

**You will learn:**

- *How do resource reservations work,*
- *How to activate resource reservations in KWHotel*

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## 1. Resource reservations explained

The regular reservation process implies that room is assigned to guest in the beginning. It is clearly comfortable and very reliable in case of small accommodation facilities.

But what about a situation where there are multiple room groups and each of them includes several rooms? Despite appearances, it creates a risk that your reservations are not managed in the most effective way.

### What does efficiency mean in this case?

An accurate allocation of bookings protects us from events where for each day of reservation there is a different vacant room.

In the best case scenario you can swap reservations on the calendar (meaning the current occupants must be relocated to other rooms) and thus place your new reservation in a single room for the whole stay.

Worst case scenario requires you to move your guest from room to room, day by day, effectively lowering his satisfaction with your services.

Such events stand out even more if you synchronize with portals such as Booking.com. Since such portals work only with room groups, they are not aware that in the given term we do not have the vacancy for the same room.

This results in a completely correct reservations, which however are not possible to be occupying a single room.

The screenshot shows a calendar interface for March 2019. The calendar is filtered for 'DOUBLE' room groups. It displays reservations for four different room groups (Double I, II, III, IV) across the days Monday (25), Tuesday (26), Wednesday (27), and Thursday (28). Reservations are represented by colored arrows indicating the duration of stay. Red arrows represent reservations for Jan Kowalski (Double I) and Adrian Krolik (Double IV). Green arrows represent reservations for Waldemar Kowalski (Double II) and Janina Pires (Double III). Red circles with the number '1' indicate resource reservations, which are bookings made for a room group without specifying a particular room. The interface includes a menu bar with options like Dashboard, Calendar, Services, Campground, Logbook, Meals, Accounting, Reports, Statistics, Rooms, Rate plans, and Online bookings (2) SPA.

Room group filter	poniedziałek 25	wtorek 26	środa 27	czwartek 28	piątek 29
DOUBLE I	Jan Kowalski	Jan Kowalski	1	1	
DOUBLE II	Maria Smith	1	Waldemar Kowalski	Waldemar Kowalski	
DOUBLE III		1	Janina Pires	Janina Pires	
DOUBLE IV		Adrian Krolik	Adrian Krolik	Adrian Krolik	

This is where the resource reservations come in handy. This way of booking rooms is mainly used by large hotels but it can be effectively adapted to smaller accommodation facilities.

### How does it work?

Resource reservations allow you to book a term for a selected room group (i.e. Double) but without specifying which room will the guest sleep in.

Such booking still lowers room group`s availability ("resources").

To activate this feature in the KWHotel 0.47, go to **Tools > Configuration > Other > Page 3** and activate the following function: "**Enable resource reservations**":

This makes KWHotel provide an optimal placement of reservations on the calendar (resource bookings are marked with special arrows).

## Resource reservations

Room group filter	poniedziałek 25	wtorek 26	środa 27	czwartek 28	piątek 29
DOUBLE					
Double I 2 2		Jan Kowalski		Waldemar Kowalski	
Double II 0 2		Maria Smith		Janina Pires	
Double III 2 2			Adrian Krolik		
Double IV 1 2					

Please notice that in the above situation KWHotel has placed reservations in such way that room "Double IV" is still vacant. This will allow you to accept more reservations.

When a guest arrives in your hotel, just edit his reservation, assign a vacant room from a list and save changes.

**Do you have any questions?  
We will happily answer them!**

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