

Bookings

Booking grid

From the FRONT DESK main menu click on the **Booking Grid** tab.



The booking grid provides a clear, graphical display of existing bookings, colour coded depending on their status.



New bookings can also be entered on this grid.

Mon 9 Oct	Tue 10 Oct	Wed 11 Oct	Thu 12 Oct	Fri 13 Oct	Sat 14 Oct	Sun 15 Oct	Mon 16 Oct	Tue 17 Oct	Wed 18 Oct	Thu 19 Oct	Fri 20 Oct
Charles Lightoller											
					Sheikh Ratt(inRoll...			Ernest Rutherford +1			
	Meedabad Bogeyman ...						Gordon Bennett +1				
		Joe Smith +1							Francis D...		
		Catherine Dillimore +2								Helen Clark +1	

Clicking on an existing booking will allow you to check out a guest or take you to a booking details page which can be edited. A new booking can be entered by simply clicking on an empty space on the grid.

To view a different time period you can click on the date in the top left hand corner and select from the calendar.

The **See Duty Motel** button (bottom right) will take you to the respective web site where you can view your motel's booking status online. This will be displayed as a split screen with your own bookings on top and **Holiday Guide** underneath (see [Web Updates](#))

Make a new booking

Once you have clicked on an empty part of the grid, you will be taken to a booking screen in which booking details can be entered or edited.

If it is a new booking and the customer has had a history with the motel then you can simply select their name from the **Client Account** search menu on the left. All the corresponding information will fill in automatically.

Client bookings Company Bookings

Client Account Search

- Q All
- Bob Smith
 - Gordon Bennett
 - Bill Fowler
 - Bill nBen
 - Joe Brown
 - Ezra Bruell
 - John De Innkeeper
 - Bitu Farahbod
 - Sharon Hayes
 - Mickey Mouse
 - Leonardo daVinci
 - Patrick Vallely
 - Benny Hill
 - Roger Rabbit
 - Doctor Who
 - JRRRR Tolkein
 - Edward J Smith
 - Bill Shakespeare
 - Mike Gerrand
 - Katy Butterworth
 - John Wayne
 - Clive Craymer
 - Helen Clark
 - Denny Baker
 - Grace Watling
- Make a New Client**

Room
 Min nights stay Room Rate Extra person Charge over guests Capacity

Guest

Guest Name Daily Needs Continental Full English Muesli
 Standard Trim
 Dominion Press

Street
 Suburb
 Town/Post Code
 Country
 Stats Report Region

Phone Mob
 Email
 Car Reg No.
 Discount Usual Room Rate
 Company ID
 Agent ID

Requirements (Booking Comment)
 Personal Information

Credit Card No.
 Credit Card No.

The Booking

No of nights To Thu 11 Jan 07 Source of Booking
 No of guests Room Rate Commission Item
 Bill To

If, however it is a new customer then click on the **Make a New Client** button at the base of this portal. All the data fields will now allow you to manually type in the data. This information will also be kept in the customer database for future bookings, correspondence etc.

Once all data has been entered then press the **Make Booking** button. Enter your initials in the following screen to record who made the booking.

Enter Operator Initials

Please enter your initials
 (These are registered against the booking for future reference)

Initials

Holiday Guide will then be updated automatically

Operation Complete

Holiday Guide web site has been updated with this booking.

You will then be taken to the Booking details screen.

From this screen you can change booking details to do with extra services or items. You can also change the booking status to 'confirmed', 'checked in' and 'checked out'. The actual dates, duration and room number can also be changed in the Change Bookings section in the bottom left. You can also split a bill between two bookings (Part Booking) and print an invoice preview for the customer (Pro Forma).

Booking Page Buttons

Confirm Booking

This will change the status of the booking to 'confirmed'. You will be presented with a pre-formatted confirmation letter which can be set up in the [Mailmerge setups](#), **Adv Options** in the Manager menu.

Check In

The check in button will change the booking status from '**confirmed**' to '**checked in**'. A checking in form will appear as it is usual for the guest to fill one out at this point.



Arrow Motel

24 Golf Road Tahunanui Nelson
 Ph: 03 546 4030 Fax: .
 Email: bill@arrowmotel.co.nz
 Web Site: http://www.arrowmotel.co.nz/

Check In Form

B10925

Client Name	Robert Smith	Car Reg	XX20202
Address	99 Orslow Road Auckland	Kingsland 1003	
Country	New Zealand	Email	patrick@kidbase.co.nz
Phone		Mobile	
Company	AppleCentre Waikato	Phone	
Credit Card			
Type	BankCard	Number	
		Expiry	June 2008
Booking			
Date in	Thursday, 23 Nov 2006		Date Out Saturday, 25 Nov
Room	8	Nights 2	No. of guests 1
Room Rate	\$102.00 +gst	How did you find us	
Client Ref		Breakfast	Continental Milk Trim Paper Dominio

Motel Policies

To all Customers: Rates and minimum booking periods apply to all reservations based on the deposit as per published tables.

Check-in is available from 2pm on the day of arrival. Check-out is 10am on the day of departure. Late check-in and/or check-out is by arrangement.

Cancellations and no-shows: Cancellations up to 30 days before the booked date incur no fee. The earlier the deposit is made, the better. The total amount for the booked accommodation must be paid. Special conditions apply to Group reservations. Reservations made for deposit in advance of the booking, the fee is non-refundable if cancelled after the agreed upon date.

Check-Out: Guests are to leave their rooms by 10am on the day of departure. All items must be removed from the room. The deposit will be made upon check-out. The deposit will be refunded to the guest's credit card if the deposit was made by credit card. The deposit will be made in cash if the deposit was made in cash. The deposit will be made in cash if the deposit was made in cash.

