RESERVATIONS

It is the activity of booking the room in advance for a guest on his request for future, may be a few days to months in advance. A reservation is a bilateral contact between the hotel and the guest according to which the hotel must provide a specific type of room to a guest and guest should bear all relevant charges.

RESERVATION FORM

<table>
<thead>
<tr>
<th>NAME</th>
<th>NUMBER OF PERSONS</th>
<th>DATE</th>
<th>ARRIVAL</th>
<th>FLT. NO</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS/COMPANY</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TYPE OF ACCOMMODATION</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BOOKED BY</td>
<td></td>
<td>DEPARTURE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ADDRESS</td>
<td></td>
<td>DATE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DATE OF BOOKING</td>
<td></td>
<td>TIME</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LETTER/TEL/TELEX/NO.</td>
<td></td>
<td>PHONE NO.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PHONE</td>
<td>PERSONAL</td>
<td>CONFIRMED</td>
<td>W.L.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DEPOSIT RECD : CASH</td>
<td>CHEQUE NO.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SPL. REMARKS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BILLING INSTRUCTIONS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>INITIAL (Reservation Assistant)</td>
<td>No. R. (J)</td>
<td>ARRIVAL</td>
<td>G.R. NO. (Optional)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

FEATURES OF RESERVATION

- Advance reservations are orders that are received by a hotel and are good guidelines to the front office manager of the expected business and revenue for the future.
- As per the “law of contract” the hotel is bound to provide accommodation to a guest with reservation on his arrival and the guest has to pay for the same.
- If the guest wants to cancel the contract the hotel can claim compensation in the form of “retention charges” from the guest for not honoring the contract.
• If the hotel is not in a position to accommodate the guest with reservation, it is the legal moral responsibility of the hotel to provide accommodation in the hotel of same standard and if the hotel fails to do so, the guest may claim compensation.

FUNCTIONS OF RESERVATION SECTION

The main function of the reservation section of the hotel is to help the hotel in generating revenue from future and prospective room sales. The reservation sections’ function is to receive the reservation request from the prospective guest, check availability of rooms, to process the request and either to accept, wait list it or deny it, communicating it and then recording it.

Hence the secondary function also arises i.e. receiving the request made by prospective guest for cancellation and for amendments (of their original booking), processing them, communicating them and then recording them. One of the important functions of reservation department is to ensure 100% or near 100% occupancy for future.

IMPORTANT OF RESERVATION

For Hotel
• Reservation is very important for hotel as it gives the hotel time to plan the activity and action for a guest who would arrive to hotel, hotel can look for a right room which matches the requirement of the guest, which must be suitable according to guest need. Necessary arrangements like cleaning of room, special arrangements like flowers, slippers etc can be done in advance.
• Hotel can forecast future revenue that would be generated and can take necessary action for improvement as well so as to maximize revenue.
• Hotel can schedule their staff needs more accurately to avoid any chaos due to inadequate staff availability at time.
• Provides customers for other department. Approximately 70% of total room revenue comes from reservation. Thus, it shows the importance of reservation.

For Guest
• When a guest books the room in advance he/she is sure that when he/she will reach the hotel, there would be no disappointment of not finding a room available at the hotel. Assurance of accommodation is always there.
• Choice in the type of accommodation.
MODES OF RESERVATION

The process of making a reservation or hotel booking begins with the enquiry from prospective guest who contact the hotel to ask for brochure or to ask specific questions about the price and availability of rooms for the period they are interested in. Such requests are an important opportunity to give a good first impression of the hotel; a prompt, positive, and courteous response will assure prospective guests that they will receive good services if they book in this hotel.

HOW DO ENQUIRES COME IN:

- **IN PERSONS** - People may come in off the streets as walk-ins and may enquire about the offers of the hotel as they are travelling unexpectedly without making advance reservation. A local person may also drop in, since it is convenient to do so to make a booking on behalf of someone, for e.g. a friend who is located out of town, or a tour group of conference. The advantage of this type of enquiry system is that both the hotel and the guest gather information and get their questions answered in real time and written confirmation of the details can also be prepared and handed over on the spot.

- **IN WRITING** - A written request for booking or booking form from a hotel brochure. Written enquires are useful for the hotel, as they set out clearly the details of the guest’s requirements and other necessary information. These can be used to confirm booking made by telephone, so that both parties have written evidence of what was discussed and agreed.

