**Standard Operating Procedure**

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| **DEPARTMENT:** | Sales & Marketing |
| **TOPIC:** | **Sales Office File Folders-Group/LNR** |
| **ORIGIN DATE:** | November 2011 |
| **SECTION:** | S&M127 |

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| **Policy:**  |
| All Hotel Sales Office will maintain appropriate and up to date Group/LNR Sales Folders. |

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| **Objective:** |
| All Hotel Sales Office will maintain appropriate and up to date Group/LNR Sales Folders to ensure an organized and functional execution of Group/LNR business. |

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| **Minimum Standard:** | **Accountability:** |
| All Group File Folders to include the following:* Name of group and date on File tab
* Group Proposal
* Group Signed Contract
* Group Credit Card Authorization form
* Group BEO (if applicable)
* Email Correspondence with Group Contact and Sales Professional
* Group Special Requests
* Any and all other group information i.e. wedding invitation, meeting agenda, etc.

Local Negotiated Rate Folders to include:* Name of LNR and dates of LNR agreement.
* LNR Rate agreement form (this does NOT need to be signed by LNR contact, but must be presented to the client and kept on file in the hotel sales department) to include what the agreement offers i.e. breakfast included in rate, LRA, etc.
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