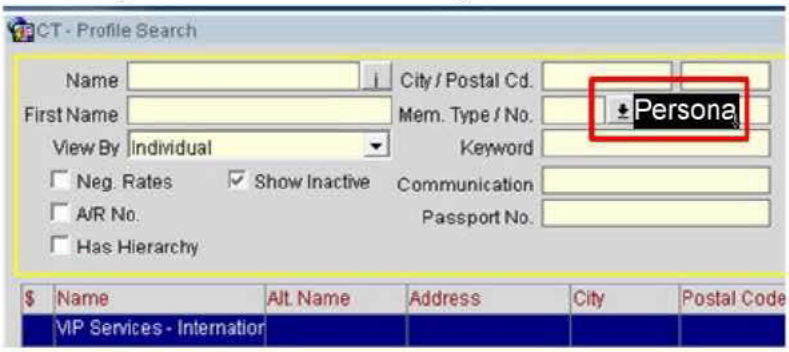
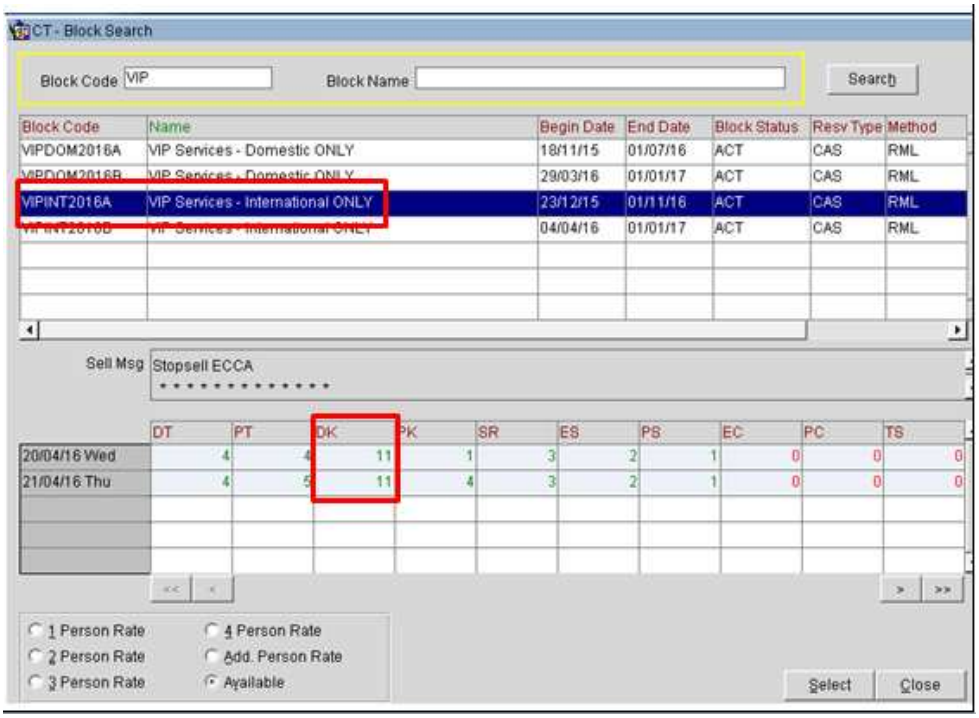
VIPS_HOTEL_001

