

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:

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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	

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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