EMPOWER Reservations

> GROUP MINI-HOTEL TAB

Learning to Create a Group Mini-Hotel

1 Mini-Hotel Information   **2** Group Contact Information   **3** Room Pool Grid

1.1 The first section is the Mini-Hotel Information, where the primary details about the Mini-Hotel are entered. Most of this information can be found in the hotel's Sales & Catering system.

1.2 The below table can be used as a guide to fill in the Mini-Hotel information into the system. It can also be used as a checklist for when you are building Mini-Hotels to ensure you have all the necessary information before you start.

FIELD	FUNCTION	REQUIRED
Property Code	Hotel's 5-character MARSHA code.	Required
Mini-Hotel Code	Unique, 3-character identifying code.	Required, do not duplicate MHCs
Mini-Hotel Name	Name of the event, max. 20 characters. Be specific and consistent through all systems so the Mini-Hotel can easily be located.	Required
Arrival & Departure Dates	Recommended to include 3 days before/after the main event dates (i.e. shoulder nights). Date range cannot exceed 60 days for convention-type mini-hotels.	Required
Convention or Contract Type	Convention is used for event groups s over a period of set dates. Contract is used for groups with a minimum number of nights over a longer period of time (ex. airline crew staying for next two years).	Required
Market Segment	Indicates the type of group business.e,g corporate / social	Required.
Cut-Off Date	Last date the negotiated rate will be available for bookings.	Recommended
Release Date	Triggers a one-time auto-release on the specified date of any remaining inventory in the Mini-Hotel. This will release the rooms in MARSHA only. Depending on the PMS at your hotel, the rooms may need to manually be released in both systems to keep them in balance.	Required

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INDICATORS		
Extend with KGROUP	End date will extend with each new week of inventory. Used only for contract-type mini-hotelMini-Hotels.	Optional.
Housing Restricted	Rooms are sellable only by the hotel or controlling office.	Optional; recommended for rooming-list groups.
Passkey	Passkey managed mini-hotelMini-Hotel.	Required
Rate-Suppressed	Hides the rate amount on email confirmations. NOTE: the rate is still viewable online by guests during the booking process. Generally only used for rooming-list groups.	Required
Exclude from Pre-Arrival email	Prevents the pre-arrival email from being sent to reservations. NOTE: Convention-type Mini-Hotels default to include a pre-arrival email. Contract-type Mini-Hotels automatically exclude emails.	Required
Commissionable	Adds to the commission flag to all market codes in the Mini-Hotel.	Required if commission is included in contract.
Opportunity & Quote ID	Unique identifying number from the Sales & Catering system. For Opera S&C and Delphi hotels the block number can be used. For airline Contract-type groups, enter the Contract Account ID.	Recommended
	Triggers a one-time auto-release on the specified date of any remaining inventory in the Mini-Hotel. This will release the rooms in MARSHA only. Depending on the PMS at your hotel, the rooms may need to manually be released in both systems to keep them in balance.	Required
IATA #	Group/Intermediary account number.	Required if commission is included in contract. Must be assigned prior to the start date.
Keywords	Helps reservation agents to locate a mini-hotelMini-Hotel. Can consist of additional words not in the Mini-Hotel Name, spelling out of acronyms, etc.	Recommended.

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2.1 The Group Contact Information is where the event planner's contact details are listed in the Mini-Hotel.

Group Contact Information

Title	First Name	Last Name	Company Organisation Name	
Street Address Line 1		City	StreetProv/Region	Zip/Postal Code
Street Address Line 2		Country	Booking Number	Email Address
Phone Number	Currency Code			

FIELD	MAX CHARACTERS	REQUIRED
Title	4	Optional.
First Name	15	Required.
Last Name	20	Required.
Company Organization Name	36	Required.
Street Address Line 1	36	Required.
City	21	Required.
State/Prov/Region	26	Optional.
Zip/Postal Code	10	Required.
Street Address Line 2	36	Optional.
Country	Minimum 2 max 28	Recommended.
Booking Number	6	Optional.
Email Address	36	Optional.
Phone Number	19	Optional.
Currency Code	3	Required. Use the default currency of the hotel, not the group contact's country.

