Alex

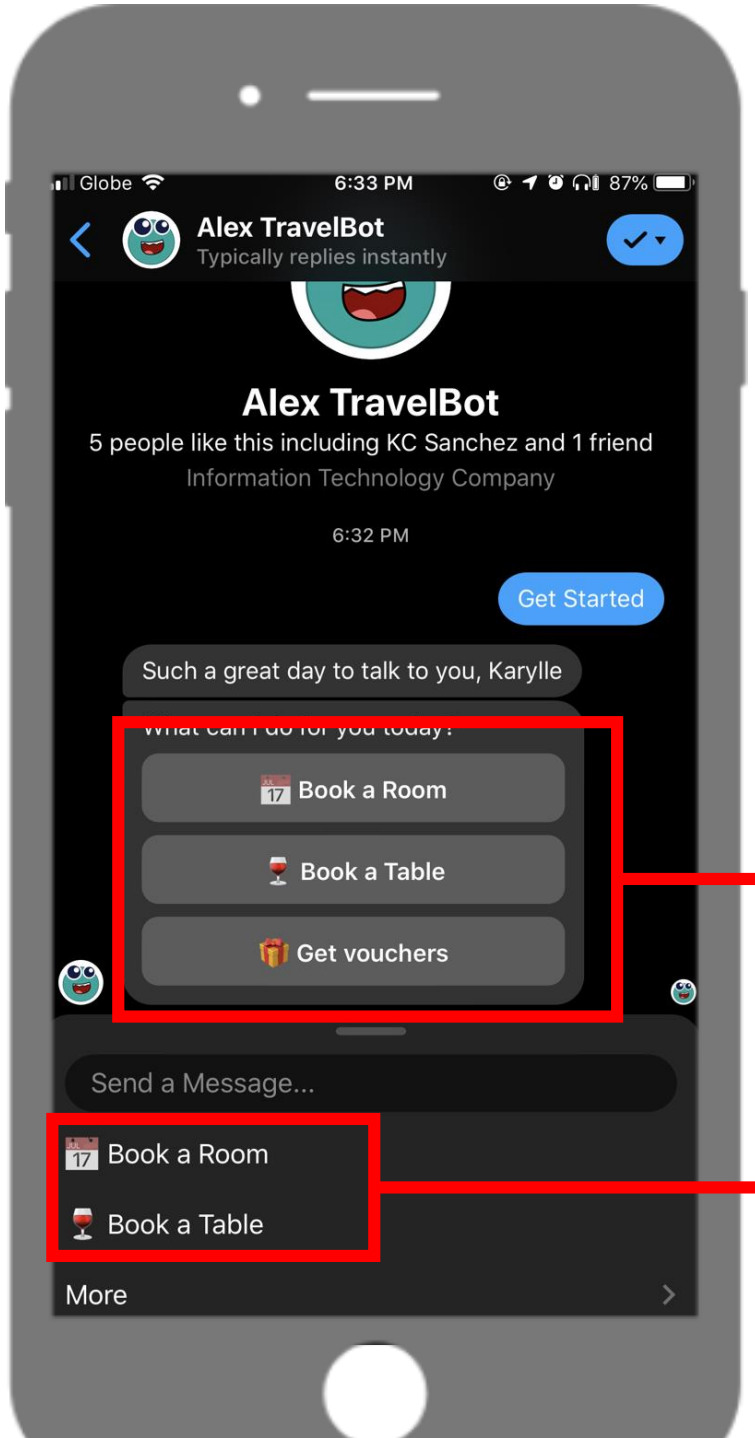
HELLO THERE,

HUMAN!

Room booking manual

By: Global Hospitality Solutions

GHS



Alex room booking enables room reservation on Facebook Messenger.

