

# Guest History

The Guest History Tab displays the booking history of the selected guest.

All reservations in the past and future will be displayed including the reservation you are currently working on.

The system also uses a 'Guest History Calculation' that analyzes all past stays into the following criteria to help decide which room/type to provide to provide the guest with the same room type.

**This information is located in the header and contains the following:**

- Avg # of Nights per stay
- CXL Ratio: (as a %),
- Avg Rate,
- Most Freq Room Type
- Most Freq Room.:
- Active Stays:
- Total Stays:

## In this Section

- [Booking Data](#)
- [Edit Tab](#)
- [Folio](#)
- [Guest History](#)
- [Room Assignment](#)
- [Letters](#)
- [Log](#)

## 853519 - Martin Amy

|                       |                                     |                                 |                   |               |
|-----------------------|-------------------------------------|---------------------------------|-------------------|---------------|
| # Guests:1/0/0        | Booking for:27-AUG-2014-29-AUG-2014 | Room Type:Standard Room-2 Queen | Room:111          | Status:Active |
| Projected Inc: 280.60 | Projected Inc + Charges: 559.67     | Projected Bal: 559.67           | Folio Bal: 419.37 |               |

[Booking Data](#)
[Folio](#)
[Edit](#)
[Room Assignment](#)
[Guest History](#)
[Letters](#)
[Log](#)

|                       |                    |                  |  |
|-----------------------|--------------------|------------------|--|
| Avg # of Nights: .378 | CXL Ratio: 32.653% | Avg Rate: 118.68 | Most Freq Room Type: Standard Room-2 Queen |
| Most Freq Room: 111   | Active Stays: 1    | Total Stays: 98  |  |

| Confirmation # | Arrival     | Departure   | Status    | Room Type                   | Room | Avg. Rate | # Guests |
|----------------|-------------|-------------|-----------|-----------------------------|------|-----------|----------|
| 853521         | 16-SEP-2014 | 18-SEP-2014 | Confirmed | King with Fireplace         | 212  | \$95      | 1/0/0    |
| 853519         | 27-AUG-2014 | 29-AUG-2014 | Active    | Standard Room-2 Queen       | 111  | \$120     | 1/0/0    |
| 831022         | 22-JUL-2014 | 17-AUG-2014 | Cancelled | King with Fireplace         | 207  | \$0       | 1/0/0    |
| 831024         | 09-JUL-2014 | 10-JUL-2014 | Complete  | Two Double Beds Non Smoking |      | \$59      | 1/0/0    |
| 813019         | 02-JUN-2014 | 02-JUN-2014 | Complete  | King with Fireplace         | 216  | \$100     | 1/0/0    |
| 798019         | 24-MAY-2014 | 25-MAY-2014 | Complete  | King with Fireplace         | 208  | \$88      | 1/0/0    |
| 808019         | 20-MAY-2014 | 02-JUN-2014 | Complete  | Standard Room-2 Queen       | 111  | \$127     | 1/0/0    |
| 799020         | 20-MAY-2014 | 20-MAY-2014 | Complete  | Standard Room-2 Queen       | 112  | \$150     | 1/0/0    |
| 797519         | 08-MAY-2014 | 21-MAY-2014 | Cancelled | Standard Room-2 Queen       |      | \$0       | 1/0/0    |
| 786021         | 19-APR-2014 | 21-APR-2014 | Cancelled | Standard Room-2 Queen       | 108  | \$0       | 1/0/0    |
| 767520         | 14-APR-2014 | 16-APR-2014 | Complete  | King with Fireplace         | 311  | \$100     | 1/0/0    |
| 745021         | 01-APR-2014 | 03-APR-2014 | Cancelled | King with Fireplace         | 214  | \$0       | 1/0/0    |
| 752520         | 18-MAR-2014 | 22-MAR-2014 | Cancelled | Standard Room-2 Queen       |      | \$0       | 1/0/0    |
| 743519         | 17-FEB-2014 | 26-FEB-2014 | Complete  | Standard Room-2 Queen       |      | \$0       | 1/0/0    |
| 716519         | 01-JAN-2014 | 01-JAN-2014 | Complete  | Standard Room-2 Queen       |      | \$0       | 1/0/0    |
| 706021         | 30-DEC-2013 | 01-JAN-2014 | Cancelled | Two Double Beds Non Smoking | 315  | \$0       | 1/0/0    |
| 698019         | 24-DEC-2013 | 29-DEC-2013 | Complete  | King with Fireplace         | 208  | \$161.6   | 1/0/0    |
| 711020         | 22-DEC-2013 | 24-DEC-2013 | Complete  | King with Fireplace         | 206  | \$97.62   | 1/0/0    |