Manual

PMS – Group Reservation User Guide
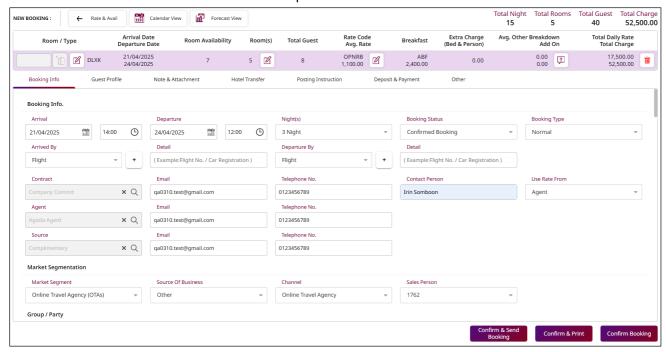
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1. Overview

This guide covers the steps for creating and assigning group reservations in the PMS system. Users can manage reservations for multiple rooms under one group code, assign rooms, apply contract rates, and manage guest details efficiently.

2. Create Group Reservation

Available under **Group & Block > Make Reservation**, this function allows users to create a reservation for multiple rooms under a single group code, including arrival/departure dates, room selection, contract company, and guest profile details.

To perform the task:

1. Click **Group & Block > Make Reservation**
2. Enter arrival and departure dates, then click Check to view room availability
3. Click **Room** button next to room type to add rooms
4. Use + or - to adjust room quantity, then click **Confirm**
5. Click **Add To Cart & Continue** to proceed to booking info
6. Click Search icon in Contract box to select contract company
7. Select Rate Code, enter Room Rate, and select Breakfast Code
8. Enter Group Code and Group Name
9. Go to Guest Profile tab and enter guest information
10. Click **Confirm or Confirm & Print** to complete the reservation

Note: Ensure contract company and rate codes are correctly selected to reflect accurate pricing.

3. Assign Group Reservation Rooms

Available under **Group & Block > Group Information**, this function allows users to assign specific rooms to a group reservation and configure charge transfers to a Room Master.

To perform the task:

1. Click **Group & Block > Group Information**
2. Select the group code to open reservation details
3. Check room type and click **Duplicate** to separate room assignments by nights
4. Click **Confirm** to apply duplication
5. Click **Room No.** icon to select specific room for each reservation
6. Use search box to find and assign room, then click Select and Go
7. Check Room Master to transfer charges to the main room
8. Click **Save** to confirm assignments

Note: Always verify room assignment and charge transfer before saving to prevent incorrect billing.