

Unit-3

RESERVATIONS

The term reservation is **defined as ‘blocking or booking a particular room type for a guest, for a definite period of time, for a particular guest’**. To ensure a safe and secure place for stay during their visit to another town, guests generally prefer to make advance reservations in hotels and other types of accommodation units.

All hotels will readily accept reservations in order to achieve high occupancy and to maximize their room revenue. When a guest makes a reservation for a definite time period, it is expected that the hotel will accept and honor its commitment by a contract between the hotel and the guest. A reservation is therefore a bilateral contract between a hotel and a guest, according to which the hotel must provide the specified room type to the guest and the guest must agree to pay all relevant charges. This is also known as **CONTRACT OF BOOKING**.

If either the hotel or the guest wishes to alter or cancel the reservation, this can be done only through a mutual agreement. If a guest fails to inform the hotel about his cancellation, the hotel may decide to retain the advance deposit received from the guest earlier to cover up for any loss of room revenue. The amount forfeited when a guest does not inform about his cancellation to the hotel is termed as **RETENTION CHARGES**. Alternatively if a hotel is unable to provide room to a guest upon his arrival, the hotel has to provide alternative accommodation of similar standard in another hotel and pay for any differences in room rates and any additional expenses the guest may have to incur. The reservation department handles all reservation requests for accommodation, interacts with the customers and constantly monitors the room status and the reservation status.

❖ Importance of Reservation

The role of reservation department is not limited to making reservation. It also maintains records of the hotel occupancy, which helps in planning sales and marketing strategies.

1. **Importance of reservation for guests:**

- **Ensures room on arrival** – A guest who makes prior reservation is ensured of the required type of room and number of rooms for his entire stay in the city. This saves him from the difficulty of finding accommodation on arrival especially during peak seasons when most of the hotels are full.
- **Budgeting** – As the guest is informed about the tariff of room reserved at time of booking, he is able to budget his holiday or tour, taking in account the amount he spends on his stay, food, entertainment etc.
- He is able to **plan his holiday or tour without worrying** about the basic needs of accommodation and food.
- **Other facilities** – The guest is ensured of certain facilities offered by the hotel which can be confirmed by making the reservation e.g. iron and ironing board on loan basis, laundry services in hotel, Wi-Fi, tea and coffee maker, kids’ zone, provision of babysitter, etc.
- A business traveler is also **able to give the hotel address to his associates** for any meetings, correspondence transfers to and from the hotel.

2. Importance for the hotel:

- Prior reservation gives the hotel **an indication of the level of business** likely to be encountered during any particular period. The reservation manager knows the amount of business ensured during that period from the confirmed reservations.
- Gives the **first impression** of the hotel to the guest.
- **Sells the main product** of hotel (accommodation).
- **Generate customers** for other departments.
- **Provide important management information** to the guest.
- Reservation department updates the room availability record and thus **maximize the revenue generated** from room booking.
- Reservation department **prepares the housekeeping and front desk** for arrival by communicating the arrival details taken at the time of reservation.
- Reservation department helps in **planning the distribution of the staff** at the front desk-the roster for the staff can be prepared according to the number of confirmed reservation for the day.
- Reservation department provides reservation data to the finance department, which **forecast the volume of business** on the basis of confirmed reservation.
- It **generates the customer** for the hotel-first time customer as well as repeat customer-by handling the reservation queries and request politely.
- It maintains the hotel occupancy record, which **helps the management to plan business strategies**-change in room rates, renovation of rooms, expansion program and opening a new unit in the city.

❖ Types of Reservation

- a) Tentative Reservation
- b) Confirmed Reservation –
 - i) Non- Guaranteed Reservation
 - ii) Guaranteed Reservation
- c) Waitlisted Reservation

Tentative Reservation –

It is a reservation request that a prospective guest makes on a tentative basis for his particular stay dates. The hotel holds the room for the guest till a cut-off date, by which the guest should confirm the reservation. Upon confirmation from the guest, the hotel changes the tentative reservation to a confirmed reservation, and updates its records accordingly. If the confirmation is not received from the prospective guest by cut-off date, the reservation is cancelled and the rooms' inventory is updated.

