

The Room Types Area

The middle of the room type plan shows you the number of available rooms in each individual room type for a given day:

Availability at a glance

PRDB	1	-3	14	13	20	20	20
SU	1	-2	1	1	1	1	1
PRTB	1	19	23	25	25	10	10
STTB	1	39	29	32	32	2	2
STDB	1	61	66	80	80	61	40
STTP	1	6	6	6	6	6	6
STSB	1	1	3	3	3	3	3

This greatly simplifies scheduling, especially in large hotels.

The Occupancy Area

The occupancy area contains a real-time view of occupancy, filtered by various criteria. For example, the second row from the bottom shows the percentage occupancy in different colours.

Keeping track

Total available	121	142	160	167	103	82
Allocations	0	0	0	0	0	10
Option	0	0	0	0	0	0
Provisional	0	0	0	0	0	0
Waiting list	1	1	0	0	0	0
Confirmed	68	47	29	22	86	107
Occupancy (perc.)	36	25	15	12	46	57
Physically available	120	141	160	167	103	72

Making Reservations for Several Rooms

Assume that a guest wants to reserve two standard rooms for himself and his son for three nights.

Check the Availability

First, check whether there are appropriate rooms available for the requested period of time. If that is the case you can begin the reservation process.

Then increase the default value of "1" in the first column in the Standard room type. To do this, click on the field and then use the small arrows to enter the number that you want, in this case "2":

Determine the number of rooms

PRTB	1	19
STTB	2	39
STDB	1	61

Next, navigate your cursor to the denounced arrival date in the row of this room type, press the left mouse key and drag the mouse to the denounced departure date:

Mouse-draw the reservation

PRDB	1	-3	14	13	20	20	20
SU	1	-2	1	1	1	1	1
PRTB	1	19	23	25	25	10	10
STTB	2	39	29	32	32	2	2
STDB	1	61	66	80	80	61	40
STTP	1	6	6	6	6	6	6
STSB	1	1	3	3	3	3	3

BY THE WAY: In order to delete the marking, simply click the button with the red cross in protel's tool bar.

Release the key, and protel shows the selected time period as a grey marking. Then, simply click [Enter].

PLEASE NOTE: In order to follow this tutorial from start to finish, set today's date as the first day of your reservation.

Entering Data for Reservations

Continue in the "Reservation" dialog shown here:

Entering the guest's name

This is where you enter the name of the guest you are reserving the rooms for.

Check the guest database

Once you exit the field, protel searches the guest database, tells you that no record was found for this guest and asks, if a new guest profile should be created:

Creating a new guest file

Click [Yes] to have protel set up a new guest profile. The new profile is then displayed so you can complete it.

Creating New Guest Profile and Entering Guest Data

The “Guest – New: ...” dialog – commonly called “guest file” - provides several tabs where you can enter all the information you need about the new guest:

Ensure the correct salutation

BY THE WAY: You can edit the guest profile at any time

On the "Address" tab (dialog opens here) the guest's last name was already transferred in the "Last name" field. - At this point, you could already finish this new guest profile by clicking [OK] and could then proceed to the reservation.

However, you want to at least enter the guest's first name.

Also select the correct form of address that will be used in all future correspondence such as invoices:

Click the button with the three dots behind the input field “Salut” to open the “Select Salutation” dialog. Choose a salutation by double-clicking one of the items as shown below:

Check-In and Allocating Rooms

Let's assume that today is the day! Your Guest has arrived with his son, and both would like to check into their rooms.

To assign the guests their rooms, you first click the "Check-in" button][CI] in the protel toolbar to open today's arrival list:

Who's arriving today?

R	Name	N...	#	RT	Adlt.	Depart...	Cu...	Price	Stat.	Gr...
	emira	0	? / 2 rooms	SU	1/0...	25/01/08	GBP	150.00	GTD CC	
	emira	0	?	PRDB	1/0...	25/01/08	C...	100.00	GTD CC	
	Pitt Paul Dr.	0	? / 2 rooms	PRTB	1/0...	27/01/08	GBP	100.00	GTD CC	
	Rushton Nick ...	0	? / 3 rooms	STTB	1/0...	26/01/08	GBP	100.00	GTD CC	
	Shaker Fadel Mr	13	?	PRDB	1/0...	25/01/08	GBP	100.00	GTD CC	
VI	Shaker Fadel Mr	13	324	PRDB	1/0...	25/01/08	GBP	100.00	GTD CC	
	Siemens Nixd...	0	? / 10 rooms	PRDB	1/0...	25/01/08	GBP	100.00	GTD CC	
	Siemens Roma	21	? / 10 rooms	PRDB	1/0...	25/01/08	GBP	120.00	GTD CC	
	Siemens Roma	21	? / 2 rooms	PRTB	1/0...	25/01/08	GBP	120.00	GTD CC	

This list also contains your guest's reservation for the two rooms! Double-click the entry to open the Room Allocation dialog:

Which rooms are suitable?

#	/	RT	Status	Adlt.	Name
? / 2 rooms		PRTB		1/0...	Pitt Paul Dr.

#	Group	RT	Status	Feature
218	0	PRTB	Dirty	MEDIUM...
228	0	PRTB	Dirty	MEDIUM...
233	0	PRTB	checked	COT,NEA...
310	0	PRTB	checked	MEDIUM...
311	0	PRTB	checked	FRONT ...
318	0	PRTB	checked	COT,ZIP,I...
328	0	PRTB	checked	MEDIUM...
402	0	PRTB	checked	FRONT J...
404	0	PRTB	Dirty	MEDIUM...
407	0	PRTB	checked	MEDIUM...
409	n	PRTB	checked	COT ZIP I

Your reservation is on the left while all the rooms that are still available during the reserved time period are on the right.

Of course, you only want to allocate rooms that have already been checked. After all, your guests are waiting and want to go up to their rooms immediately. That's why you click the table header once to sort the rooms by status and then select two checked rooms by holding down the Control key and then clicking two rooms.

<	#	Group	RT.	St...	/	Feature	>
	311	0	PRTB	checked		FRONT ,...	
	318	0	PRTB	checked		COT,ZIP,I...	
	328	0	PRTB	checked		MEDIUM,...	
	402	0	PRTB	checked		FRONT ,I...	
	407	0	PRTB	checked		MEDIUM,...	
	409	0	PRTB	checked		COT,ZIP,I...	
	410	0	PRTB	checked		MEDIUM,...	
	411	0	PRTB	checked		FRONT ,I...	
	418	0	PRTB	checked		MEDIUM,I...	
	420	0	PRTB	checked		MEDIUM,...	
	424	0	PRTB	checked		IRON MF	

If you click [OK] now, the system assigns the rooms, the window closes and you return to today's arrival list, which no longer contains your guest's reservation.

To close this dialog, simply click [OK].

Our guests have now checked in, and, while they are having a hopefully pleasant stay at our hotel, we have a lot of other things to do in the Front Office.

Partings and Reunions

We hope this tutorial helped you to get to know protel in a practical way. On our website you'll find more interesting instructions for the beginner and the advanced user.

Join us in one of the other tutorials to learn how to make a group reservation in protel, among many other things.

We look forward to receiving your comments. Fee free to send any praise and criticism to documentation@protel-net.com.

For more tutorials, go to
www.protel-net.com

Comments welcome!