

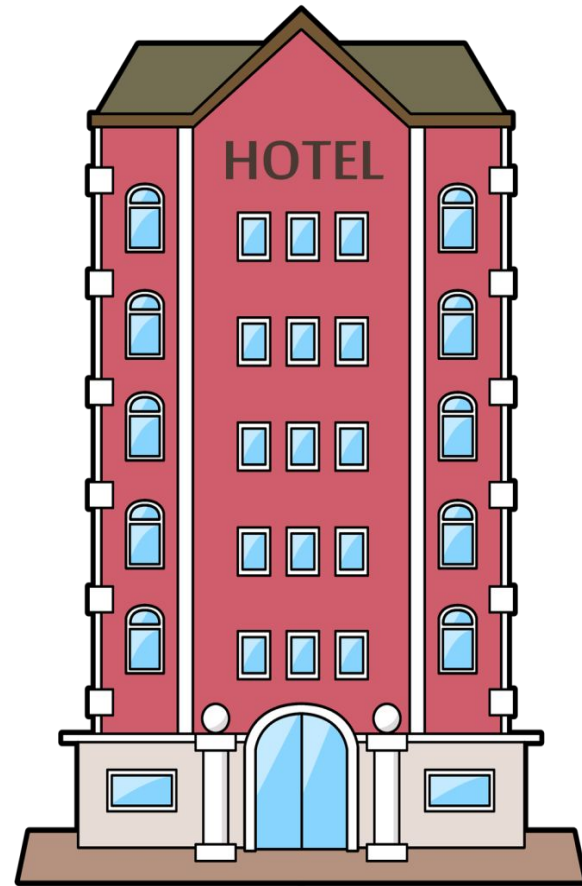
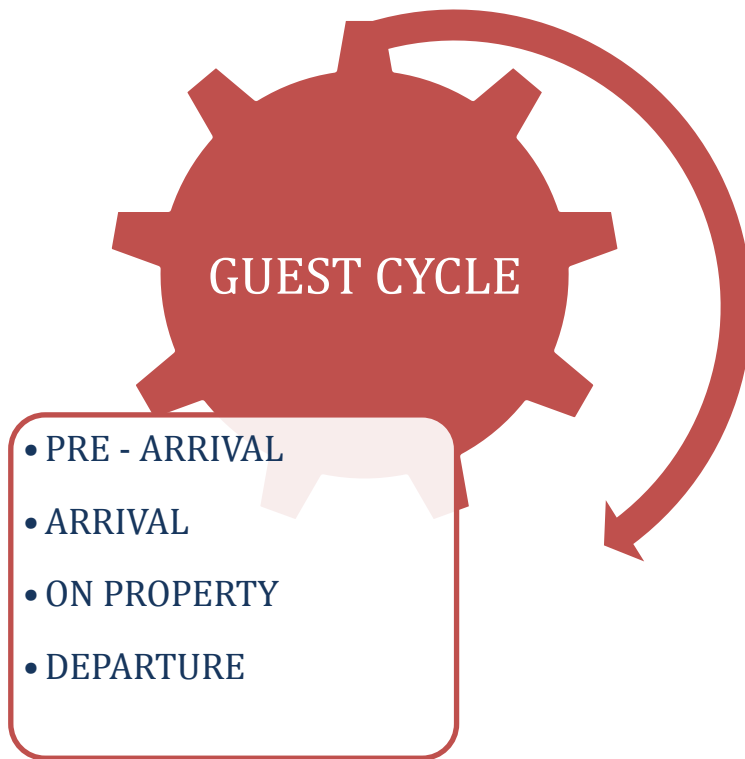