2 ways to create booking

(1) Via conversation

(2) Messenger main menu

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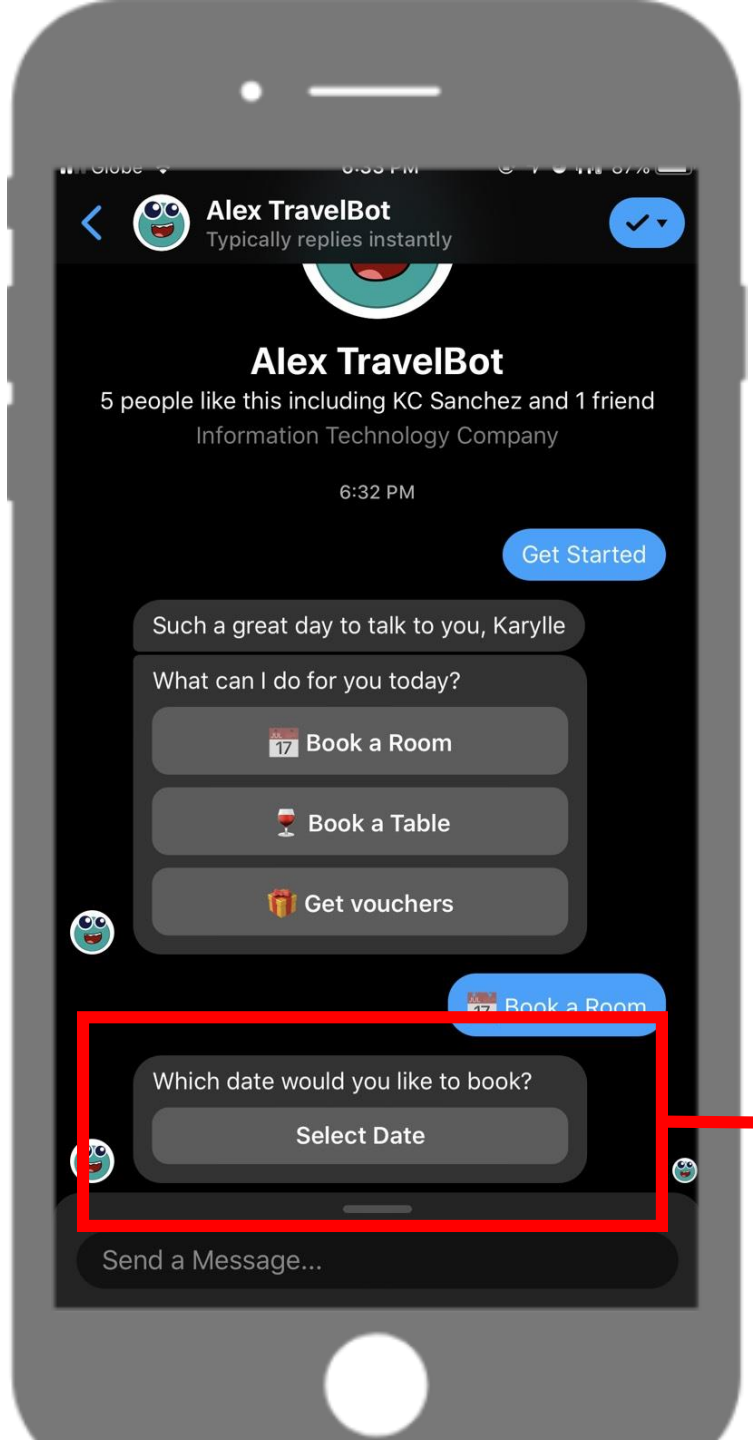

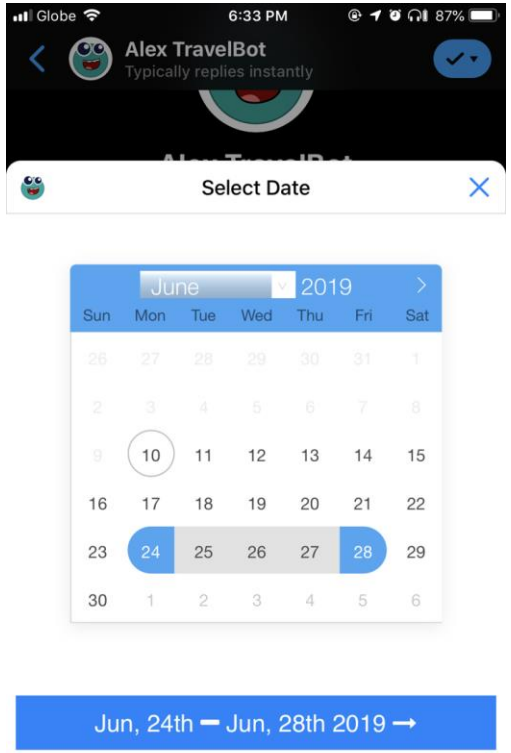

Choose arrival / departure date

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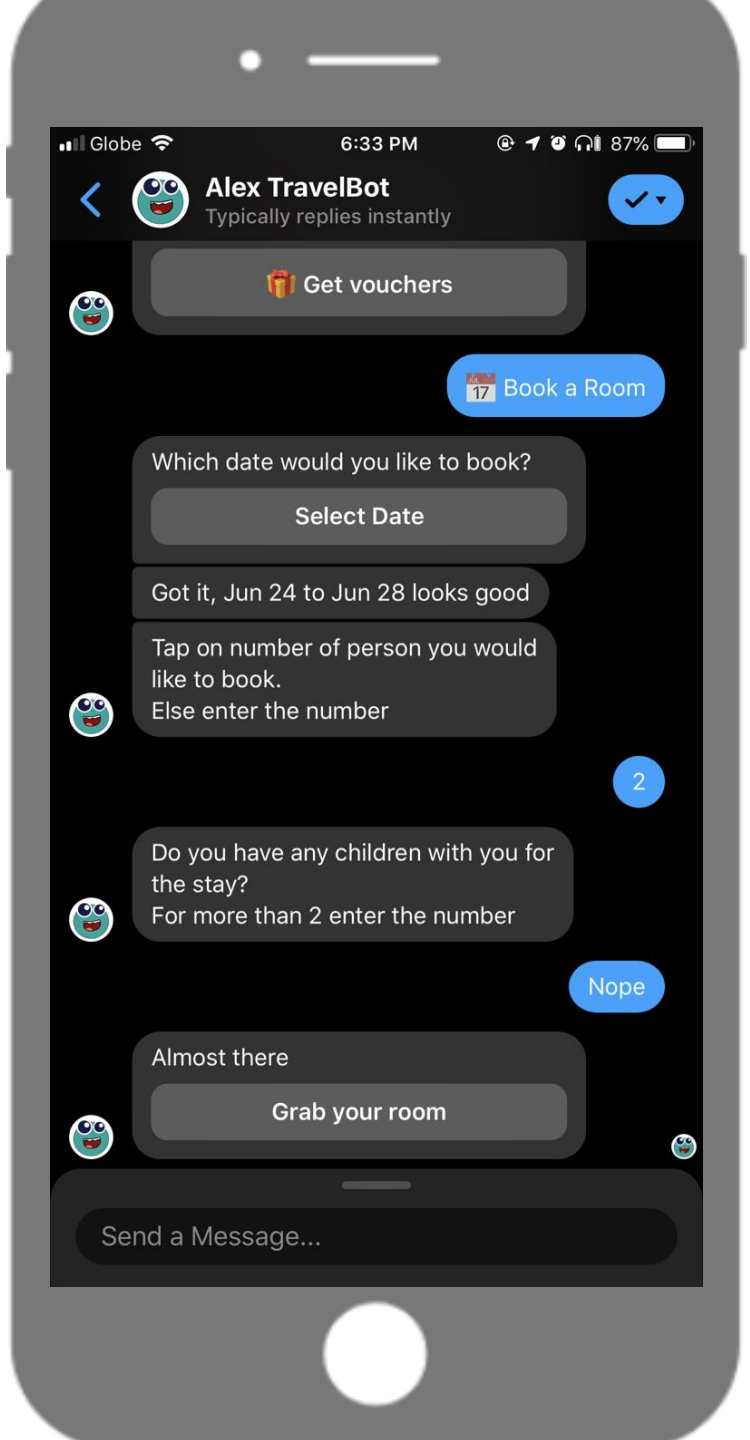

