TECH TIP:
Healthy Reservation Habits Before a Busy Season

As summer draws to a close and we welcome our fall leagues back, it is time to start fine tuning your Conqueror settings to optimize their performance before the busy holiday season arrives. A prime area to focus on to maximize your profits and reduce stress inducing hurdles is cleaning up your center's reservations board. Old reservations that were not properly closed clutter the center's white board, cause confusion for staff members, and can lead to issues with Conqueror's operation. To avoid these issues and properly prepare your center for the end of year business rush, there are four areas to consider. Those areas are i) making sure your staff have the appropriate permissions to control your reservations, ii) ensuring your old reservations are in a completed or cancelled state, iii) setting rules to automatically handle no-shows and provisional reservations, and iv) blocking off non-bookable dates in advance.

Before you begin cleaning up older reservations, it is a good time to review your staff's user permissions. You can find these within Conqueror under *SETUP > General > User Profile Setup*. The reservations tab is the final tab on the top right of the screen. *User Profile Setup* gives you the chance to define what actions your employees can and cannot do within Conqueror. Look through each of the permissions in the reservations tab to ensure each of your employees has the appropriate permissions to handle their job functions. Make sure that the employee or manager responsible for cleaning up your older reservations has the permission to cancel reservations.

Once you have verified your employees have the appropriate permissions needed, you can move straight into checking your white board for past reservations that were never completed. You will find your white board in Conqueror under *BACK OFFICE > Reservations > Reservations*. From your white board, bring up the reservations search button. This is at the bottom right of the page and is labeled *Reservations* with a magnifying glass symbol over it. Once the *Find Reservation* box pops up you can click on the *Search* button to view all the reservations in your system. You can narrow your results if needed by checking the box at the top of the screen to *search for reservations between a specific date range*. Setting the dates here to cover your oldest reservations through yesterday's date will help focus on just past reservations. Once you have set these dates, click Search to populate a list of your older reservations. Clicking on the *Status* heading underneath *Reservations Found will* sort your reservations by their status.

For reservations from past dates, the main two statuses you should see are *Completed* or *Cancelled*. These statues indicate that the reservations are successfully closed within your system. If the status is anything else such as *Arrived, Ready, or Running* this is a sign you have lingering reservations that the system still considers active. You should select each of these reservations individually and cancel them to maintain the integrity of your reservations board and avoid long term issues. Pay particular attention to reservations which have deposits attached to them as these values need to be accounted for to properly balance your revenue.

Once you have adjusted for any past reservations still in an active state, check your rules for handling provisional reservations and no-show reservations automatically. These are found in *SETUP > Center Setup > Reservations (2)* tab. If you do not already have rules set here, creating some can help automatically handle reservations that might otherwise be left in an active state past their due dates. You can set Provisional reservations rules for individual customers, groups, and guest or anonymous arrivals. The time range for automatic deletion can be set to ranges in days, hours, and minutes, or never. You can set similar rules to automatically mark late arrivals as no shows after a chosen period. Defining these rules will allow Conqueror to assist you in handling your reservations more efficiently.

Finally, take a moment as you are performing the suggested checks above to ensure you have all your non-bookable dates and times set properly in your reservations. It is important to block out the dates for leagues, tournaments, and special events well in advance to avoid overbookings. Having completed these checks, your reservations should now be ready for the busy season to come.

Focusing on these four areas, setting sensible staff permissions, cleaning up old reservations which were never completed, establishing rules to automatically handle reservations which are not confirmed or do not show, and blocking out non-bookable dates in advance, will help your staff maintain a healthy reservations board. As the year wanes and your business booms, these simple steps will keep your center's reservations running smoothly into the new year.