Confirmed Reservation –

Once a guest confirms a reservation request, the hotel blocks a room for specified stay dates and sends a written confirmation of the same to the guest either through letter or e-mail.

Confirmed reservation is of two types-

i) Non- guaranteed Reservation:

When a guest confirms her reservation at a hotel but does not guarantee it with an advance deposit, it is treated as a non-guaranteed reservation. In this type of reservation, the hotel agrees to hold the room for the guest till the cancellation hour (which is usually 6 PM), unless the guest informs the hotel about his late arrival. If a guest does not arrive by cancellation hour, the hotel is free to release the room and sell it to any walk-in guest. This enables the hotel to cover the probable loss due to a no-show. Hotels nearing full occupancy might accept only guaranteed reservations once a specified number of expected arrivals is achieved.

ii) Guaranteed Reservation:

A guaranteed reservation is a confirmation that the hotel will hold the reserved room for the guest and not release it to any other guest even if the guest doesn't arrive on time. This requires the guest to make an advance payment (part or full, depending on the hotel policy and hotel occupancy for requested stay dates). The hotel has to hold the room for such guests even beyond its cancellation hours, till next day's check-out time in case of no-show of guest. The guest is sure of desired accommodation ready for him even he arrives late without any prior information to the hotel.

The guaranteed reservation can be obtained through one of the following ways-

• Prepayment and Advance Deposit-

Prepayment requires payment in full be received from the guest whereas Advance deposit requires payment of a specific amount of money as deposit (generally one room night rent plus taxes) from the guests.

A guaranteed reservation requires the payment of the room rent or a specified amount in advance, known as pre-payment. As the hotel holds the room for the guest even after cancellation hours, pre-payment protects the hotel from any loss of revenue in case of last minute cancellation or a no-show.

Pre-payment can be made by sending demand draft or depositing cash at the hotel. **Cash deposit** is the most preferred mode of accepting guaranteed reservation by most of the hotels. Guests can alternatively choose to pay the full amount in advance through their **credit/ charge cards**. A guest should send a letter authorizing the hotel to charge payment to their credit cards account for obtaining guaranteed reservation, along with a copy of the front and back of the credit card. The hotel staff must check the validity and authenticity of the card before using it as a guarantee.

• Contractual Agreement –

A hotel may have a contract with an individual or a company for providing guaranteed reservations. According to such a contract, the hotel confirms the reservation for the individual or a person referred by a company on guaranteed basis, and the person or company agrees to pay for the reservation, even in case of no-show.

Hotel may have contractual agreement with the following-

- i. Tour Operators and Travel Agencies
- ii. Companies or Corporate houses
- iii. Allotment
- iv. MCO

Tour Operators and Travel Agencies:

They make bulk purchases of rooms at a relatively low contracted price. They guarantee the hotel a minimum number of room nights in a particular period and agree to pay the room charges even if they are unable to fill the number of rooms as per their agreement with the hotel. The hotel guarantee these reservations on the basis of vouchers issued by the travel agencies or tour operators, by which they agree to pay for the room and service charges mentioned on the voucher; other services are charged from the guest.

Companies or Corporate houses:

In this case, a company may enter into a contract with a hotel, whereby the company guarantees payment for its employees or sponsored guests and accepts the financial responsibilities for any no-shows. Hotels guarantee these reservations on the basis of a letter from the company, called a **bill to company (BTC)** letter, acknowledging the guest as its employee or client and agreeing to pay his bills as per contract.

Allotment:

Allotment is a set of rooms booked for a particular period of time for a company or for a group. This type of reservation is made for training courses, conferences or for private parties. A guest may be asked for a booking reference or for any other verification before they are provided a room. Allotments are managed by the reservations manager or the group coordinator and the operational issues are checked on a daily basis.