РАНХиГС
РОССИЙСКАЯ АКАДЕМИЯ НАРОДНОГО ХОЗЯЙСТВА
И ГОСУДАРСТВЕННОЙ СЛУЖБЫ
ПРИ ПРЕЗИДЕНТЕ РОССИЙСКОЙ ФЕДЕРАЦИИ

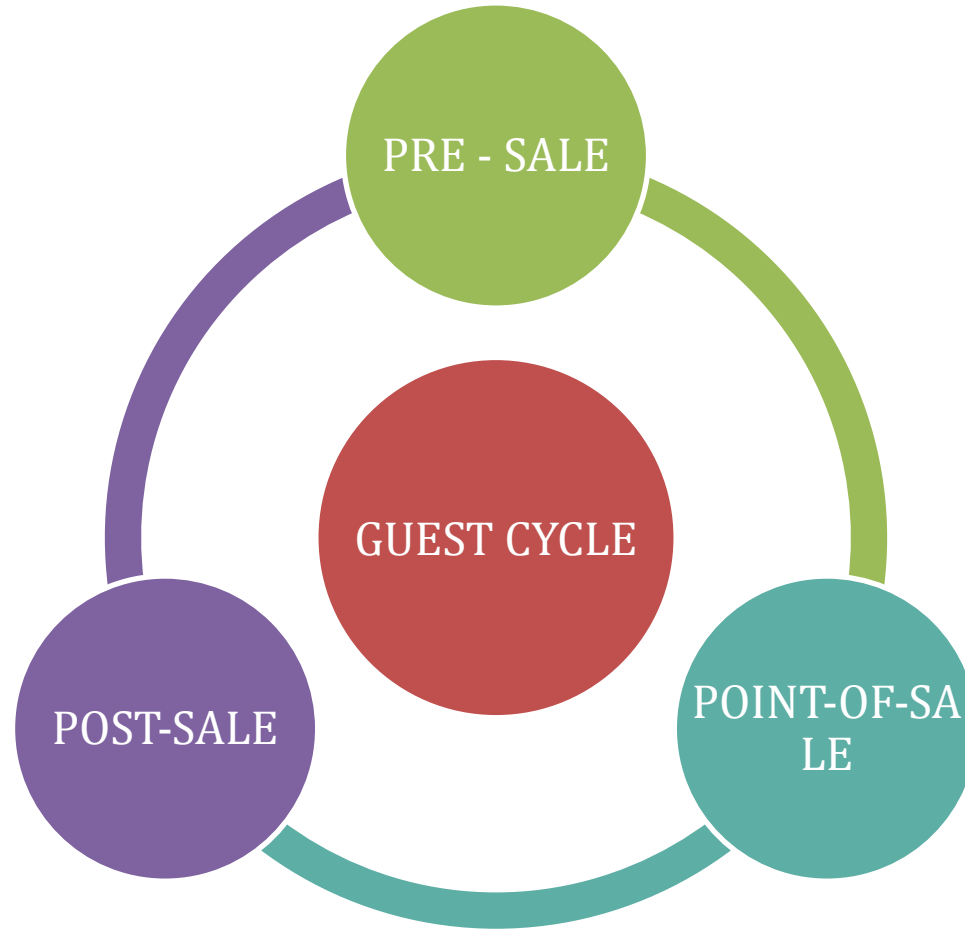
HOTEL MANAGEMENT

GUEST CYCLE

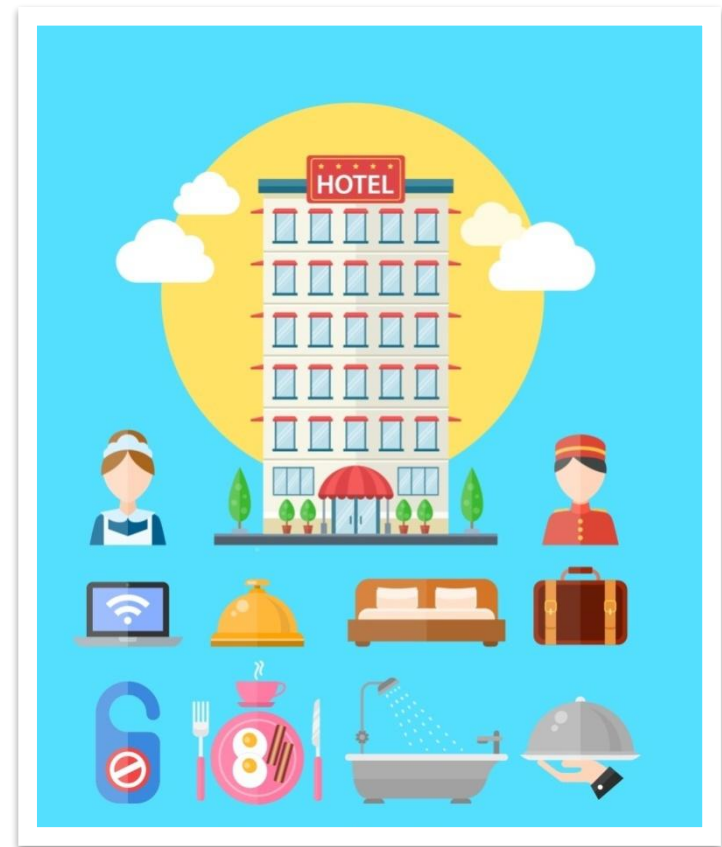
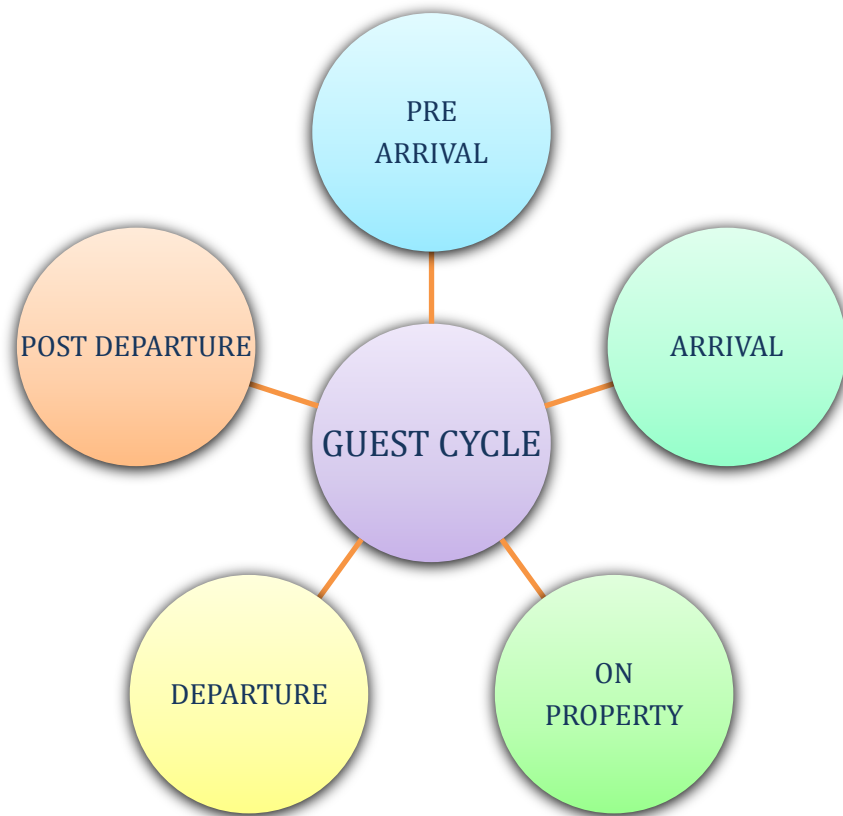
HOTEL MANAGEMENT - GUEST CYCLE