Booking details

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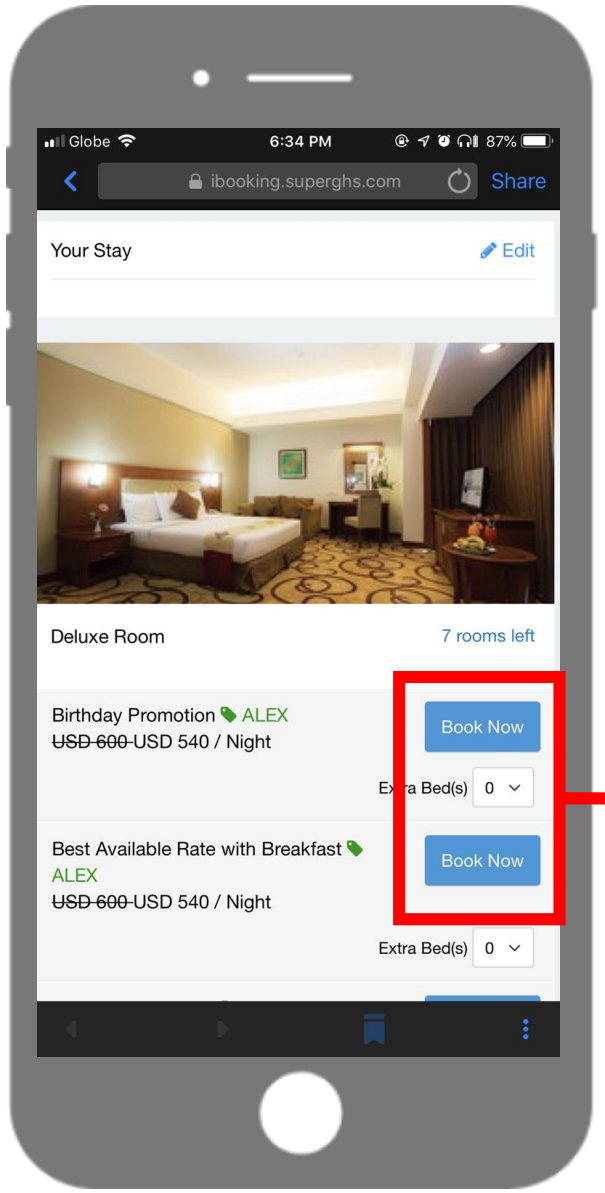
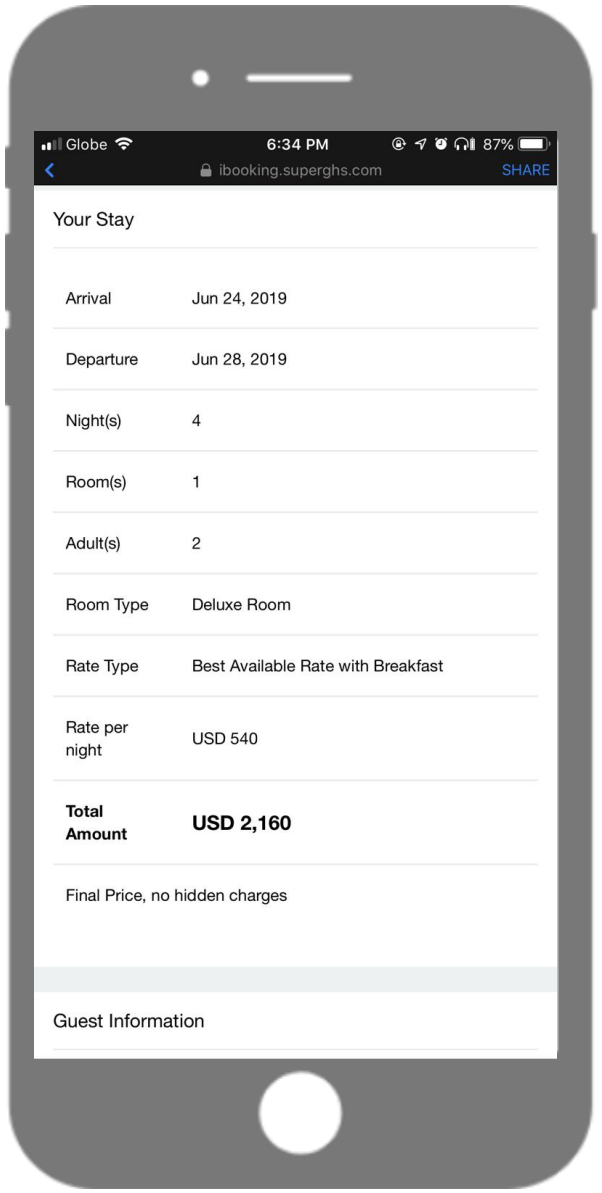


