO THE SYSTEM

In every case, a new window with the list of hirable *Stay Options* will open, from which we will be able to select those that we want to apply in the reservation.

From here we can also check the stock of each type of Upselling, their description, price, price type (per pax/per room) and additional information.

Stay Options

Arrival: 03.06.2014 Depart: 06.06.2014 Room Type: STDBL AD 2 JU 0 CH 0 BB 0 Board: BB USD

Contractible stay options

R	Stay option	Description	Sto...	Price type	Price	Cur.	Tax...	Data	Travel reason	Source	Ma...	Ap...
i	EARLY 9	Early check-in from 9H	5	Per room	5,50	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	EARL CHECK	EARLY CHECK-IN	5	Per room	10,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	EXT LATOUT	Extensión LCO	10	Per room	10,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	LC 14H	Late Check Out 14h	0	Per room	11,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	LC 16H	Late Check Out 16h	0	Per room	22,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	OPEN	open	0	Per room	105,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	TKTBIO	Entradas Biopark	0	Per Pax	16,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	UP BREAK	Upselling Breakfast	0	Per Pax	9,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	UP DIN-RO	TEST	0	Per Pax	14,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	UP DINNER	Upselling Dinner	0	Per Pax	18,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	UP JUSU	Upg. Junior - Suite	0	Per room	10,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	UP LUNCH	Upgrade Lunch	0	Per Pax	16,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	UP STJU	Upg. Standard - Junior	0	Per room	8,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	UP STSU	Upg. Standard - Suite	0	Per room	30,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>

Package identifier additional information

Legend: Contracted Mandatory Required Optional Not contractib

Stay option price 0,00 Reserv.price 183,00

See Stock

UPSELLING REGISTRATION INTO THE SYSTEM

Stay Options Stock:

Stay Options Stock						
Stay option	Description	Pack. Type	03.06.2014	04.06.2014	05.06.2014	06.06.2014
EARLY_9	Early check-in from 9H	Per room	5	5	5	5
EARL_CHE...	EARLY CHECK-IN	Per room	5	5	5	5
EXT_LATO...	Extensión LCO	Per room	10	10	10	10
LC_14H	Late Check Out 14h	Per room	*	*	*	*
LC_16H	Late Check Out 16h	Per room	*	*	*	*
OPEN	open	Per room	*	*	*	*
TKTBIO	Entradas Biopark	Per Person	*	*	*	*
UP_BREAK	Upselling Breakfast	Per Person	*	*	*	*
UP_DIN-RO	TEST	Per Person	*	*	*	*
UP_DINNER	Upselling Dinner	Per Person	*	*	*	*
UP_JUSU	Upg. Junior - Suite	Per room	*	*	*	*
UP_LUNCH	Upgrade Lunch	Per Person	*	*	*	*
UP_STJU	Upg. Standard - Junior	Per room	*	*	*	*
UP_STSU	Upg. Standard - Suite	Per room	*	*	*	*

If we go back to the list of hirable *Stay Options*, when we tick the boxes in the '*Applied*' column we will see that several icons may be displayed in the '*Additional data to fill*' column according to the Upselling type that we select:



Complete information (for example: Late Check Out 14h implies that the departure time is at 14:00h and the date will always be the departure day of the reservation, so we shall not inform anything else).



Time missing.



Dates missing.

UPSELLING REGISTRATION INTO THE SYSTEM

Stay Options

Arrival 03.06.2014 Depart 06.06.2014 Room Type STDBL AD 2 JU 0 CH 0 BB 0 Board BB USD

Contractible stay options

R	Stay option	Description	Sto...	Price type	Price	T. Amount	Cur.	Tax...	Data	Travel reason	Source	Ma...	Ap...
i	EARLY 9	Early check-in from 9h	5	Per room	5,50	0,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	EARL CHECK	EARLY CHECK-IN	5	Per room	10,00	0,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	EXT LATOUT	Extensión LCO	10	Per room	10,00	0,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	LC 14H	Late Check Out 14h	0	Per room	11,00	12,10	EUR	✓	000			<input type="checkbox"/>	<input checked="" type="checkbox"/>
i	LC 16H	Late Check Out 16h	0	Per room	22,00	0,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	OPEN	open	0	Per room	105,00	0,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	TKTBIO	Entradas Biopark	0	Per Pax	16,00	0,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	UP_BREAK	Upselling Breakfast	0	Per Pax	9,00	0,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	UP_DIN-RO	TEST	0	Per Pax	14,00	0,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	UP_DINNER	Upselling Dinner	0	Per Pax	18,00	0,00	EUR	✓	000			<input type="checkbox"/>	<input checked="" type="checkbox"/>
i	UP_JUSU	Upg. Junior - Suite	0	Per room	10,00	0,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	UP_LUNCH	Upgrade Lunch	0	Per Pax	16,00	0,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	UP_STJU	Upg. Standard - Junior	0	Per room	8,00	0,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	UP_STSU	Upg. Standard - Suite	0	Per room	30,00	0,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>