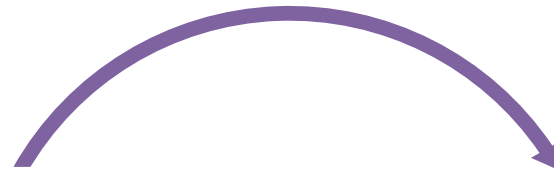


HOTEL MANAGEMENT – GUEST CYCLE

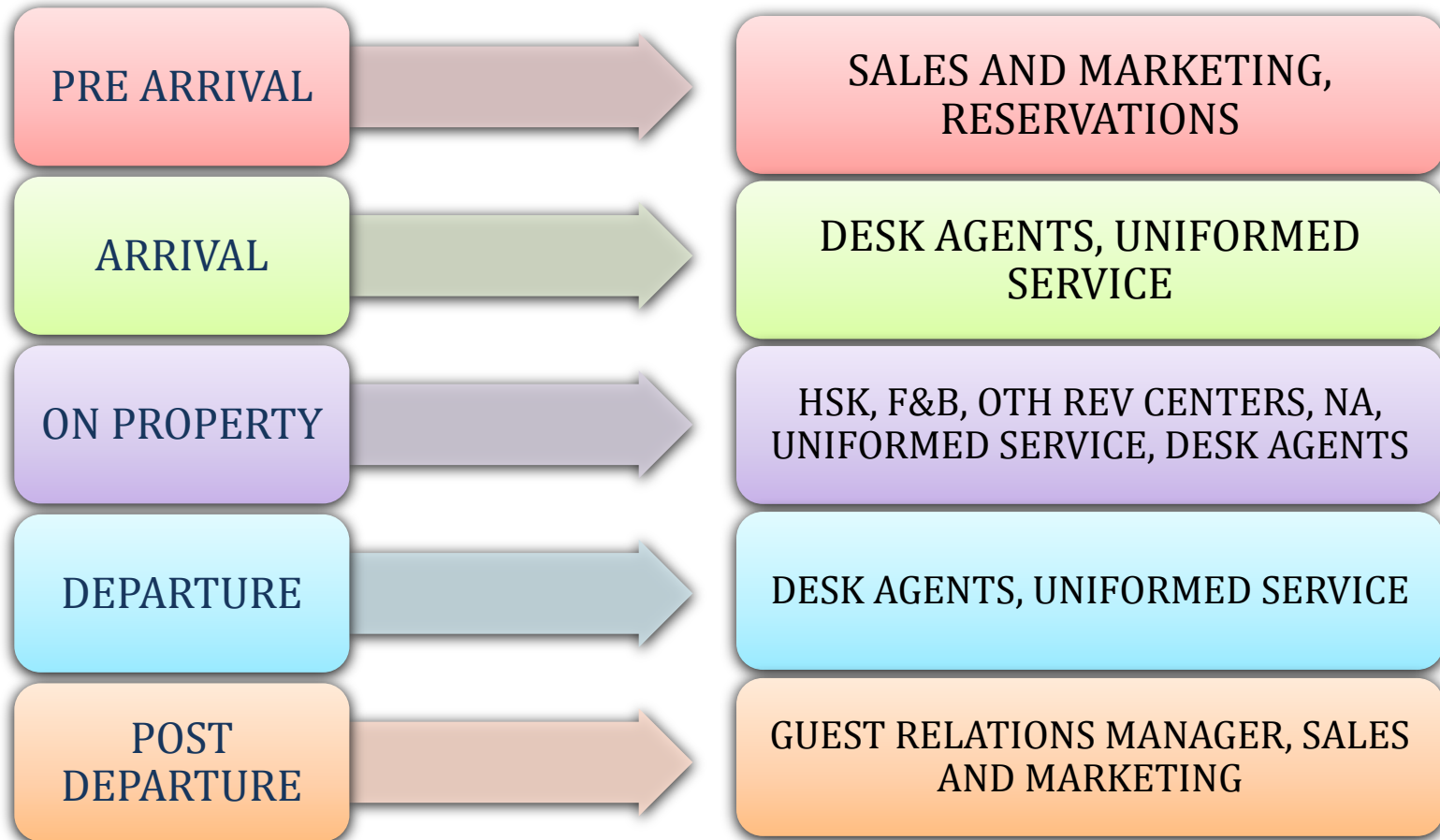


HOTEL MANAGEMENT – GUEST CYCLE





GUEST CYCLE





РАНХиГС

РОССИЙСКАЯ АКАДЕМИЯ НАРОДНОГО ХОЗЯЙСТВА
И ГОСУДАРСТВЕННОЙ СЛУЖБЫ
ПРИ ПРЕЗИДЕНТЕ РОССИЙСКОЙ ФЕДЕРАЦИИ

HOTEL MANAGEMENT

GUEST CYCLE – PRE ARRIVAL

RESEARCH AND SELECTION

LOCATION

PERSONAL EXPERIENCE