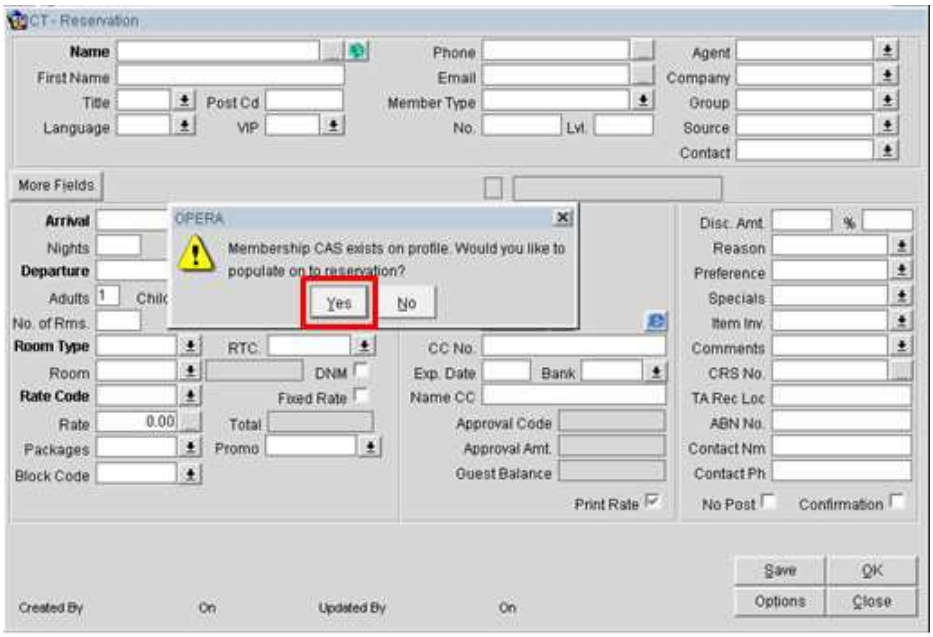
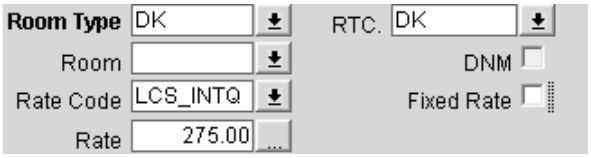
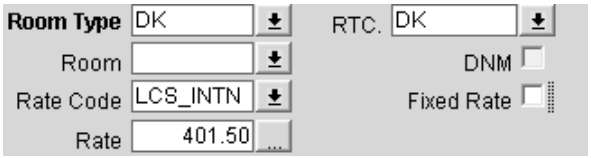
How to make a gaming reservation

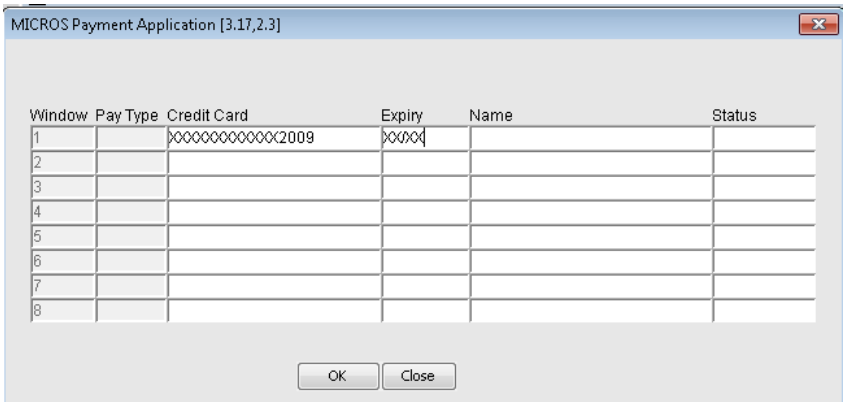
Developed by:	**Laichi Wong – VIP Services Supervisors**	**Issued Date:**	**28/04/16**
Last updated by:	**Laichi Wong**	**Date:**	**May 2021**
Approved by:		**Date:**	
Next Review:	**VIP Services Supervisors**	**Date:**	**Nov 2021**

