

	RESOURCE LIBRARY - RESERVATIONS Duplicate Reservation	CODE: 03.01.57
		EDITION: 1
		PAGE 1 OF 1

Policy: Duplicate reservations are not allowed in PMS.

政策: 酒店系统里不允许出现重复预定。

Goals: To provide professional service and maximize room revenue

目标: 提供专业服务，提高酒店收益。

Steps步骤:

- When make a reservation, check the arrival list, be alert for duplicated reservations.
做预定之前，留意之前的预定，防止发生重复。
- If duplicate reservations are made by one person, cancel the original one and keep the updated one, the same as correspondence.
如果两个预定是同一个人定的，取消第一个预定，保留新的预定。相应的预定单做同样处理。
- If TARS bookings are duplicate with another booking, keep the reservation from TARS and contact maker of duplicate booking to inform of reason of cancellation.
如果有与TARS重复的预定，保留TARS的预定，联系预定人，告知原因。
- If the duplicate booking was made by different travel agency, company or person, check with the contact person to see which one should be canceled.
如果是从公司、旅行社或个人的预定，给公司/旅行社/联系人打电话，确认需要取消哪个预定。
- When you find a duplicate booking upon receipt of a call, fax or mail, inform the person directly and keep the existing booking.
如果是通过电话、传真或邮件接到的预定有重复，直接告诉对方，保留原有预定。