Manual Reservation Check

Hotel

AUDIT VERIFICATION

Inspector's Name

Inspector's Signature   **SIGNATURE**

RESERVATION DETAILS CHECK

Is the guest's name recorded with proper formatting and punctuation?

(Yes) (No) (NA)

If there is any additional guest, is his/her profile information recorded correctly with proper formatting and punctuation?

(Yes) (No) (NA)

Are the dates of stay mentioned accurately?

(Yes) (No) (NA)

Is the number of guests mentioned accurately?

(Yes) (No) (NA)

Is the number of bedrooms correct?

(Yes) (No) (NA)

Are proper rate codes/promotional codes (if applicable) used?

Yes   No   NA

Is the correct type of room selected?

Yes   No   NA

Are the daily rates accurate?

Yes   No   NA

Are there any fixed rate options?

Yes   No   NA

Is the print rate option removed when required?

Yes   No   NA

Are appropriate rooms allocated to the guests (as per guest requests if any) ?

Yes   No   NA

Is there a proper explanation, if Do Not Move feature is selected?

Yes   No   NA

Is the agent profile accurately attached to the reservation?

Yes   No   NA

Are the market, source and origin codes mentioned correctly?

Yes   No   NA

Is the reference number mentioned accurately in the Voucher field?

Yes No NA

Are payment details been updated correctly and with all other (name) details?

Yes No NA

At the time of reservation, is any payment taken?

Yes No NA

Is the company profile updated at the time of reservation?

Yes No NA

Are special requests and arrival time fields updated?

Yes No NA

Are any traces or alerts included in the reservation (if required)?

Yes No NA

If the reservation is entered manually due to 'Credit Card Expiration Before Arrival' failure, are the guests informed on this?

Yes No NA

Overall comments

textarea