

VIPS_HOTEL_001



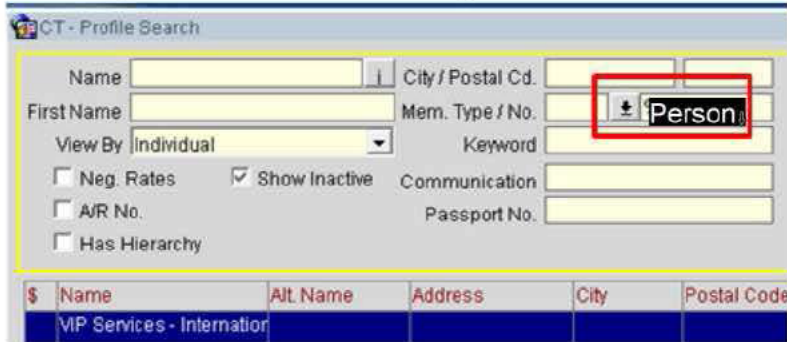
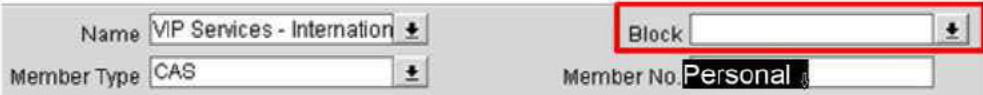


How to make a gaming reservation

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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	<p>MANAGERIAL It is the responsibility of the Manager to ensure that the standards are maintained.</p> <p>SUPERVISORY It is the responsibility of the Supervisors to train staff in this procedure to ensure the standards are maintained.</p> <p>EMPLOYEES It is the responsibility of the employees to maintain the correct procedure when making a gaming hotel reservation.</p>
6. APPLICABLE DOCUMENTS	No applicable documents required for this document

Process	
Step 1	<p>In the 'New reservation' screen ('F5' + 'Enter'), enter the requested date.</p> 
Step 2	<p>Enter the Patron Membership Number</p>  <p>Cross-check the name is correct. If the membership number does not appear please search / create guest profile and attach 8 digits membership number.</p> <p>Otherwise put '%' as a wildcard search, which will search for any profiles 'containing' those numbers e.g.</p> 
Step 3	<p>Enter the block name</p>  <p>'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</p> <p>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.</p>

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.

CT- Block Search

Block Code: VIP Block Name: Search

Block Code	Name	Begin Date	End Date	Block Status	Resv Type	Method
VIPDOM2018A	VIP Services - Domestic ONLY	18/11/15	01/07/16	ACT	CAS	RML
VIPDOM2018B	VIP Services - Domestic ONLY	29/03/16	01/01/17	ACT	CAS	RML
VIPINT2018A	VIP Services - International ONLY	23/12/15	01/11/16	ACT	CAS	RML
VIPINT2018B	VIP Services - International ONLY	04/04/16	01/01/17	ACT	CAS	RML

Sell Msg: Stopsell ECCA

	DT	PT	DK	PK	SR	ES	PS	EC	PC	TS
20/04/16 Wed	4	4	11		1	3	2	1	0	0
21/04/16 Thu	4	5	11		4	3	2	1	0	0

1 Person Rate 4 Person Rate
 2 Person Rate Add. Person Rate
 3 Person Rate Available

Select Close

Step 5

The below screen will pop up, click 'Yes' to populate the membership number on to reservation.

The screenshot shows the OPERA reservation system interface. A dialog box titled "OPERA" is displayed in the center, asking "Membership CAS exists on profile. Would you like to populate on to reservation?". The "Yes" button is highlighted with a red box. The background shows various reservation fields like Name, Arrival, Departure, Room Type, and Rate Code.

Step 6

Adjust the gaming rate according to the request, e.g.

INT Qualified rate

Room Type	DK	RTC.	DK
Room		DNM	<input type="checkbox"/>
Rate Code	LCS_INTQ	Fixed Rate	<input type="checkbox"/>
Rate	275.00		

INT Non-Qualified rate

Room Type	DK	RTC.	DK
Room		DNM	<input type="checkbox"/>
Rate Code	LCS_INTN	Fixed Rate	<input type="checkbox"/>
Rate	401.50		

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

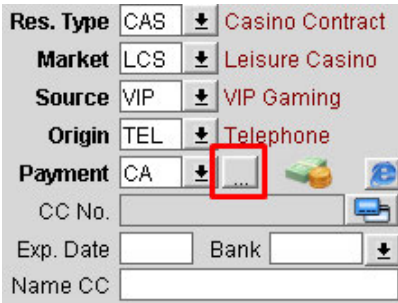
Input the correct Res. Type / Market / Source / Origin / Payment as example below