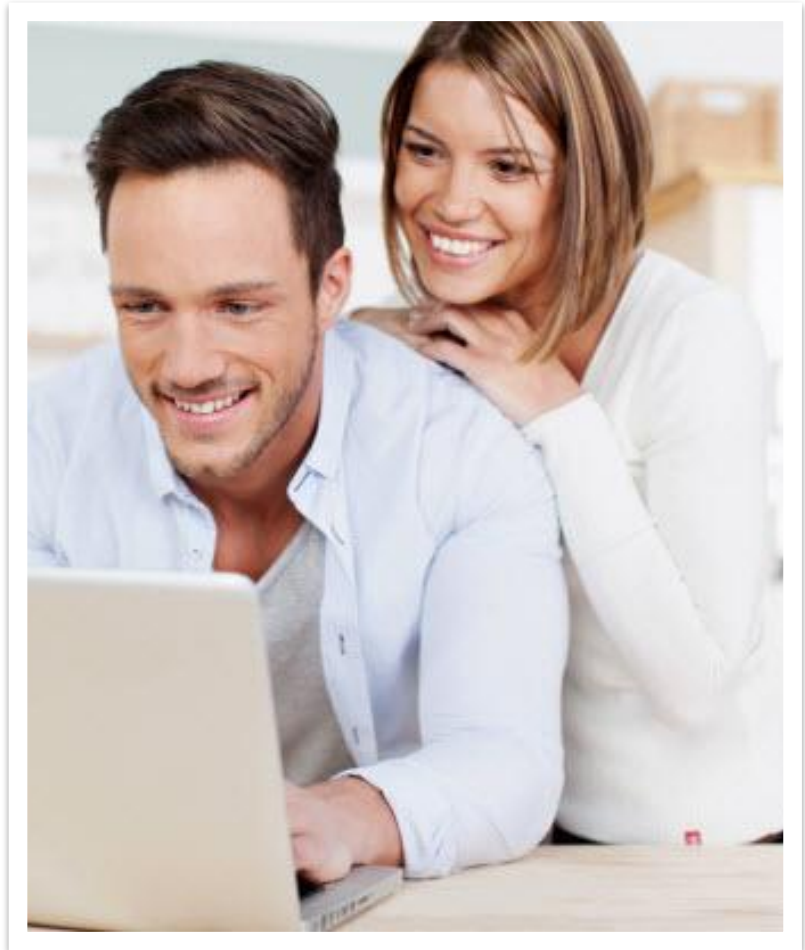
RECOMMENDATIONS

ADVERTISEMENT

RATINGS

BRAND AFFILIATION

EASE OF RESERVATION



RESERVATION ACTIVITIES

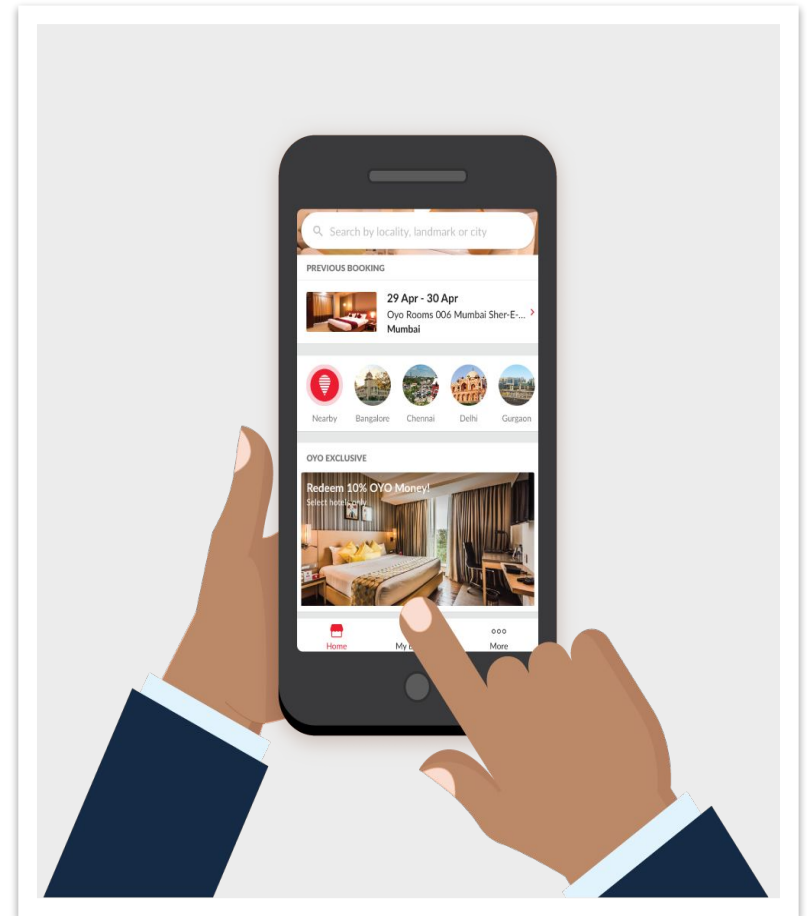
CONDUCTING RESERVATION INQUIRY

DETERMINING ROOM AND RATE
AVAILABILITY

CREATING RESERVATION RECORD

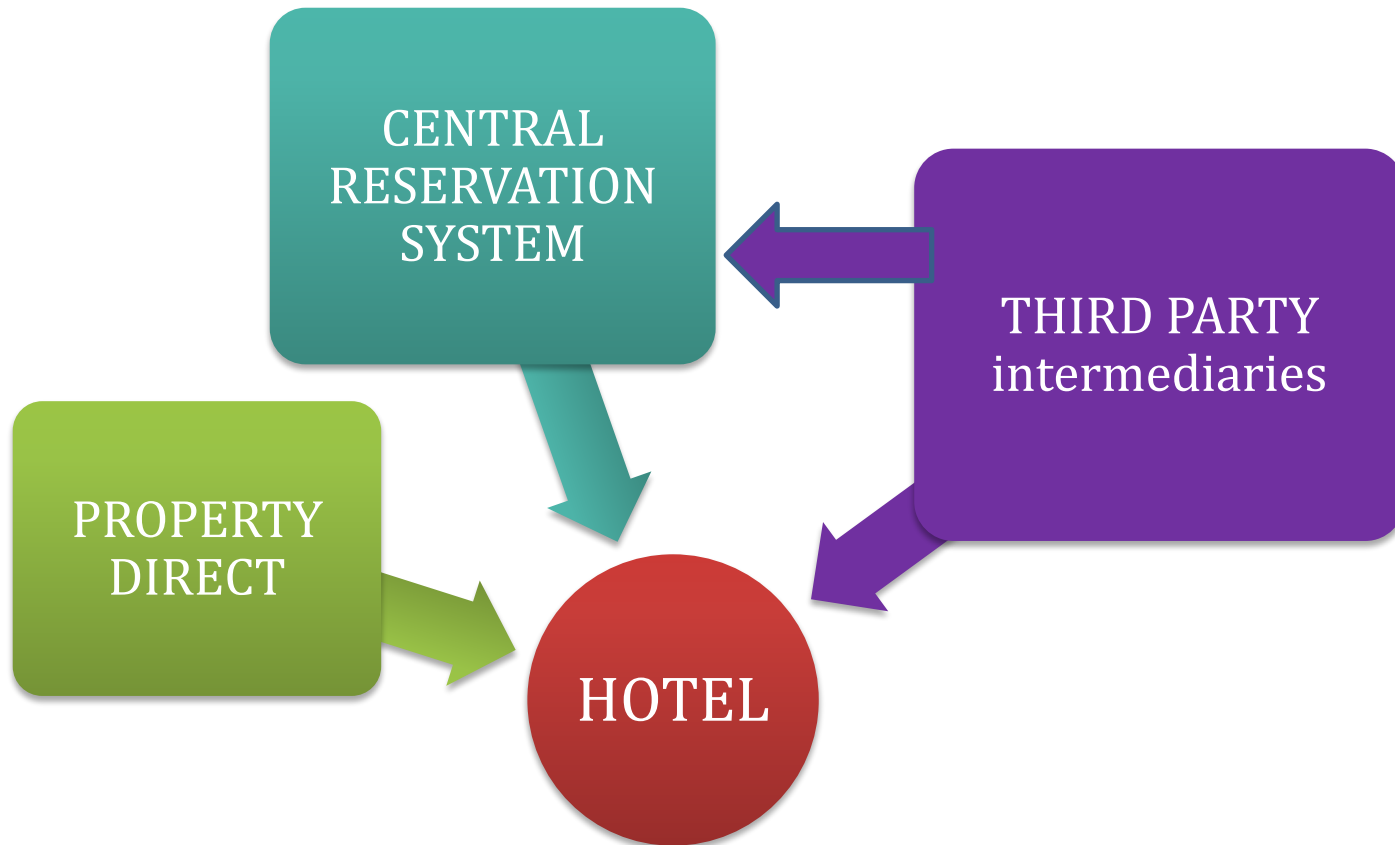
RESERVATION CONFIRMATION

MAINTAINING RESERVATION RECORD
(CHANGE/CANCELLATION)