Select type of room



Booking summary

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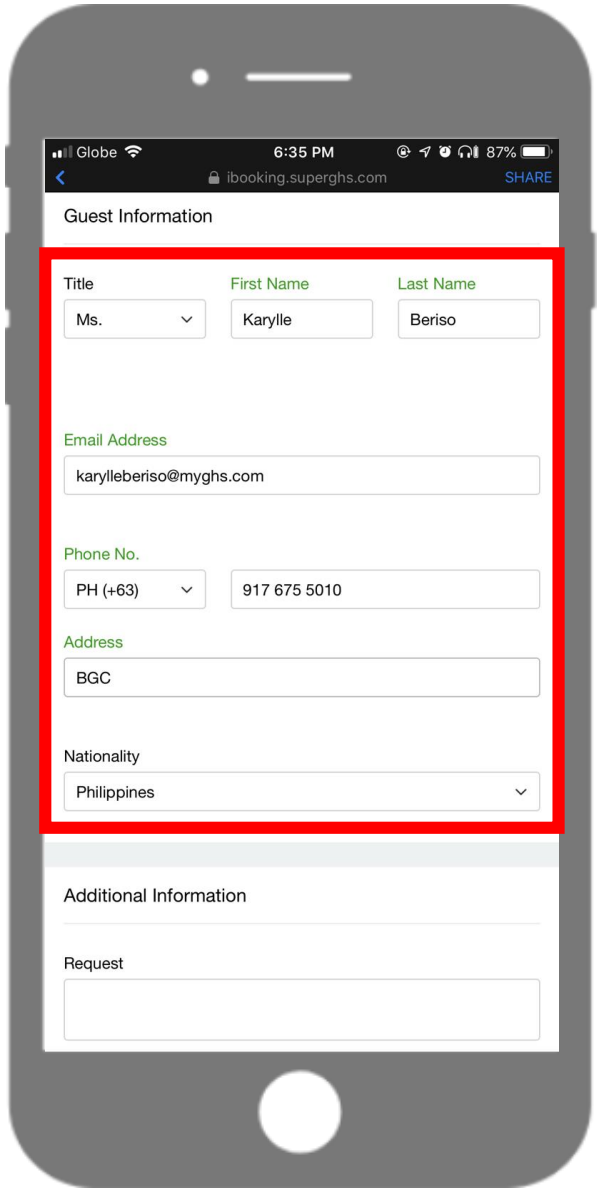
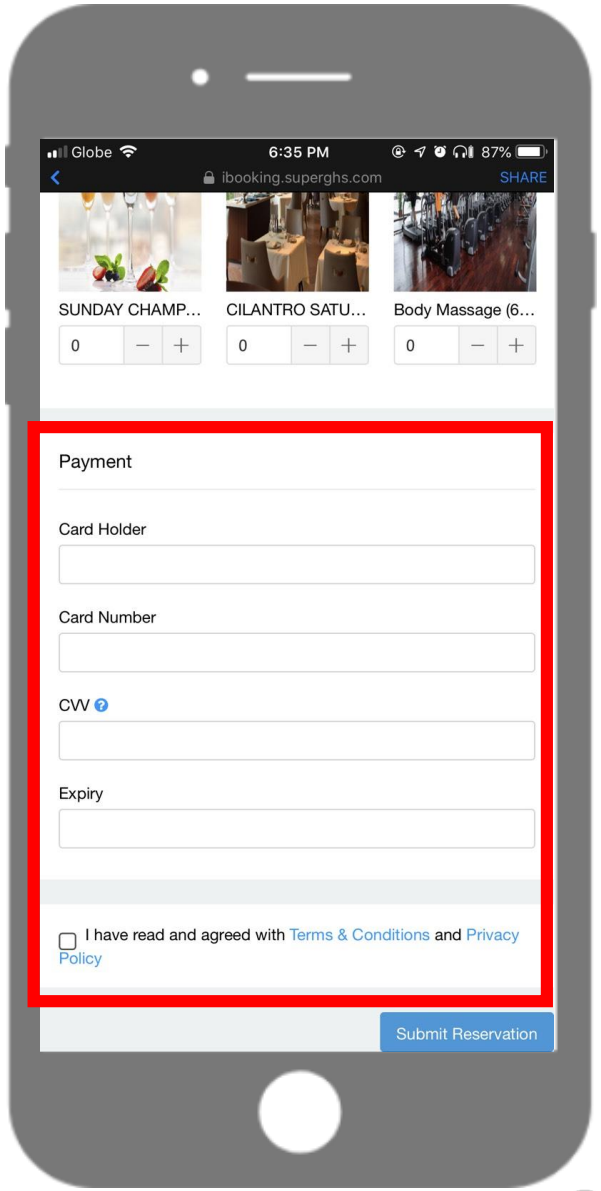
Update guest information and payment