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

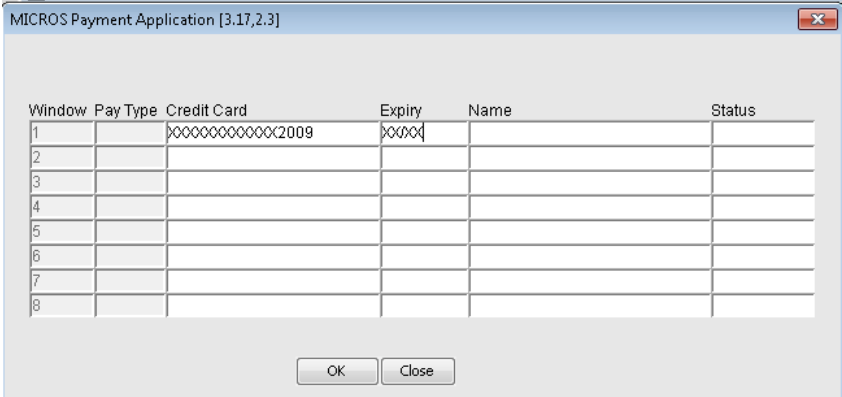


Input the **credit card number** and **expiry date** (no need to put Name and Status), then click OK

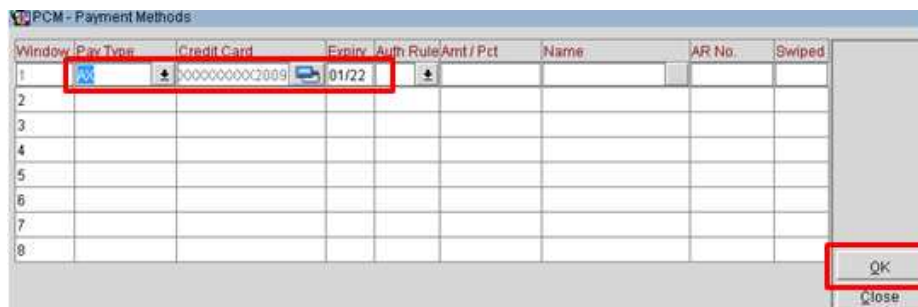
Opera will conduct a credit card check and show in the Status field whether the card is **Valid** or **Failed**.

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



Res. Type CAS Casino Contract
Market LCS Leisure Casino
Source VIP VIP Gaming
Origin TEL Telephone
Payment AX
 CC No. XXXXXXXXXXXXXXX2009
 Exp. Date 01/22 Bank
 Name CC

Step 8

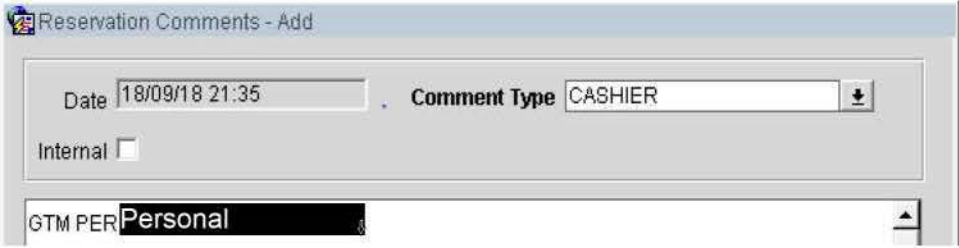
Update the Cashier comments as
 'POA'
 'RM TO VCH POI' (for BLACK comp night reservation)
 'RM TO VIPS POI AS PER XXX'

Disc. Amt. %
 Reason
 Preference
 Specials
 Item Inv.
 Comments
 CRS No.
 TA Rec Loc
 ABN No.



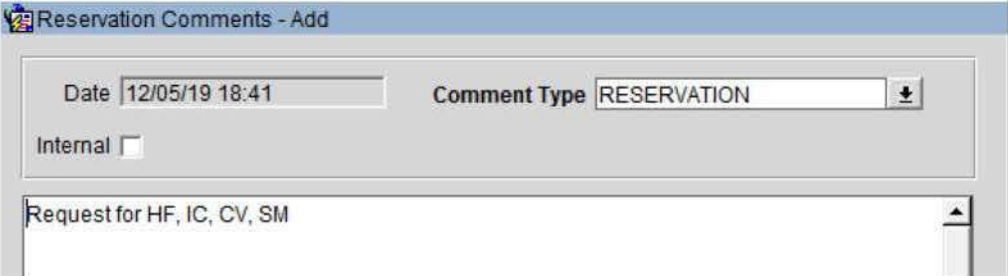
If a reservation is authorized to be guaranteed by Mahogany update Cashier comments to "GTM as per (FULL NAME) #(STAFF ID)". please change "Payment" section to "GTM"

