Block

Cycle

Creation



#### **Managing Group Sales Blocks**

#### Introduction This document will guide you through the best practices for working with group bookings that are made through Wyndham's Group Sales department.

In this document, we will review:

- н. Block Creation Cycle
- н. Updating the Group Block in the PMS

Follow the cycle below to understand the steps from when the client books their group block with Wyndham's Groups Sales department to when the group is ready to book at the hotel.



and Payment Type.

Action	Description
New Group Block	Wyndham Groups Sales Department books a new group block, based on the rate and availability of the SNT and SPT rate plans, and will send a confirmation email to the hotel.
PM System	SynXis CR sends the group block to the PM System as a confirmed group.
Contact Group	Hotel must use the information provided in the email to contact the group organizer, confirm group block details and obtain payment type to guarantee the group block.
Update Group	Review the block details in your PM System. Add the cutoff date, market segment, and payment type to the group block. Optionally, add the deposit/cancel policies and contact information.
Ready to Book	The hotel is now ready to accept bookings for the newly created group block.

### Updating the When the Group Block block, it pupdated

When the Wyndham Group Sales department books a new group block, it populates in OPERA Cloud as a new block but it must be updated by the hotel after passing down from central reservations.

Follow the instructions below to update a group block received from Wyndham Group Sales department.

Step	Action	Screenshot
1	Follow the path <b>Bookings &gt; Blocks</b> <b>&gt; Manage Block.</b> Search for and select the block to update and click the <b>Block Code</b> to view the Block Detail.	Group Sales Team Training     Property     Best Code       44857     1124226R0     1124226R0       11-24-2023 (c)     2     11-26-2023       DE     ALL     ALL       ALL     ALL       Property     Search Code       11-24-2023 (c)     Cd OT Date       11-24-2023 (c)     Energy Control       Energy Control     Energy Control       Cd OT Days     Search Start       0
2	<ul> <li>The following fields need to be updated Group Sales Team booked blocks:</li> <li>Market</li> <li>Source</li> <li>Cutoff</li> <li>Payment Type to Guarantee Block</li> <li>Deposit/Cancellation (Optional)</li> <li>Contact Information (Optional)</li> <li>To update the Block Detail, click Edit.</li> </ul>	<image/>
3	Click the magnifying glass for <b>Market</b> and select the Market code.	* Market
4	Click the magnifying glass for <b>Source</b> and select the Source code.	* Source

Updating the Group Block in the PMS, continued

Step	Action	Screenshot
5	When the block passes down from SynXis Central Reservations, the cutoff date will be attached to the room types on the Room & Rate Grid and must be added to the Block Detail.	Cutoff Date 11-10-2023 Sat
	Enter the <b>Cutoff Date</b> .	
6	In the Payment field, select the payment type to guarantee the Block and click <b>Save</b> on the Block Details. If the payment type is a credit card, you can indicate the credit card type in the Block Details. To enter a payment method on a posting master, follow the menu path I Want To > Manage Reservations > Locate the posting master reservation > Payment	Payment VISA VI Q Save
7	Instructions.	
	<ul> <li>Do you need to update the following?</li> <li>Deposit/Cancellation</li> <li>Contact Information</li> <li>If Yes, continue step 8.</li> <li>If No, you are done updating the step 8.</li> </ul>	Block Main     Block Status     Deposit / Cancellation (1)     Linked Profiles (1)       Attachments     Block Notes     Sell Messages     Traces
	block.	
8	If a deposit or cancellation rule needs to be attached to the block reservations, click the link for <b>Deposit/Cancellation</b> .	Block Main     Block Status     Deposit / Cancellation (1)     Linked Profiles (1)       Attachments     Block Notes     Self Messages     traces

Continued on next page

Updating the Group Block in the PMS, continued

Step	Action	Screenshot
9	To add a deposit rule, click <b>New</b> under the <b>Deposit</b> section and select the desired deposit rule.	Deposit / Cancellation         X           Reservation
	The hotel's default cancellation rule will populate in the Cancellation section.	Deposit Internation No results found. Cancellation Ves Option Opt
	To change the cancellation rule, click <b>New</b> in the <b>Cancellation</b> section.	Cancellation   Required Field  Type  Recon Nights  Cancel Date  11-17-2023  fri  fri
	Select the new cancellation rule in the <b>Cancel Rule</b> field and click <b>Save</b> .	Tota free     % Ude     Comments       Total free     -     100.00% +       • Cancel Amount     0.00     USD   Cance Set Set Set Set Set Set Set Set Set Se
	Click the <b>vertical ellipsis</b> for the cancellation rule to remove and click <b>Delete</b> .	Cancellation Penalty     Description       12PM     0 Night(s)       7D4     0 Night(s)   7 days prior to 4pm day of a Edit Delete
10	To add contact information to the block, click <b>Linked Profiles</b> .	Block Main     Block Status     Deposit / Cancellation (1)     Linked Profiles (1)       Attachments     Block Notes     Sell Messages     Traces
11	Select Add Contact.	Add Account Add Contact
12	Search to see if the group contact already has a profile.	Quick Profile Search X Manage Profile O Huto
	Does the group contact have an existing profile?	Smith         Ly         Price number         Include Inactive           Account         Account         Resurt Priority         Account frame         Nasorit Priority           Account Coy         Account Come         Q         Account frame         Include Inactive
	If <b>No</b> , skip to step 14.	Accuert Out = 0 Accuert Pathing 0 Comp / MAA / Source Rev

Updating the Group Block in the PMS, continued

Step	Action	Screenshot
13	Highlight the group contact's profile and click <b>Select Contact</b> <b>Only</b> . <b>Result</b> : The necessary block updates have been completed.	Contacts         Accounts           Smith, Doug         Contact           @ 25 Shan Way, Parsippany, NJ, US, 07054         No data to display.
14	To create a Contact Profile, click the I Want To and select Contact Profile.	Vou have no search results yet.   Enter or modify criteria and search.     Image: Contact Profile   Image: Contact Profile   Source/ Contact Profile   Source/ Contact Profile   Contact Profile   Source/ Contact Profile   Contact Profile   Source/ Contact Profile   Contact Profile
15	Enter the contact's information and click <b>Save and Select Profile</b> .	Osick Profile Search     X       Marage Harle / Cesic Gradue Harle <ul> <li>Back to Marage Harle</li> <li>Finanzy Details</li> <li>Impaired Field</li> <li>Impaired Fiel</li></ul>

Updating the Group Block in the PMS, continued

Step	Action	Screenshot
16	Click <b>Save</b> . <b>Result</b> : The necessary block updates have been completed.	Linked Profiles       Add Account         Add Account       Add Context         Accounts       Centexts         Accounts       Smith, Doug         # 22 Synam Way, Pangpany, NJ, US, 07054       #         © Frinary       Print         Group Sales Team Training       Group         Primary       Print         Care       Care

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