Miscellaneous Charge Order (MCO):

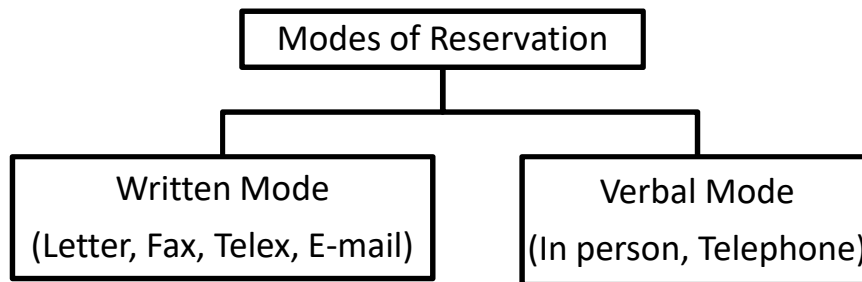
The Airline Reporting Corporation (ARC) issues MCO and thus guarantee payment to the hotel if the travel agency defaults on payment or if the guest is a no show.

iii) Waitlisted Reservation-

A reservation is waitlisted when a requested category of room is not available for the requested dates. A waitlisted reservation will be confirmed when a hotel receives a request for room cancellation in the same category. The hotel does not guarantee a room in case of waitlisted reservation, it is understood that the room will be assigned to the guest in case of a cancellation or a no show.

❖ Modes of Reservation

The mode of reservation tells us HOW the reservation has reached the hotel. For example, a reservation request may reach the hotel through a written mode such as – letter, fax, telex or e-mail or through a verbal mode like telephone or in person.



1. **Written mode:**

- Letter – this mode is commonly used by companies and corporate houses, travel agents and tour operators who send in their reservation request to the hotel on their company letterheads. The hotel will make the reservation as per details given in the letter.
- Fax – Fax or Facsimile transmission uses electronic scanning technique to send copies of a document over an ordinary telephone line through a special machine that prints identical copies of the document. This makes it possible to send a reservation request instantaneously. Hotel processed the request as per details and send the confirmation letter to the guest.
- Telex or Tele Printer Exchange – involves the use of specialized telephone lines, where the message is communicated in a written form.
- E-mail – It is the most common method of communication. E-mail or Electronic mail that makes it possible to contact the hotel instantaneously. This is a fast and very convenient method of reservation.

2. **Verbal mode:**

Reservation requests may also reach the hotel through verbal mode or oral communication, i.e. in person or over the telephone. The advantage of oral communication is that it generates immediate response and feedback and is very fast and convenient.

- In person – if an individual or a representative goes to the hotel to book rooms for future, it is termed as an in person reservation.
- Telephone – the most common method of direct reservation communications, a prospective guest may telephone the hotel directly. The reservationist takes the information sequentially as per the script. Most of the hotels these days have high-end systems that record a call which can be used later on, for training purpose.

❖ **Sources of Reservation**

A hotel receives reservation requests from different sources like direct guests, central reservation system, travel agencies, etc.

1. Direct Reservation or Property Direct –

When a hotel receives a reservation request directly from a guest without any mediator, it is termed as direct reservation. An individual or group can contact the hotel directly.

2. Travel Agents and Tour Operator –

Travel Agents are intermediary retail agents who sell rooms, airline seats and other products and services to the travelers. On the other hand, Tour Operators are wholesalers who purchase the rooms, airline seats and other travel products from the various principle suppliers and form a package and finally sell the packages to a travel agent. Many guests make reservations through a travel agent or a tour operator. The agent will normally take a pre-payment from the guests and send a confirmation to the hotel, and issue a TAV (Travel Agent Voucher) on its behalf. Travel agents generally receive a commission for their services to the guest, or to the hotel or both.

3. Companies and Corporate Houses –

They may have special contracted rates, assigned to them on the basis of volume of business they provide. Since these companies also provide bulk business to the hotels, the hotel may decide to offer low rates.

4. Corporate Travel Departments –

Most corporate organizations have a separate travel department consisting of hired professional who arrange and cater for the travel and accommodation requirements of the employees.

5. Hotel Sales and Marketing –

Most of the hospitality properties have sales representatives who approach various market segments and combine their efforts of selling products and services offered by a hotel, thus generating a large amount of revenue for the hotel.

6. Intersell Agencies –

These are multiple product handlers, i.e. they deal with multiple products, such as hotel reservations, car rentals, travel arrangements, airline reservations and so on. Intersell agencies such as Make My Trip, Yatra.com are rich source of reservation to the hotels.

