

Perfecting The Basics



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How about a 100% Fill Checklist?

Plan ahead for success.



Follow these steps for a 100% fill sheet.

- **Make sure there is an oversell set that will anticipate cancelled reservations/no shows.** Take a look at the average cancellations/no shows by day of the week to help determine the number of rooms should be set to over sell. Don't be afraid to risk a walk situation.
- **Setup walk rates with neighboring hotels.** Be sure you have confidence in the hotels you are walking guests to. We want to be sure we are walking guests to hotels of similar quality to avoid any additional challenges. A direct bill should be setup with these hotels to avoid any issues with guaranteeing the room for a walked guest.
- **Front Desk Checklist:**
 1. Review arrivals for any duplicate reservations. Reach out to any guest that have multiple reservations in their names to ensure they need each room reserved.
 2. Run CC authorizations by noon each day. If there are any cards that do not authorize, reach out to the guest (by phone/email) and ask for another card. If you are unable to get in touch with the guest and they haven't arrived by 6PM, cancel the reservation and place it back into inventory to sell.
 3. If your hotel has reservations that extend regularly each day, be mindful of this as it will need to be considered when setting your oversell.