

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:

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

Block Creation Cycle 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.



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.

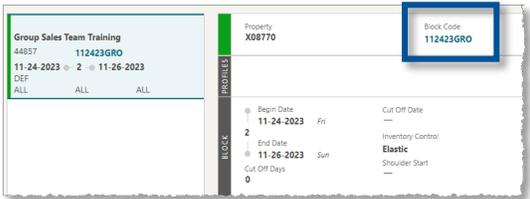
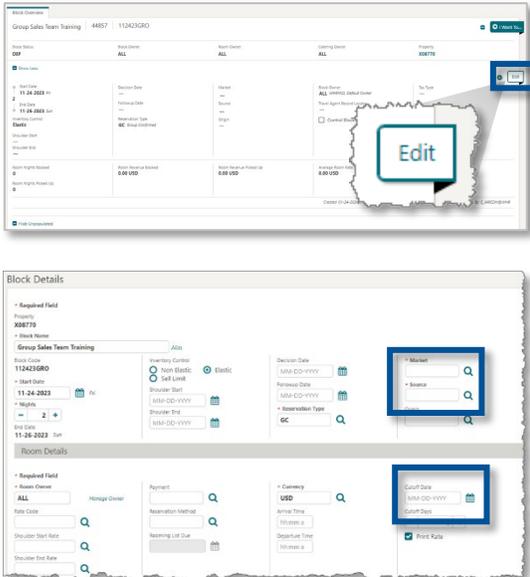
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Managing Group Sales Blocks, Continued

Updating the Group Block in the PMS

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.

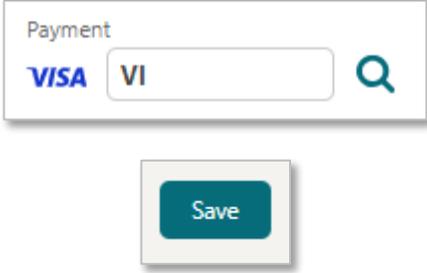
Follow the instructions below to update a group block received from Wyndham Group Sales department.

Step	Action	Screenshot
1	<p>Follow the path Bookings > Blocks > Manage Block.</p> <p>Search for and select the block to update and click the Block Code to view the Block Detail.</p>	
2	<p>The following fields need to be updated Group Sales Team booked blocks:</p> <ul style="list-style-type: none"> ▪ Market ▪ Source ▪ Cutoff ▪ Payment Type to Guarantee Block ▪ Deposit/Cancellation (Optional) ▪ Contact Information (Optional) <p>To update the Block Detail, click Edit.</p>	
3	<p>Click the magnifying glass for Market and select the Market code.</p>	
4	<p>Click the magnifying glass for Source and select the Source code.</p>	

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Managing Group Sales Blocks, Continued

Updating the Group Block in the PMS, continued

Step	Action	Screenshot
5	<p>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.</p> <p>Enter the Cutoff Date.</p>	
6	<p>In the Payment field, select the payment type to guarantee the Block and click Save on the Block Details.</p> <p>If the payment type is a credit card, you can indicate the credit card type in the Block Details.</p> <p>To enter a payment method on a posting master, follow the menu path I Want To... > Manage Reservations > Locate the posting master reservation > Payment Instructions.</p>	
7	<p>Do you need to update the following?</p> <ul style="list-style-type: none"> ▪ Deposit/Cancellation ▪ Contact Information <p>If Yes, continue step 8. If No, you are done updating the block.</p>	
8	<p>If a deposit or cancellation rule needs to be attached to the block reservations, click the link for Deposit/Cancellation.</p>	

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Managing Group Sales Blocks, continued

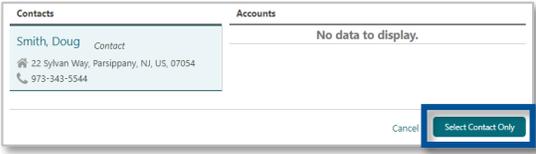
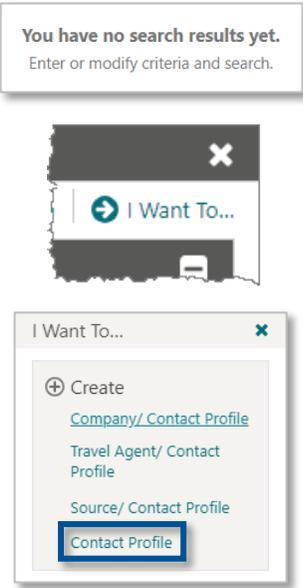
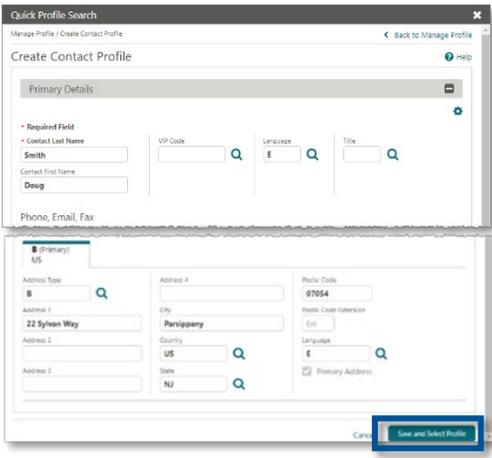
Updating the Group Block in the PMS, continued

Step	Action	Screenshot
9	<p>To add a deposit rule, click New under the Deposit section and select the desired deposit rule.</p> <p>The hotel's default cancellation rule will populate in the Cancellation section.</p> <p>To change the cancellation rule, click New in the Cancellation section.</p> <p>Select the new cancellation rule in the Cancel Rule field and click Save.</p> <p>Click the vertical ellipsis for the cancellation rule to remove and click Delete.</p>	
10	<p>To add contact information to the block, click Linked Profiles.</p>	
11	<p>Select Add Contact.</p>	
12	<p>Search to see if the group contact already has a profile.</p> <p>Does the group contact have an existing profile?</p> <p>If Yes, continue to step 13.</p> <p>If No, skip to step 14.</p>	

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Managing Group Sales Blocks, Continued

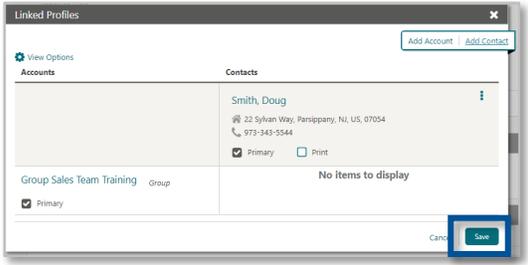
Updating the Group Block in the PMS, continued

Step	Action	Screenshot
13	<p>Highlight the group contact's profile and click Select Contact Only.</p> <p>Result: The necessary block updates have been completed.</p>	
14	<p>To create a Contact Profile, click the I Want To... and select Contact Profile.</p>	
15	<p>Enter the contact's information and click Save and Select Profile.</p>	

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Managing Group Sales Blocks, Continued

Updating the Group Block in the PMS, continued

Step	Action	Screenshot
16	<p>Click Save.</p> <p>Result: The necessary block updates have been completed.</p>	

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