Coral Reef Inn & Suites

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Training Documents

**Reservation**

**For Making a New Reservation**

* Click on reservations.
* Right click on New Reservation.
* Set the arrival date and departure date.
* Select the room type. [Please see page no.1]
* Input how many guests it’s going to be inside the room. [*Note: Children over 10 years are also considered as an adult and counted as an adult.*]
* Select the suitable rate according to the situation. [*Note: For reservations from Expedia and Booking.com, we select ‘WE’ rate.*]
* Input Guest’s last name and first name accordingly.
* Also, don’t forget their contact information i.e. phone number, billing address, email address.
* Please select the pay type. We only accepted four types of card payment and cash. Payment on check is not accepted. [Note for their shortcut:

American Express🡪AE and it starts with number 3.

Visa🡪VI and it starts with number 4.

Master card🡪MC and it starts with number 5.

Discover🡪DS and it starts with number 6.

* Input the source of your reservation.
* Put your initials on the third column of the ‘sources’ row.
* Don’t forget to save the reservation and write down the confirmation number of the reservation.
* If guest ever asks you the confirmation letter of the reservation you’ve just made, press print confirmation and press email on the second tab.
* Notes:
* If the reservation you’re making is through a third party such as booking.com, Expedia, don’t forget to put their name and reservation ID number on ‘Company’ button🡪 company tag.
* If it’s a prepaid reservation from Expedia, please hide the rates. You’ll find that option in the top right corner of the reservation page.

**For Modifying a Reservation**

* Click on Reservations.
* Click on Modify/View Reservations.
* Plug in the last name of the guest.
* Click on the required folio.

**For Cancelling a Reservation**

* Click on Reservations.
* Click on Cancel a Reservation.
* Plug in the last name of the guest.
* Click on the required folio and hit ok with an efficient reason.

**For Posting an Advance Deposit**

* Click on Reservations.
* Click on Advance Deposit.
* Click on Post an advance Deposit.
* Search the guest name by their last name.
* Input the amount you want to post and hit ok.

**Check-in**

**For Checking-in a Walk-in Guest**

* Click on check-in.
* Click on check-in a walk-in.
* Confirm the availability of the room by clicking ‘f4’ in the system.
* If we have the room that customer is looking for, press ‘f3’ and plug in the room time. (Note: In case, we don’t have the type of room desired by the guest, please suggest other possibilities you can provide.)
* Pick one of the vacant rooms from that list.
* Assign it on the check-in page.
* Put their information in the system. (Last name, first name, how many people it would be inside the room)
* Select their departure date. (Let the rack rate ‘RA’ decides their rate for the day.)
* Plug in their address, phone number, and email address down.
* Ask them for their credit/debit card and plug it in ‘Pay Type’ box. (If it’s through cash, put CA in that box.)
* Source would be ‘WI’ and your initials on both other boxes.
* And don’t forget to save it.
* After that, print it out and escape from the check-in page.
* Click on check-in🡪Modify check-in🡪Open a folio🡪Plug in the room number you’ve just checked in🡪click on B🡪 click ok.
* Open the B folio of the room by clicking on check-in🡪modify check-in🡪 modify folio information.
* Plug in the room number and folio ‘b’. Go on pay type and put the card information to authorize the card for incidental deposit. It is $100 on weekdays and $250 on weekends per room. To do that go on pay type🡪plug in VI/MC/AE/DS and press tab and plug in $250/$100 🡪save 🡪 swipe the card and save.
* And save the whole folio at last.

**For Checking-in guest with phone reservation or the reservation made through us.**

It would be same type of check-in as like walk-in check-in. Just that, most of the information would have been already filled out. (Note: Don’t charge the guest card that’s on file without checking the card physically with his name.)

**For Checking-in guest with Booking.com**

* Click on check-in.
* Press ‘f3’ and plug in the room time.
* Pick one of the vacant rooms from that list.
* Assign it on the check-in page.
* Plug in their address, phone number, and email address down.
* Ask them for their credit/debit card and plug it in ‘Pay Type’ box. (If it’s through cash, put CA in that box.)
* Source would be ‘BO’ and your initials on both other boxes.
* And don’t forget to save it.
* After that, print it out and escape from the check-in page.
* Click on check-in🡪Modify check-in🡪Open a folio🡪Plug in the room number you’ve just checked in🡪click on B🡪 click ok.
* Open the B folio of the room by clicking on check-in🡪modify check-in🡪 modify folio information.
* Plug in the room number and folio ‘b’. Go on pay type and put the card information to authorize the card for incidental deposit. It is $100 on weekdays and $250 on weekends per room. To do that go on pay type🡪plug in VI/MC/AE/DS and press tab and plug in $250/$100 🡪save 🡪 swipe the card and save.
* And save the whole folio at last.
* **Note: If it’s a prepaid reservation from booking.com (which you’ll know when you open its page on booking.com’s website) please run the same card on file. To do so: click on pay type🡪click on tab🡪plug their stay total and save🡪escape the swiping part🡪click on use existing card🡪and transmit.**

