

## **Reservations Navis Guide**

### **Call Results:**

1. Booked: Used when you book the reservation and provide a confirmation number
2. Hot Lead: Used when a guest has a desire to stay and confirms interest in discussing at a later time
3. Not Booked: Used when you have followed up with a guest three times already or they advise they already booked, the guest is arriving within 3 days and does not book, or the guest hangs up on you
4. Property Turn-down: Guest could not book due to property's policies, availability or minimum length stay required (no quote provided)
5. Existing Reservation Inquiry: Used when the guest has an existing reservation
6. Owner Inquiry: When a homeowner calls to make or modify a reservation or speak to the homeowner representative onsite
7. Misdialed: Guest calls the wrong Number or there is no connection
8. Internal Transfer: Used when you transfer outside of hub (to a number)
9. Group Inquiry: Used when a guest is interested in 10 rooms or more and the inquiry is outside peak season (May- August)
10. Canceled Reservation: Used when canceling a reservation and provide a cancellation number
11. Outbound Call Left Message: Follow up call with no answer and/or you left a message for the guest
12. Third Party Reservation Inquiry: When a third party is inquiring about a reservation on behalf of the guest

### **Not Booked Reasons:**

1. Age Policy: Used when not all guests in the party meet the age requirements and are not traveling with a parent or legal guardian
2. Deposit/Cancellation Policy: Used when the guest doesn't book due to the cancellation policy, first night's deposit being required, does not have a credit/debit card, or is unable to pay the required amount
3. Guest Booked Online: Used when the guest tells you they are booking online right now vs with you
4. Hotel Closed for the Season: Used when the guest is inquiring about dates in which the hotel is closed for the season
5. Hotel Sold Out: Used when there is NO availability at the hotel and the guest denies a cross sell to any of our properties (if you quote the guest at another hotel, this is no longer an option for a not booked reason)
6. Location: Used when the guest doesn't book due to the location of the resort or the location of the guest's residence is prohibiting them from booking at this hotel
7. Minimum Length of Stay: Used when the guest's dates do not satisfy the MLOS requirements
8. Pet Policy: Used when the resort has no pet friendly options or the guest does not agree with the pet policy (weight limits or fees)

9. Promotion Unavailable: Used when the special promotion the guest is inquiring about is unavailable (could be due to room type, dates, or length of stay for that promotion)
10. Rate Too High: Used when the guest doesn't book due to total price (rate) not specific to a special promotion
11. Room Type Availability: Used when there is NO availability of that room type and they do not want another room type or property
12. Smoking Policy: Used when the guest doesn't book due to the resort's smoking policy
13. Tee Time Availability: Used when there is NO availability at the requested golf course and the guest doesn't want another course or their itinerary is not flexible

#### Reasons for Stay

1. Family Vacation: Used when the guest is traveling with family
2. Golf- Stay & Play Package: Used when the guest is traveling for a golf trip including room and golf
3. Golf- Tee Time Only: Used when the guest is traveling for a golf trip and is not interested in lodging
4. Return Visit: Used when the guest has stayed with us before
5. Special Occasion: Used when the guest is coming for a Birthday, Anniversary, Honeymoon, etc.
6. Group: Used when a guest is booking under a group block

#### Lead Statuses:

1. Booked: Used when you complete a booking that has a deposit taken
2. Canceled: Used when you cancel a booking on that call
3. Complete: Used when an agent needs two leads merged (both leads must be in complete status) (frequently used for web chats)
4. Follow up: Used when a follow up date/time is set for within 3 days and assigned to an agent
5. In-Process: Used when you will be following up in the future ( 4+ days)
6. Not Booked: Used when the guest's check-in date is within 3 days or the guest doesn't book after 3 follow up attempts
7. Auto\_Complete: Leads will fall into this status if they are not touched within 4 days when in follow up status (managers will review these and include notes and mark as attention needed, keep your leads out of this status!)