Revenue Management Tasklist

	Task	Frequency	Hotel Level			Regional Level		
			RevMgr	**DOSM**	**GM**	**RDOR**	**RDOS**	**RGM**
D1	Review Yesterday's Revenue Performance	Daily	Participant	Participant	Driver	Quarterly* ON SITE review		
D2	Analyze the hotel performance compared to its competitor set, with regards to occupancy, average room rate & RevPAR	Daily	Participant	Participant	Driver	Quarterly* ON SITE review	Quarterly* ON SITE review	
D3	Print/Save and check the arrival list from the PMS. Arrival list for tonight, and Arrival list for the following week, same day , listing reservation details: name, c/in c/out dates, source of booking, segment (tracking segment or intermediaries segment), country, rate code, rate/price, status of booking, company details if any, option date, number of people, room type	Daily	Driver	-	-	Quarterly* ON SITE review		
D4	Check and ensure that each bookings are made with correct data. Arrival and departure date, Guest name, Market Segment, Distribution channel, Guarantee status, Group status, Rate code, Company number and/or name, Room types, Comment field, Billing	Daily	Driver	-	-	Quarterly* ON SITE review		
D5	Check and ensure all bookings are entered in the PMS on the same day (latest before the night audit runs). Monitor that Reservations have no data entry backlog from previous day.	Daily	Driver	-	-	Quarterly* ON SITE review		
D6	Review Yesterday's Bookings	Daily	Driver	-	-	Quarterly* ON SITE review		
D7	Register special event information	Daily	Driver	Participant	-	Quarterly* ON SITE review		
D8	Review holding, pickup, forecast and anticipate the demand for the next minimum 14 days	Daily	Driver	Participant	Participant	Quarterly* ON SITE review		
D9	Based upon above reviews, Discuss & implement changes to Forecast & Tactics for next 14 days	Daily	Driver	-	-	Quarterly* ON SITE review		
D10	Decide tactics for any days in the future where holdings have moved by more than 15% of total occupancy	Daily	Driver	-	-	Quarterly* ON SITE review		
D11	Update strategy: Manage Prices, RM level planning and Sales Restrictions (Length of Stay controls, CTA etc…)	Daily	Driver	-	-	Quarterly* ON SITE review		
D12	Update Availability and Planning. This includes room type planning and also RM Level Planning.	Daily	Driver	-	-	Quarterly* ON SITE review		
D13	When Updating any changes remember to change in PMS System, Availability planning Grid, accorhotels.com/asia (.au, nz), TARS, 3rd party Websites, Freesale Agents	Daily	Driver	-	-	Quarterly* ON SITE review		
D14	Quote Group request based on reliable calculation on the real contribution	Daily	Driver	-	-	Quarterly* ON SITE review		
D15	Update group status, and follow up accordingly	Daily	Driver	Participant	-	Quarterly* ON SITE review		

D16	Printing and checking "Invoicing list" for tonight before night audit. List should mention reservation details :name, c/in c/out dates, source of booking, segment, rate, status of booking, company details, invoice codes in PMS.	Daily	Driver	-	-	Quarterly* ON SITE review		

