

### Adding Comment in Guest Reservation

**Step 1- Insert "PP" code in Specials**

**Step 2- Insert comment using below guideline**

**Agents Name/ Date/ Time**

**Issue:** Briefly explain the issue

**Investigation:** Were any other department contacted to assist in guest issue?

**Resolution:** What was offered as compensation, guest reply, and if whether or not satisfied?

### Late Checkouts

**Comp until 12 PM**

**12 PM- 3 PM**-Half of Daily Rate

**3 PM or Later**- Full Day's Rate

**Steps to complete:**

1. Issue new keys to guest.
2. Inform Housekeeping
3. Input Special Code "LCG" and departure time in opera.
4. Places Traces for day of departure.
5. Post Late Checkout Fee in Billing.

### Adding Specials Code

**ADA**- Disability  
**AJ**- Adjoining Rooms  
**ANN**- Anniversary  
**BGS**-Bags in Storage  
**CBGS**- Charged bags in Storage  
**BTB**- Back to Back  
**CONN**- Connecting Rooms  
**CRIB**- Baby Crib Needed  
**CU**- Complimentary Upgrade provided  
**ECG**- Early Check-In guaranteed  
**ECR**- Early Check-in requested (Based on Availability)  
**FEE**- Resort Fee Waived  
**FOAM**-Foam pillow requested  
**HB**- Happy Birthday  
**HF**- High Floor  
**HNM**- Honeymoon

### Adding Specials Code

**LA**- Late Arrival  
**LCG**- Late heckout guaranteed  
**LCR**- Late checkout requested  
**LF**- Low Floor  
**PET**- Traveling with pet  
**PKG**- Package received  
**PP**- Past of Potential Problem  
**PRE**- Pre-registration  
**QR**- Quiet Room  
**RLW**- Rollaway needed  
**RPT**- Repeat guest  
**SF**- Same Floor  
**STR**- Close to staircase  
**TXEX**- Tax Exempt Reservation/ Certificate Provided  
**UPG**- Upgrade guaranteed  
**UPR**- Upgrade requested based on Availabilities  
**WC**- Wheelchair



By Meryl  
[cheatography.com/meryl/](http://cheatography.com/meryl/)

Not published yet.  
 Last updated 14th April, 2017.  
 Page 1 of 1.

Sponsored by **CrosswordCheats.com**  
 Learn to solve cryptic crosswords!  
<http://crosswordcheats.com>