1	Mini-Hotel Information	2	Group Contact Information	3	Room Pool Grid

3.1 The Room Pool Grid is where the rate information is created.

Room Pool Grid

Select	Room Pool	Room Pool Desc	Rate Program	Market Code	Rate Desc	Single Rate ⓘ	Double Rate ⓘ	Sellable
☑	GENR	Guest room, 1 King	ABCA	ABCG				
☑	QNQN	Guest room, 2 Queen	ABCB	ABCG				
☑	SPAK	Guest room, 1 King, Whirlpool	ABCC	ABCG				
☑	KSTE	Suite, 1 King	ABCD	ABCG				
☑	HOSP	Hospitality Suite, 1 King	ABCE	ABCG				

+ Add New

FIELD	FUNCTION	FORMAT
Select	All hotel room pools selected by default. To exclude creating a rate program for a particular room pool, uncheck Select checkbox.	Checkbox.
Rate Program	Four-character code unique for each room pool.	Consists of Mini-Hotel Code plus an additional character.
Market Code	Indicates type of business.	Varies by hotel's property management system.
Rate Desc	Usually filled with name of room pool, may also identify rate details (ex. GENR staff rate, rate includes breakfast, triple/quad rate, etc.).	Free-form text, max. 40 characters.
Single & Double Rate	Rate amount for single and double occupancy. MARSHA does not support rate changes within a Mini-Hotel. The same rate amount will apply to all dates in the Mini-Hotel.	3-9 digits. Do not include decimal points, but include the digits that would follow the decimal (ex. enter 22500 for $225.00 USD).
Sellable (or Add to Group Facts)	Column will be used for future functionality. For now, it is recommended to mark Y (yes) for all rate programs being created.	Uppercase Y or N.
+ Add New	Additional rate programs may be added as needed (ex. for staff rates, triple/quad rates, etc.).	Room Pool will need to be entered in Uppercase letters. Room Pool Desc is free-form text, and is recommended to copy the original description listed for that room pool. All remaining fields will follow the same formats listed above.

4 Room Grid

5 Hotel Facts

4.1 The Room Grid is where room inventory can be authorized in the Mini-Hotel.

Room Grid

Arrival Date	Departure Date
04/01/2020	04/04/2020

Room Pool	Room Pool Desc	4/1/2020	4/2/2020	4/3/2020
GENR	Guest room, 1 King			
QNQN	Guest room, 2 Queen			
SPAK	Guest room, 1 King, Whirlpool			
KSTE	Suite, 1 King			
HOSP	Hospitality Suite, 1 King			
Total				

4.2 This section appears once the required Mini-Hotel Information is completed in the first section. It includes columns for each night within the Mini-Hotel date range and a separate line for each Room Pool. Enter the total amount of rooms that are needed on each date for each room pool. For exapmle, GENR needs 20 rooms for the first night, 50 rooms for the second night, and 20 rooms for the third night. Rooms are blocked by room pool, not by rate. If no rooms need to be held for a particular night/room pool, the field can be left blank.

4 Room Grid

5 Hotel Facts

5.1 The Hotel Facts section is where details about the Mini-Hotel can be entered for Reservation Agents and guests.

Hotel Facts

Internal

```
EVENT NAME
EVENT START-END DATES    # NIGHTS

POOL   PRGM   PRICE   MKT CODE
POOL   PRGM   PRICE   MKT CODE
NOTE RATE INCLUSIONS

CUT-OFF DATE          DD MMM YYYY
RES METHOD            INDIV CALL IN / ROOMING LIST / HOUSING BUREAU / ETC
NEW RESERVATIONS      YES / NO
CHANGE OR CANCEL      YES / NO
CANCEL POLICY         2 DAYS BEFORE ARRIVAL / 6PM DAY BEFORE / ETC
PAYMENT METHOD        CC REQUIRED / ROOM/TAX TO GROUP / ALL CHARGES TO GROUP
HOTEL CONTACT         NAME - PHONE / EMAIL
MEETING CONTACT       NAME - PHONE / EMAIL / WEBSITE
OVERFLOW HOTEL        MARRIOTT PROPERTY - MARSHA CODE
PMS NUMBER            XXXXXXXX
```

External-Internet

```
EVENT NAME
EVENT START-END DATES
BOOK THIS RATE BEFORE:  MMMMM DD, YYYY
CANCELLATION POLICY:  2 DAYS BEFORE ARRIVAL / 6PM DAY BEFORE / ETC
NOTES:  NOTE RATE INCLUSIONS OR SPECIAL INSTRUCTIONS AS NEEDED
```

5.2 There are two different Facts pages available separated into 2 windows. Each window accepts free form text lines; each line can accept a maximum of of 75 characters, and a maximum of 45 lines can be accepted. Additional lines can be entered as needed, and lines not applicable to the Mini-Hotel can be removed