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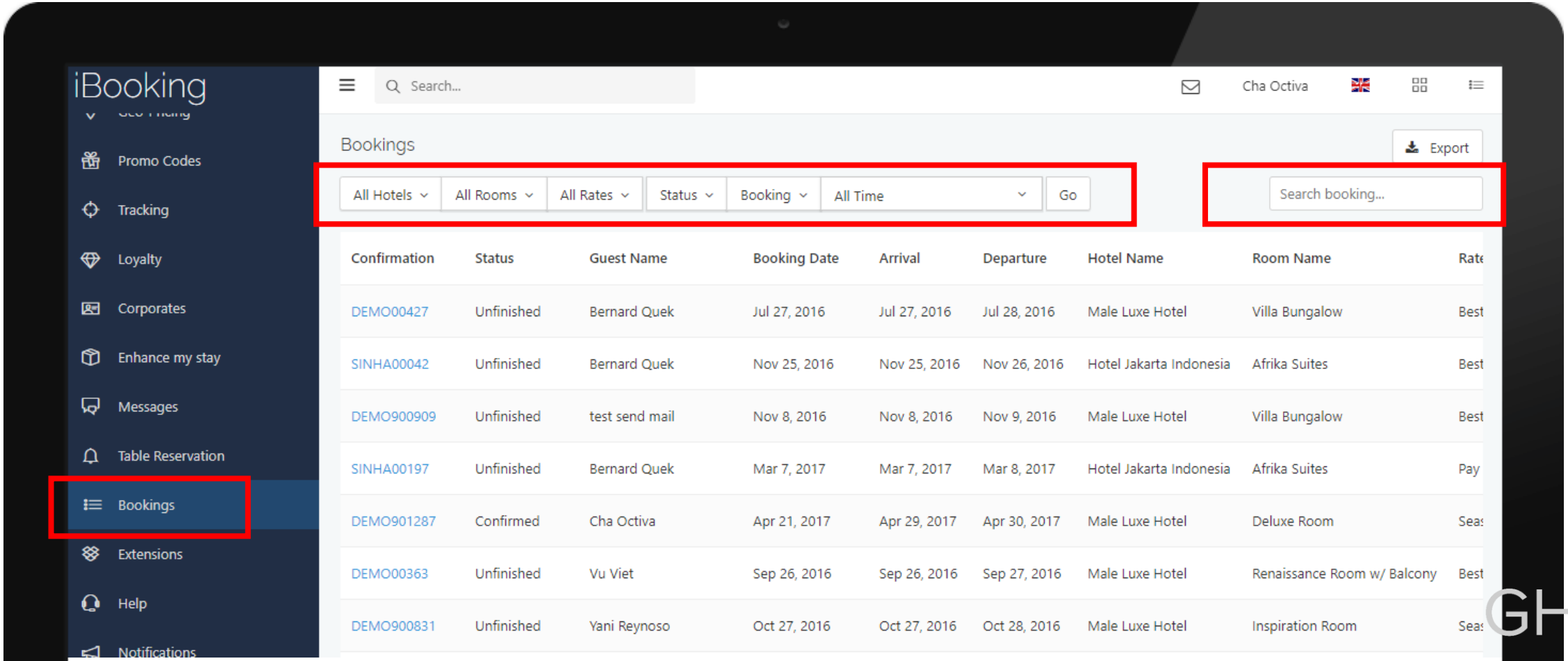
How to view reservations

(1) Select “Bookings” on the menu
(2) Search confirmation no. or email on “search booking field or
(3) Use filters for specific group of booking.



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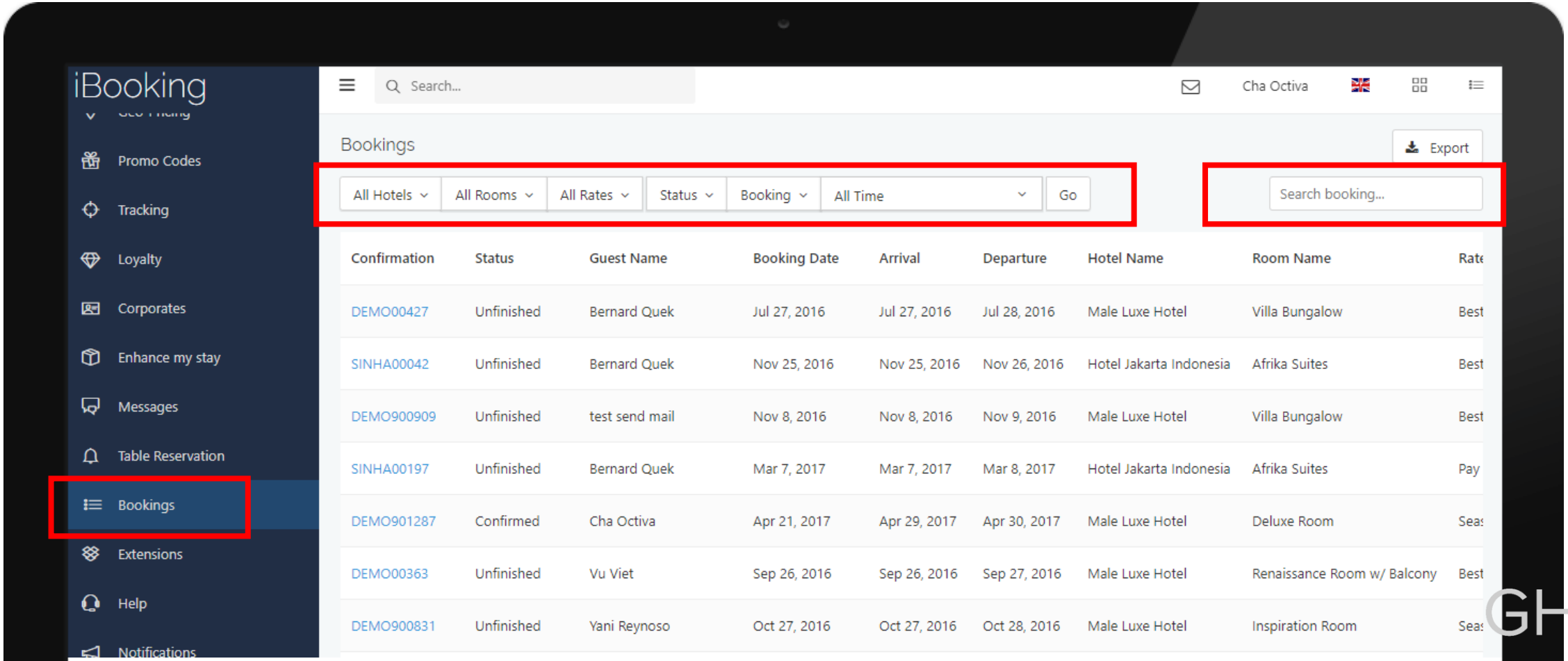

