



LIFE OF A CONTRACT – FROM INCEPTION TO CONSUMPTION – SELECT SERVICE HILTON

- **Lead/Inquiry Receipt** – DOS/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. **Make sure Booking Source has been completed.**



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, GM]
- **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 sure both are in PDF format.**
- Make notes are 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. Wash at 50% for courtesy blocks.
- Turn Booking **Tentative** in Delphi and print booking recap
- Make sure BRM is listed as Revenue Manager and auto trace has gone to them and they can build in R&I.
- Tentative booking is now housed in a Tentative Folder 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.
- **DOS/Sales Manager to Countersign, initial any changes to contract** and date.
- **Create Hard Working File. Ensure all necessary documentation is in folder:**
Signed Contract; Booking Recap; Method of Payment; Tax Exemptions, or any other billing info; any pertinent emails, notes, or inquiry sheet that DOS/Sales Manager can reference to detail group.
- Pass off **Hard Working File** to DOS/GM and have contract countersigned and dated by appropriate management. **DOS to turn Contract Definite(unless Courtesy block which will remain Tentative until Consumption.**
- **Photocopy Contract, Booking Recap and any other approvals(ie: Legal approvals or approval for alternate wash for group). Place this information in the Contract Binder.**
- **Hard Copy Working File** gets filed in filing cabinet in future Groups under appropriate date.
- **Give FOM** the credit card authorization form. Make sure the credit card information is placed on Group Master by FOM. Double check that no credit cards are being kept in the Hard Copy Working File.
- **DOS/Sales Manager to send a welcome email** with countersigned agreement. 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, DOS/Sales Manager 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 in 10 Day packet.
- **Resumes are created for 10 Day packet. They will be reviewed in Staff Meeting.**



After Group Departure:

- **Once Group Consumes, DOS/Sales Manager to send Thank You letter, final receipt and final banquet checks** if applicable for signature. Will also submit for **Loyalty Event Planner Points** if applicable.
- **DOS/Sales Manager to update actuals in Delphi within 3 days of group departure.** Ensure Pick-Up Complete is checked.
- **Print Final Booking Recap for the Hard File to show pick up.**
- **File is now complete and can be filed under past Groups!**