

## Groups and Conventions

The Group and Convention processing simplifies the handling of groups from the sales department to the cashiers. Group bookings can be established and changed as required, with definite bookings decreasing the available rooms for the house. Group templates are available to reservation clerks entering rooming lists or delegate reservations. A faster check-in process is offered for groups and a check-out function allows cashiers to settle all folios for group members at once.

Groups can be set up as independent, or as groups within conventions. Various forecasting, group business, and group status reports are available.

The Group and Convention programs allow the sales department to:

- ◆ plan groups for unlimited dates in the future.
- ◆ book definite and tentative rooms for a group.
- ◆ establish group rates for each room type when setting up the group master record, with an optional reserve rate for members staying longer than the group.
- ◆ record group contacts, billing information, meeting dates, reminder and cutoff dates.
- ◆ enter up to 999 lines of comments for each group to record special needs, requests, billing instructions, etc.
- ◆ reserve group rooms as "run-of-the-house", with actual room types to be entered later with the rooming list.

- ◆ add or change group commitments using a range of dates to simplify commitment entries for wholesalers or group dates spanning an entire year.
- ◆ set up cross-charging instructions for redirecting charges to a group leader or a master account.
- ◆ create a group template to eliminate the repeated entry of information common to all group members.
- ◆ release group rooms to house availability if not picked up by the group's cutoff date.
- ◆ duplicate an existing group for multiple or similar bookings.
- ◆ simulate sales and revenue for future dates using tentative bookings that do not affect house availability.

The Group functions allow the reservation and registration clerks to:

- ◆ book a delegate reservation from the regular reservation, delegate reservation, or guest list functions.
- ◆ view group availability and group rates when booking a group member.
- ◆ process group check-ins quickly by pre-assigning rooms or assigning them at the time of check-in.
- ◆ check out an entire group, or only those due to leave, with a single entry.

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