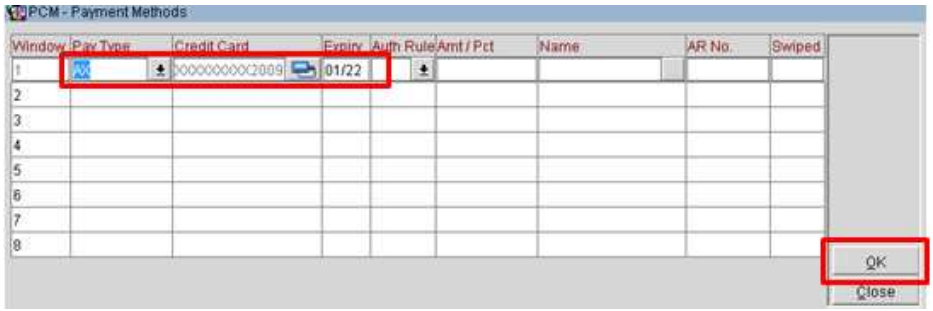
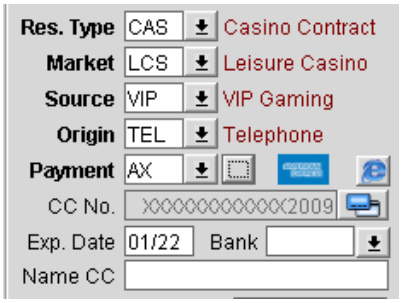
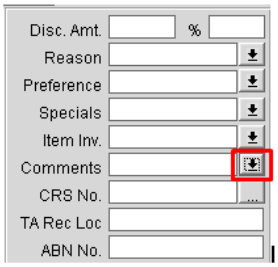
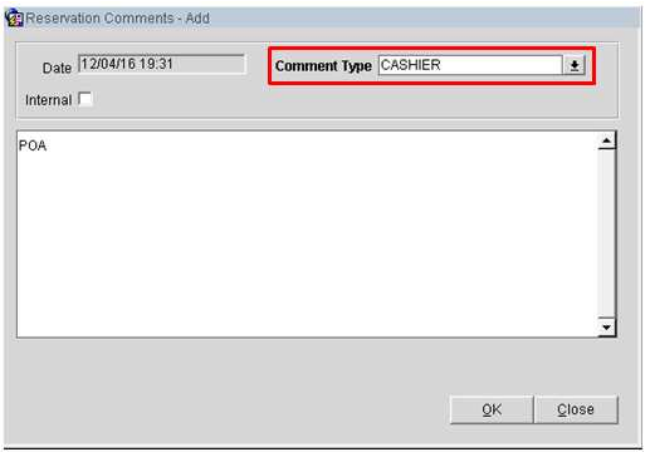
Procedure:	
1. SCOPE	This document is to be used by all VIP Services Coordinators when making a gaming hotel reservation
2. OBJECTIVES	The purpose of this procedure is to ensure all gaming reservations are made correctly and in a consistent manner
3. SPECIFIC DEFINITIONS	N/A
4. RECORDS	N/A
5. RESPONSIBILITIES OF PERSONNEL	**MANAGERIAL** It is the responsibility of the Manager to ensure that the standards are maintained. **SUPERVISORY** It is the responsibility of the Supervisors to train staff in this procedure to ensure the standards are maintained. **EMPLOYEES** It is the responsibility of the employees to maintain the correct procedure when making a gaming hotel reservation.
6. APPLICABLE DOCUMENTS	No applicable documents required for this document