Package identifier additional information

LC_14H SALE PROCESS! Would you like to postpone your check out time? You can make your luggage calmly and enjoy some more hours sleepin

Legend: Contracted Mandatory Required Optional Not contractib

Stay option price 16,51 Reserv.price 589,51

✓ ✗ See Stock

Upselling Breakfast (UP_BREAK) is tagged as 'Not contractible' because the reservation's meal plan is bed and breakfast.

UPSELLING REGISTRATION INTO THE SYSTEM

Package Details

Arrival: 03.06.2014 Depart: 06.06.2014 Room Type: STDBL AD: 2 JU: 0 CH: 0 BB: 0 Board: BB EUR

Ap...	Service	Guest order	Amount	M	Min. price	Max. price	Provision d...	Time	M	T	W	T	F	S	S	Remarks
<input checked="" type="checkbox"/>	Upgrade Dinner	02.	18,00	<input checked="" type="checkbox"/>	14,00	20,00		00:00:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	Upgrade Dinner	BARONETTI, DAVID	18,00	<input checked="" type="checkbox"/>	14,00	20,00		00:00:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Change dates

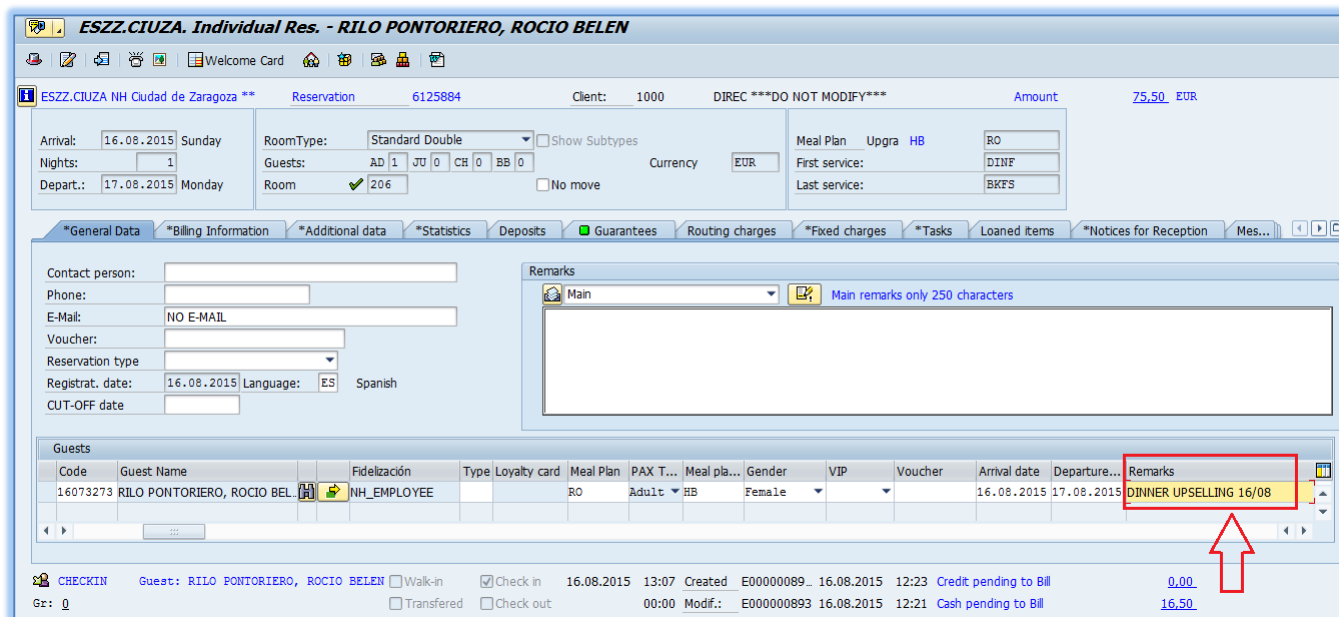
Date	Time	Remarks	Importe
03.06.2014	00:00:00		18,00
04.06.2014	00:00:00		18,00
05.06.2014	00:00:00		18,00

Propose Dates

UPSELLING REGISTRATION INTO THE SYSTEM

UPSELLING LUNCH / DINNER

When the guest books this service, we add the *Stay option* in the reservation as explained before and then 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.