- **HANDLING ENQUIRES** - The advantage of email and fax is that they can be used to send and receive booking and confirmation almost instantly from any part of the world to another.
• **BY TELEPHONE** - It is a fast, convenient and cost effective way of making reservation enquiry. It involves interaction between guest and hotel and exchange information in real time. It is generally used to make last minute booking. The disadvantage of it is that it does not get any detail of conversation in black and white.

• **ONLINE** - Now days, guest and travel agencies gather information about hotel, its rate, room, availability into the websites of individual hotel, centralized booking sites. Booking can be made online and creating an electronic confirmation as well without any human interaction. This can be extremely cost effective for a hotel with the relevant system set up. Now days nearly all the hotels offer online booking.

![Types of Reservation](image)

**Tentative/Provisional booking.** This is when a request from prospective guest is received for some future day arrival and the hotel blocks the room for this guest provisionally in the hotel records such as charts and diaries and racks or computer and sends a letter of offer to the prospective guest. The offer has a cut off date by which the guest should send his confirmation which may be in the form of a letter, guarantee by company, credit card or deposit etc.) and whichever the hotel may require. Once the confirmation from the guest is received by the hotel till the cut off date the hotel makes the tentative booking into confirmed booking otherwise the tentative booking is cancelled and the records updated.

**Confirmed booking.** It is usually when the prospective guest does not send any guarantee but simply confirm through a letter. In such cases the hotel holds the reservations upto 6.00 p.m. only on the day of arrival of the prospective guest and release the accommodation after that time and may sell it to a walk-in or a waiting guest, and in case the guest who has made the reservation arrives after 6.00 p.m. the hotel is not bound to provide him accommodation. The hotel informs the guest about this system through its offer letter.

**Airlines guarantee.** In this case the airlines management takes the responsibility of payment of the accommodation booked by them for their passengers, and crew and in case of their no show. Although this situation rarely arise.
Waitlisted Reservation. A reservation is waitlisted when the requested category of the room is not available on the requested date. The waitlisted reservation has to be confirmed when a hotel receive any cancellation for a room of same category.

Guaranteed Reservation. Guaranteed Reservation assured that hotel will hold a room for the guest until checkout time of the day following the guests schedule arrival date. The guest in turn guarantees to pay for room, even if it is not used, unless the reservation is cancelled according to hotel cancellation procedure. Guaranteed reservation protects the hotels revenue even in case of no show. There are various ways in which booking can be guaranteed.

- **Pre Payment** - The guest pay for the full room charges in advance whether direct to the hotel by cheque or credit card at the time of booking or to a travel agent.
- **Advance/ Partial prepayment** - A hotel might typically ask for a deposit of one night for each room reserved so that the room can be hold all night in the event of late arrival or no show without losing revenue. This deposit will be credited to the guest account if they turn up for their stay. If a guest booking is cancelled within an acceptable cancellation period then the deposit would be fully returned to guest.
- **Credit Card** - Major credit card companies have developed systems to ensure that participating lodging properties receive payment for no shows through credit card guarantee reservation.

In this case a prospective guest makes a booking and gives the hotel his credit card number. The hotel confirms from the credit card company and then blocks the room for the prospective guest. Of course the concerned hotel must also be a member of the same credit card company. In case of the ‘No Show’ of the guest the hotel will make the charge to the guests credit card number and the credit card company will bill the card holder.

**Company or corporate guarantee.** In this case a corporation, company or embassy etc. who makes a booking for their executives guests, and visitors etc. in the hotel hold the responsibility of paying the retention charges to the hotel in case of No show of the guest for whom the booking has been made by them.

- **Non Guaranteed reservation** - Insures that the hotel agrees to hold a room for the guest until a stated reservation cancellation hour (Usually 6 p.m.) on the day of arrival.
It is common for hotels planning on full occupancy or nearing full occupancy to accept only guaranteed reservation once a specified number of expected arrivals are achieved.

**LAYOUT FURNITURE & EQUIPMENTS OF RESERVATION SECTION (NON AUTOMATED/AUTOMATED SYSTEM)**

- This section should be situated behind the reception counter (in the back office). There should be direct access of reception staff to this area through a door.
- The large hotel hierarchy of reservation section should be-
  
  Reservation Manager/Revenue Manager ↔ Reservation Supervisor ↔ Reservation Assistant.

