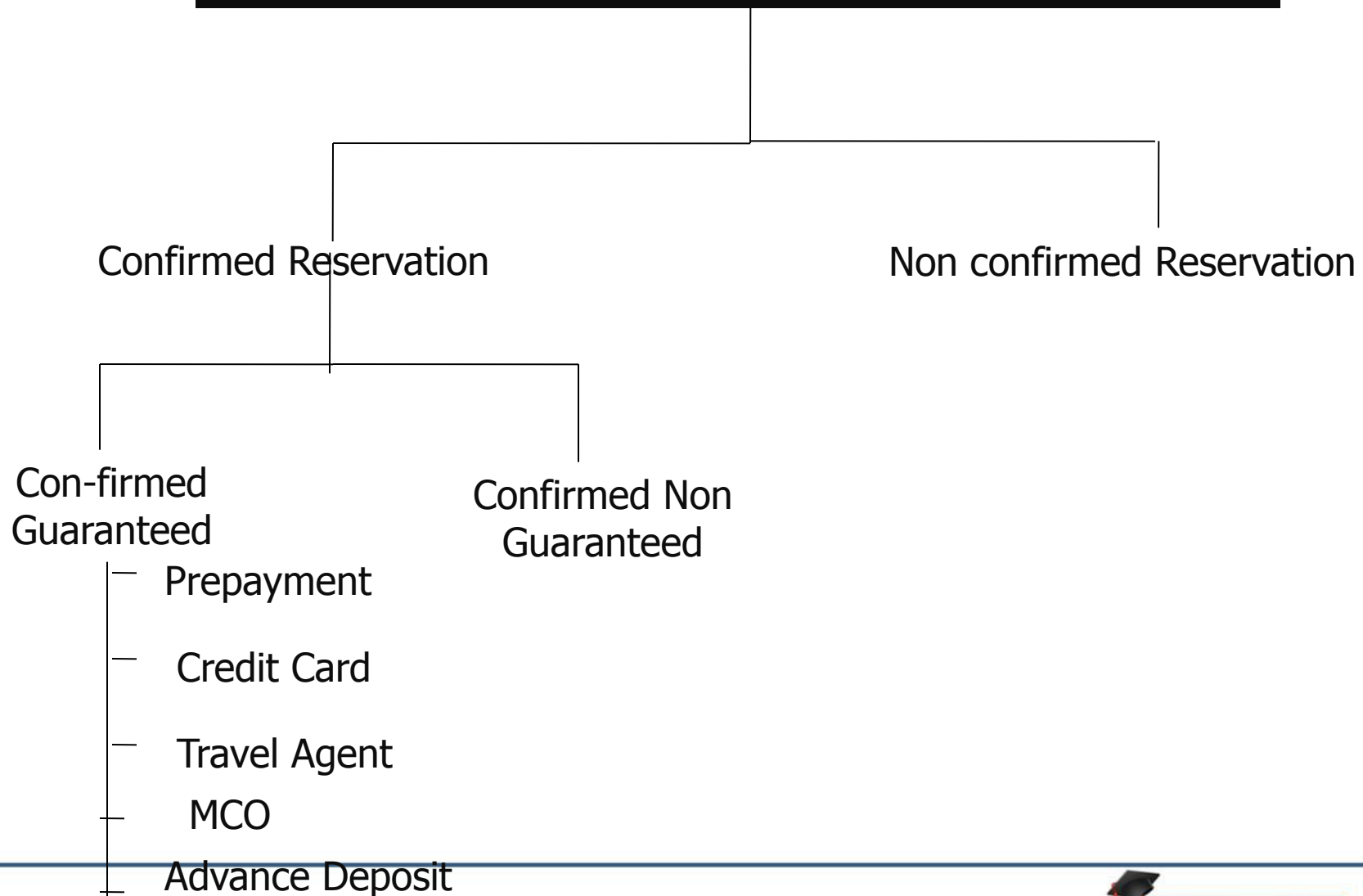


TYPES OF RESERVATION



Guaranteed

*The Guest has paid
Reservation Advance*

TYPES OF RESERVATIONS

Non-guaranteed

*The guest has only
Contacted the hotel he
Has been asked to
Deposit confirmation
Advance. This is also
Called as a TIME LIMIT
Reservation*

Walk-in

*A guest does not have the either above reservations,
he just "walks In" and asks for the room*

RESERVATIONS

TYPES OF RESERVATIONS

GUARANTEED RESERVATIONS

- It assures that the hotel will hold a room for the guest until C/O time of the day following the guest's scheduled arrival date.
- The guest guarantees to pay for the room-even if it is unused-unless the reservation is canceled according to the hotel's cancellation

TYPES OF RESERVATIONS

- Guaranteed reservations protect the hotel's revenues even in the case of no show – a situation in which a guest makes a reservation but does not use/cancel it.

VARIATIONS OF GUARANTEED RESERVATIONS

- Prepayment
- Credit Card
- Advance Deposit
- Travel Agent
- Voucher or MCO
- Corporate

NON-GUARANTEED RESERVATIONS

- The hotel agrees to hold a room for the guest until a stated reservation cancellation hour (usually 6 p.m.) on the day of arrival.
- It does not guarantee that the property will receive payment for no-show.