Market LCS ▾ Leisure Casino
Source VIP ▾ VIP Gaming
Origin TEL ▾ Telephone
Payment GTM ▾ Guarantee - (


 Reservation Comments - Add
 Date 18/09/18 21:35 . Comment Type CASHIER ▾
 Internal
 GTM PER Personal

Update the Reservation comments when guests have special request such as:

High floor (HF), Interconnecting room (IC), City view (CV), Smoking (SM), Nonsmoking (NS)


 Reservation Comments - Add
 Date 12/05/19 18:41 . Comment Type RESERVATION ▾
 Internal
 Request for HF, IC, CV, SM

Step 9

Step 10

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

The screenshot shows a software interface with a 'GAM Code' dropdown menu highlighted in green. A 'Select a value' dialog box is open, displaying a list of GAM codes and their descriptions. The 'VINTL' code is selected in the list.

Code	Description
VINTL	International
GMINTL	GM – Internatio...
GMLOC	GM – Local
GMNSW	GM – NSW
GMNZ	GM – NZ
GMOTH	GM – Other
GMQLD	GM – QLD
TGLOC	TG – Local

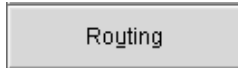
Full list of GAM code from drop down menu as below:

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

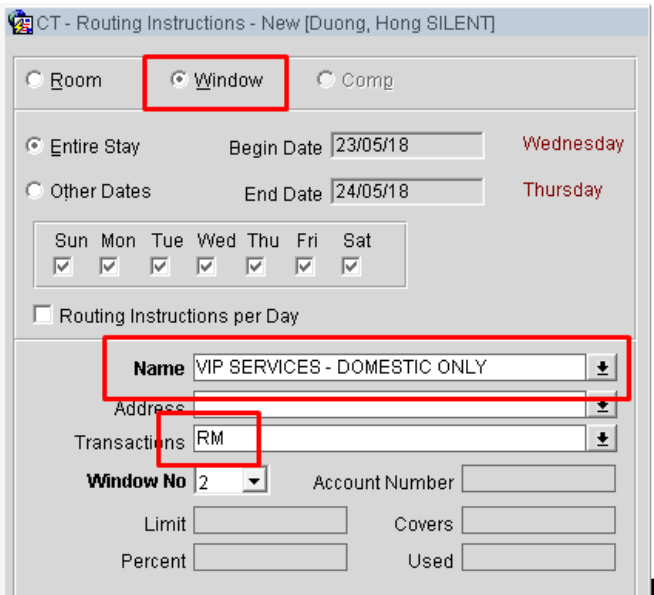
Step 11

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)

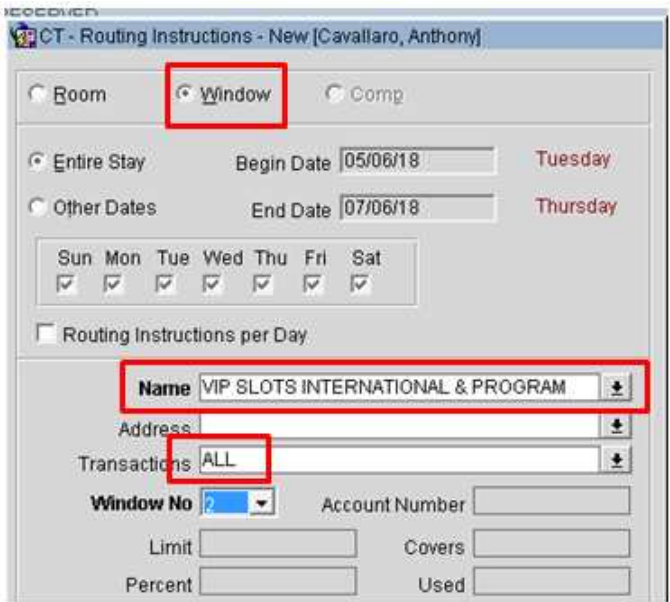
Click 'Options' and choose 'Routing'