**For Checking-in guest with expedia**

* Click on check-in.
* Press ‘f3’ and plug in the room time.
* Pick one of the vacant rooms from that list.
* Assign it on the check-in page.
* Plug in their address, phone number, and email address down.
* Ask them for their credit/debit card and plug it in ‘Pay Type’ box. (If it’s through cash, put CA in that box.)
* Source would be ‘EX’ and your initials on both other boxes.
* And don’t forget to save it.
* After that, print it out and escape from the check-in page.
* Click on check-in🡪Modify check-in🡪Open a folio🡪Plug in the room number you’ve just checked in🡪click on B🡪 click ok.
* Open the B folio of the room by clicking on check-in🡪modify check-in🡪 modify folio information.
* Plug in the room number and folio ‘b’. Go on pay type and put the card information to authorize the card for incidental deposit. It is $100 on weekdays and $250 on weekends per room. To do that go on pay type🡪plug in VI/MC/AE/DS and press tab and plug in $250/$100 🡪save 🡪 swipe the card and save.
* And save the whole folio at last.
* **Note: If it’s a prepaid reservation from Expedia (which you’ll know when you open its page on Expedia’s website) please run the same card on file. (It should be an American express card.) To do so: click on pay type🡪click on tab🡪plug their stay total and save🡪escape the swiping part🡪click on use existing card🡪and transmit.**

**For Transferring Guest from one room to another**

* Click on check-in.
* Click on modify a check-in.
* Click on room transfer.
* Input the room the guest is in to the room number that they want to transfer to.

**If the Guest wants to pay through cash:**

* Follow up the same process as in regular check-in.
* In pay type, insert ‘CA’ for cash. And save the folio.
* Then go to check-in🡪modify a check-in🡪modify folio information🡪 plug in the room number of the guest you’ve just checked in and press ok.
* Press f9🡪insert CA for chrg/payment🡪 plug in the amount you accept from guest (Never accept partial payments for the room. They have to pay the full amount of their stay at the time of check-in. In order to access guest’s room and tax, click on stay total located in uppermost right corner.)🡪and don’t forget to save the transaction.

**Check-out**

**For Checking out guest**

* Click on Check-out.
* Plug in the room number who wants to check out.
* Press Tab key and press Post
* Input guest’s room and tax amount and save it.
* Check them out.

**Case-1 (Where guest wants to pay cash at the time of check-out)**

* Click on credit card.
* Click on Undo and authorization.
* Plug in the room number and click on ok.
* Click on Check-out.
* Plug in the room number who wants to check out.
* Press Tab key and press Post.
* Select Pay type as ‘CA’ (cash).
* Input guest’s room and tax amount and save it.
* Check them out.

**Case-2 (Where guest wants to change the card at the time of check-out)**

* Plug in the room number and click on ok.
* Click on Check-out.
* Plug in the room number who wants to check out.
* Press Tab key and press Post.
* Input guest’s room and tax amount.
* Click on small box which says change credit card.
* Swipe the new card.
* Check them out.

**Miscellaneous**

**For finding out the older receipt/ emailing it to the guest**

* Go to Utilities.
* Click on Historical Folios.
* Plug in the stay date of the guest and hit OK.
* Click on search located in top left corner of the bar.
* Plug in the last name of the guest.
* Click on add search and hit OK.
* And among the list, find the one you’re searching for and click on that transaction.
* To send an email of the receipt, click on modify email tab located in the top right corner of the page.
* Plug in the email address and save.
* Click on folio send to.
* Click on email.

**For Viewing Rooms’ Status**

* Click on General report🡪room status🡪view rooms🡪select the required room you want to view and hit ok.

**For Cash Drop List**

* Click on General report🡪transaction report🡪Detail for a specific transaction type🡪plug in your shift🡪Plug in CA for transaction type and hit ok.

**For Viewing the Checkout due’s List**

* Click on General Report🡪Guest reports🡪Checkout Dues.