**Standard Operating Procedure**

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| **DEPARTMENT:** | Sales & Marketing |
| **TOPIC:** | **Rebooking Prior Groups** |
| **ORIGIN DATE:** | January 2012 |
| **SECTION:** | S&M128 |

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| **Policy:** |
| All Hotel Sales professionals to prospect past group accounts from up to 3 years prior by using past GRC in STS. |

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| **Objective:** |
| All Hotel Sales Professionals will prospect past GRC from Sales Tracking System up to 3 years prior to current year appropriate to pursue revenue opportunities beneficial to hotel and catering departments. |

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| **Minimum Standard:** | **Accountability:** |
| * Pull GRCs for at least three years back to keep on your desk for continuous reference. * Contact client at least 4-6 weeks prior to the booking date to rebook the group/meeting | DOS, Sales Manager, Catering Director, Catering Sales Manager, Sales Coordinator |