

Reservations

The HAL® Reservations module controls future room availability for all guest and group reservations. It is fully integrated with the Guest History, Travel Agency, and Accounts Receivable modules to streamline processing of corporate, repeat guest, and agency reservations. All reservations activity updates room availability on-line, providing accurate forecasts and control at all times.

This module allows the reservationist to:

- ◆ book reservations for unlimited future dates.
- ◆ maintain a wait list for any date.
- ◆ accept a group member's reservation through Regular Reservation, Guest List Function, or Delegate Reservation.
- ◆ book a group member with all group template information transferred to the guest record.
- ◆ view guest's previous stay information, including last room number, special handling requests, and comments.
- ◆ identify members of the frequent visitor program.
- ◆ search corporate and travel agent accounts while making the reservation in order to transfer the address information, rate, and comments to the current reservation.
- ◆ maintain share information for sharing guests, so changes to room or room type update all members of the share.
- ◆ establish cross-charging instructions for automatic billing once the guest is in-house.
- ◆ pre-assign rooms for any reservation or group of reservations.
- ◆ duplicate an existing reservation for rapid processing of multiple stays or similar bookings.
- ◆ post advance deposits, refunds, commissions withheld, and commission reversals.
- ◆ inquire about a reservation using a number of search criteria including name, arrival, account number, departure, group, name, or company.
- ◆ display the number of rooms available or booked in each room type for a given date range.
- ◆ cancel and reinstate a reservation any number of times.
- ◆ assign a second rate to be used when the guest stays beyond package or group dates.
- ◆ access multiple lookups from the reservation screen including packages, rates, room assignments by attribute, availability, source of business codes, market segment codes, surcharges, and others.
- ◆ control overbooking situations by entering a management override code whenever the stop/sell limit has been reached or there are no rooms left for that room type.
- ◆ designate comments to be printed on special forms.
- ◆ update availability counts immediately for accurate projections.
- ◆ print confirmations, deposit requests, and report on deposits not received.
- ◆ view a projected total of all charges for the guest's stay including room, tax, surcharges, and package items.
- ◆ create a new travel agent record while entering a reservation.

HAL
Hospitality and Leisure

For information on how QANTEL Products can benefit your business, contact Qantel Technologies, Inc. or your local QANTEL Product Dealer.

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