

IO 5 – Video Guide – Transcript of the videos

Video 10 – Close-out

Hello, welcome back to the FFOED video guide.

Before we dig into reservation management, we should also mention the option of closing the rooms for sale, as mentioned in the previous videos.

This option is visible in the rooms calendar, where the pink area highlights the rooms closed for sale. This means these rooms are not eligible for sale and will not step into the reporting (for example, Revenue per Available Room will not use these rooms in the calculation). The reasoning for closing the rooms might be variable, but most commonly, it is because of the maintenance works or defect handling. Sometimes, it might also be used to close the rooms for house use.

To close the rooms, go to the reservation calendar and right-click on the preferred date. The option to Close or Open this day will appear. After clicking the option, you can select the action (closing or opening the rooms) in a specific period and define the rooms affected by the change. At this stage, you can close the whole hotel by closing all the rooms, close a specific section of the hotel by selecting the specific calendar, choose specific rooms to be closed or select the room types to be closed.

After selecting the preferred option, the close-out will appear in the calendar as a pink area without the possibility of creating the reservations.

One of the reasons for closing out the capacity for smaller accommodation facilities is providing highly personalised events, which consist of all the services provided by the facility and privacy, not harmed by other guests. For example, weddings or team building. Closing the rooms on these dates is a must, but it is crucial to accompany the closure with the information in the calendar, which might be done through the “Significant dates” option.

Let’s create some of these in the following video.