ESZZ.CIUZA. Individual Res. - RILO PONTORIERO, ROCIO BELEN

Reservation: 6125884 Client: 1000 DIREC ****DO NOT MODIFY*** Amount: 75,50 EUR

Arrival: 16.08.2015 Sunday RoomType: Standard Double Show Subtypes
 Nights: 1 Guests: AD 1 JU 0 CH 0 BB 0 Meal Plan Upgra HB RO
 Depart.: 17.08.2015 Monday Room: 206 Currency: EUR First service: DINF
 Last service: BKFS

***General Data** *Billing Information *Additional data *Statistics Deposits Guarantees Routing charges *Fixed charges *Tasks Loaned Items *Notices for Reception Mes...

Contact person: Phone: E-Mail: NO E-MAIL Voucher: Reservation type: Registrat. date: 16.08.2015 Language: ES Spanish CUT-OFF date:

Remarks
 Main Main remarks only 250 characters

Code	Guest Name	Fidelización	Type	Loyalty card	Meal Plan	PAX T...	Meal pla...	Gender	VIP	Voucher	Arrival date	Departure...	Remarks
16073273	RILO PONTORIERO, ROCIO BEL	NH_EMPLOYEE			RO	Adult	HB	Female			16.08.2015	17.08.2015	DINNER UPSELLING 16/08

CHECKIN Guest: RILO PONTORIERO, ROCIO BELEN Walk-in ☐ Check in 16.08.2015 13:07 Created E00000089 16.08.2015 12:23 Credit pending to Bill 0,00
 Gr: 0 Transferred ☐ Check out 00:00 Modif.: E000000893 16.08.2015 12:21 Cash pending to Bill 16,50

This way, when the guest goes to Restaurant, the F&B employee will be able to verify from the Housed guests report that the Upselling menu is charged.

UPSELLING REGISTRATION INTO THE SYSTEM

Display of stay options at check-in:

ESAS.FERRE. Check In.

ESAS.FERRE NH Collection Palacio de Avilés COLLECTION

Arrivals expected : 6

Notices for Reception

LATE CHECK OUT CONTRACTED. RECONFIRM SERVICE AND TIME OF CHECK OUT. WRITE TIME OF C.O.U.T AT ADDITIONAL DATA

Reserv.	Rel	group name	Departure	Nights	Stay options	All r...
151233			06.06.2014	3	UP_DINNER	
151294			06.06.2014	3	UP_DINNER	
151295			05.06.2014	2		
151296			05.06.2014	2		
151300			05.06.2014	2		
151301			05.06.2014	2		
151302			05.06.2014	2		
151309			05.06.2014	2		
	STDBL	PEPE TOURS	AD	PEPE TOURS		
	STDBL	PEPE TOURS	AD	PEPE TOURS		

UPSELLING REGISTRATION INTO THE SYSTEM

Display of stay options at check-in:

(Fixed charges tab)

ESAS.FERRE. Check In. - BARONETTI, DAVID

Welcome Card
 Assign room
 Save without check-in
 Check-in in waiting list

ESAS.FERRE NH Collection Palacio de Reservation 151233 Client: 41461103 DAVID BARONETTI Amount 573,00 USD

Arrival: 03.06.2014 Tuesday RoomType: Standard Double ☐ Show Subtypes Meal Plan BB
 Nights: 3 Guests: AD 2 JU 0 CH 0 BB 0 Currency USD First service:
 Depart.: 06.06.2014 Friday Room ☒ 405 ☐ No move Last service: BKFS

*General Data *Billing Information *Additional data *Statistics Deposits Guarantees Routing charges ***Fixed charges** *Tasks Loaned items *Notices for Reception Messages

S...	Concept	Description	Quan...	Price	Cur	Tax inc	Rmk	C	Cadence	Per person (...)	Order	AD	JU	CH	BB	D	Start date	End date	Mo	Tu	We	Th	Fr	Sa
	LOUT	Late Check-out	1	11,00	EUR				Departure date		0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Modifications history Modify dates

