RESERVATIONS
OBJECTIVES

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RESERVATIONS

A reservation in the context of the Front Office of a hotel means the booking or reserving of a guestroom (accommodation) by a guest, and involves a particular type of guest room being reserved for a particular person(s), for a certain period of time.
THE RESERVATION FORM

HOWARD JOHNSON
PLAZA HOTEL

HOTEL CONTACT:
MARILYN GREENE
Reservationist

2737 Keele Street
Toronto ON Canada
M3M 2E9
Telephone (416) 636-4656
Fax (416) 631-5764

YORK UNIVERSITY
ECONOMICS INTEGRATION CONFERENCE
DATE: MAY 28 - 31, 1998

Conference Rates: $75.00 Cdn - single or double occupancy

Special Services
Additional charge for extra person: $10.00 Rollaway charge $10.00
Please check accommodation requested, affix postage and mail

Guest Name: __________________________
Address: ____________________________________________________________
City: __________________________ Postal Code: __________________________
Arrival Date: __________________________ Departure Date: ________________
Bus. Phone: __________________________ Home Phone: ______________________
# of people: ______ # of beds: ______ Smoking or Non: __________
Your Cut off Date: May 7th, 1998

Please note that reservations will not be held after 6:00pm unless accompanied by deposit of 1
night’s stay, or guaranteed by calling the hotel with a credit card number
Check in 3:00 pm, Check out 1:00 pm

Gautam Singh, Hospitality Manager, 57596234343
HOTEL ABC

RESERVATION FORM

Name of the Guest

Company’s Name

Address & Phone Numbers

Fax Number Email ID

Personal Mobile Number

Number Of Pax: Adults Children

Date Of Arrival Time

Date of Departure Time

ARRIVAL DETAILS

Date

Flight Number

Arrival Time

E.T.A

Airport Pick-up Required: YES/NO

Type of accommodation required: Single/Double/Triple/Quadruple

Type of room:

Any Special Instructions

Billing Instructions

Deposit for Confirmation:

Rs. Receipt Number Voucher Number

Mode Of Payment: Cash/Credit Card/Demand Draft/BTC

Plan: EP CP MAP AP

Room Rate

Discount/Allowance % on Room Rent Food

Any Special Billing Instructions

Status of the booking:

Confirmed Time Limit

Balance Mode of Payment:

CASH / CREDIT CARD / DEMAND DRAFT / BTC / LETTER OF CREDIT / TRAVEL AGENT

Guest Signature Reservations Assistant Reservations Manager
RESERVATION RULES

Arrival & Departure:

Charges are made for the room for the full day on the arrival of the guest, irrespective of the arrival time and the number of hours of stay. The standard check-in, checkout time in hotels is 12.00 Noon. Any guest staying after 12.00 Noon will be charged the next day’s room tariff also.
RESERVATION RULES

Availability of Accommodation & Rates:

The hotel’s responsibility for making reserved accommodation available will start after 12.00 Noon. Accommodation can be guaranteed before the arrival time only on the basis of room availability or reservation for the previous day.
RESERVATION RULES

Contract:

Contract for reservation of accommodation will be treated as finalized, immediately the hotel accepts the request made in this respect by a guest. The contract so made will be strictly on the basis of the provisions contained in these rule & regulations.
RESERVATION RULES

Failure to show up:

In case of a “NO SHOW” on the scheduled day of arrival, reserved accommodation is kept only up to the following mid day. Thereafter the hotel has a right to release the room, and sell the room to walk-ins. The reservation deposit received by the guest is adjusted as a retention bill and forfeited.
RESERVATION RULES

RETENTION CHARGES:

In case of a no show, the hotel will release the room the next day at 12.00 noon and the advance received from the guest is adjusted via a retention bill, the retention bill will be raised by the cashier and the same will be collected using the room deposit received from the guest.
RESERVATION RULES

Deposits:

The management of the has an undisputed right to cancel without notice any non-guaranteed reservation (reservation for which no deposit has been received), the guest has a right to claim accommodation only for that reservation which has been given “confirmed” status after receipt of room confirmation deposit. The same rule applies to “time limit” reservations.
RESERVATION RULES

Disputes:

Disputes and or difference of opinion regarding the application and interpretation of the rules in vogue in hotels will be referred to the sole arbitration of the management or the board of directors of the hotel, and their decision will be final. For any litigation the jurisdiction of the court of law of that particular city will be applicable.
RESERVATION RULES

Right of Admission:

The hotel management strictly reserves the right of admission in the hotel premises. Occupation of accommodation and entry into the hotel will be on the understanding that guests and visitors have accepted to abide by the rules and regulations of the hotel.
ROLES AND RESPONSIBILITIES OF THE RESERVATIONS DEPARTMENT

- Manage and maintain individual and group reservations
- Manage Room Yield
- Sell rooms
- Control travel agent commissions
- Prepare sales forecasts
- Plan promotional activities
- Generate and distribute room related reports
THE NEED FOR RESERVATIONS

- As there are number of rooms for sale.
- It is good for future planning.
- If there is a valley period ahead, the sales & front office can be pushed to bring maximum number of room nights from travel agents and companies.
THE NEED FOR RESERVATIONS

- It is comfortable for the guest to book rooms in advance so that he can get a room at the time of check-in.

- It is good for the hotel to know how many guests are coming on a particular day. The hotel can also plan in advance for VIP arrivals and groups.
IMPORTANCE OF RESERVATIONS

Reservation gives the hotel a chance to equate the guest enquiry with rooms availability. It gives enough time to the hotel to arrange and prepare for the most suitable accommodation for the guest. It also gives the indication of the levels of future business the hotel will generate, the hotel can forecast the future revenue generation based on reservations.

Gautam Singh, Hospitality Trainer, 07830294949
IMPORTANCE OF RESERVATIONS

It also helps the hotel to forecast, plan, schedule & recognize its resources, manpower and finances.

The reservation process is of vital importance to a hotel as it:
IMPORTANCE OF RESERVATIONS

➢ Gives the first impression of the hotel to guests
➢ Sells the main product of a hotel (accommodation)
➢ Generates customers for other departments
➢ Provides important management information to other departments
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