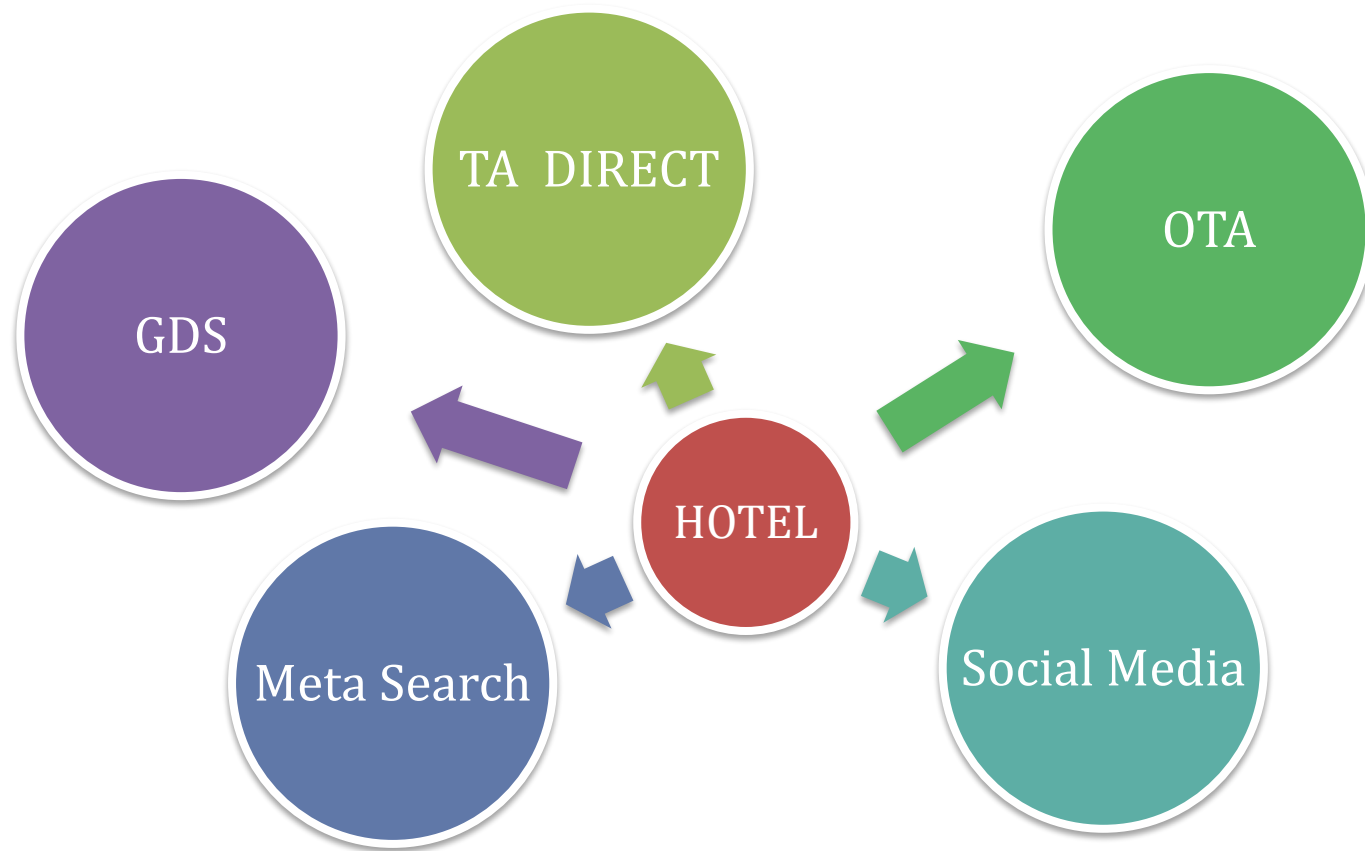


RESERVATION INQUIRY

SOURCES OF RESERVATION

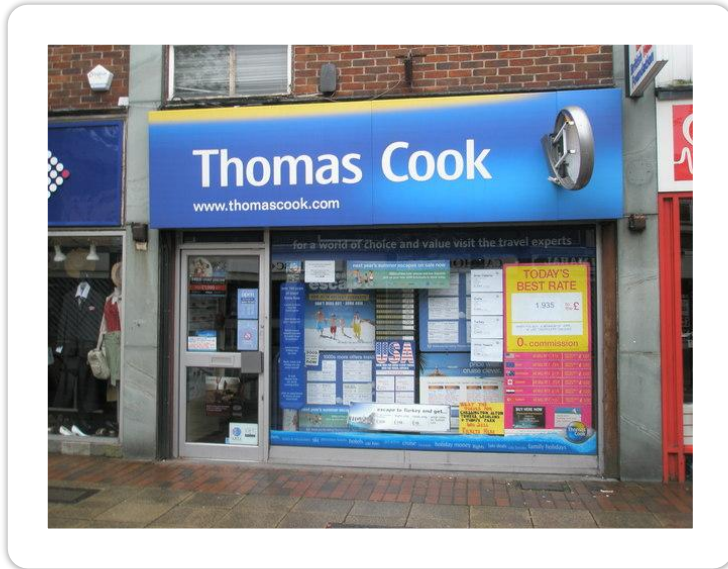


THIRD PARTIES RESERVATIONS DISTRIBUTION CHANNELS



THIRD PARTIES RESERVATIONS

TRAVEL AGENCIES



THIRD PARTIES RESERVATIONS TRAVEL AGENCIES



THIRD PARTIES RESERVATIONS GLOBAL DISTRIBUTION SYSTEMS