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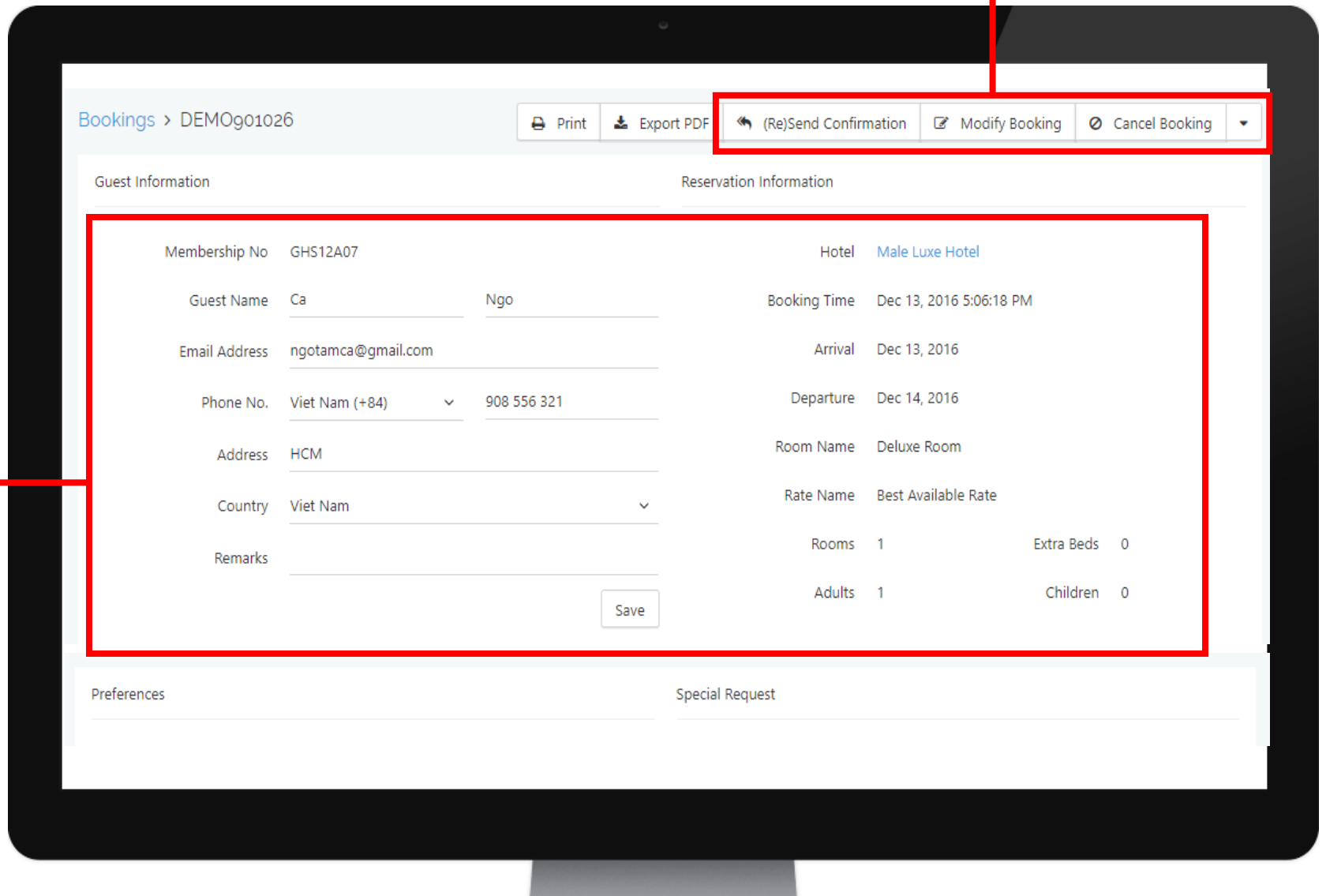
How to update reservation details?

