

	<b>RESOURCE LIBRARY - RESERVATIONS</b> <b>Group Reservation</b>	CODE: 03.01.59 EDITION: 1 PAGE 1 OF 3
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**Policy:** To ensure that group requirements are followed and all parties are agreeable in order to achieve a better yield and maximize the Hotel's occupancy.

政策：确保团队要求得到跟进及尽量满足使当事人满意以争取酒店利益及入住率最大化。

**Goals:** To provide complete and consistent service.

目标：提供完整和一贯的服务。

### Steps 步骤:

A group that is already blocked is required to be followed up. Its status must be amended step-by-step from a tentative booking to a definite booking.

必须跟进已经预定的团队动态，从暂定团队到最终确定预订必须逐步更改其状态

### Group Booking Status:

团队预订状态

**Option:** It means waiting to be confirmed, there is no obligation from the client to sign a contract as yet. Thus, an agreed time frame is necessary to encourage the confirmation; the cut off day is the deadline for the client to send the contract in order to confirm the booking. The client agrees to the group booking by signing the contract and the group status becomes tentative. In order to follow up on option trace, it is recommended to set a few days prior to cut off.

**计划：**这意味着该团队等待确认，客人尚无义务与酒店签订协议。因此有必要确认预订的时间。截止日期是客人签订协议确认预订的最后期限。如客人签订团队协议同意预订，团队的状态将被更改为暂定。为跟进团队计划，建议将截止日期提早几天。

**Tentative:** It means the booker has confirmed, signed the contract but payment is not yet received. A pro-forma invoice is required to be sent with deadline to process the payments. Full payment or partial payment is addressed to the client for further group booking.

**暂定：**表示预订人已经签订团队合同并确认预订但尚未付款。必须在截止日期前预付款项。进客人进一步确认预订时告知其预付全款或部分款项。

**Definite:** It means the payment is received.

**确定：**已经收到付款。

**Guarantee:** It refers to the status of the group master accounts. Create a group master per standard procedure and attach rooms according to the allotment contract.

**担保：**指团队假房的预定状态。按标准流程建立团队假房并附根据协议安排房间

**Cut off days:** Remember to input to the Group Master. This will automatically release back unsold rooms to the Hotel at the specified time.

**截止日期：**记得在团队中输入截止日期，预留的酒店未售房将在这个时间自动被释放。

**Payment:** Accor requires the strict payment policy to be followed.

**付款：**雅高要求各酒店严格执行付款政策。

**Rooming List:** This must be received according to terms of the group contract in regards to release dates of rooms if the number of rooms does not match rooming list.

**房间安排：**根据合同条款，房间安排必须提供给酒店。如果房间数量与房间清单不匹配，以房间安排表为准释放房间。

	<b>RESOURCE LIBRARY - RESERVATIONS</b> <b>Group Reservation</b>	<i>CODE:</i> 03.01.59 <i>EDITION:</i> 1 <i>PAGE</i> 2 OF 3
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## Group Cancellation

For any cancellation, the contract signed needs to be assessed and sales conditions must be recognized and stipulated.

### 团队取消

任何取消需要按照合同中规定的销售条件进行评估。

#### Group cancelling within the tentative period:

Group cancellation must be acknowledged in writing

Cancellation reason must be obtain

No charge is to be process unless the contract says differently

#### 团队在暂定阶段取消:

团队必须以书面形式取消才被认可

必须得到取消原因

除协议中有特别说明, 否则不收取费用

#### Group cancelling within the definite status:

##### 取消确定状态的团队:

Group cancellation must be acknowledged in writing

团队必须以书面形式取消才被认可

Cancellation reason must be obtain

必须得到取消原因

Charges are to apply as per contract sales conditions, signed

按照协议收取相应费用

Charges are process and file is to be sent to city ledger or settlement with the agreed method of payment.  
费用将以挂账形式或双方达成共识的其他方式收取。

Any waivers should be approved by the General Manager or one of the authorities on his/her behalf.  
团队取消中涉及到任何费用的减免必须经总经理或其指定人员的批准。

## Group Block团队锁房

### Receive the Reservation接收预定

- Reservation order forms must be filled out for all reservations at discounted but non-contracted rates. If rate offered by sales person is not complied with Rate Structure, DOSD/GM Manager's signature is required.

所有没有合同但是以折扣价的预定必须填写预定单。如果销售人员的出价不符合价格体系, 必须有DOSD/GM的签字。

### Read the Reservation Order读取预定单

- Explore what sales persons want: group name, arrival/departure date, room type, no. of rooms, room rate (if any inclusion), payment method, VIP level, sales personnel's name, and any special requests

注意销售人员的要求: 新建预定/修改预定/取消预定; 客人姓名; 联系方式, 入住和离店日期, 预计入住时间, 房型, 房间数, 房价 (是否含早含服务费), 付款方式, VIP级别, 吸烟房/无烟房, 销售人员姓名, 其他特殊要求。

### Make Reservation新建预定

- If room available, signed the agent's name and date on the form and give the white copy back to sales person.

	<b>RESOURCE LIBRARY - RESERVATIONS</b> <b>Group Reservation</b>	<i>CODE:</i> 03.01.59 <i>EDITION:</i> 1 <i>PAGE</i> 3 OF 3
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如果有房，在预定单上签署预定销售员的名字和接受预定的日期，将白联交还给销售人员。

### **Group Amendment修改团队预定**

#### Receive the Reservation接收预定

- Reservation order form must be filled out for all group amendments  
所有的团队预定修改必须填写团队预定单。

#### Read the Reservation Order读取预定单

- Explore what sales persons want to amend  
注意销售人员的要求。

#### Amend the Reservation修改预定

- If room available, signed the agent's name and date on the form and give the white copy back to sales person.

如果有房，在预定单上签署预定销售员的名字和接受预定的日期，将白联交还给销售人员。

### **Group Cancellation团队取消**

#### Receive the Reservation接收预定

- Reservation order form must be filled out for all group cancellation with detailed cancellation reason  
所有的团队取消必须填写预定单，并注明取消原因。

#### Read the Reservation Order读取预定单

- Explore what sales persons want to cancel  
注意销售人员注明需要取消的团队

#### Cancel the Reservation团队取消

- Signed the agent's name and date on the form and give the white copy back to sales personnel  
在预定单上签署预定销售员的名字和接受预定的日期，将白联交还给销售人员。