- This section should be equipped with:
  
  a. An office for reservation manager
  b. Status board for knowing room status or computers
  c. Filing racks, cabinets for storing reference material
  d. Telephone, fax machines, scanners, printers etc.

**MANUAL SYSTEM OF RESERVATION**

**Room Status Board/Perpetual Year Planner/Stop and Go Board**

As the name suggests, this chart shows the rooms booking position for one year on continuous basis. The status are shown under three categories: sold out, on request and free sales by three different coloured plastic discs. Sold out means no rooms are available for booking for that period. On request means rooms can be blocked subject to cancellation and the guest is given this status of wait list. Free sales means that the rooms are freely available for booking. The bookings keep coming. The free sale status changes to on request and further to sold out and with the cancellation the status changes from sold out to on request and further to free sales.

**Advance Letting Chart / Conventional Booking Chart.**

This chart is commonly known as ALC and is also called as Conventional Booking Chart or Room Letting Chart. This is an old system and is used only by small hotels and also those which don’t have computerized systems. The system uses charts on monthly basis. Since there are maximum of 31 days in a month, the chart has 31 vertical columns which indicates dates and on the horizontal columns the room numbers are mentioned. The number of horizontal columns will depend on the number of rooms in the hotel like single, double, etc. Feature furnishing details and other highlights can be mentioned along with the room number in abbreviations such as ‘SR’ for Single Room, ‘DR’ for Double Room, ‘SP’ for facing swimming pool and ‘AF’ for Antique Furniture, etc. Blocking, cancellation and amendment entries are generally made by pencil on the chart, so that the chart does not become messy by frequent usage and maintain records effectively. An efficient staff team is required to avoid problems. On receiving the request of booking from the prospective guest which include the type of room and period for which the booking is required, the reservationist checks up the position from the chart and then blocks the room on the chart with the help of a pencil by drawing a line from the concerned dates against the room numbers.
All housekeeping status such as out of order rooms, rooms under maintenance, etc. for that period are also recorded on the chart so as to avoid booking of such rooms.

**ADVANTAGES**
* It is visual reference of future expected business of hotel.
* It is useful for small hotel where the guest’s length of stay is long.

**DISADVANTAGES**
* It is not easy to find out number of rooms booked/ available by looking at glance in case of large transit hotel.
* It is difficult to show overbooking.

**Density Control Chart**
For large hotels not operated on automatic system and hotels with short stay of guest, a better system than advance letting chart is Density Chart which is used as a part of reservation system. This chart is designed on the principle that each reservation reduces the availability of the rooms and each cancellation increases the availability.

Here all the rooms of the same type are grouped together irrespective of their location in the building and are put on one chart. For example, if the hotel has 200 single rooms, then all will be shown on one chart and similarly the other category rooms will be shown on another chart.

Like conventional booking chart 31 vertical columns are made for dates. The first vertical column on the left side of the chart does not indicate specific room numbers but shows the number of rooms of a particular type of the hotel and are written in descending order. This chart does not book individual rooms but books the rooms of a specific type.

**ADVANTAGES**
* No specific room is allotted to the guest prior to his arrival, the available room is given at the time of check in.
* It is easier to work on this chart.

**DISADVANTAGES**
* This chart works well where all rooms are of a particular type and have same physical facilities.

**SYSTEM OF RESERVATION**
1. Cardex system (Non automatic)
2. Card system (Non automatic)
3. Diary system (Non automatic)
4. Whitney system (semi automatic)
5. Computer Reservation system (automatic system)
6. Central Reservation system (fully automatic system)
7. Instant reservation system (fully automatic system)
**Diary System of Reservation (Non automatic)**

This system of reservation is most suited to small hotels where the average stay of a guest is long.

As the name suggests, the system consists of a bound book called Booking Diary or Hotel Diary. Each page of this diary represents one day. Hence it has 365/366 pages for a year. All the necessary information that is received from the prospective guest and recorded on reservation form is transferred to the diary. The Booking Diary records the reservations that have been received into their date of arrival. Since the diary is generally for one year, the pages are marked from 1st January to 31st December of the year.

For a small hotel one page for each day may be sufficient, while in case of a large hotel for seasonal period where the volume of reservations is high one page may not be sufficient, individual loose leaf may be used. Some hotels, in addition to reservations, also record all walk-ins that come to hotel, so that a complete detailed record for the period is always available. Cancellations are done by drawing a straight horizontal line. Later when expected arrival list is prepared one day before the arrival of the guests, all special requests such as late arrival, car at the airport and room facing swimming pool, etc. are recorded.

