

Execu/Suite Groups General Procedures

1. If this group will be Direct Billed, the customer needs to be set up in the Direct Bill program first. Go to Direct Bill > Customer Processing to set up the customer.
2. To set up the group, go to Reservations Menu > Reservations Operations > Enter/ Change Group.
3. Setting up a new group:
 - A. For a new group, enter the code when prompted. Press <Enter> or click OK. If the guests' room and tax charges should post to the group master folio rather than to each guest's folio, check "Apply master folio to reservations".
 - B. If you do not already have a master folio for this group, check "Create master folio automatically."
 - C. Enter the group name and other information as appropriate.
 - D. Enter a valid payment code in the Type Payment field if this group's reservations are considered "guaranteed". If this field is blank, the guests will have non-guaranteed reservations. Also, if you wish to do a one-button group check-in, you need to enter a valid payment code. You cannot enter a credit number for the group. If you need to validate a credit card, you may do so in the master folio or in a guest reservation.
 - E. Enter the arrival date for the first guest arriving.
 - F. Enter the cut-off date. This is the date on which rooms will be released from the block if not picked up by reservations.
 - G. When you've finished entering the group information, click "Block Rooms".
 - a. To block room types, on the Room Block screen, enter each room type to block and number of rooms of each type for each date.
 - b. To block rooms, on the Room Block screen, enter each room type to block. Do not enter the number or rooms. Instead, click the "Soft Block" button. This will take you to the Tape Chart (Availability screen). On the grid, click the spaces for each room for each date you wish to set aside the rooms. They will turn yellow. To unblock a soft-blocked room, click it again and it will release the block and will turn white.
 - c. You will either block rooms by type or you will soft block rooms. You will not do both.
 - d. Blocking rooms does not reserve them; it merely sets them aside for the group. You will need to make reservations.
4. Making Group Reservations:
 - A. Click the Reservation icon and then select "New Reservation" from the Guest Selection screen. The Reservation screen will open. In the Group Code field, enter the code for the group you set up. A temporary window will open showing the number of rooms blocked for each type for each date. If you blocked room types, enter one of the blocked room types. You may enter the room numbers at this time or at a later time, prior to check-in. If you soft blocked rooms, you **MUST** select one of the soft-blocked rooms. To do this, click the look-up icon (magnifying glass) beside the room number field. Select one of the soft-blocked rooms for this group. Soft blocked rooms will be yellow on the grid.
 - B. Continue the reservation.
 - c. When you are at "guarantee code", you may validate a credit card by clicking the "validate card" button. If you "make another reservation like this" (See 4D), the credit card validation will carry through to each reservation. If you do not wish the credit card's validation to apply to each reservation, leave this blank and come back to it later.
 - D. When prompted, "Make another reservation like this?" answer Yes. When asked if this reservation is for the same guest name, answer No. Continue with the reservation as before. Continue following this process until all reservations for this group have been entered. If you don't have all of the names, enter those you have and enter subsequent reservations as they come in, making sure to insert the group code.



- E. If you are applying the group's reservations to a master folio, (see above 3b) you will see that master folio number on each reservation. For any guests paying their own room and tax charges, remove the master folio number from those reservations.
- 5. Checking in:
 - A. Go to Check in. At the check-in menu, select Check in Group with Reservation to do a one-button group check-in. Each reservation for the group must have the group code, a valid guarantee code (payment type), a room number, and the current arrival date (the date on which you check them in) for a one-button check-in.
 - B. If guests are arriving individually, select Yes to check in the guest's reservation from the check-in menu.
- 6. To look up an existing group, enter the group code or click "Look up" and then enter part of the group name when prompted. When prompted for arrival date, you don't need to enter the arrival date unless you wish. Select the group and make any changes necessary. If you change the group's arrival date, you'll be asked if you wish to move the group's reservations to the new date. If you change something such as a master folio number, rate, etc., click the "Update Reservations" button for all of the existing reservations for this group to change.
- 7. You can print Reservation Status Reports > Reservations by group.
- 8. You can print Guest Deposits Reports or Reservation Status Reports > Deposits required but not received.
- 9. On or before the cut-off date you should print the Group Cut-off Report. This report shows the number of rooms blocked and the number of rooms picked up by reservations as well as the number of rooms not picked up. On the cut-off date, the rooms not picked up will be released from the block and will be returned to inventory.
- 10. On the date the group is to arrive, print the Group Arrival Report. This will show each guest expected to arrive with the group. After the group has been checked in, reprint the Group Arrival Report to see if the group has a reservation not yet checked in.
- 11. When using Execu/Tech's Catering & Event Management software, you can set up your event from the Group Setup screen.