Changes: Reservations may be changed or cancelled up to 30 days before the booked date. Additional charges may apply. Reservations made for deposit in advance of the booking, the fee is non-refundable if cancelled after the agreed upon date.

Smoking: No smoking is permitted in any of our rooms. Smoking is permitted in our designated smoking areas only. Guests are responsible for the cost of any damage caused by smoking in our rooms. We reserve the right to charge additional fees for cleaning and repairs to our rooms.

Damage: All damages are the responsibility of the guest. The guest is responsible for the behavior of all persons under their supervision. Damages to our property and contents associated with inappropriate behavior resulting in loss of income to the motel will be charged to the guest.

On the receipt of accounts a deposit is payable on departure. We reserve the right to the general reservation of accounts.

Signature _____ Date _____

At this point the **accommodation charge** will be generated along with an **invoice no.** This allows you to print out the invoice in advance of the check out if you wish.

Items to Charge						
Date	Description	Price	Qty	Subtotal	Inv	
X 6 May 07	Accommodation - 20/10/2005 to 23/10/2005 (Rm2)	115.00	3	345.00	677	

Check Out

Check out will change the status again on the booking grid, and will then offer to print the invoice for the guest.

Arrow Motel
24 Golf Road Tahunanui
Nelson

AppleCentre Waikato
103 Tristram Street
Hamilton
Hamilton 2001
New Zealand

Tax Invoice
GST No.1123-258-789
Inv No.: 424
Date: 10 Jan 2007
Ref:
Booking ID : B10925

Description	Qty	Unit Cost	Total
Accommodation - 23/11/2006 to 25/11/2006 (Rm8)	2	102.00	204.00
Total			\$ 204.00
			\$25.50
			\$229.50

Payments Description	Type	Amount

Remittance Advice
Invoice can be paid directly to our bank.
Acct No.12 0123 001234

Guest: Robert Smith,
patrick@kidbase.co.nz
Inv Ref: 424
Balance Due \$ 229.50
Amount Paid

EFTPOS Cash Cheque Card

Print Check In Slip

This will simply print out the check in slip for the client (see above).

Move To Temp

Sometimes a situation may arise whereby the room becomes unavailable for the guest. By clicking the **Move To Temp** button the guest is assigned a (non existent) temp room, until another room is obtained. The guest's name will appear on the booking grid at the bottom under '**Bookings on hold**'.

Bookings on Hold **Robert Smith**

By clicking on his name you will be prompted to choose a new available room.

Booking

Make the changes to the booking and press the CONTINUE button to save them

New Room

Temp

13

16

3

5

8

801

804

Cancel Continue

Edit Room/Dates

To change the room or booking dates for a guest, click **Edit Room/Dates**. A screen will appear to make such changes. Pressing continue will update [Holiday Guide](#) as well as MotelMate.

Make the changes to the booking and press the CONTINUE button to save them

New Room **Date In** **Date Out**

11 Wed 10 Jan 2007 Wed 17 Jan 2007

Edit Client Name

In the event that a client's name has been misspelled or just needs to be changed, clicking on edit client name will take you to a screen on which such changes can be made.

Add a Billing item

To add any room extras to a guest's bill, click on this button and you will be presented with a list of your hotel items. Click on the **Add** button to add to the account.

Add a Charge to Leonardo daVinci
(Ref No B11009)



Item_Description		Price	
Bottle of heineken	Sundries	\$7.50	<input type="button" value="Add"/>
Bottle of Orange juice	Food	\$10.00	<input type="button" value="Add"/>
Coach to Te Puia	Trips	\$35.00	<input type="button" value="Add"/>
Continental Breakfast	Food	\$15.00	<input type="button" value="Add"/>
Cooked Breakfast	Food	\$25.00	<input type="button" value="Add"/>
Laundry - One Shirt	Sundries	\$10.00	<input type="button" value="Add"/>
Transfers	Travel	\$25.00	<input type="button" value="Add"/>

(These can be edited on the [Price List](#) in the **Adv Options** on the Manager Menu.)

Part Bill Booking

In the event of a long term booking it may be necessary to invoice in advance part of the booking. With the part bill booking button you can enter a date to split the billable duration. An invoice will be generated for that amount.

Please enter the date you wish to bill this booking up to.
(A new booking will be created for the remainder of the stay)

31/7/06

See Pro Forma

A Pro Forma invoice can be generated in advance of check out time as a courtesy for the guest.


Arrow Motel
 24 Golf Road Tahunanui
 Nelson

Close Window Print Invoice
 Send As Email

Pro Forma Invoice
 GST No.: 1123-258-789
 Booking No.: B10996
 Date: 28 Feb 2007

Grytipe Thynne
 1, Nelsons Column
 Trafalgar Square
 London EC1 1AA

Ref

Description	Qty	Unit Cost	Total
Accommodation Charge	7	105.00	735.00
Additional Guests Charge			
Phone Calls			
Total			735.00
GST			91.88
Grand Total			826.88

Payments

Remittance Advice
Arrow Motel
 24 Golf Road
 Tahunanui
 Nelson

Guest: Grytipe Thynne
 Booking Ref: B10996

Invoice can be paid directly to our bank;
 Acct No: 12 0123 001234

Balance Due: \$826.88
 Amount Paid:

EFTPOS Cash Cheque

Cancel Booking

When you cancel a booking the record will be deleted. A screen requesting your initials and (optional) reason will appear.

Cancel booking for Leonardo daVinci

Are you sure you want to CANCEL the booking for Leonardo daVinci now?

Reason (Optional)

Staff Ref (Initials)

Holiday Guide will be updated with this information also.