



FURTHER READING

MODULE SPECIFIC ICT TOOLS IN THE TOURISM BUSINESS

Lesson_3_ Reservation systems for independent services, like hotel accommodation, transfers, supplement services on spot. Importance of the free cancellation deadline.

1. MAIN DIFFERENCES BETWEEN PACKAGES AND SINGLE SERVICES RESERVATION SYSTEMS

- Package tourist products cannot be divided into separate services, the operator buys the whole package, can add a service to it, but not remove the service from the package.
- Anyone service that is purchased separately - such as hotel accommodation only, transfer only, rent-a-car or excursion-only can be supplemented by additional single customer services. In other words, the operator can book 3 nights in Vienna today and 2 weeks later to book separately a transfer to the hotel.
- The terms and conditions for each separately made booking are different for each booking- for example, destination Vienna, Hotel for 3 nights is booked by a non-refundable tariff, but the transfer has a free cancellation policy.

2. TAKE A LOOK INTO IMPORTANT ABBREVIATIONS IN RESERVATION SYSTEMS

RO- ROOM ONLY/ **OB-** ONLY BED

BB- BED AND BREAKFAST

HB- HALF BOARD- BREAKFAST AND DINNER

FB- FULL BOARD, BREAKFAST, LUNCH, DINNER INCLUDED

AI- ALL INCLUSIVE BASIS ALL MEALS AND DRINKS ARE INCLUDED

3. COMBINED ACCOMMODATIONS

- Single rooms (SGL).
- Single rooms for one adult with a child (SGL+CHD), single room for one adult with two children (SGL+2 CHD).
- Double room (DBL).

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- Double room with an extra bed (DBL+EXB), double room for two adults with a child under twelve (DBL+CHD), double room for two adults with two children (DBL+2 CHD), double room, including an extra bed, for three adults + a child (DBL+EXB+CHD)
- Triple rooms (TRPL).
- Triple rooms for three adults with a child (TRPL+1 CHD), triple rooms for three adults with two children (TRPL+2 CHLD).
- Quadruple room QUAD - room assigned to four people. May have 4 or more beds or 4 regular beds and an extra bed.
- Apartment or APT are different types - one, two, three bedrooms, with regular beds + extra beds or sofas.

4. HOTEL ROOM TYPES ACCORDING TO THE COMFORT LEVEL

It is important to note that different hotels use different names and grading of their premises, so the differences here are indicative and should not be taken for granted. When comparing room types, it is good to compare them with the hotel site or best with the hotel itself.

Rooms of the semi-lux category with advanced design (Junior Suite).

Rooms with advanced design, there are mainly two rooms and they belong to the lux category (Suite).

Executive room with a luxurious double bed and seating area, are popular with business travelers and families. Modern and contemporary, they may accommodate an extra bed or interconnect. Along with free WiFi, executive rooms have air conditioning, bathrobes and a complimentary mini bar

A superior room is a room in a hotel that is more comfortable or has better amenities than comfort rooms. Often superior rooms have a beautiful view or modern design. Usually the superior rooms are larger than the standard rooms

- ✓ Two level rooms (Duplex).
- ✓ Family double and triple rooms (Family Room).
- ✓ Single rooms with a kitchenette (Studio).
- ✓ Standard single rooms (Standard).
- ✓ Bungalow – stand-alone houses. (Residence, Bungalow, Village, Chalet, Cabana).
- ✓ Run of the house –ROH it is the smallest room with the most economical price.
- ✓ Apartment with its own kitchen (Apartment).
- ✓ Rooms for newly married couples belong to the lux category (Honeymoon Room).
- ✓ Villas – junior, deluxe. Frequently have the own gardens and swim pools (Villa, Villa Deluxe, Junior Villa. President Villa).

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5. HOTEL ROOM TYPES ACCORDING TO VIEW FROM THE ROOM

- ✓ Rooms overlook over a park (Park View);
- ✓ Rooms overlook over a pool (PV, Pool View);
- ✓ Rooms overlook over a sea (SV, Sea View, Ocean View OV);
- ✓ Rooms without any particular view (Run of house)
- ✓ Rooms with an overlook over a city (CV, City View);
- ✓ Rooms with an overlook over mountains (MV, Mountain View);

6. SAVE YOUR TIME WITH RIGHT SEARCHING CRITERIA USING FILTERS

Reservation systems provide us with information on all available hotels in the destination, which we must limit in order to save time searching for a particular hotel. There are several ways to reduce your search volume.

Point of interest

When looking for hotel accommodation in the center of Paris for example, we should set one of the main sights of the city as a point of interest - the Eiffel Tower. Then the operator must precise the desired distance from hotel to the Eiffel Tower from 20 m to 20 km or more. It is one of the recently used commands for restrict the full range of hotels in the destination and to show only the accommodations responding to our searching criteria.

Main criteria/filters

The basic similarities in reservation systems through which time savings can be combined one with another. You can specify more than one criteria for the same search. Using the example of Paris, apart from the location of the hotel, you can limit your search by

- the number of tourists
- the type of room you want
- room board
- the maximum budget allowance for accommodation

Supplement criteria/filters

Knowing the customer requirements can further refine your search if you specify any of the additional bookmarks

- Hotel chain group
- Hotel chain
- Free cancellation
- Amenities such as
Fitness center, business center, pets accepted, restaurant, Wi-Fi ,smoking/non smoking rooms, parking available, airport shuttle service, swimming pool, spa center, accessibility

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- **Star rating- from 1* to 5 ***
- **Accommodation type-** apartments, boutique hotel, boutique villa, villa, flat etc.
- **Room class-** basic, business, classic, club, with view, deluxe, deluxe with view, economy, executive, junior, premium, shared room, shared facilities, superior with or without view, penthouse, presidential suite etc.
- **Room type-** king size bez, twin beds, family room, multiple bedrooms, queen, triple.

Recommendations

Most systems, whether intended for professionals or end users, have a recommendation column. This filter is very useful because it gives real guest reviews and ratings. One very popular recommendation site is tripadvisor.com.

There, in addition to comments from hotel guests, there is also the opportunity for real answers from the company. Photos are available from customers who have not been further processed and give a clear idea of hotel rooms and services on spot.

In addition to recommendations for accommodation, you can also find recommendations for nearby restaurants, nearby attractions, information on how to get from the airport to the property, etc.

7. CANCELLATION POLICIES

Each reservation has its own cancellation conditions, the lowest prices are often related to the non-refundable condition. The basic acronyms are

BAR-Best Available Rate

NFR Non-refundable Rate

CP/CXP / Cancellation penalty – A fee to charged to customers that cancel accommodation after booking reservation. Fees typically vary based on the supplier conditions.

8. FINALIZING BOOKING FOR A HOTEL ACCOMMODATION

Once you have chosen the right place and you are familiar with the terms of the reservation, you should proceed with the booking itself.

- Fill in the guest names correctly
- Select gender
- Confirm the type of room
- Confirm the terms and conditions
- Read the notes on this reservation
- Finish with the appropriate command

9. HOW TO BOOK A DAILY TRIP

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Choose the type of excursion you want to book, choose the date and start time, choose the pick-up place /hotel, street or attraction, choose the language, number of participants. Check traveler's details and confirm.

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