Confirmed Guest: BARONETTI, DAVID ☐ Walk-in ☒ Check in 03.06.2014 15:39 Created XINDRA000... 03.06.2014 13:18 Credit pending to Bill 0,00
 Gr: 0 ☐ Transferred ☐ Check out 00:00 Modif.: E000000893 03.06.2014 15:34 Cash pending to Bill 419,94

UPSELLING REGISTRATION INTO THE SYSTEM

Display of stay options at check-in:
(Folio management)

ESAS.FERRE. Process folio 1

Folio 1 Folio 2 Folio 3 Folio 4 All folios Current date Charges until today Canceled Revenue

Reservation Status Arrival Departur Upgrade

Main Client Voucher

Main guest Type Standard Double GST AD JU CH BB

Room

FOLIOS: F1 EUR F2 EUR
(tax incl. F3 EUR F4 EUR

Arrangement code

Status	Revenue date	Folio	Source Roo	P...	Concept	Description	Quantity	Price	Disc.(net)	Amount	Tax in...	Service date	Produc...	Time	User Name	% DTO	Original amount no tax
000	04.06.2014	1	405		BB	Alojamiento y ...	1	12,00	0,00	12,00	<input checked="" type="checkbox"/>	04.06.2014		15:34:49	E00000089381	0,00	0,00
000	04.06.2014	1	405		BB	Alojamiento y ...	1	12,00	0,00	12,00	<input checked="" type="checkbox"/>	04.06.2014		15:34:49	E00000089381	0,00	0,00
000	04.06.2014	1	405		ROOM	Habitación	1	165,...	0,00	165,00	<input checked="" type="checkbox"/>	04.06.2014		15:34:49	E00000089381	0,00	0,00
000	04.06.2014	1	405		TTAX	Tasa turística	1	1,10	0,00	1,10	<input checked="" type="checkbox"/>	04.06.2014		15:34:49	E00000089381	0,00	0,00
000	05.06.2014	1	405		BB	Alojamiento y ...	1	12,00	0,00	12,00	<input checked="" type="checkbox"/>	05.06.2014		15:34:49	E00000089381	0,00	0,00
000	05.06.2014	1	405		BB	Alojamiento y ...	1	12,00	0,00	12,00	<input checked="" type="checkbox"/>	05.06.2014		15:34:49	E00000089381	0,00	0,00
000	05.06.2014	1	405		ROOM	Habitación	1	150,...	0,00	150,00	<input checked="" type="checkbox"/>	05.06.2014		15:34:49	E00000089381	0,00	0,00
000	05.06.2014	1	405		TTAX	Tasa turística	1	1,10	0,00	1,10	<input checked="" type="checkbox"/>	05.06.2014		15:34:49	E00000089381	0,00	0,00
000	06.06.2014	1	405		LOUT	Late Check-out	1	12,10	0,00	12,10	<input checked="" type="checkbox"/>	06.06.2014		15:34:49	E00000089381	0,00	0,00

Remarks

	Credit no tax.	Credit with tax	Cash no tax.	Cash with tax	Total no tax.	Total with tax
Amount Billed F1	0,00	0,00	0,00	0,00	0,00	0,00
Amount Pending F	0,00	0,00	14,00	419,91	14,00	419,91
Pending Reservat	0,00	0,00	14,00	419,91	14,00	419,91

M Exch. Rate Type Currency EUR

NHR PAGA...

TMS_UPSELLING AND STAY OPTIONS

MODIFICATION OF UPSELLING REGISTERED

MODIFICATION OF UPSELLING REGISTERED

If guest hires more Upselling services, we add Upselling services following the guidelines marked above.

Stay Options

Arrival 03.06.2014 Depart 06.06.2014 Room Type STDDBL AD 2 JU 0 CH 0 BB 0 Board BB USD