(1) Resend email confirmation to guest / hotel
(2) Modify Booking
(3) Cancel booking

Guest details



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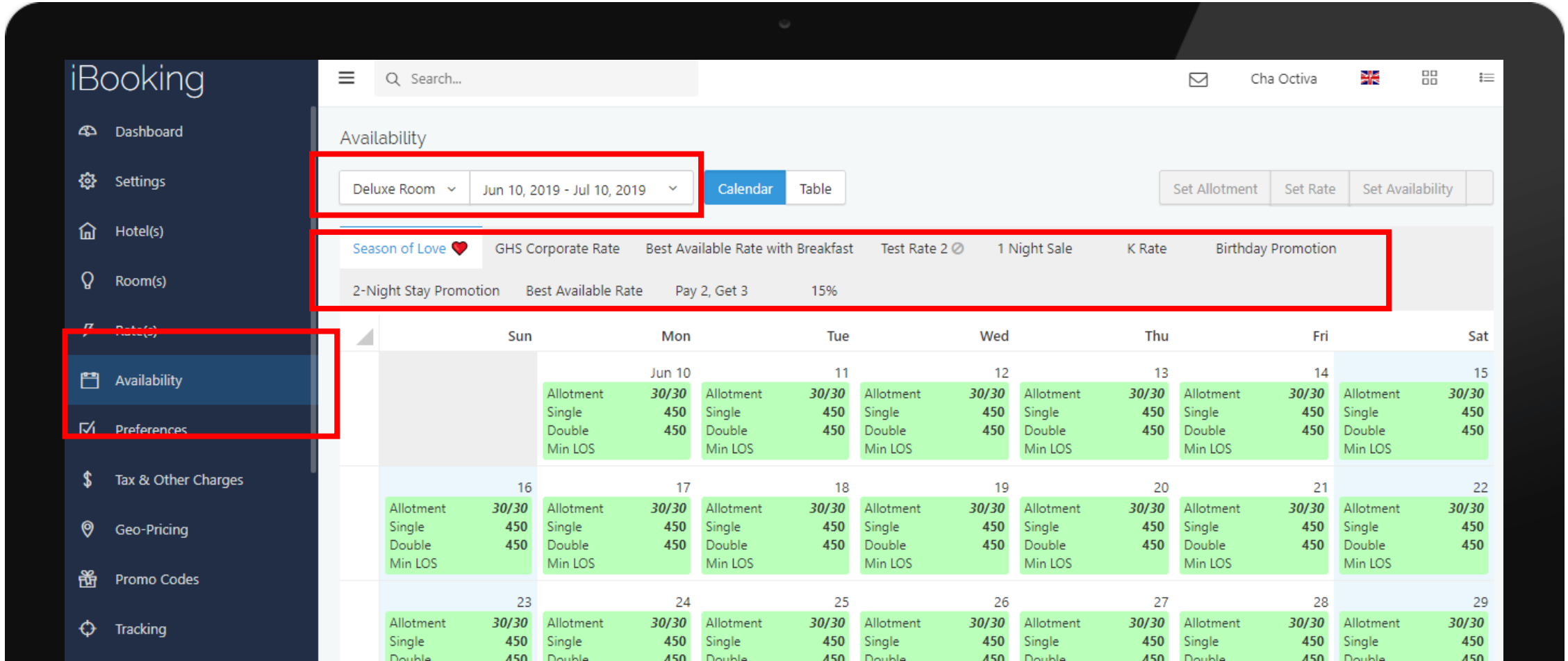
Update availability for non Siteminder and Rategain Channel Manager only

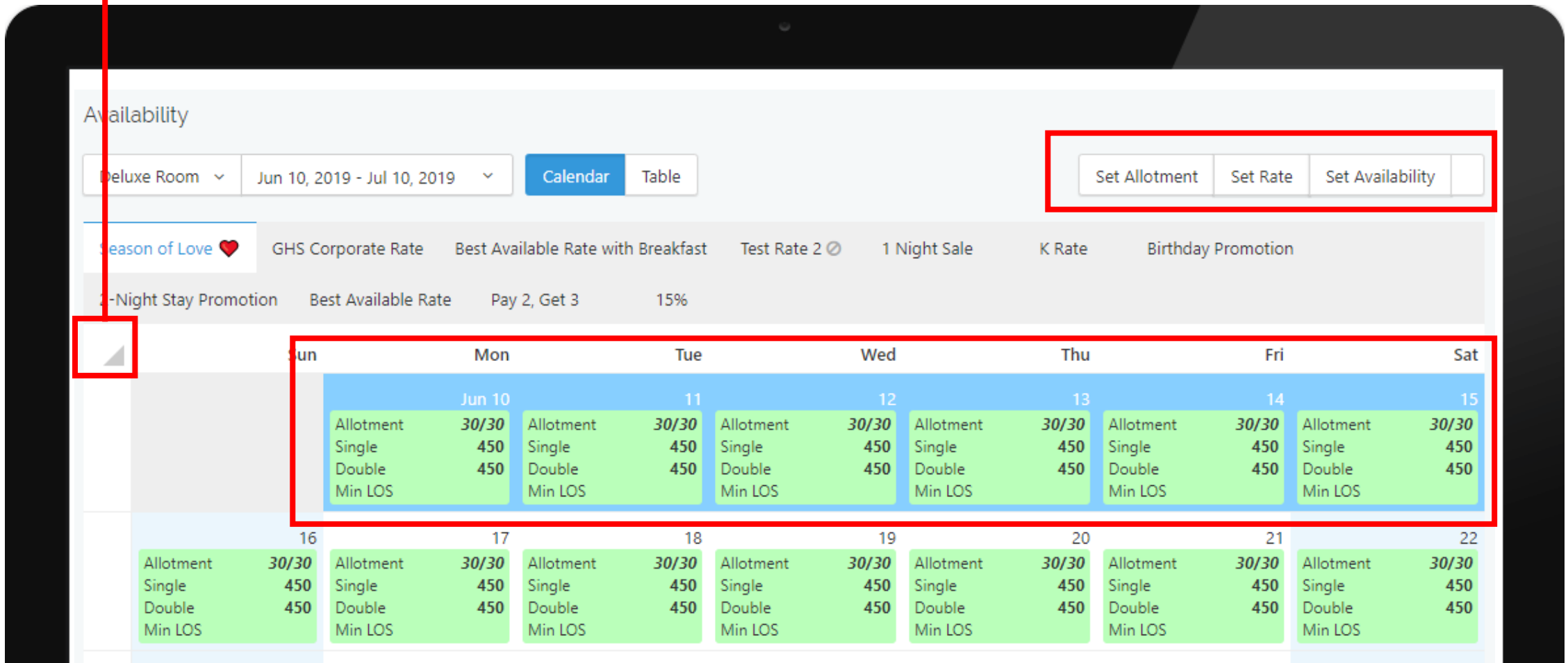
(1) Select “availability” on the menu
(2) Select room type and date
(3) Select rate type