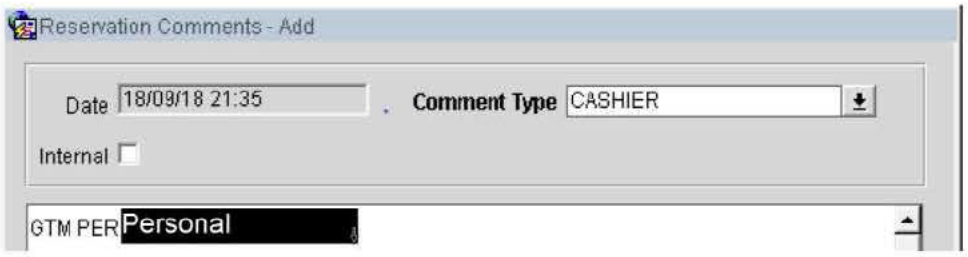
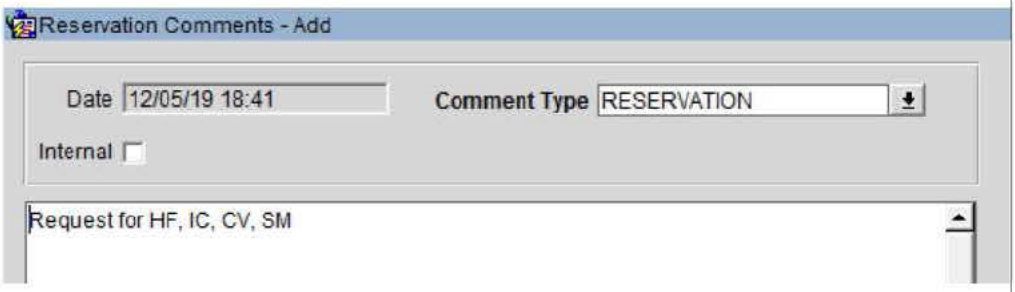
Process	
Step 1	In the 'New reservation' screen ('F5' + 'Enter'), enter the requested date.
Step 2	Enter the Patron Membership Number Cross-check the name is correct. If the membership number does not appear please search / create guest profile and attach 8 digits membership number. Otherwise put '%' as a wildcard search, which will search for any profiles 'containing' those numbers e.g. 
Step 3	Enter the block name 'BLACKTG/BLACKGM – V Black TG Rewards Block or V Black GM Rewards Blok 'VIP' – VIP Services – Domestic ONLY OR VIP Services – International ONLY 'SLOTS' – VIP Slots International & Program **Note**. Platinum members' hotel bookings are made from house availabilities for 3 hotels, do not need to attach any gaming block. However, once booking made, VPLATCOMP block does need to be attached to the final booking.

Step 4	The 'Block Search' screen will appear, this screen shows how many rooms / room types are left in the block. If the requested room is available in the block, continue by double clicking on the requested room type. If there are no rooms available in the block, check house availability (F7), gaming reservations can be made above the allotment on weekdays only (Sunday – Thursday at Crown Towers / every day in Crown Metropol and Crown Promenade, except special event period). Otherwise please obtain approval from supervisors on shift. 

Step 5	The below screen will pop up, click 'Yes' to populate the membership number on to reservation. 
Step 6	Adjust the gaming rate according to the request, e.g. **INT Qualified rate**  **INT Non-Qualified rate**  **BLACK MEMBER** – RBLAC or BLACCOMP NOTE: Should RPLAT Rate (20% off BAR) lower than RBLAC rate, we are able to offer the lower rate to requestor **PLAT MEMBER** – RPLAT (**MUST TICK FIXED RATE FOR RPLAT)** - this ensures rate is fixed at the time of booking) or PLAT or PLATCOMP **NOTE:** Please compare the rate between RPLATE (20% off Daily Rate) and PLAT (Fixed Rate) to select the lower rate to quote to Plat member **NOTE:** For all gaming reservations, always ensure Fixed Rate is un-ticked (except PLAT booking).

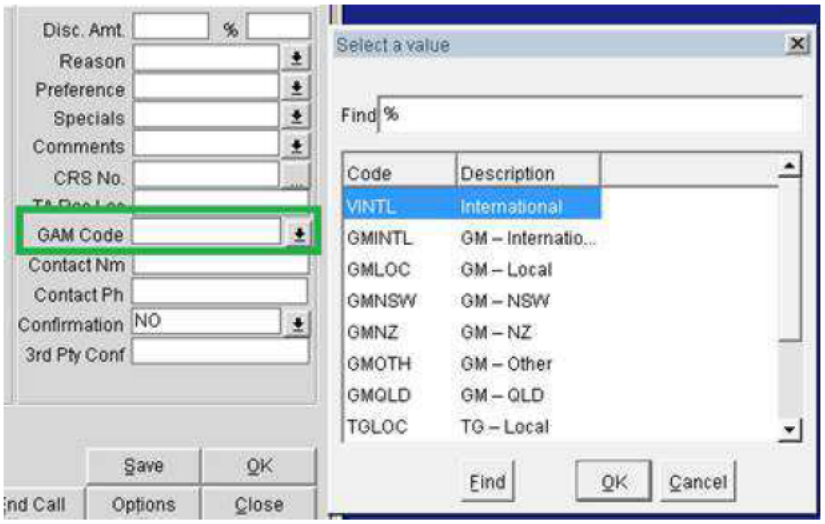
Step 7	Input the correct Res. Type / Market / Source / Origin / Payment as example below
Step 7a **POA booking for Local member**	Credit card details will be required when it is for Platinum and Black POA reservation, unless Host is happy to guarantee the reservation for no show and late cancellation. Click ellipse button to enter credit card details Then click button to input the credit card number and expiry date Input the **credit card number** and **expiry date** (no need to put Name and Status), then click OK Opera will conduct a credit card check and show in the Status field whether the card is **Valid** or **Failed**. **If Failed –** re-type the card details **If Valid** – the card details will populate in the reservation screen 