THIRD PARTIES RESERVATIONS

OTA, META SEARCH, SOCIAL MEDIA



RESERVATION ACTIVITIES

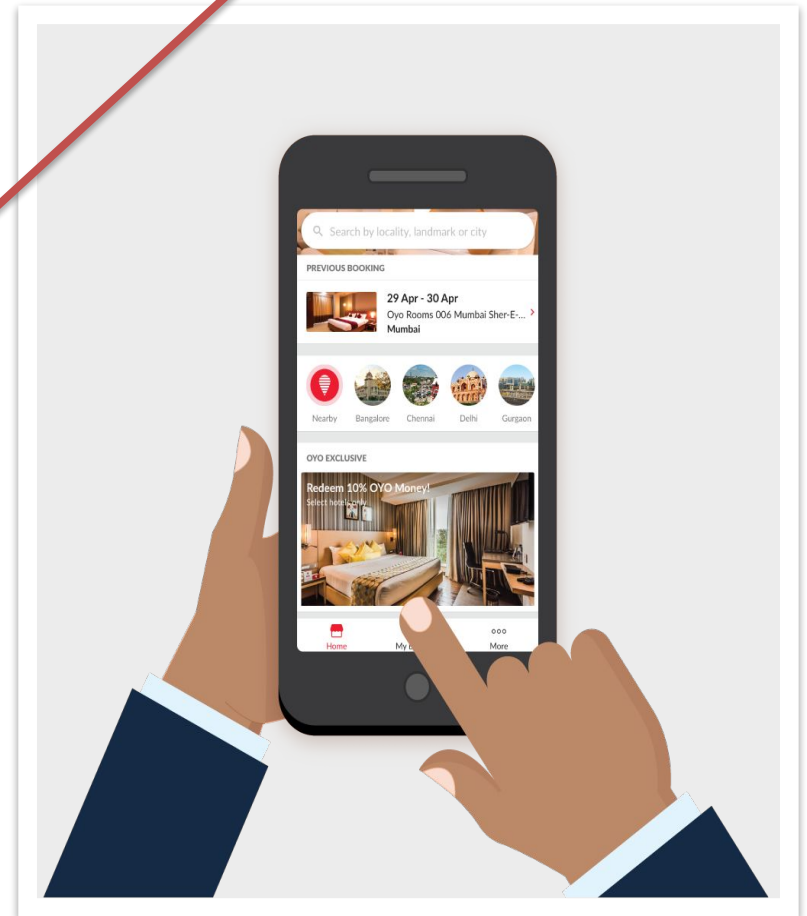
CONDUCTING RESERVATION INQUIRY

DETERMINING ROOM AND RATE
AVAILABILITY

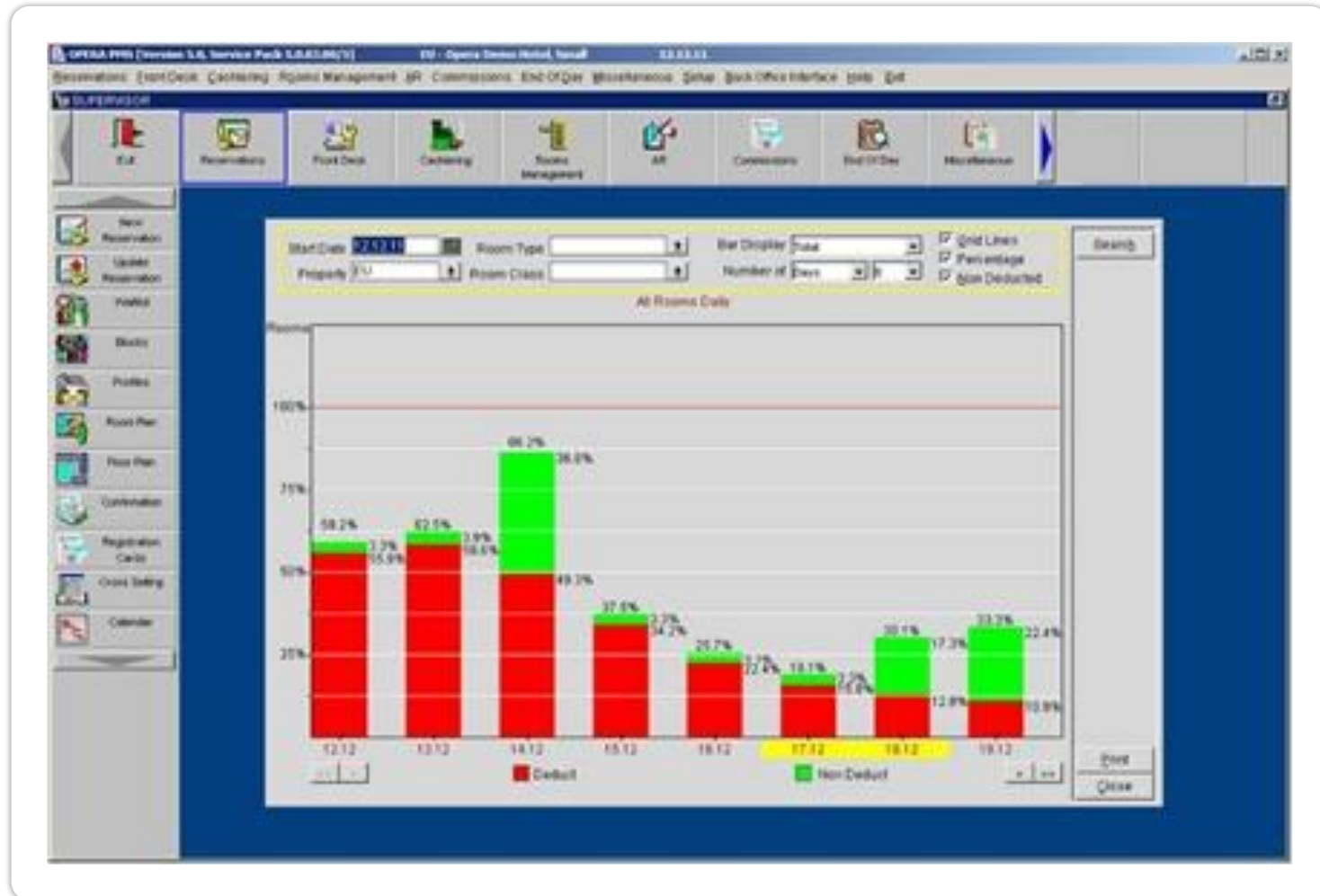
CREATING RESERVATION RECORD

RESERVATION CONFIRMATION

MAINTAINING RESERVATION RECORD
(CHANGE/CANCELLATION)



