# Offline Reservation Procedure and Log

OM-06H | Chapter 14 | Owner and Manager | Version 1.0

Prepare the offline method before an outage. Use a current availability snapshot and one authorized log so staff do not promise the same site twice.

Write in the spaces or click a blank field to type in Word.

| Property and outage start | Person coordinating |
|---|---|
| | |

| Item | Property procedure |
|---|---|
| Latest approved reservation snapshot and where it is kept | |
| Who may assign sites, change dates, or quote rates | |
| How arrivals, departures, and new requests are recorded | |
| Approved payment method during an outage | |
| How shifts share the log and unresolved requests | |
| Who restores service and reconciles the records | |

**Backup contact and how guests receive updates**

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**Last synchronization time and unresolved inventory limits**

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Do not record card numbers, security codes, or passwords on this form. Use only approved payment processes. Avoid a new commitment when availability cannot be verified.


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# Offline reservation log

OM-06H | Continued

| Property and outage date | Log page and person responsible |
|---|---|
| | |

| Time and staff | Guest or booking reference | Dates and site | Action and approved charge | Entered and checked |
|---|---|---|---|---|
| | | | | |
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**Conflicts or unresolved requests and person handling them**

**System restored, entries reconciled by, and completion time**

**Secure retention or disposal under property policy**

Collect only necessary guest information. Compare every entry with the restored system, resolve duplicates, and confirm changes with affected guests.


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