	Once the valid credit card is entered, the number will be appeared in the booking. Then click OK  
Step 8	Update the Cashier comments as 'POA' 'RM TO VCH POI' (for BLACK comp night reservation) 'RM TO VIPS POI AS PER XXX'  

Step 9	If a reservation is authorized to be guaranteed by Mahogany update Cashier comments to "GTM as per (FULL NAME) #(STAFF ID)". please change "Payment" section to "GTM"  Update the Reservation comments when guests have special request such as: High floor (HF), Interconnecting room (IC), City view (CV), Smoking (SM), Nonsmoking (NS) 

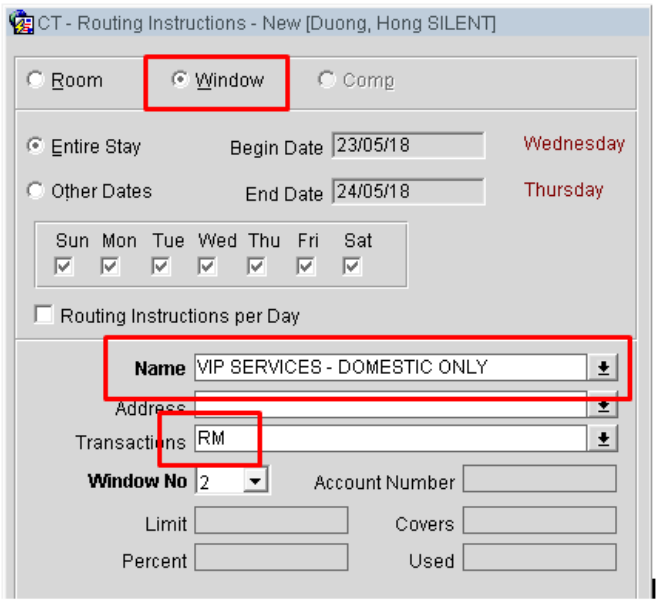
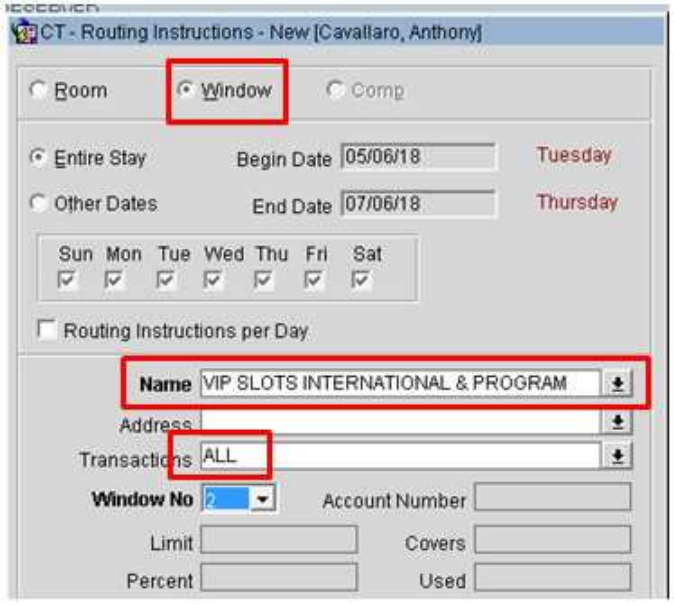
Step 10