RESERVATION - ROOM AVAILABILITY



RESERVATION – ROOM AVAILABILITY

Property: EU
Start Date: 12/12/11
Room Class: []

	Mon 12/12/11	Tue 13/12/11	Wed 14/12/11	Thu 15/12/11	Fri 16/12/11	Sat 17/12/11	Sun 18/12/11
Total Physical Rooms	180	180	180	180	180	180	180
Out of Order	4	4	4	4	4	4	4
Inventory Rooms	152	152	152	152	152	152	152
Overbooking	180	180	180	180	180	180	180
Deducted Bk. Rooms Not PAJ	0	4	5	0	0	0	0
Deducted Block Rooms PAJ	31	24	20	18	15	10	10
Sell Limits	312	312	312	312	312	312	312
Total Deducted Rooms	35	32	29	18	15	10	10
Non-Deducted Bk. Rooms Not PAJ	5	0	0	0	0	0	0
Non-Deducted Bk. Rooms PAJ	0	0	0	0	0	0	0
Total Non-Deducted Rooms	5	0	0	0	0	0	0
Out of Service	2	0	0	0	0	0	0
Available Physical Rooms	67	63	77	100	118	120	136
Maximum Availability	217	217	217	200	210	200	204
Minimum Availability	217	217	217	200	210	200	204
Min. Occupancy %	51.92	58.55	49.34	34.72	27.37	15.79	12.93
Max. Occupancy %	59.21	61.50	66.18	37.50	25.66	19.08	30.12
Total Rooms Reserved	85	85	74	52	34	24	20
Event			City Fair	City Fair	City Fair	City Fair	
Adults In-House	90	102	94	70	45	32	28
Children In-House	7	0	10	10	0	0	0
People In-House	106	111	104	80	45	32	28
Day Type	MEDIUM	MEDIUM	MEDIUM	HIGH	HIGH	HIGH	HIGH
Arrival Rooms	76	47	30	1	3	0	2
Arrival Personnel	90	58	43	1	5	0	2