7. Central Reservation System (CRS) –

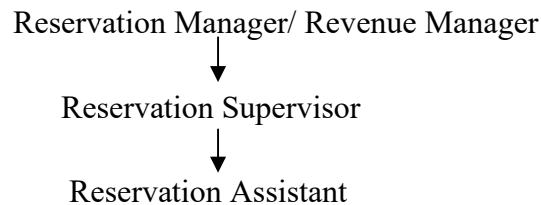
CRS is a computer based reservation system, which enables a prospective guest to make reservations in any of the properties of a single chain. The CRS office deals with direct guests, corporate houses, travel agents and so on by means of toll free telephone numbers. Equipped with the necessary communication equipment, the CRS office works 7 days a week and 24 hours a day. They have accurate and up-to-date information of the number of rooms available for the day of the member hotels, thereby, assisting the guests to make reservations in more than one hotel through a CRS. In case rooms are not available, the reservationists can direct the reservation to the other member hotel.

8. Global Distribution System (GDS) -

It is a world-wide computerized reservation network, and is used as a single point of access for reserving hotel rooms, airline seats, car rentals and various other travel related services by travel agents, large corporations and online reservation sites. Being a link between the producers and the end users of travel related products and services; GDS provides a bundle of

products to the prospective users across geographical boundaries. The most common GDS used around the globe are Amadeus, SABRE, Galileo and Worldspan.

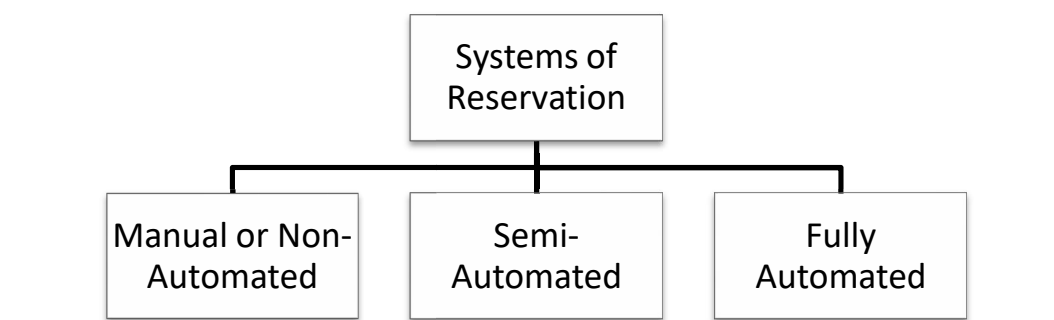
❖ Hierarchy of Reservation Section of a Large Hotel



❖ Furniture and Equipments used in Reservation Department

1. An office for Reservation Manager
2. Status board for knowing room status or Computers
3. Filing racks, cabinets for storing reference material
4. Telephone, fax machines, scanners, printers etc.

❖ Systems of Reservation



Manual or Non-automated System of reservation –

In a manual system, all the reservation records are maintained manually. This old system is reservation is suitable for a small property, where the number of rooms is less and the volume of reservation requests is also low.

Room Availability Records used in Manual System

Room Status Board/ Perpetual Year Planner/ Stop & Go Board

As the name suggests, this chart

- Shows the rooms booking position for 1 year on continuous basis.
- The status are shown under three categories-
 - a) **Sold Out**- means no rooms are available for booking for the requested period.
 - b) **On Request** – means rooms can be blocked subjected to cancellation and the guest is given the status of waitlist.

DR 102				Mr	X																			
DR 103				Mr	L																			
DR 104																								
SUI 105																								
SUI 106																								

April, 2017

1. Mr. A booked a single room (# No. 101) from 4th to 12th April, 17.
2. Mr. J booked a single room (# No. 101) from 25th to 30th April, 17.
3. Ms. K booked a double room(# No. 102) from 13th to 21st April, 17.
4. Mr. X booked a double room (# No. 102) from 3th to 10th April, 17.
5. Mr. L booked a double room (# No. 103) from 1st to 10th April, 17.

Symbols used –

SR – Single Room , DR – Double Room, SUI - Suite

2. Density Control Chart

- Useful for large hotels not operated on automatic system & hotels with short stay of guest, a better system than ALC is Density Chart.
- This chart is designed on the principal that each reservation reduces the availability of rooms & each cancellation increases the room availability.
- All the rooms of same type are grouped together irrespective of their location in the building & are put on one chart.
For eg. – If the hotel has 80 double rooms, then all will be shown on one chart.
- Like ALC, 31 vertical columns are made for dates.
- The first vertical column on the left side of the chart does not indicate specific room numbers but shows the no. of rooms of a particular type of the hotel & are written in descending order.
- This chart does not book individual rooms but books the room of a specific type.