4 Room Grid

5 Hotel Facts

5.3 Internal - These facts will display to Reservation Agents (CEC) and is strongly recommended to be included for every Mini-Hotel. Guests will often call our reservations centers with inquiries about group bookings.

```
FULL EVENT NAME
EVENT START–END DATES:  # NIGHTS

PRGM   PRICE   POOL   ROOM/BED TYPE   MKT CODE
PRGM   PRICE   POOL   ROOM/BED TYPE   MKT CODE
NOTE RATE INCLUSIONS (EX. INTERNET, PARKING INCLUDED)
RESORT/DESTINATION FEE:  APPLIES / WAIVED

CUT-OFF DATE:  DD MMM YYYY
RES METHOD:  INDIV CALL IN / ROOMING LIST / HOUSING BUREAU / PASSKEY
INSTRUCTIONS:  LIST HOUSING BUREAU/ROOMING LIST INSTRUCTIONS
NEW RESERVATIONS:  YES / NO
MAX # ROOMS PER BOOKING:  #
CHANGES OR CANCEL:  YES / NO
NEW/CHANGES ALLOWED AFTER CUTOFF:  YES / NO
CANCEL POLICY:  2 DAYS BEFORE ARRIVAL / 6PM DAY BEFORE
PAYMENT METHOD:  CC REQUIRED / ROOM/TAX TO GROUP / ALL CHARGES TO GROUP
HOTEL CONTACT:  NAME, PHONE / EMAIL
MEETING CONTACT:  NAME, PHONE / EMAIL / EVENT WEBSITE
OVERFLOW HOTEL:  MARRIOTT PROPERTY, MARSHA CODE
PMS NUMBER:  XXXXX
```

LINE	FUNCTION
Event Name	Include the full name of the event.
Event Start-End Dates	List the main event dates. Do not include the shoulder nights (additional dates before/after main event dates).
# Nights	List the number of nights of the main event (ex. if they arrive on April 1 and check out April 4, there will be 3 nights).
Rate Program Details	Include the room pool, rate program, rate amount, and market code of each room pool that will have inventory authorized in the Mini-Hotel (ex. GENR ABCA 225.00 ABCG). These details are used by the reservations agents during the booking process in EMPOWER.
Rate Inclusions	Note any inclusions in the rates (ex. rate includes breakfast).
Cut-Off Date	Last date the negotiated rate will be available for bookings. NOTE: This is informational only; inventory remaining in the Mini-Hotel after the cut-off date can still be booked by reservation agents.
Res Method	Indicates the methods reservations will be accepted for a Mini-Hotel, and can include whether guests can book individually, a rooming list will be provided by the event planner, bookings will be submitted by a Housing Bureau, etc. If guests cannot book directly with a reservation agent, be sure to include contact information or directions for how guests should be making bookings below (ex. meeting planner contact, housing bureau website, etc.)
New Reservations	Indicates to a reservation agent whether they may make new reservations in the Mini-Hotel. For individual call-in groups, it is recommended to update this fact line to NO after the cut-off date has passed, if no new reservations should be accepted at the negotiated rate.
Change or Cancel	Indicates to a reservation agent whether they may make changes or cancellations to reservations in the Mini-Hotel. For individual call-in groups, it is recommended to update this fact line after the cut-off date has passed with clear instructions regarding changes or cancellations to existing reservations.
Cancel Policy	The cancellation policy that will apply to reservations in this Mini-Hotel. If no cancellation policy is noted, reservation agents will quote a 72-hour policy to guests by default. NOTE: this is informational only. The hotel's default cancellation policy will still appear on e-confirmations and cannot be customized.
Payment Method	Indicates whether guests need to provide a credit card to guarantee their reservation, if deposits will be taken, or if billing arrangements have been made.
Hotel Contact	Include the contact information of someone at the hotel who can answer questions about the Mini-Hotel.
Meeting Contact	Include the contact information of the event planner or housing bureau who can answer questions from guests.
Overflow Hotel	List any additional Marriott properties if they have been contracted to take additional reservations for the event. Include the hotel name and the 5-character MARSHA property code.
PMS Number	Include any account or booking numbers from the hotel's PMS. This is informational only for the hotel and for support teams assisting hotels with Mini-Hotel tasks. Primarily used by FSPMS and FOSSE hotels.

4 Room Grid

5 Hotel Facts

5.3 External or Internet - These facts will display to guests on Marriott.com in the Rate Details link. Use language appropriate for presenting to guests. Avoid using slang, hotel jargon, or abbreviations in this text.

EVENT NAME
EVENT START–END DATES
BOOK THIS RATE BEFORE: MMMMM DD, YYYY
CANCELLATION POLICY: 2 DAYS BEFORE ARRIVAL / 6PM DAY BEFORE / ETC
NOTES: NOTE RATE INCLUSIONS OR SPECIAL INSTRUCTIONS AS NEEDED

LINE	FUNCTION
Event Name	Include the full name of the event.
Event Start-End Dates	List the main event dates. Do not include the shoulder nights (additional dates before/after main event dates).
Booking This Rate Before	List the cut-off date (i.e. the last date the negotiated rate will be available for bookings).
Cancellation Policy	List the cancellation policy that will apply to reservations in this Mini-Hotel. NOTE: This information will only appear in the Rate Details link on Marriott.com. The hotel's default cancellation policy will still appear on e-confirmations and cannot be customized.
Notes	Note any inclusions in the rates (ex. rate includes continental breakfast for up to 2 adults) or any special instructions for guests.

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