1 NIGHT RM TO VIPS POI

A screenshot of a software form titled "CT - Routing Instructions - New [Duong, Hong SILENT]". The form has three radio buttons at the top: "Room", "Window" (which is selected and highlighted with a red box), and "Comp". Below these are two sections for dates: "Entire Stay" with "Begin Date" 23/05/18 and "Wednesday", and "Other Dates" with "End Date" 24/05/18 and "Thursday". A row of checkboxes for days of the week (Sun-Sat) is shown, with all checked. A checkbox for "Routing Instructions per Day" is unchecked. The "Name" dropdown menu is highlighted with a red box and contains the text "VIP SERVICES - DOMESTIC ONLY". Below it, the "Address" dropdown is empty. The "Transactions" dropdown is highlighted with a red box and contains "RM". The "Window No" dropdown is set to "2". There are input fields for "Account Number", "Limit", "Covers", "Percent", and "Used".

ALL TO SLOTS

A screenshot of a software form titled "CT - Routing Instructions - New [Cavallaro, Anthony]". The form has three radio buttons at the top: "Room", "Window" (which is selected and highlighted with a red box), and "Comp". Below these are two sections for dates: "Entire Stay" with "Begin Date" 05/06/18 and "Tuesday", and "Other Dates" with "End Date" 07/06/18 and "Thursday". A row of checkboxes for days of the week (Sun-Sat) is shown, with all checked. A checkbox for "Routing Instructions per Day" is unchecked. The "Name" dropdown menu is highlighted with a red box and contains the text "VIP SLOTS INTERNATIONAL & PROGRAM". Below it, the "Address" dropdown is empty. The "Transactions" dropdown is highlighted with a red box and contains "ALL". The "Window No" dropdown is set to "2". There are input fields for "Account Number", "Limit", "Covers", "Percent", and "Used".

Step 12 Update the Contact Name and Contact Phone Number, using the following format

- First Name, First Initial

Contact Nm **Personal**
 Contact Ph **Information**

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 -

CT - Reservation 9257300 RESERVED

Name **Per** Phone **Personal Information** Agent [dropdown]
 First Name **Per** Email **Personal Information** Company Crown - VIP Services
 Title **Per** Post Cd **Pers** Member Type **Personal** Group VIP Services - Intern
 Language **E** VIP [dropdown] No. [dropdown] Lvl **VIP2** Source [dropdown]
 Last Room 2507 Last Stay 24-APR-2018 Last Rate 305.80 Total stays 43 Contact [dropdown]

More Fields [dropdown] Non Smoking

Arrival 20/09/18 Thursday ETA [dropdown]
 Nights 1
 Departure 21/09/18 Friday ETD [dropdown]
 Adults 1 Child 0
 No. of Rms. 1
 Room Type PK RTC. PK [dropdown]
 Room [dropdown] DN [dropdown]
 Rate Code **LCS_DOMC** Fixed Rate [checkbox]
 Rate 314.60
 Packages [dropdown] Item Inv. [dropdown]
 Block Code **VIPDOM201** Promo [dropdown]

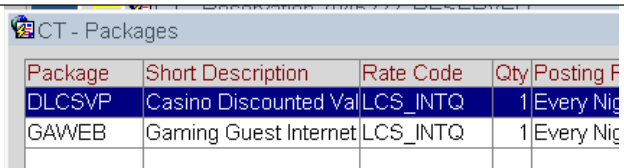
Res. Type CAS Casino Contract
 Market LCS Leisure Casino
 Source VIP VIP Gaming
 Origin TEL Telephone
 Payment **CA**
 CC No. [dropdown]
 Exp. Date [dropdown] Bank [dropdown]
 Name CC [dropdown]
 Approval Code [dropdown]
 Approval Amt. [dropdown]
 Guest Balance 0.00
 No Post [checkbox] Print Rate [checkbox]

Disc. Amt. [dropdown] % [dropdown]
 Reason [dropdown]
 Preference HER [dropdown]
 Specials [dropdown]
 Comments **POA**
 CRS No. [dropdown]
 TA Rec Loc [dropdown]
 GAM Code TGNWSW
 Contact Nm **Personal**
 Contact Ph [dropdown]
 Confirmation NU [dropdown]
 3rd Pty Conf [dropdown]

Comments Preferences Profile Notes

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.

Room Type PK [dropdown]
 Room [dropdown]
 Rate Code LCS_INTQ [dropdown]
 Rate 314.60
 Packages [dropdown]
 Block Code VIPINT2018 [dropdown]



Package	Short Description	Rate Code	Qty	Posting F
DLCSVP	Casino Discounted Val	LCS_INTQ	1	Every Nig
GAWEB	Gaming Guest Internet	LCS_INTQ	1	Every Nig

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