Advantages –

- I. No specific room number is allotted to the guest prior to his arrival; the available room is given at the time of check-in.
- II. Easier to work on this chart.

Disadvantages –

- I. This chart works well where all rooms are of a particular type & have same physical facilities.

HOTEL ABC																															
Density Control Chart																															
Double Bedded Rooms																												March, 2017			
Date	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
No. of #s																															
7	\	\		\	\					\	\	\						\		\		\									
6	\									\	\																				
5										\	\																				
4										\	\																				
3										\	\																				
2										\	\																				
1										\	\																				
OVERBOOKING																															
1										\	\																				
2										\	\																				
3																															
4																															

The hotel may use one of the following systems of manual reservation:

1. Diary system of reservation
2. Cardex system of reservation

Diary system of reservation

- Most suited to small hotels where the average stays of guest is long.
- The system consists of a bound book called Booking Diary or Hotel Diary.
- Each page of this diary represents one day. Hence it has 365/ 366 pages for a year.
- All necessary information that is received from the prospective guest & recorded on reservation form is transferred to diary.
- For a small hotel, one page for each day may be sufficient.
- In case of large hotel for seasonal period where the volume of reservation is high, one page may not be sufficient, individual loose leaf may be used.

- Some hotels, in addition to reservations, also record all walk-ins that come to hotel, so that a complete detailed record for the period is always available.
- Cancellations are done by drawing a straight horizontal line.
- Later when expected arrival list is prepared one day before the arrival of the guests, all special requests such as late arrival, car at airport etc. are recorded.

Advantages-

- Useful for small & resort hotels.
- All reservation records are available in one consolidated book.
- Chances of losing the records are very less, hence it is safe.
- Easy to store.

Disadvantages –

- Since the diary is bulky, its movement for reference from reservation section to front desk is difficult.
- Only one person can work on the diary at one time.
- Diary can be maintained in date & time sequence only and it is not possible to arrange it in alphabetical order, as well as quick reference of a reservation request alphabetically is not possible.
- Cancellations & amendment also create problem & disturb the sequence of diary.

Hotel ABC Booking Diary												
Date: 25/03/2017												
S.No	Date of Booking	Name of guest	PAX	Address & Telephone No.	ETA	Type & No. of #s	Room Rate & Plan	Date & Time of Dep.	Booked by, Tel. No. & Address	Billing Instructions	Remarks	Sign. Of Reservationist
	10/2/17	Mr. Z	1		0800 hrs	STW, 01	EP, 3900/-	27/03/17 & 0700 hrs	Direct	APC (All Payments Cash)	Late Check-out	

Cardex system of reservation

- This system is still used in some of the small & medium hotels.
- It comprises of a very compact equipment to store reservation data in hotel.
- The basic concept of this is like a library cardex system.
- The system consists of a rack which consists of 12 drawers (one for one month) and each drawer has 31 cardex sheets which can be arranged overlapping each other with a transparent plastic sheet separating each.
- The sheets are arranged in such a way that the bottom part of each sheet showing the date & day is visible for the entire month of one year.
- All reservation requests within the lead period of one year shall be entered in the cardex sheet as per the date of arrival.



Semi-Automated System of Reservation –

Whitney System

- Produced by ‘Whitney Duplicating & Check Company’ of New York from which it took its name.
- Whitney reservation racks are arranged on the wall in the reservation room. Generally 31 racks are used for each current month. Each Whitney rack is for a particular date. For the next eleven months, 11 racks are used and 01 rack is used for the following year.
- As soon as request comes for booking, the Shannon is typed in duplicate. One goes to the rack of the corresponding date and the copy is attached to reservation form and kept either in correspondence file or Rotary rack.
- The Whitney rack for the next day goes to the front desk arrival section before closing of the department after checking with reservation form. In this way the rack moves ahead each day.
- Colour code – To indicate and identify the status at a glance, hotels may use their own different colour Shannon. For example, white slips for FIT’s, blue slips for travel agent booking, pink for airline booking and yellow for group booking, and so on.