RESERVATION – ROOM TYPES

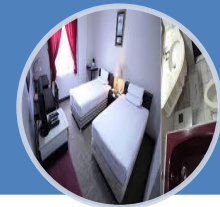
- STANDARD
- SUPERIOR
- DELUXE
- SUITE
- PRESIDENTIAL SUITE

ROOM
CATEGORY



- SINGLE
- TWIN
- DOUBLE
- QUEEN
- KING

BED SIZE



CONNECTING

ADJOINING

ADJACENT

RESERVATION INQUIRY - RESULTS



RESERVATION ACTIVITIES

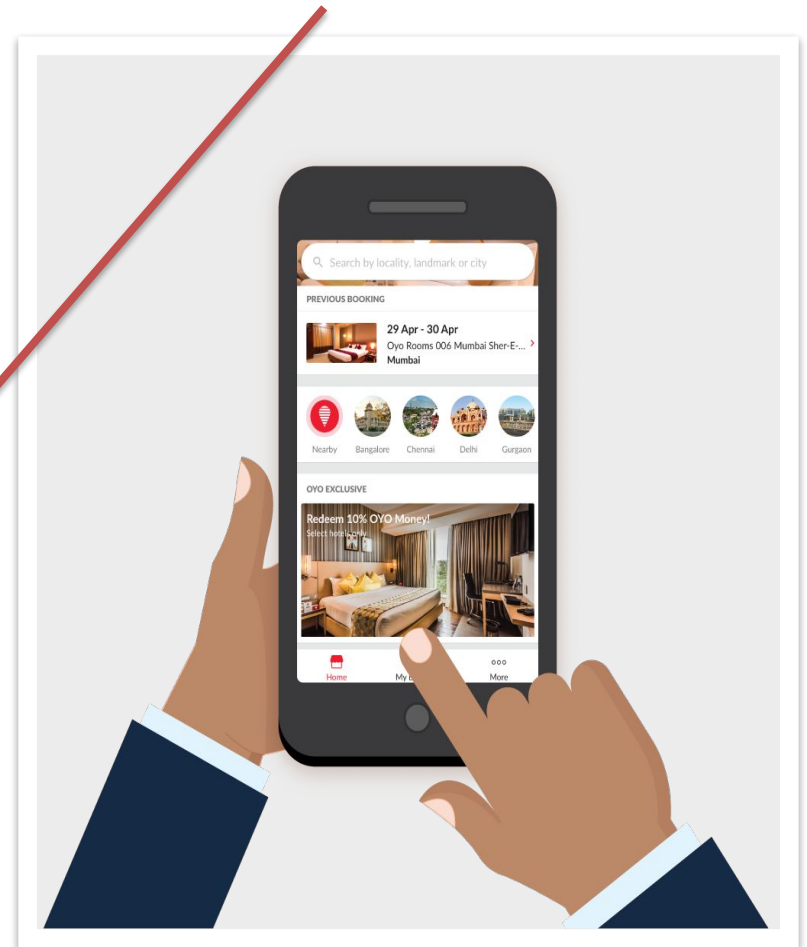
CONDUCTING RESERVATION INQUIRY

DETERMINING ROOM AND RATE
AVAILABILITY

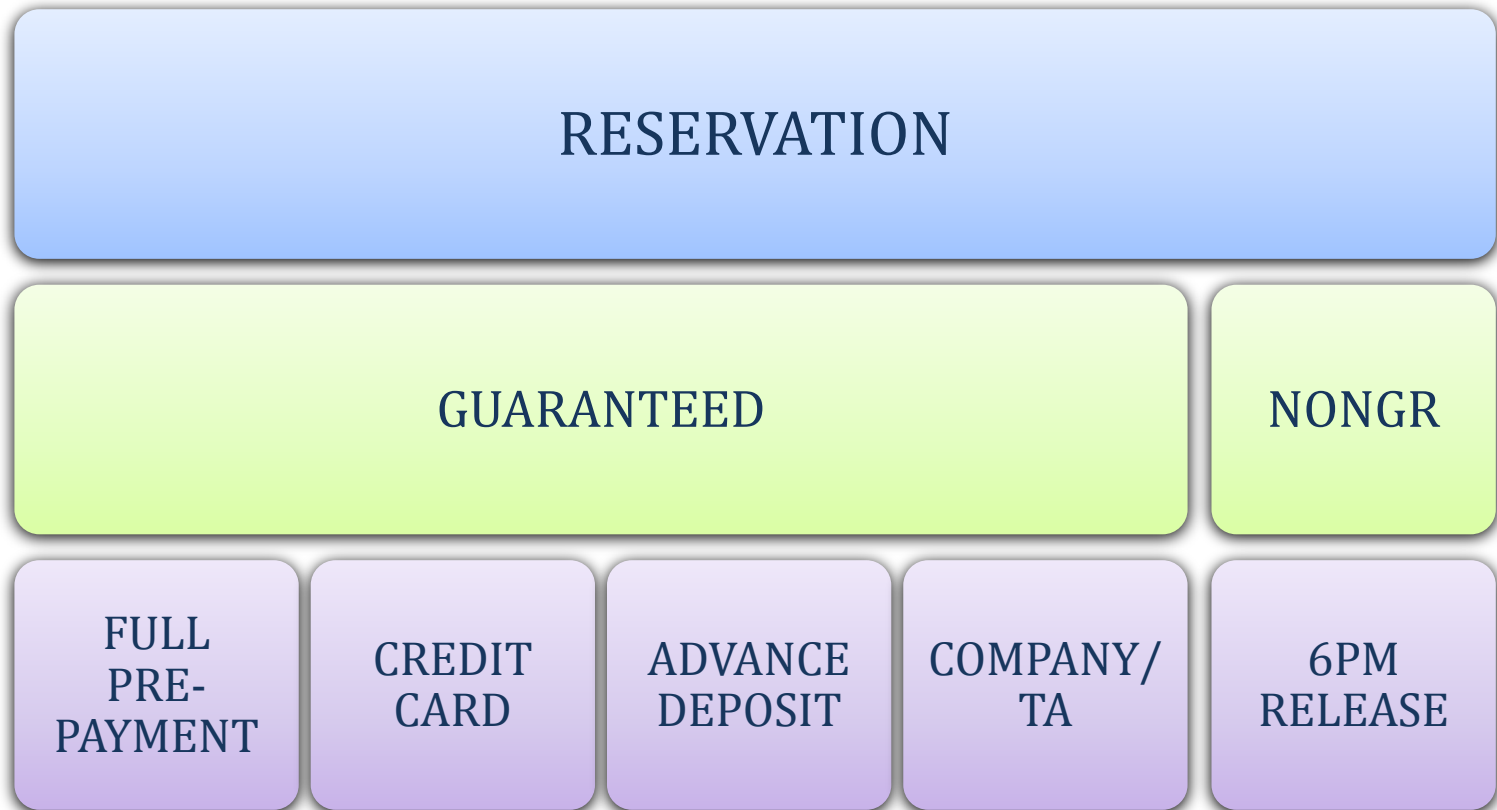
CREATING RESERVATION RECORD

RESERVATION CONFIRMATION

MAINTAINING RESERVATION RECORD
(CHANGE/CANCELLATION)



RESERVATION CLASSIFICATION



RESERVATION CONFIRMATION

GUEST NAME AND E-MAIL ADDRESS

DATE AND TIME OF ARRIVAL

ROOM TYPE AND RATE

LENGTH OF STAY

NUMBER OF PERSONS IN THE ROOM

RESERVATION TYPE: GUARANTEED
OR NON-GUARANTEED

RESERVATION CONFIRMATION
NUMBER

SPECIAL REQUESTS



RESERVATION ACTIVITIES

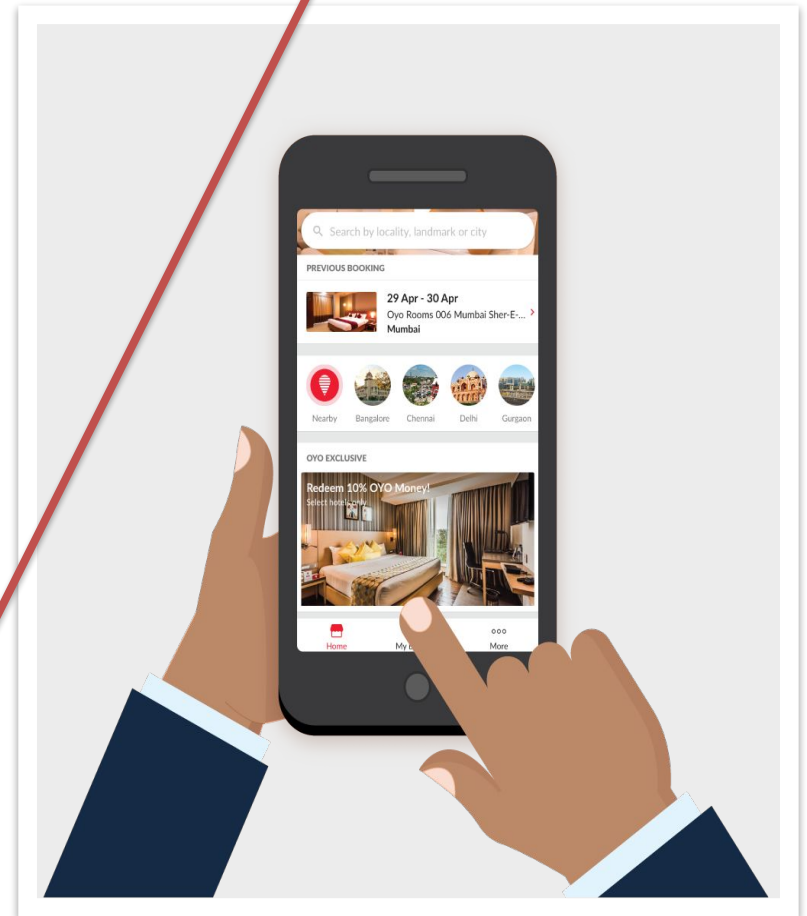
CONDUCTING RESERVATION INQUIRY

DETERMINING ROOM AND RATE
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GROUP RESERVATION

ROOM BLOCK

CUT-OFF DATE

WASH

ROOMING LIST

BILLING
ARRANGEMENTS

TOUR GROUPS

GROUP
PACKAGES

COMP ROOMS
and UPGRADES

ADVANCE
DEPOSIT

