

	RESOURCE LIBRARY - RESERVATIONS Room Availability Overbooking	<i>CODE:</i> 03.01.065
		<i>EDITION:</i> 1
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Policy: Reservation Sales Agent must check availability before accepting or confirming a reservation to avoid overbooking in any category. If overbooking in future availability, must advise RSYeC Manager.

政策：预定销售员在确认预定之前必须检查房态，避免超额预定。如果有超额预定，必须告知预定部经理。

Goals: Ensure all guests' bookings are well arranged, while maximize room revenue.

目的：确认所有的预定都妥善安排，同时保证酒店利益的最大化。

Steps步骤:

- Use future availability function when taking a reservation, as availability changes continuously.
房态时时变化。在确认新的预定之前，必须检查房态。
- Once a room/villa type is overbooked, inform Reservation Supervisor at first time.
一旦某一种房型被超额预定，第一时间告知预定主管。
- As rate gaps between room types are big, free upgrade is not allowed.
酒店不同房型之间的差价很大，不允许免费升级客人。