Automated System of Reservation –

Automated reservation systems are computerized reservation systems that are used to store and retrieve room status information and conduct transactions. The information stored in the automatic system is the same as in a manual system. However, the processing of reservation request does not require manual study of ALC, Density control chart etc. The reservation assistant can check the availability of rooms by clicking on a link on the computer. In this system, the reservation information is keyed into the electronic format of the reservation form, and this information is transferred to the central server where the room status is updated automatically. The automated system saves the trouble of manually updating the records. It also generates reports like occupancy records or forecasts and lists like Expected Arrival List, Expected Departure List, etc. CRS and GDS are examples of automated systems.

- **Central Reservation System (CRS)**

Also known as Central Reservation Office (CRO), it is generally used by chains. The concept of CRO is simple. A chain of hotels which has a CRO system has reservation office in different cities, although they may have no unit operating in that city. All the units of the chain are inter-linked with CRO/CRS of the chain. The unit allocates a particular percentage of the total no. of rooms for the hotel. For providing this service, the unit gives a particular percentage of commission to CRO. Over a period of time a close watch on the performance of CRS is kept. If the CRS is not able to book the allocated no. of rooms, then the unit can withdraw rooms from CRO. If CRO is able to book more rooms than allocated to them, more rooms can be given to CRO for booking. If any such changes in the allocated no. of rooms are made, both the parties must very clearly understand this, so as to avoid any double booking. CRO can also be an independent organization unattached to any chain and hotel company. This type of CRO offers a greater range of hotels over a wide area. The biggest example of one such CRO is *OMAHA (Western International)*. CRO is very useful for those units of the chain which are normally not doing well on their own.

Examples of CRS –

1. Marsha (Mariott Hotels)
2. Taj Central Reservation System
3. Utell
4. Welcomnet
5. Holiday Inn Worldwide
6. Leading hotels of the world

- **Instant Reservation System (IRS)**

It is generally an independent division of the chain of hotels and situated in one of its units. While the reservation department of that unit of the chain takes reservation for that unit only, IRS takes booking for all the units of the chain, except that particular unit where IR office is located.

❖ **Points to be considered while accepting a reservation request**

1. Write names clearly. Surname in block letters. A slight difference in spellings may delay a receptionist in locating the reservation of a guest on arrival. Always get the last name and the first name correctly with spellings.
2. Ask for exact date and time of arrival and departure.
3. Avoid taking reservation for an indefinite date.

4. For the time of arrival, apply the European system of 24 hours.
5. Clarify the type of meal plan to the guest.
6. If the arrival is given after midnight, make sure the reservation is recorded for the next day.
7. Always specify the type of rooms and the no. of rooms required.
8. Explain to the guest that the rooms may not be available at the early morning hours, since the check out hour is generally 1000hours or 12 noon in most of the hotels. The only way a guest can guarantee a room for very early occupancy is to have it reserved from the night before.
9. When referring to previous correspondence or booking in case of a change or cancellation,
10. Inquire from the guest their original date of arrival as all records are filled under original date of arrival.

❖ **Reservation Process**

The standard procedure of responding to a guest request is

- a. Receiving reservation inquiries
- b. Determining room availability
- c. Accepting or denying request for reservation

**Hotel ABC
Reservation Form**

No. _____

Name of Guest _____

Company _____ Designation _____

Address, _____

Phone No. & E-mail ID _____

Date of Arrival _____ Time of Arrival _____

Date of Departure _____ Exp. Time of departure _____

Type of Room S () D () T () Others _____

Category _____ Room Rate _____

No. of Pax _____ Discount _____

Mode of Arrival _____ Flight No. _____

Mode of Payment/ Settlement of bills _____

Credit Card No. _____ Date of Expiry _____

Personal details of the person/ agency making reservation _____

Special Request _____

Date & Time of Booking _____

Remarks _____

Reservationist's Name _____

Signature _____

❖ Amendments and Cancellations

1. Occasional reservation change or cancellation:

Potential guests initially asking for an accommodation might make up their minds later (before arrival) and call back for a reservation modification. In fact, guests might change their arrival date, expected departure date, method of payment or call for any other change

previously confirmed in their confirmation letter or simply call to cancel their previous reservation.

