The report should contain a detail description of the actual system of a room reservation, i.e., how the job is done actually and try to identify all the activities which are carried out in reserving a room.

**Main ideas**

* Advanced booking
* a  [confirmation letter](https://setupmyhotel.com/formats/fo/115-reservation-confirmation-letter-for-hotels.html) to guests
* provide the specified room type to the guest and the guest must agree to pay all relevant [charges](https://setupmyhotel.com/homepage/hotel-management-glossary/charge.html).
* reservation team report to the [general manager](https://setupmyhotel.com/homepage/hotel-management-glossary/general-manager.html).

**Activities carried out in reserving a room:**

1. **Forecasting – forecast future revenue**
2. **Rate Floating -** hotel's rates availability on online and offline channels without any rate parity.
3. **Availability - t**o maintain the hotels available on all online and offline channels.
4. **Guest satisfaction -** The hotel can plan its activities and be prepared to receive guests. They are able to provide the necessary services and facilities like [security](https://setupmyhotel.com/homepage/hotel-management-glossary/security.html), transfers, preference of rooms to known guests, providing [complimentary](https://setupmyhotel.com/homepage/hotel-management-glossary/complimentary.html) and any particular service asked by the guest at the time of making the reservation.
5. **Scheduling of staff -** Hotel staff may be scheduled more accurately to [void](https://setupmyhotel.com/homepage/hotel-management-glossary/void.html) understaffing or overstaffing problems.

**Business description**

[Group reservations](https://setupmyhotel.com/homepage/hotel-management-glossary/group-reservations.html) - special [room rates](https://setupmyhotel.com/homepage/hotel-management-glossary/room-rate.html), services and/or [room types](https://setupmyhotel.com/homepage/hotel-management-glossary/guestroom-types.html) apply.

[Communication](https://setupmyhotel.com/homepage/hotel-management-glossary/group-reservations.html) with the hotel - connect with the hotel via a telephone, email, online, social media. The reservation request may be made in person, over a telephone, in a mail, though the internet, social media, mobile apps, instant messaging systems(WhatsApp, Facebook [Messenger](https://setupmyhotel.com/homepage/hotel-management-glossary/messenger.html)through [global distribution system](https://setupmyhotel.com/homepage/hotel-management-glossary/global-distribution-system.html) or through an inter sell agency.

How reservation works - Once a hotel is contacted by a guest about reserving space its staff must intelligently formulate the reservation request and complete a computerised reservation record in the hotel management software.

In formulating the reservation request, the three most important factors are

a) the expected date of [arrival](https://setupmyhotel.com/homepage/hotel-management-glossary/arrival.html) and [departure](https://setupmyhotel.com/homepage/hotel-management-glossary/departure.html)

b) the desired room type

c) the number of rooms needed.

Using this information, the hotel staff can search the room availability file via the designated arrival date. If the date is not closed the reservation agent proceeds by checking room type and the number of rooms available.

Along with this preliminary data, a reservation record will usually be judged complete when it includes the following information:

* [Guest’s Profile Data](https://setupmyhotel.com/train-my-hotel-staff/sales-and-marketing/515-guest-profiles.html).
* Arrival date and time and departure date.
* Room type requested.
* Type of bed(optional)
* Billing Instruction
* Any other Details or special remarks.

A reservation can either be accepted or denied or turned away based on the availability of rooms in the day(s) in question. An acceptance would lead the receptionist into the confirmation phase. If either the hotel or the guest wishes to alter or [cancel](https://setupmyhotel.com/homepage/hotel-management-glossary/cancellation.html) the reservation, this can be done only through a mutual agreement. If a guest fails to inform the hotel about their [cancellation](https://setupmyhotel.com/homepage/hotel-management-glossary/cancellation.html) the hotel property may decide to retain the advance deposit received from the guest earlier to [cover](https://setupmyhotel.com/homepage/hotel-management-glossary/cover.html) up for any [loss](https://setupmyhotel.com/homepage/hotel-management-glossary/loss.html) of accommodation revenue.

The confirmation establishes:

* A check on the entered reservation request data and satisfaction of the reservation request.
* An agreement of [room rates](https://setupmyhotel.com/homepage/hotel-management-glossary/room-rate.html).
* An agreement of method of payment.
* A statement of the hotel’s [cancellation](https://setupmyhotel.com/homepage/hotel-management-glossary/cancellation.html) procedure.

Once the reservation has been accepted and confirmed many changes to reservation record can occur prior to the guest’s arrival. Changes in the arrival or departure dates, number of rooms required, adding pickup details, reconfirmation. Any time a change in a reservation record is required, the reservation record must be pulled and updated according to the [guest request](https://setupmyhotel.com/homepage/hotel-management-glossary/guest-request.html) to keep the reservation-related data up to date.

**Occupany**

**OCC - Occupied:** A guest is currently [occupied](https://setupmyhotel.com/homepage/hotel-management-glossary/occupied.html) in the room

**CO - Check-Out:** The guest has settled his or her account, returned the [room keys](https://setupmyhotel.com/homepage/hotel-management-glossary/guest-room-key.html) and left the hotel.

**DND - Do Not Disturb:**The guest has requested not to be disturbed

**Cleaning in progress:**[Room attendant](https://setupmyhotel.com/homepage/hotel-management-glossary/chambermaid.html) is currently cleaning this room.

**LC - Late Check out:**The guest has requested and is being allowed to check out later than the normal/standard [departure](https://setupmyhotel.com/homepage/hotel-management-glossary/departure.html) time of the hotel.

**EC - Early Check-in:** Guest has requested for an Early Checking and is being allowed to [check-in](https://setupmyhotel.com/homepage/hotel-management-glossary/check-in.html) earlier than the normal/standard check-in time of the hotel.