Contractible stay options

R	Stay option	Description	Sto...	Price type	Price	T. Amount	Cur.	Tax...	Data	Travel reason	Source	Ma...	Ap...
	<u>EARLY_9</u>	Early check-in from 9H	5	Per room	5,50	0,00	EUR	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>
	<u>EARL_CHECK</u>	EARLY CHECK-IN	5	Per room	10,00	0,00	EUR	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>
	<u>EXT_LATOUT</u>	Extensión LCO	10	Per room	10,00	0,00	EUR	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>
	<u>LC_14H</u>	Late Check Out 14h	0	Per room	11,00	12,10	EUR	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<u>LC_16H</u>	Late Check Out 16h	0	Per room	22,00	0,00	EUR	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>
	<u>OPEN</u>	open	0	Per room	105,00	0,00	EUR	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>
	<u>TKTBIO</u>	Entradas Biopark	0	Per Pax	16,00	0,00	EUR	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>
	<u>UP_BREAK</u>	Upselling Breakfast	0	Per Pax	9,00	0,00	EUR	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>
	<u>UP_DIN-RO</u>	TEST	0	Per Pax	14,00	0,00	EUR	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>
	<u>UP_DINNER</u>	Upselling Dinner	0	Per Pax	18,00	0,00	EUR	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>
	<u>UP_JUSU</u>	Upg. Junior - Suite	0	Per room	10,00	0,00	EUR	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>
	<u>UP_LUNCH</u>	Upgrade Lunch	0	Per Pax	16,00	0,00	EUR	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>
	<u>UP_STJU</u>	Upg. Standard - Junior	0	Per room	8,00	0,00	EUR	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>
	<u>UP_STSU</u>	Upg. Standard - Suite	0	Per room	30,00	0,00	EUR	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>

Package identifier additional information

Legend: Contracted Mandatory Required Optional Not contractib

Stay option price 16,51 Reserv.price 589,51

See Stock

MODIFICATION OF UPSELLING REGISTERED

In case guest cancels those previously hired, we will deduct Upselling services previously registered in the system:

- **Past charges, already produced**, will be deducted from the reservation's folio and then we will delete the Upselling from the *Stay Options*.
- **Day charges or future charges**, will be cancelled from the *Stay Options* module of the reservation, without having to cancel the charges from the folios.

The screenshot shows the 'Folios' module in the TMS software. The 'Process' menu is open, and 'Cancel charges' is selected. The main window displays reservation details for DAVID BARONETTI, including arrival and departure dates, room type (STDBL), and a list of folios. The bottom section shows a summary table with columns for Amount Billed, Amount Pending, and Pending Reservation, all in EUR.

Amount Billed F1	Amount Pending F1	Pending Reservat
0,00	0,00	0,00
0,00	0,00	0,00
0,00	0,00	0,00

MODIFICATION OF UPSELLING REGISTERED

Stay Options

Arrival 03.06.2014 Depart 06.06.2014 Room Type STDBL AD 2 JU 0 CH 0 BB 0 Board BB USD

Contractible stay options

R	Stay option	Description	Sto...	Price type	Price	Cur.	Tax...	Data	Travel reason	Source	Ma...	Ap...
i	EARLY_9	Early check-in from 9H	5	Per room	5,50	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	EARL_CHECK	EARLY CHECK-IN	5	Per room	10,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	EXT_LATOUT	Extensión LCO	10	Per room	10,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	LC_14H	Late Check Out 14h	0	Per room	11,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
					22,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
					105,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
					16,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
					9,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
					14,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
					18,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
					10,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
					16,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	UP_STJU	Upg. Standard - Junior	0	Per room	8,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>
i	UP_STSU	Upg. Standard - Suite	0	Per room	30,00	EUR	✓				<input type="checkbox"/>	<input type="checkbox"/>

