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Managing Reservations

Guestroom Genie | 900 Circle 75 Parkway, Suite 900, Atlanta, GA 3006

Managing RESERVATIONS, A How-To Guide

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This Guestroom Genie How to guide offers viewers a look into how to quickly and easily manage their reservations. For more information on managing your reservations, their use cases, and Property Management Systems in general do not hesitate to get in touch with the GRG Team.

From the Dashboard, click the Reservation tab in the upper right-hand corner.

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Click on one of the bookings. This will take you to the reservation.

Graphical user interface, application, Teams

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This will take you to a summary of the reservation.

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The Payment section below will tell you what outstanding balances are left. You can also process a payment or refund by clicking the credit card icon.

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Below that is the History section. This gives you a history of everything that has happened with this booking to date.

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At the top of the right column is a group of Actions:

* Selecting Generate Invoice will create a PDF invoice for the booking.
* Check-In will confirm the guest’s arrival.
* Print Summary will print the information for the booking in a PDF format.
* Email guest will quickly take you to a form where you can compose an email to the guest.
* New Reservation will create a new booking with a copy of the current booking’s billing information.
* Cancel will delete the reservation.

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Below Actions, you’ll find the pricing section. This shows a nightly breakdown of the total chargeable amount. Any discounts applied can also be seen here.

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Clicking Manage Extras under the Extras section allows you to add, edit and delete additional items for your guest’s bill.

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Enter the Name and price of the extra to add it to your bill.

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If you select Back to the Reservation on the left side, you will see the extras added under the Pricing section. Total price will also be updated.

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Granting Wishes to Hoteliers