2. Modify a reservation type (from non-guaranteed to guaranteed):

In this very case, the reservation assistant shall-

- a. Obtain the guest's name, and access the correct non-guaranteed reservation.
- b. Obtain the guest's credit card type, number and expiration date, and cardholder's name, and verify the validity of the credit card.
- c. Assign the guest a new reservation confirmation number.
- d. Complete the reservation type change from non-guaranteed to guaranteed reservation status.

3. Reservation cancellation:

- a. Reservationist accepting a reservation cancellation shall behave in a polite, courteous and effective manner even though reservation might make the hotel faced with unsold room(s).
- b. When cancelling a reservation, the reservationist shall issue and communicate a cancellation number to the guest. In accordance to confirmation numbers, cancellation numbers shall be meaningful as to be used for statistical purposes, and as to prove whether a reservation has been properly cancelled according to hotel cancellation policies or not.

I. Cancellation of a non-guaranteed reservation:

In this case the reservationist shall-

- a. Obtain guest's name and address.
- b. Obtain number of reserved room(s).
- c. Obtain scheduled arrival and departure dates.
- d. Obtain the reservation confirmation no., if applicable.
- e. Access the right account, and cancel it.
- f. Assign the cancellation number.
- g. Suggest an alternative reservation.

II. Cancellation of a guaranteed reservation:

All the above mentioned procedure applies also for the cancellation of a guaranteed reservation. Moreover, the reservationist shall pay attention to the following-

- a. In the case of a cancellation of a credit card guaranteed reservation, the cancellation number acts as a proof of whether a certain guarantee shall be refunded to the potential guest or not.
- b. In the case of advance deposit guaranteed reservation, again the cancellation number acts as a proof of whether a certain guarantee shall be refunded to the potential guest or not.
- c. In case of any other guaranteed reservation, the reservationist shall coordinate with the representative and mail him/her a letter documenting the cancellation.

4. Reservation reports:

In the reservation department, the widely used management reservation reports include-

- a. Reservation transaction report
- b. Commission Agent report

- c. Turn Away report (Guests who cannot be accommodated in the hotel for certain reasons or sometimes when a guest himself refuses to go ahead with the reservation due to certain reasons are called Turn Away guests). This report is also called refusal report.
- d. Revenue forecasts report

5. **Expected Arrival, Stay over, and Departure Lists:**

On a daily basis, the reservation department shall prepare the expected arrival, stayover, and departure lists and communicates them to front office.

- a. **Arrival list** – list of names along with the respective room number of guests who are expected to arrive the next day.
- b. **Stay over list** – list of names along with the respective room number of guests who are expected to continue occupy their rooms at least till the next day.
- c. **Departure list** – list of names along with the respective room number of guests who are expected to depart the next day.

6. **Processing deposits:**

Guests who decide to guarantee their reservation by paying a certain amount/ deposit to the hotel shall be informed about the procedure of sending deposits.

7. **Maintaining Reservation History Statistics:**

The reservation department shall maintain, and update various reservation history statistics to be used in the future whenever needed. The following items are some of the data that might be stored in the reservation department system –

- a. Number and distribution of guests by market segment, age, income and nationality.
- b. Number of expected occupied rooms.
- c. Reservation volumes by sources of reservation.
- d. Reservation volumes by types of reservation.
- e. Number of turn away guests with reasons of refusal.

8. **Potential reservation problems:**

While processing reservations, reservationist might be laced with lot of problems. Below is a tentative categorization of 4 main/ common problems that might be communicated –

a. **Errors in reservation records-**

- Record a wrong arrival or departure date
- Misspell the guest's name or reverse it.
- Reserve for the caller instead of the guest.

b. **Misunderstandings due to industry jargon –**

- Confirmed versus guaranteed reservation
- Double room versus 2 beds
- Connecting rooms versus adjacent rooms

c. **Miscommunications with external reservation systems-**

- Book a guest in the wrong hotel
- Book a guest in the wrong city

d. **Central reservation system failures –**

- Fail to update central reservation system concerning room availability or to communicate rate changes in real time.
- Delays in communicating reservation requests.

- Equipment used may become technologically obsolete or inoperable.
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