Employee

Please, introduce an employee password

Package identifier additional information

Legend: Contracted Mandatory Required Optional Not contractib

Stay option price 0,00 Reserv.price 573,00

See Stock

TMS_UPSELLING AND STAY OPTIONS

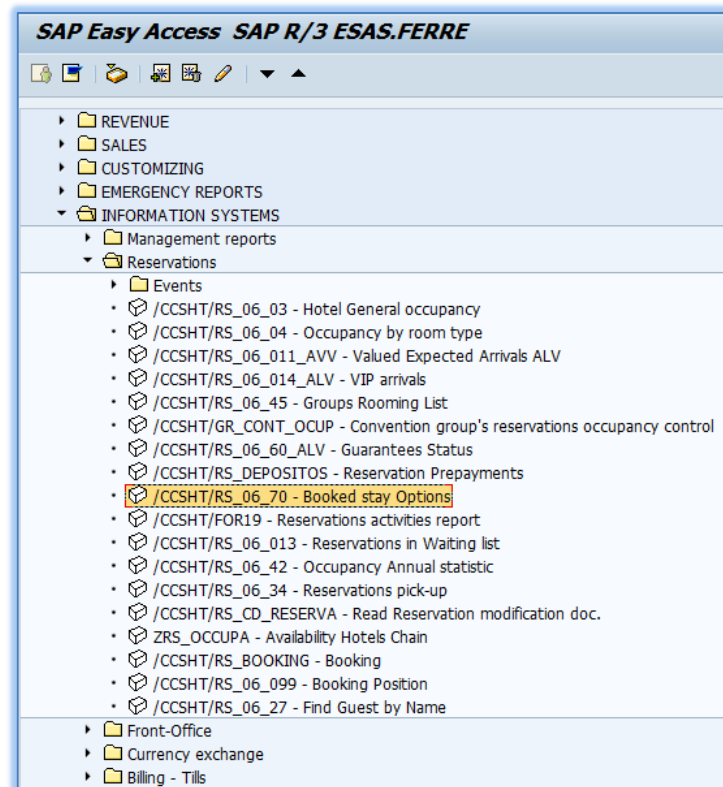
INFORMATION SYSTEMS

INFORMATION SYSTEMS

Transaction: Booked stay Options (/CCSHT/RS_06_70)

Responsible: Front Office Manager

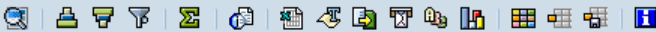
Objective: To check the Upselling services hired during the day, or in a period of days, which will be entered into production the same day they are sold or during the guest stay.



INFORMATION SYSTEMS

Booked stay Options (/CCSHT/RS_06_70)

Booked packages



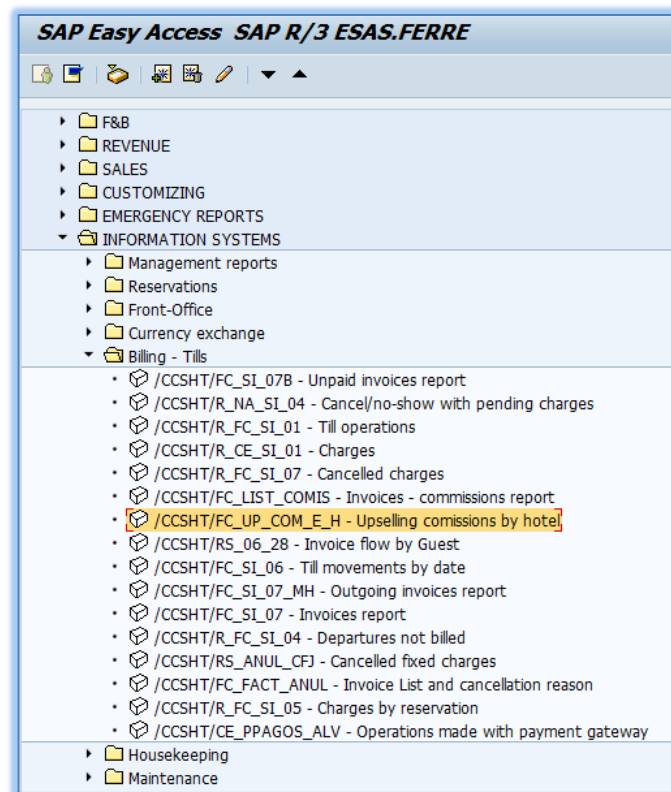
Reserv.	Section	Stay Options	Concept	Description	Quantity	Price	Cadence	From date	End date	Per Pax	Order	AD	JU	CH	BB	Time
71032		EARL_CHECK	UPSE	Early Check-in	1	40,00	Arrival date	23.10.2014	23.10.2014							00:00:00
71032		EXT_LATOUT	LOUT	LCO Extension	1	11,00	Departure date	24.10.2014	24.10.2014	X	1	X	X	X	X	00:00:00
71037			LOUT	LCO Extension	1	40,00		24.10.2014	24.10.2014	X	1	X	X	X	X	00:00:00
		LC_14H	LOUT	Late Check-out	1	11,00	Departure date	24.10.2014	24.10.2014							00:00:00
71038		EXT_LATOUT	LOUT	LCO Extension	1	40,00	Departure date	24.10.2014	24.10.2014	X	1	X	X	X	X	00:00:00
		LC_14H	LOUT	Late Check-out	1	11,00	Departure date	24.10.2014	24.10.2014							00:00:00
71405		UP_BREAK	UPSB	Breakfast	1	9,50		23.10.2014	23.10.2014	X	1	X	X	X		00:00:00
			UPSB	Breakfast	1	9,50		24.10.2014	24.10.2014	X	1	X	X	X		00:00:00
71469			UPSB	Breakfast	1	7,27		10.10.2014	10.10.2014	X	1	X	X	X		00:00:00
		UP_DINNER	UPSF	Upselling food restaurant	1	15,45		09.10.2014	09.10.2014	X	1	X	X	X	X	00:00:00
71677		UP_BREAK	UPSB	Breakfast	1	9,50		18.10.2014	18.10.2014	X	1	X	X	X		00:00:00
			UPSB	Breakfast	1	9,50		18.10.2014	18.10.2014	X	2	X	X	X		00:00:00
71927			UPSB	Breakfast	1	9,50		14.10.2014	14.10.2014	X	1	X	X	X		00:00:00
			UPSB	Breakfast	1	9,50		15.10.2014	15.10.2014	X	1	X	X	X		00:00:00
			UPSB	Breakfast	1	9,50		16.10.2014	16.10.2014	X	1	X	X	X		00:00:00
72125			UPSB	Breakfast	1	9,50		09.10.2014	09.10.2014	X	1	X	X	X		00:00:00
			UPSB	Breakfast	1	9,50		09.10.2014	09.10.2014	X	2	X	X	X		00:00:00
72311		UP_DINNER	UPSF	Upselling food restaurant	1	15,90		23.10.2014	23.10.2014	X	1	X	X	X	X	00:00:00
72312			UPSF	Upselling food restaurant	1	15,90		23.10.2014	23.10.2014	X	1	X	X	X	X	00:00:00
72384		UP_BREAK	UPSB	Breakfast	1	9,50		11.10.2014	11.10.2014	X	1	X	X	X		00:00:00
72962		UP_STJU	UPSR	Upp. Standard - Junior	1	30,00		17.10.2014	17.10.2014							00:00:00
			UPSR	Upp. Standard - Junior	1	30,00		18.10.2014	18.10.2014							00:00:00
73239		UP_DINNER	UPSF	Upselling food restaurant	1	15,90		15.10.2014	15.10.2014	X	1	X	X	X	X	00:00:00
		UP_LUNCH	UPSF	Restaurante comida	1	17,50		16.10.2014	16.10.2014	X	1	X				00:00:00
73292		UP_BREAK	UPSB	Breakfast	1	9,50		15.10.2014	15.10.2014	X	1	X	X	X		00:00:00
			UPSB	Breakfast	1	9,50		16.10.2014	16.10.2014	X	1	X	X	X		00:00:00
			UPSR	Breakfast	1	9,50		17.10.2014	17.10.2014	X	1	X	X	X		00:00:00

