HOTEL RESERVATION SYSTEM

- Dairy System
- Whitney System
- CRS
  a. Affiliated System
  b. Non-Affiliated System
- Instant Reservation System
HOTEL DIARY SYSTEM

- These are used in hotels which are small in size.
- It consists of a booking diary and has got 365 pages which is used in taking down the reservations.
- Each page is for each day of the year.
- This also contains other information such as no of PAX, Guest name, Mode of payment etc.
<table>
<thead>
<tr>
<th>S.No</th>
<th>Date of Booking</th>
<th>Name of the Guest</th>
<th>No. Of PAX</th>
<th>Address</th>
<th>E.T.A</th>
<th>Type Of Room</th>
<th>Date Of Departure</th>
<th>Deposit/Status</th>
<th>Room Rate &amp; Plan</th>
<th>Reservations on Mode</th>
<th>Billing Instructions</th>
<th>Remarks</th>
<th>Signature of Booking Clerk</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2.1.02</td>
<td>Mr. A</td>
<td>1</td>
<td></td>
<td></td>
<td>SGL</td>
<td>13.00 Hrs</td>
<td>Yes/OK</td>
<td>3000/EP</td>
<td>TCI</td>
<td>Bill to TCI</td>
<td></td>
<td>VIP</td>
</tr>
<tr>
<td>2</td>
<td>3.1.02</td>
<td>Mr. Y</td>
<td>2</td>
<td></td>
<td></td>
<td>DBL</td>
<td>23.00 Hrs</td>
<td>TL</td>
<td>8000/AP</td>
<td>DIR</td>
<td>Direct At Departure</td>
<td></td>
<td>Air Port Pick Up</td>
</tr>
<tr>
<td>3</td>
<td>3.1.02</td>
<td>Ms. G</td>
<td>2</td>
<td></td>
<td></td>
<td>DBL</td>
<td>15.00 Hrs</td>
<td>TL</td>
<td>6000/MAP</td>
<td>SITA</td>
<td>Bill to SITA</td>
<td></td>
<td>SPATT</td>
</tr>
<tr>
<td>4</td>
<td>8.2.02</td>
<td>Mr. K</td>
<td>1</td>
<td></td>
<td></td>
<td>SGL</td>
<td>13.00 Hrs</td>
<td>Yes/OK</td>
<td>4000/MAP</td>
<td>BTC</td>
<td>Al. Port Pick Up</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
HOTEL DIARY SYSTEM

Tools & Stationary required for the system:

- A bound book
- Typewriter
- Reservation forms
- Amendment forms
- Cancellation forms
WHITNEY SYSTEM

- This system was introduced in 1970 by Whitney Duplicating and Check Company of New York.
- This system of reservation consists of a large wooden rack called Whitney rack containing 14 to 16 columns.
WHITNEY SYSTEM

- Each of these columns has a number of metallic pockets for storing the reservation information in Whitney slips.
- The first column is the broadest and stores the reservation of the present month.
The next 11 columns denote the forthcoming 11 months of the present and the next year.

The last 2 columns are for the subsequent years to come.

The information is transferred to the Whitney slips from the reservation form.
Whitney slip

Name of the guest: Brown Mr. S.K.
Date of ARR: 25th May 2004 ETA: 15.00 Hrs
Date of DEP: 27th May 2004 AT: 10.00 Hrs
No. Of Pax: 01 Type of Room: SGL Suite
Date of receiving reservation: 19th April 2004
Mode & Source: Samsung Billing Inst: BTC
Status of Guest: SPATT Status of reservation: OK

Reservations Clerk:

Colour codes can be used for identification for different types of categories of guests for example White slips for FITs, Blue Slips for Groups, Pink slips for Airlines and yellow slips for travel agent reservations etc.

The Whitney rack

WHITNEY SYSTEM
WHITNEY SYSTEM

Tools and stationary required for the system:

- Metal Racks with slips carriers
- Reservation Forms
- Typewriter
- Fax
- Status Board or Density Chart
CENTRAL RESERVATIONS SYSTEMS

- This system operates through the satellite and is based on the principle of WAN and is operated through central reservation offices. They are of 2 types:
  - Affiliated CRS
  - Non affiliated CRS
AFFILIATED CRS

- It is a network formed by the properties of a particular hotel chain. This system operates through various offices located outside the hotel in the same city.

- Through this, a guest can book his reservation from one city to another and also from cities where the chain has no properties.
AFFILIATED CRS

- The hotels have to give their room availability to the CRO from time to time.
- Independent properties may also participate in the affiliate reservation system so as to gain the benefit of it.
NON AFFILIATED CRS

- These are for independent properties.
- It works same as affiliate central reservation system.
HOW TO BOOK A ROOM THROUGH CRO

- The person contacts the nearest CRO.
- On the basis of various requirements such as type of room, date of arrival & departure, price range etc of the customer information is fed into the computer.
- On the basis of various requirements the computer quickly shows number of choices.
HOW TO BOOK A ROOM THROUGH CRO

- Once the room is selected the computer then reserves that and deletes it from the list of available rooms to avoid double booking.

- Then the information is passed to the concerned unit.
INSTANT RESERVATION SYSTEM (IRS)

- This is based on the principle of WAN
- It operates through IRO’s.
- It is located in the hotels of the chains.
- IRO takes the reservation request of all the participating properties of the reservation network except the property in which it is located as the reservation office of the particular property takes its reservation requests.
INSTANT RESERVATION SYSTEM
GLOBAL DISTRIBUTION SYSTEMS

- Amadeus hires
- Galileo room master
- Abacus hotel net
- Sabre sharp plus
GLOBAL DISTRIBUTION SYSTEMS

- **Amadeus-Hires**
  This facility provides accurate information on hotel accommodation for a number of properties around the world. All major hotel chains globally are connected to it. Guests can book about 1,18,990 hotels all over the world from any Amadeus Terminal.
GLOBAL DISTRIBUTION SYSTEMS

- **Galileo Room Master**
  It is an American Network with 37,000 hotels listed.

- **Abacus Hotel Net**
  Services include updates on room availability, room reservations etc for about 32,000 properties all over the world.
GLOBAL DISTRIBUTION SYSTEMS

- Saber Sharp Plus
  - It has 82,500 properties linked worldwide. It also sells corporate/negotiated rates. It can confirm reservations within 7 seconds of receiving it.