NON-GUARANTEED RESERVATIONS

- If the guest does not arrive by the cancellation hour, the hotel is free to release the room, meaning that it can add the room to the list of other rooms available for sale.
- It is common for hotels nearing full occupancy to accept only guaranteed reservations once a specified number of expected arrivals is achieved.

OTHER RESERVATION TYPES

- Other Types of Reservation
 - 1. FIT'S
 - 2. VIPs and CIPs

OTHER RESERVATION TYPES

- 3. Tours and Groups
 - Groups Reservation
 - Tour Groups
 - Conference Groups
 - Special Groups
 - Different Room Rate
 - Time of Year
 - Time of Week

MODES OF RESERVATIONS

- Telephone
- Fax
- Email
- Letter
- In person
- Cable net

SOURCES / CHANNELS OF RESERVATIONS

Channels of reservations means the source the reservations requests generally come from in the hotel:

- Free Individual Traveler (FIT)
- A tour operator (Whole sale or retailer)
- A travel Agent (Domestic or International)
- An Airline
- Corporate Companies

SOURCES/CHANNELS OF RESERVATIONS

- Embassies and High Commissions (Situated in the capital City)
- Government & Semi-Government Offices
- N.G.O s
- Other Hotel Chains
- CRS & IRS or International Marketing Systems such as UTELL, Galileo Master

EXPECTED ARRIVAL AND DEPARTURE LISTS

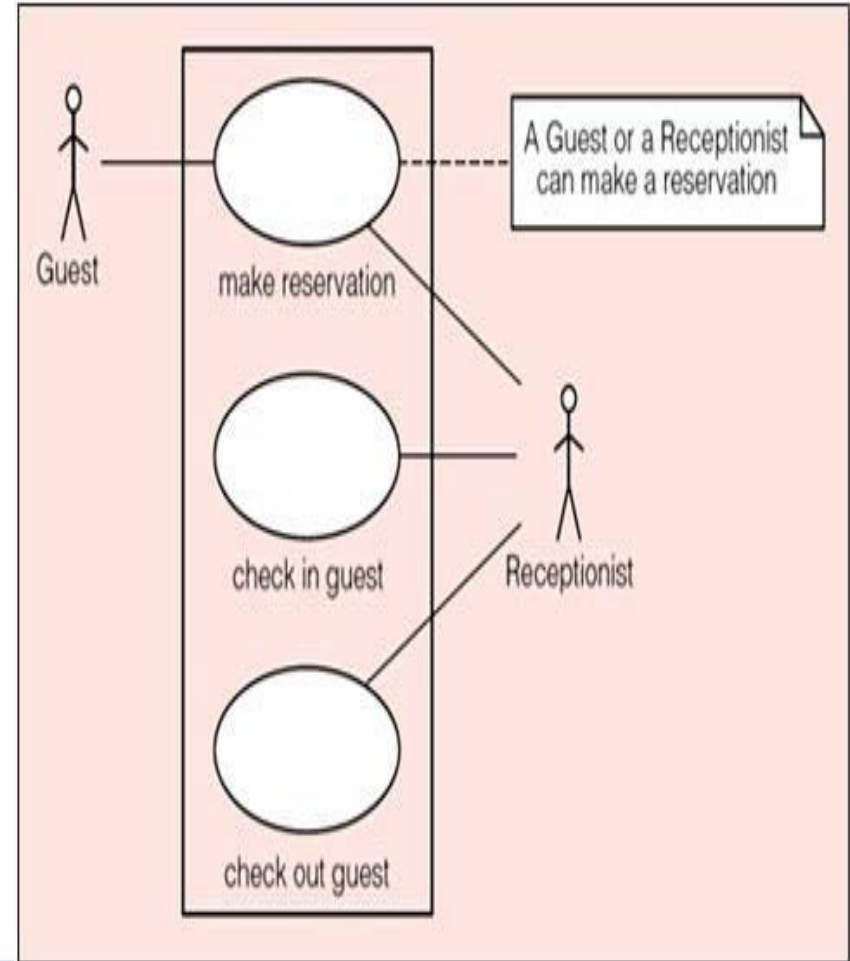
- These lists are prepared daily to indicate the numbers and name of guests expected to arrive, departure, and stay over.
- In a non-automated or semi-automated system, the reservation department manually develops expected arrival data from a reservation control book, wall chart, or reservation rack.

EXPECTED ARRIVAL AND DEPARTURE LISTS

- In a computerized system, a list of expected arrivals may be displayed or printed in the reservation department or at the front desk, on demand. Computers can also produce preprinted registration cards for guests arriving with reservations.

RESERVATION HISTORIES

- They include statistics on all aspects of the reservations process, including the number of guests, occupied rooms, reservations by source, no-shows, walk-ins,



RESERVATION HISTORIES

Overstays (guests staying beyond their originally stated departure date.) and **under stays** (people who checked out before their stated departure date.) a **stay over** is simply a guest who continues to occupy a room between his/her day of arrival and expected departure date.