INFORMATION SYSTEMS

Transaction: Upselling commissions by hotel (/CCSHT/FC_UP_COM_E_H)

Responsible: Front Office Manager / Hotel Manager

Objective: To verify the commissions generated as a result of Upselling and paid to Front Desk employees.




INFORMATION SYSTEMS








Upselling commissions by hotel (/CCSHT/FC_UP_COM_E_H)

Enter the full month in *Revenue date*

Charges



ESAS.FERRE NH Collection Palacio de Avilés COLLECTION

Reservation	<input type="text"/>	to	<input type="text"/>	
Revenue date	01.07.2014	to	31.07.2014 	
Charge date	<input type="text"/>	to	<input type="text"/>	
Empl. sells	<input type="text"/>	to	<input type="text"/>	
Stay option	<input type="text"/>	to	<input type="text"/>	
Concept identifier	<input type="text"/>	to	<input type="text"/>	

INFORMATION SYSTEMS

Upselling commissions by hotel (/CCSHT/FC_UP_COM_E_H)

Charges																	
<div><div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><</div></div></div>																	

UPSELLING REGISTRATION INTO THE SYSTEM

UPSELLING LUNCH / DINNER

When the guest books this service, we add the *Stay option* in the reservation as explained before and then write the date and the type of service hired in the *Guest Remarks* (located in the line where the guest's code is informed).

ESZZ.CIUZA. Individual Res. - RILO PONTORIERO, ROCIO BELEN

Reservation: 6125884 Client: 1000 DIREC ***DO NOT MODIFY*** Amount: 75,50 EUR

Arrival: 16.08.2015 Sunday RoomType: Standard Double Nights: 1 Guests: AD 1 JU 0 CH 0 BB 0 Room: 206 Depart.: 17.08.2015 Monday

Meal Plan: Upgra HB RO First service: DINF Last service: BKFS

Guests

Code	Guest Name	Fidelización	Type	Loyalty card	Meal Plan	PAX T...	Meal pl...	Gender	VIP	Voucher	Arrival date	Departure...	Remarks
16073273	RILO PONTORIERO, ROCIO BEL	NH_EMPLOYEE			RO	Adult	HB	Female			16.08.2015	17.08.2015	DINNER UPSELLING 16/08