**Advantages of Diary System**

It is useful for small and resort hotels. All the reservation records are available in one consolidated book, and chances of loosing the records are very less and hence it is safe. The book is easy to store.

**Disadvantages of Diary System**

Since the diary is bulky, its movement for reference from reservation section to front desk is difficult. Only one person can work on the diary at one time. At a glance the diary will not be able to tell about the status of the guest. Diary can be maintained in date and time sequence only and it is not possible to arrange it in alphabetical order, and quick reference of a reservation request alphabetically is not possible. Cancellations and amendment also create problem and disturb the sequence of the diary.
**HOTEL XYZ - BOOKING DIARY**

<table>
<thead>
<tr>
<th>S. No</th>
<th>Date of Booking</th>
<th>Name of the Guest</th>
<th>No. of Persons</th>
<th>Address &amp; Tel. of the Guest</th>
<th>Expected time of Arrival</th>
<th>Type and No of Rooms</th>
<th>Room Rate &amp; Plan</th>
<th>Date of Departure</th>
<th>Booked by Tel No. Add.</th>
<th>Billing Instructions</th>
<th>Remarks</th>
<th>Signature of Clerk</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>10.2.02</td>
<td>Mr. J.</td>
<td>1</td>
<td></td>
<td>8.00 AM</td>
<td>Single</td>
<td>EP 800/-</td>
<td>12.40 PM</td>
<td>TCI</td>
<td>Bill to TCI</td>
<td>Late</td>
<td>Arrival</td>
</tr>
<tr>
<td>2</td>
<td>15.2.02</td>
<td>Mr. &amp; Mrs. A</td>
<td>2</td>
<td></td>
<td>10.00 AM</td>
<td>Double</td>
<td>AP 1500/-</td>
<td>16.40 PM</td>
<td>Direct</td>
<td>APC All payments cash</td>
<td>Facing</td>
<td>S. Pool</td>
</tr>
<tr>
<td>3</td>
<td>18.2.02</td>
<td>Mr. &amp; Mrs. S</td>
<td>2</td>
<td></td>
<td>1.00 PM</td>
<td>Double</td>
<td>MAP 1400/-</td>
<td>21.40 PM</td>
<td>Direct SITA</td>
<td>Quiet Room</td>
<td>Quiet</td>
<td>Room</td>
</tr>
<tr>
<td>4</td>
<td>19.3.02</td>
<td>Mr. B</td>
<td>1</td>
<td></td>
<td>2.00 PM</td>
<td>Single</td>
<td>EP 700/-</td>
<td>21.40 PM</td>
<td>Caltex India</td>
<td>Car at Airport</td>
<td>Car</td>
<td>Airport</td>
</tr>
</tbody>
</table>

**Cardex system of Reservation. (Non automatic system)**

The cardex system of reservation is also one of the manual systems of reservation. This system is still used in some of the small and medium size hotels in world. Cardex system comprises of a very compact equipment to store reservation data in hotel. The basic concept of this is like a library cardex system. The system consists of a rack which are readily available in various sizes in market. If not available suiting to the requirements of a particular establishment then the same can be easily fabricated as per the required specifications of the Hotel.

These racks consists of 12 drawers (one for one month) and each drawer has 31 cardex sheets which can be arranged overlapping each other with a transparent plastic sheet seperating each. The sheets are arranged in such a way that the bottom part of each sheet showing the date and day is visible for the entire month of one year. In this respect all reservation requests with in the lead period of one year shall be entered in the cardex sheet as per the date of arrival.
SEMI AUTOMATIC RESERVATION SYSTEM
(USED BY SMALL & AVERAGE HOTELS)

- **WHITNEY SYSTEM**
  It was produced by “whitney duplicating and check company” of New York from which it took its name.

- **PROCEDURE**
  Whitney reservation racks are arranged on the wall in the reservation room. Generally thirty-one racks are used for the current month. Each Whitney rack is for one particular date. For the next eleven months eleven racks are used and one rack is used for the following year.
  
  As soon as request comes for booking the Shannon is typed in duplicate. One goes to the rack of the corresponding date and the copy is attached to reservation form and kept either in correspondence file or Rotary rack. The Whitney rack for the next day goes to the front desk arrival section before closing of the department after checking with reservation form. In this way the rack moves ahead each day.