	Task	Frequency	RevMgr	DOSM	GM	RDOR	RDOS	RGM
W1	Update 10-days Rolling Operational Forecast for all Departments to complete their rostering & Planning	Weekly	Driver	-	-	Quarterly* ON SITE review		
W2	Analyze portfolio by RM level and.or market segment	Weekly	Driver	-	-	Quarterly* ON SITE review		
W3	Pricing and planning mamagement on Public offers for the next 13 months	Weekly	Driver	-	-	Quarterly* ON SITE review		
W4	Review holding, forecast and anticipate the demand for the next minimum 3 months. And communication of needs period.	Weekly	Driver	Participant	Participant	Quarterly* ON SITE review		
W5	Prepare & Distribute Reports at least 4 hours in advance of Weekly REVmax Meeting, DPF, REVTool, Competitor activity, Group Turndown & Denials	Weekly	Driver	-	-	Quarterly* ON SITE review		
W6	By 2.30 pm on a Friday complete and send out the Weekend Strategy and then run the strategy meeting at 3.30 pm to prepare the Assistant Managers for the weekend	Weekly	Driver	-	-	Quarterly* ON SITE review		
W7	Conduct Weekly RevMax meeting	Weekly	Participant	Participant	Driver	Quarterly* ON SITE review		
W8	Analyze competitor's Pricing and Activities (using a referenced Competitor Rates Shopping Tool, or a manual spreadsheet coverign the next 21 days minimum)	Weekly	Driver	Participant	Participant	Quarterly* ON SITE review		
	Task	Frequency	RevMgr	DOSM	GM	RDOR	RDOS	RGM
M1	Review holding, forecast and anticipate the demand for the next minimum 12 months. And communication of needs period.	Monthly	Driver	Participant	Participant	Quarterly* ON SITE review		
M2	Analyse contracted clientele, both Corporate and Leisure, on contribution of each contract. Room nights, Day of Week performance, Constrained period, LRA, Revenue and Contribution, Volume Price chart, Allotment materilization	Monthly	Participant	Driver	Participant	Quarterly* ON SITE review		
M3	Revenue Stream Analysis Review	Monthly	Participant	Driver	Participant	Quarterly* ON SITE review		
M4	Discuss 3 montsh planning & have team agreement	Monthly	Driver	Participant	Validation	Quarterly* ON SITE review		
M5	E-Commerce strategy Review	Monthly	Participant	Driver	Validation	Quarterly* ON SITE review		
M6	Source of Business and Market Segment Review	Monthly	Driver	Participant	Participant	Quarterly* ON SITE review		
M7	Conference Sales Conversion Rate	Monthly	Participant	Driver	Participant	Quarterly* ON SITE review		
M8	Discuss results compared to Budget and plan action plan based on result	Monthly	Participant	Participant	Driver	Monthly OFF SITE review		
M9	Review Bench / Competitive data and plan future strategies based on result	Monthly	Driver	Participant	Participant	Monthly OFF SITE review		
M10	Ensure that Resavision is at 75%, take actions to encourage team to acheive consistent results.	Monthly	-	-	Driver	Monthly OFF SITE review		
M11	Market place – sharing/updating information on the market on a monthly basis to ensure any changes are made known to all as this will affect public pricing	Monthly	Participant	Participant	Participant	Driver	Participant	Participant
M12	Measure quality of forecast	Monthly	Driver	-	-	Quarterly* ON SITE review		Quarterly* ON SITE review
M13	Conduct End of Month meeting	Monthly	Participant	Participant	Driver	Quarterly* ON SITE review		

	Task	Frequency	RevMgr	DOSM	GM	RDOR	RDOS	RGM
Q1	Allotment Utilisation Review and plan the acion plan if low materialisation	Quarterly	Driver	Participant	-	Quarterly* ON SITE review	Quarterly* ON SITE review	
Q2	Detailled Contract analysis	Quarterly	Participant	Driver	Review	Quarterly* ON SITE review	Quarterly* ON SITE review	
	Task	Frequency	RevMgr	DOSM	GM	RDOR	RDOS	RGM
B1	Define overall Hotel Strategy/Rationale - Budget	Bi-Annual	Participant	Participant	Driver	1st level validation	1st level validation	2nd level Validation
B2	Define hotels position in market-place Distribution SWOT	Bi-Annual	Participant	Driver	Validation		1st level validation	2nd level Validation
Y1	Rate Solicitation (Corporate, LDR and Public Rates)	Annual	Driver	Participant	Validation	Regional Driver of process		2nd level Validation
Y2	Check and maintain a correct definition of the RML planning	Annual	Driver	-	Validation	Quarterly* ON SITE review		
Y3	Train Front Office, Reservation and Sales team in Revenue Management basic principles	Annual	Driver	-	-	Quarterly* ON SITE review		
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	Task	Frequency	RevMgr	DOSM	GM	RDOR	RDOS	RGM
AS1	Hotel specific Rate/Package Submissions	As Required	Participant	Driver	Validate - Consider the network	Quarterly* ON SITE review	Quarterly* ON SITE review	-
AS2	Regional/Brand Rate/Package Submissions (incl AD+)	As Required	Driver	Participant	Validate	Ensure Alignment across Markets	Validation	-
AS3	Revenue Maximisation Strategies ie; minimum stays	As Required	Driver	Participant	Validation	Quarterly* ON SITE review	-	-
AS4	One-off groups (MICE and Leisure)	As Required	Co-Driver	Co-Driver	Referee	As Required to Intervene	-	-
AS5	City-wide Event Proposals	As Required	Co-Driver	Co-Driver	Referee	Regional responsibility	-	-
AS6	Displacement analysis	As required	Driver	Participant		Validation & Review as required	-	-

* Quarterly Reviews to be done every 3 months for Key Hotels, to be done every 6 months for non key hotels