Policy: A no-show is a guest who has a reservation though he/she did not arrive at the hotel for the intended dates without advising the hotel. All guaranteed bookings that no-show will be charged against the company's or guest's credit card used to secure the accommodation.
政策：预定未到是指客人虽然有预定，但是在预抵日当天没有入住酒店，也没有提前通知客人。所有担保但是未到的预定，根据酒店的政策都必须收取费用。

Any waivers should be approved by the General Manager, Reservation Supervisor Manager and Director of Sales & Distribution.
所有的减免必须得到总经理，预定主管以及销售及分销总监的批准。

Goals: To maximize room revenue.
目标：保证酒店利益最大化。

Steps步骤

The following procedures have been set up to enable an effective and efficient method of charging guaranteed reservations that no-show at the hotel.
有担保但是未到的预定的处理须遵循以下步骤

The reservation sales agent in the morning shift is to provide a no-show report on a daily basis.
每天早班的预定销售员打印no-show报表。

Reservations are to check each of the no-shows from the previous night, as well as the following, before calling the guest:
预定员检查前一晚的所有未到的预定，在给客人打电话之前，完成以下步骤：

· Check for any duplicate booking in PMS
  检查是否有重复预定
· Check for any spelling errors, registered guests or shared bookings
  检查是否有任何拼写错误，是否已经在店或者是shared的预定。
· Check all paperwork – TARS system, faxes, emails and group bookings, please ensure that there are no amendments or cancellations which the hotel has missed.
  检查所有的资料 – TARS 系统，传真，邮件或者团队预定，确保没有遗漏任何更改或者取消的要求。
· Identify the no-shows, which should be charged so that they can be discussed with DOSD, Reservation Supervisor and FOM.
  确认此预定未到是应该收取房费的，再跟销售总监，预定主管及前厅部经理讨论。
· For all no-show bookings in the case of pre-paid accommodation, the booking should be amended for the guest arrival the following day (generate a day use if original booking was for one night) and leave a trace for the reservation department for follow up. This is
· to prevent a guest who might arrive in the early morning not to have a booking available for check in.
  所有预付房费但是没有到的预定，将预定改在第二天（如果客人只住一晚，改为日用房），给预定部留trave，要求跟进。这样可以防止客人如果第二天早上入住却没有预定。
· All listed no-shows must be reported on the No-Show Reports.
  所有的预定未到都必须体现在报表里。
· The no-show report daily sheet is then sent to front office for further action.
  将报表发给前厅部跟进。
· The front office will open an account and charge the amount on a standard invoice format. The guest's credit card will be charged with the amount and settled on that invoice. The invoice would be settled in city ledger with all necessary back up or the prepaid references.
  前厅会新开一个账户，收取房费。刷取客人的信用卡冲平这笔房费。房账在挂账的账户里冲平，要求所有的资料齐全。

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Once the charges are done, ensure that the no-show report is completed on a daily basis, every no-show would be advised with the amount charged, payment method and invoice number recorded on the remarks field, and then forward to RSYeC Manager for follow up.

一旦收取房费，确认所有的报表必须在当日完成。在报表上注明收取的总房费，收取方式及编号，然后报告给预定部经理跟进。

Reservations are to keep a record on a monthly basis of the number of no-shows and total amount of lost/changed revenue.

预定部要按月统计当月预定未到数量及流失收入。

Reservations are to review with the Finance department any payment made through city ledger before closing the monthly summary report.

预定部与财务部在月度汇总报表完成前回顾付款情况以调整挂账

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