Update availability for non Siteminder and Rategain Channel Manager only

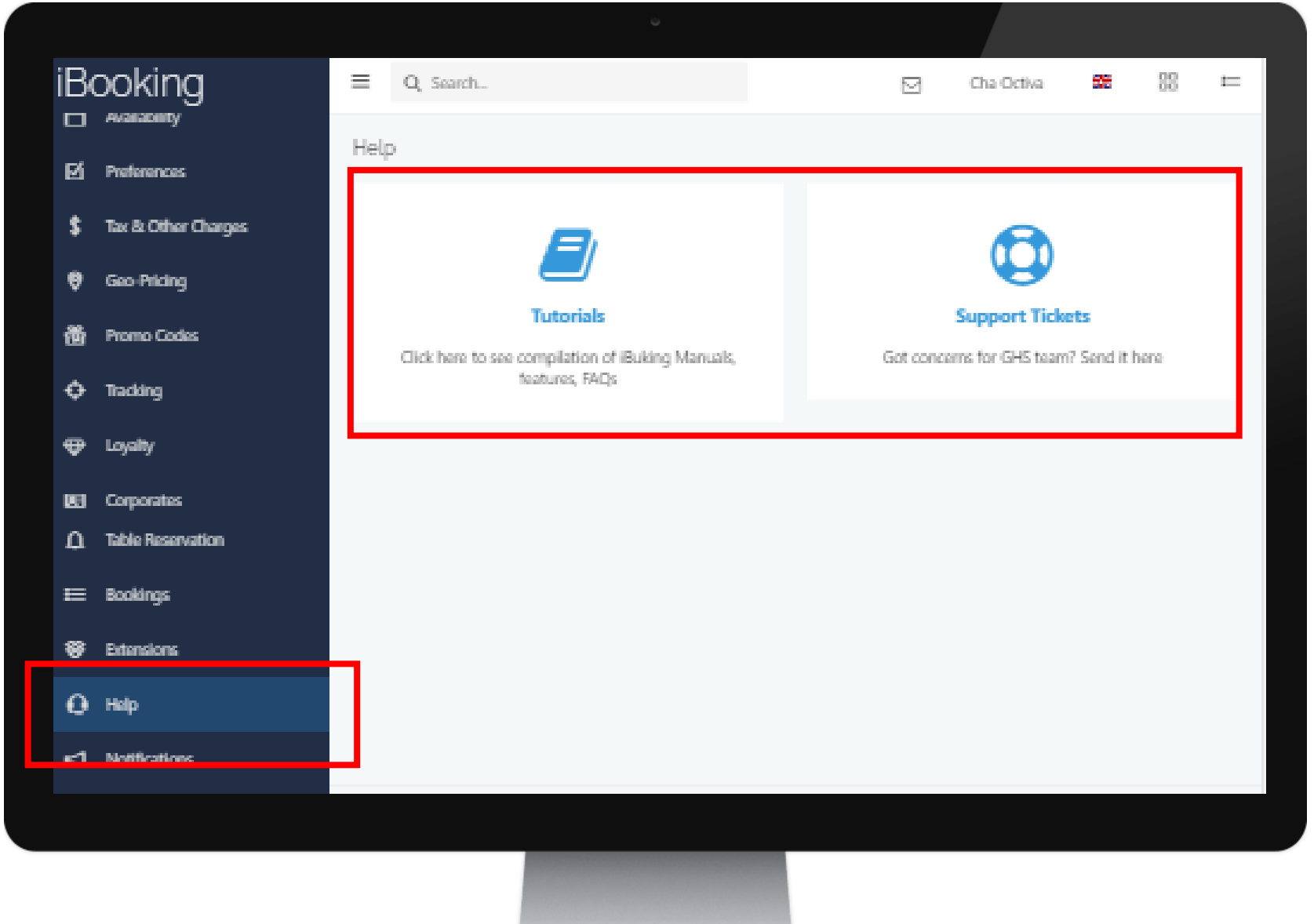
Select all dates

(4) Select date
(5) Update Allotment, rate and availability. *Right click for short cut*



For customer support

(1) Select “Help” on the main menu
(2) Select Tutorial to update room setting
(3) Support ticket for client concerns



THANK YOU HUMAN!

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