

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

NEW BOOKING :										Total Night	Total Rooms	Total Guest	Total Charge
<div> <div>← Rate & Avail</div> <div>Calendar View</div> <div>Forecast View</div> </div>										15	5	40	52,500.00
Room / Type	Arrival Date	Departure Date	Room Availability	Room(s)	Total Guest	Rate Code	Avg. Rate	Breakfast	Extra Charge (Bed & Person)	Avg. Other Breakdown Add On	Total Daily Rate	Total Charge	
DLXX	21/04/2025	24/04/2025	7	5	8	OPNRB	1,100.00	ABF	2,400.00	0.00	17,500.00	52,500.00	

Booking Info

Guest Profile

Note & Attachment

Hotel Transfer

Posting Instruction

Deposit & Payment

Other

Booking Info.

Arrival

21/04/2025

14:00

Departure

24/04/2025

12:00

Nights(s)

3 Night

Booking Status

Confirmed Booking

Booking Type

Normal

Arrived By

Flight

Detail

(Example:Flight No. / Car Registration)

Departure By

Flight

Detail

(Example:Flight No. / Car Registration)

Contract

Company Commit

Email

qa0310.test@gmail.com

Telephone No.

0123456789

Contact Person

Irin Somboon

Use Rate From

Agent

Agent

Agoda Agent

Email

qa0310.test@gmail.com

Telephone No.

0123456789

Source

Complimentary

Email

qa0310.test@gmail.com

Telephone No.

0123456789

Market Segmentation

Market Segment

Online Travel Agency (OTAs)

Source Of Business

Other

Channel

Online Travel Agency

Sales Person

1762

Group / Party

Confirm & Send Booking

Confirm & Print

Confirm Booking

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.