



## LIFE OF A CONTRACT – FROM INCEPTION TO CONSUMPTION - HILTON

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➤ **Lead/Inquiry Receipt** – Sales Manager receives a lead or inquiries through any lead Source

➤ **Create Prospect Booking** in Delphi under the appropriate account or use the booking already created via Meeting Broker / CITY.

Run SSG to ensure the quoted rate passes.

- If **SSG passes** → Respond to Lead/Inquiry via phone call + proposal, and make appropriate notes in Group Booking
- If **SSG fails** → take screenshot of failed SSG – send SSG exception to DOS who will pass on to Revenue Manager. If an approval comes back, then Respond to Lead/Inquiry via phone call + proposal, and make appropriate notes in Group Booking

➤ **Once Client contacts Sales Manager to commit to the booking:**

**PROSPECT** to **TENTATIVE**

- **Merge a contract in Delphi**  
[ensure all rates, room types, cutoff dates; method of payment, and reservation method are correct. Ensure any blocked space has also pulled correctly].
- **Have contract approved and initialed** by appropriate management [DOS, DOC, GM, etc]
- Scan and **send contract to client** for review and signature along with a Credit Card authorization form to ensure method of payment is received with contract.
- Make notes in the booking regarding any special concessions, rebates, or rate inclusions.
- Verify that F&B revenue in the booking matches F&B minimum on the contract.
- Ensure guestroom block is washed at 80% per sales audit standards, or that backup/explanation is provided along with the contract why it is not washed at the standard.
- Turn Booking **Tentative** in Delphi and print booking recap
- Pass off **Tentative packet** to Sales Coordinator/Admin so they can **build Group Tentative in R&I** to secure the inventory.  
[Tentative packet to include approved contract, SSG showing passed, or SSG exception if failed, Booking Recap with washed numbers]
- Tentative booking is now housed in a Tentative Binder awaiting client signature.

➤ **Once signed contract is received:**

**TENTATIVE** to **DEFINITE**

- Make sure customer has initialed any changes they have hand-written on the contract.
- **Sales Manager to Countersign** and date.
- Gather **tentative packet** from tentative binder to attach to Turnover.
- **Completely fill out Contract Turnover sheet and ensure all necessary documentation is attached:**  
Turnover Sheet; Signed Contract; SSG + approval if applicable; Booking Recap; Method of Payment; Tax Exemptions, or any other billing info; POs for commissions, concessions, etc; any pertinent emails, notes,



or inquiry sheet that coordinator can reference to detail group.

- Pass off **Contract Turnover packet** to DOS/DOC/GM and have contract countersigned and dated by appropriate management. **DOS to turn Contract Definite.**
- **Full Contract Turnover packet** gets passed to Sales Coordinator/Admin so they can build a **Hard Copy Working File** , build a **file for Contract Binder**, and if applicable a **third file for Accounting** ensuring any Credit Authorizations are removed from Sales files and ONLY put in Accounting's copy to ensure PCI compliance.
- **Hard Copy Working File** gets filed in filing cabinet in future Groups under appropriate date.
- **File for Contract Binder** gets placed in Binder for Sales Audit
- **Accounting** will receive either a full copy of entire packet – or at minimum the necessary billing info with method of payment.
- **Sales Coordinator/Admin/CSM to send a welcome email**  
to introduce themselves, send any pertinent info such as Cutoff Dates, Rooming List template, Booking, Instructions, Booking link if requested, menus, and any other vital information relevant to their Group.



#### **Prior to Group Arrival:**

- **At appropriate date, Sales Coordinator/Admin/CSM will pull the Hard Copy Working File to begin detailing the Group:**  
Rooming lists, Menu Selections, etc. Will send out reminder emails as necessary to ensure all information needed is received.
- **BEOs if applicable get sent to client for signature.**  
Once signed BEOs are received, a copy is placed in their file and another copy is given to Banquets.
- **Resumes are created for Staff Meeting.**



#### **After Group Departure:**

- **Once Group Consumes, Sales Coordinator/Admin/CSM to send Thank You letter and final banquet checks** if applicable for signature. Will also submit for **Loyalty Event Planner Points** if applicable.
- **File is now complete and can be filed under past Groups!**