- **COLOUR CODE**
  To indicate and identify the status of the guest at a glance, hotels may use their own different colour shannon. For example, white slips for FIT’s, blue slips for travel agent booking, pink for airline booking and yellow for group booking, and so on.

  **Computer System (Fully automatic system)**. This is a fully automatic system and in most of the countries all over the world hotels are using the system not only for reservation activities but for complete room division operation and management. The main reason is that the system is a very efficient and time saving and at the same time it is a very effective system. Hotels which operate on computer usually are fully dependent on the system, as there is very little paperwork, very little filing as well as the system is time saver. Initially to install, the system is expensive but later on since it saves on man power, time and stationery etc. it proves to be quite economical.

  Since reservation section plays a very important role in the revenue generation of the hotel, hence a lot of efforts and work has been done in the field of computerization of booking of rooms area, and as a result of this various computerization centre of various hotel chains have been established such as HOLIDEX, OMAHA and MARSHA belong to Holiday Inns, Best western international and Mariott hotels chains respectively. Apart from these some more popular reservation and front office systems such as fidelio, Amadeus, Galileo, Sabre etc. have been developed and are being successfully used by these chains; although some of these systems were basically developed to serve travel and tour sector.

  Usually the same information regarding the guest is used more then once by the same department and also by various departments of the hotel and sometimes it is transformed in some way so that it becomes a part of another report in the effective front office operations and management. In a fully
automatic systems it is possible to take advantage of these constant references to the same sets of data by means of a technique called integrated data processing. In this the attempt is made to record each piece of data once, to record it correctly, and then to utilize it in that same form in every possible way to elicit information for the planning and control purpose of the operation.

In computer reservation system the computer is so linked that the guest history module becomes available when a request from the prospective guest is received. This would help the reservation assistant to decide to accept or refuse the reservation in the expectation of a more profitable business because the history card would reveal his past record of booking and materialization pattern.

The managers obtain information from computer each day about the room status (i.e. the availability). Through computer the manager may find out what is going to be the effect of cancellation, no shows, early departure, overstays and roll ons.

Central Reservation System (CRS) (Fully automatic system)

Also known as central reservation office, (CRO), it is generally used by chains. The concept of central reservation office is simple. A chain of hotel which has a CRO system has reservation office in different cities although they may have no unit operating in that city. All the units of the chain are inter-linked with CRO/CRS of the chain. The units allocate a particular percentage of the total number of rooms to CRO/CRS. It becomes the responsibility of CRO/CRS to book these rooms for the hotel. For providing this service, the units give a particular percentage of commission to CRO/CRS. Over a period of time a close watch on the performance of CRO/CRS is kept. If the CRO is not able to book the allocated number of rooms then the unit can withdraw rooms from CRO and also if the CRO is able to book more rooms than allocated to them, more rooms can be given to CRO for booking. If any such changes in the allocated number of rooms are made, both the parties must very clearly understand this so as to avoid any double booking. CRO can also be an independent organization unattached to any chain or hotel company. This type of CRO offers a greater range of hotels over a wide area. This gives each member a wider market of prospective customers. The biggest example of one such CRO is Omaha (Western International). How big and wide is the scope depends upon the number of hotels participating in it. CRO of a is usually located in flagship hotel of the chain. CRO is very useful for those units of the chain which normally are not doing well on their own.

EXAMPLES OF CRS

1. Opera
2. MARSHA
3. Taj Central Reservation System
4. Leading Hotels of the World
5. Utell
6. Best Western Hotels
7. Welcomnet
8. Holiday Inn Worldwide
INTER SELL AGENCY RESERVATION

It is a system in which booking of more than one product are handled at the same time. This is also called as “one call does it all” approach.

A reservation system that handles reservation for many products such as airlines, car rentals and hotels etc.

*Instant Reservation (IR) (Fully automatic system)*

It is generally an independent division of the chain of hotels and situated in one of its units. While the reservation department of that unit of the chain takes reservation for that unit only, IR takes booking for all the units of the chain, except that particular unit where IR office is located.

Reservations in IR office are taken down in triplicate copies. The first copy is kept in the book and the next two are sent to telex room. Each reservation is noted down in a large register under the name of the particular hotel. But before taking down the reservation, first the room status is to be checked with the concerned unit. If rooms are freely available, free sales is to be marked on the reservation. For “on request” status, R/Q is marked and this reservation can’t be confirmed. Similarly, reservation forms are marked with code words in case of “amendments” and “cancellations”.

