

	RESOURCE LIBRARY - RESERVATIONS Waitlist Reservation	CODE: 03.01.58
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Policy: When there is no available inventory for your hotel on a given reservation date or a guest's room preference is not available, the Waitlist function can assign a waitlist status to a reservation.

政策: 当酒店不能提供客人需要的日期或房型时，等候名单可以把预定列入候补预定

Goals: To provide professional and consistent service and maximize the revenue.

目标: 提供个性化，始终如一的服务，提高收入。

Steps步骤:

The waitlist reservation is different from other reservations in a few ways.

候补预定与其他预定不同:

- Through the effective use of waitlists, the hotel is able to maximize the occupancy by offering rooms to these guests should they become available.
根据有效运用等候名单，酒店可通过向适合的客人提供房间使入住率最大化
- Do not confirm or guarantee a room or reservation to the waitlisted person.
不能向列入等候名单的客人确认/担保用房/做预定
- The reservation must be recorded on a first come first serve basis unless the guest is a VIP or has a key corporate account.
除VIP及有合同客人，我们必须遵循先登记先预定的原则
- All guest details will be required in order to call them back when a room becomes available for the desired stay dates.
必须记录客人呢详细信息以便在能提供其需要房间时联系到客人

Once a reservation call is received for a day where the hotel is fully booked, the guest should be offered to be placed on a waitlist. If the guest agrees, a waitlist reservation should be made.

如果接到需要酒店满预定日期的房间，要将客人列入等候名单，如果客人同意则为其做候补预定

The following criteria must be known:

必须得到以下条件:

- Full name of guest
客人全名
- Arrival and departure dates and timings
抵离酒店日期及时间
- Type of booking (business, leisure)
预定类型（商务或休闲）
- Contact numbers for follow-up purposes when room becomes available
联系号码，以便有房时通知客人
- Ensure guest understands that only prompt replies will be dealt with.
确保客人明确我们只是会尽快处理

Once an available slot is found in a wait list reservation, reservation agent should report to the Director of Sales with the details of the original request and the availability.

一旦有房间可提供给候补预定，预定销售员应立即汇报给预定经理或销售总监并阐明原始资料及有效性。

When it is verified that the hotel wishes to accept the reservation, the Reservation Agent will call the guest and confirm the availability with him/her.

如果证实酒店愿意接受预定，预定销售员致电客人并向其确认有房。

Status of the waitlist booking must be recorded (accepted or rejected).

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被接受或拒绝的候补预定的状态都应被记录

When the guest acknowledges the booking, a payment method must be obtained and cancellation policy should be understood, recognized and accepted by the guest.

当客人确认需要预定，必须立即向客人提供付款方式及告知取消政策，且确保客人明白并接受。