



Reservations

In these days of challenging economic conditions, the need to optimize RevPar has never been greater. For most independent properties, one of the most critical and controllable elements that impact occupancy and revenue is the rooms reservation process.

O'Neal Consultants offers solutions by auditing the performance of the reservations department, determining opportunities for enhancement, and identifying actions that can be implemented to improve the bottom line.

After O'Neal Consultants produces a detailed document describing the findings, and offering recommendations for the client to implement, it can manage the process if the client's personnel are not able to execute the recommendations independently. O'Neal Consultants continues to monitor the project, performing testing post-implementation to determine if the outcome has met the objectives. If the client desires, O'Neal Consultants can monitor activity on the networks to ensure the systems are operating at peak efficiency.

O'Neal Consultants' Initial Review May Include:

- Office Environment & Ergonomics
- Days & Hours of Operation
- Staffing Levels & Job Functions
- Wage Rates For All Positions
- Hiring Process
- Training Process (Both New & Existing Employees)
- Operating Service Levels Review
- Review of Reporting Capabilities & Methodology for Distribution
- Travel Agency & Other Third-Party Commission Payment Procedures
- The Written Confirmation Process
- Reservation Error Handling Procedures (Regardless of Source)
- Alternate Distribution Channel Utilization, Effectiveness & Costs
- Forecasting Schedules
- Group Block Controls & Effectiveness
- Inventory/Rate Availability Controls & Effectiveness



O'Neal Consultants' Outstanding Accomplishments Speak for Themselves:

- ? Highly Diverse Hospitality Clientele
- ? International Project Base
- ? Services Performed in 35 of the 50 United States & 14 Countries
- ? Clients Include Over 800 Hotels
- ? Served Clients with Over 29,000 Rooms in Las Vegas
- ? Served 33 Clients in Manhattan Alone
- ? Positive Customer Satisfaction has Yielded Significant Long-Term Client Relationships

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