**GROUP RESERVATION**

These days, hotels get a large percentage of business from groups. A hotel usually divides its reservation business into two categories—(i) Individuals and (ii) Groups.

A group, as the name suggests, is a number of people travelling together and booking a number of rooms in advance. Group bookings constitute a great responsibility on the hotel and needs a great deal of planning and organization.

Normally a hotel gets group business from travel agents, tour operators, housing or convention bureaus, meeting planners, embassies and other business organizations. The group coordinator keeps in touch with them to make sure that they send their group to the hotel.

Travel agents and tour operators plan the group movement very much in advance. Usually sales manager or reservation manager is contacted by the travel agent and is requested to set aside an agreed number of rooms called ‘Block’ for group members, and as request from individual members come, they are reserved from the ‘Block’ and the process is called ‘Block Booking’. Collect as much information as possible from the booking source about the group. Write that down on a ‘Bulk Reservation Form’ or ‘Group Booking Form’.

The group is given a code number. Since the groups are normally accommodated on modified American Plan, it is important to get the meals break up of the group in advance so as to arrange the number of meals and plan of the venue for food service for the group.

**AIRLINES RESERVATION**

May offer package reservation to their customers or may also need to arrange accommodation at hotels near to airport for passengers whose flight are cancelled or delayed.

**DIRECT RESERVATION (FIT RESERVATION)**

A reservation request which is directly from an individual to book a room in a hotel.
Cancellations
It is for certain that some percentage of cancellation will be there in hotels having a large number of reservations. Hotels must communicate the cancellation policy to the prospective guest, particularly when the advance deposit has been received from the guest, to avoid any legal problem.

Generally hotels located downtown do not charge any retention charges from guests who intimate about their cancellation 24 hours in advance of their date of arrival directly to the hotel or 48 hours in advance if they intimate to central reservation officer.

In resort hotels the request of cancellation should be made by the prospective guest 15 days to 3 days before the date of arrival during high season and low season, respectively, so that retention charges should not be charged.

Cancellations effected beyond the time limits prescribed above may entitle a hotel to levy retention charges on room rates only as under:
1. For hotels located in towns other than resort places—one day’s charge.
2. For resort hotels:
   During high season—
   - for cancellation made under 10 days, but more than 7 days notice—one day’s charges as retention charges
   - between 7 days and 48 hours—2 days
   - less than 48 hrs—3 days
   During low season—
   - one day’s charge provided that where a hotel has covered itself by demanding to deposit in advance from the guest against confirmed reservation, the retention charges shall be restricted to the charges mentioned above. Excess deposit (over and above cancellation charges) is refunded back.

AMENDMENTS
In certain cases the guest may change his original booking programme and inform the same to the hotel with a request to make amendments in hotel records. Sometimes it may be in number or type of rooms. The reservation dept first confirm from the record that whether the amendment request can be accepted. If possible then necessary changes are made in record and same communicated in all other departments.
OVERBOOKING

It is an act of booking more rooms than actually available by the hotel. This is a situation which arises not due to an error but is a deliberate act by the reservation section of the hotel to maintain 100% or as near to it as possible the room sale, because if there are reservations, there are certainly going to be some cancellations and no shows. So to avoid loss of revenue and to meet the financial obligation a certain percentage of overbooking is done.

*Overbooking Considerations*
- Source
- Professions of the prospective guest (doctors, businessmen)
- Purpose of visit.
- Guest profile (groups, airlines, retired and elderly people, school teachers, delegates, honeymoon couples)
- Sales history of previous period.
- Date of booking and date of arrival gap period.
- No show and cancellation factors for past.
- Period of business (lean or full).
- OVER STAYS AND COMPLETE ARRIVALS SHALL CREATE PROBLEM.
- KEEP IN TOUCH WITH OTHER HOTELS FOR REFERRAL.
- FIX CUT-OFF TIME
CONVENTIONAL BOOKING CHART

- **MAR’ 2002**
  - (a) MR ‘A’ booked from 1st to 4th
  - (b) MR/S ‘B’ booked from 13th to 24th
  - (c) MR/S ‘C’ booked from 3rd to 13th
  - (d) MR ‘D’ booked from 5th to 12th
  - (e) MR/S ‘E’ booked from 18th to 21st

**Symbol Used**
- SS – Single Suite
- DS – Double Suite
- SR – Single Room
- DR – Double Room