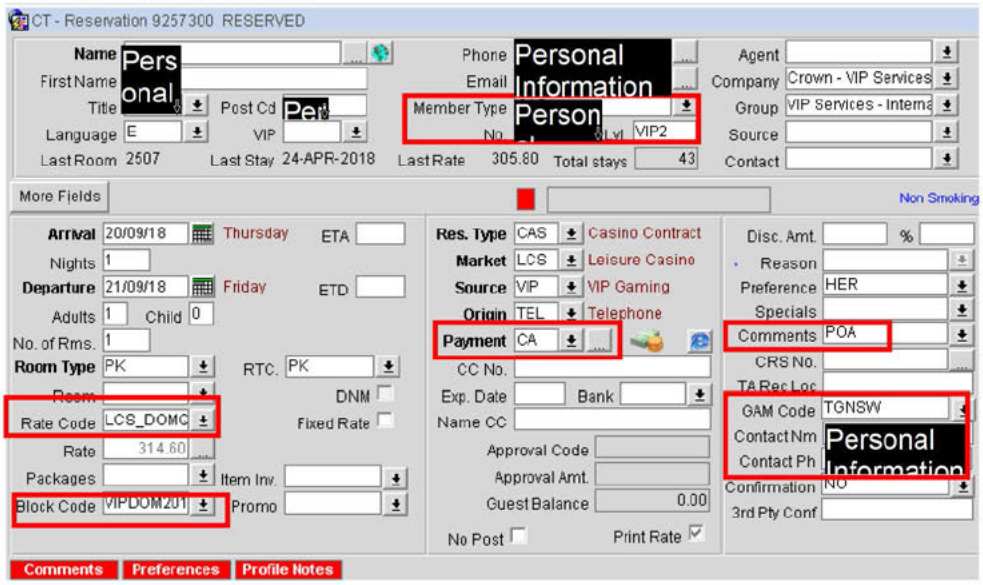
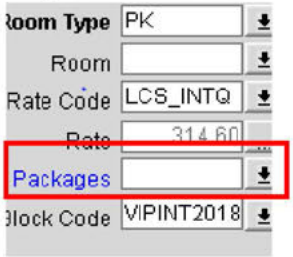
Update GAM code at the time of booking to assist hotel settle gaming open folioS

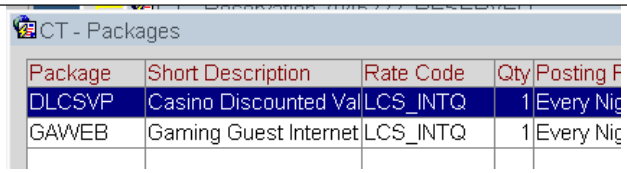


Full list of GAM code from drop down menu as below:

GAM Code	Description
VINTL	International
GMINTL	GM – International
GMLOC	GM – Local
GMNSW	GM – NSW
GMNZ	GM – NZ
GMOTH	GM – Other
GMQLD	GM – QLD
TGLOC	TG – Local
TGOTH	TG – Other
TGNSW	TG – NSW
TGNZ	TG – NZ
TGQLD	TG – QLD

Step 11	Please ensure **ROUTING** is setup for bookings where any cost items will be picked up by hosts or marketing sales (e.g. 1 NIGHT RM TO VIPS POI or ALL TO SLOTS) Click 'Options' and choose 'Routing' 1 NIGHT RM TO VIPS POI  ALL TO SLOTS 

Step 12	Update the Contact Name and Contact Phone Number, using the following format • First Name, First Initial Please do not shorten the names, i.e Matt for Matthew or Sam for Samantha etc. Please take note it is not important or relevant to enter your name on this field.
Step 13	Click 'Save' to finalize the reservation, confirmation number will pop up. Forward automatic confirmation letter as applicable (PLAT / BLACK patrons) Please refer to the SOP - How to Send a Confirmation Letter Final look of a general gaming reservation should be as below, information must be inputted correctly in high-lighted area -  **Notes –** If Packages is Highlighted in BLUE (See below) this means there are inclusions attached to the particular rate code. To expand on this, click the drop down arrow on the right. 



In this example, this means that Discounted Valet parking is available to the guest, and also complimentary internet in the room.