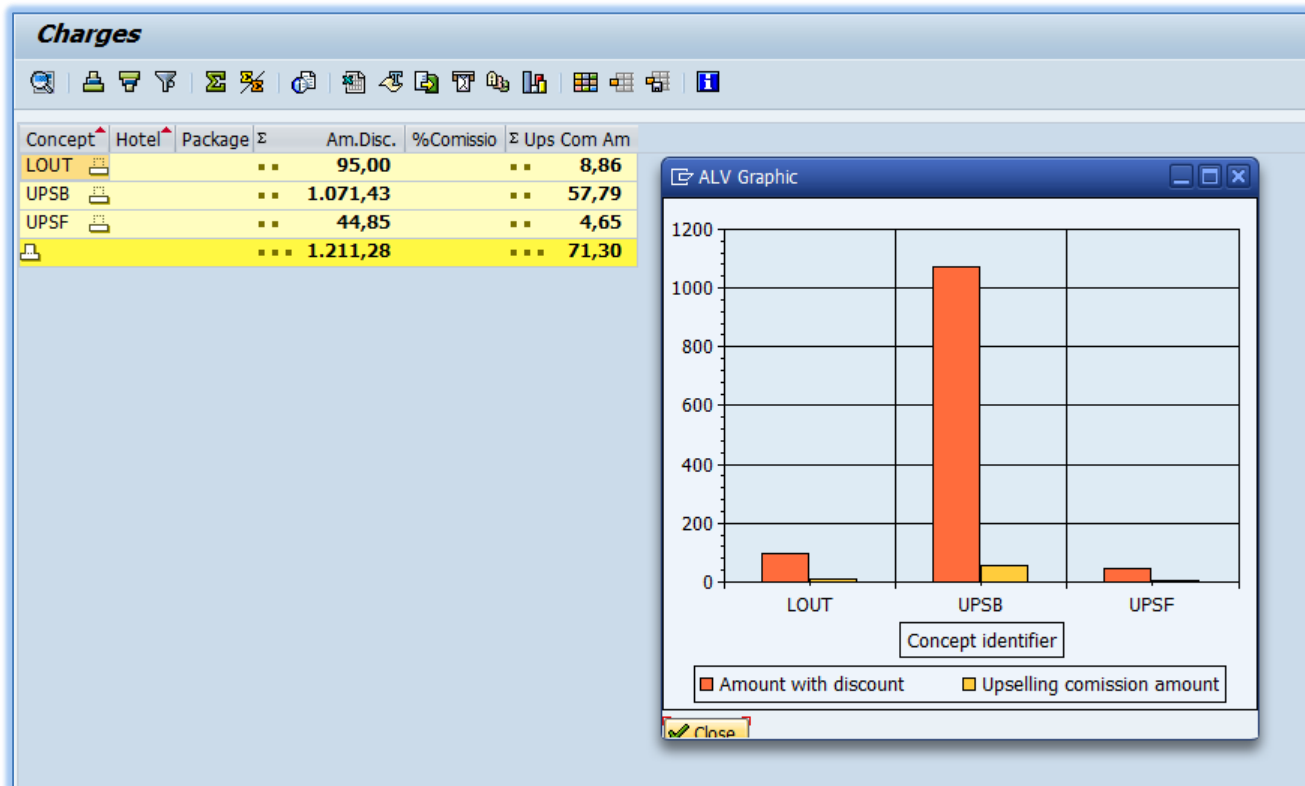
Checkin Guest: RILO PONTORIERO, ROCIO BELEN Walk-in ☐ Check in 16.08.2015 13:07 Created E00000089 16.08.2015 12:23 Credit pending to Bill 0,00

Check out 00:00 Modif.: E000000893 16.08.2015 12:21 Cash pending to Bill 16,50

This way, when the guest goes to Restaurant, the waiter will be able to verify from the POS (Rack) that the Upselling menu is charged before registering the *'Promotional Menu'* at price 0,00 in the corresponding table to keep track of the sale of lunches and dinners not hired during the reservation process.

INFORMATION SYSTEMS

Upselling commissions by hotel (/CCSHT/FC_UP_COM_E_H)



THANKS!

nh | HOTEL GROUP

nh
HOTELS


NH COLLECTION

nhow

Hesperia
RESORTS

www.nh-hotels.com