

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



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