SORASO

Manual

PMS- Group & Block User Guide

Version : 10.02
Last Updated : 30 July 2025
Author : QA Team

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1. Overview

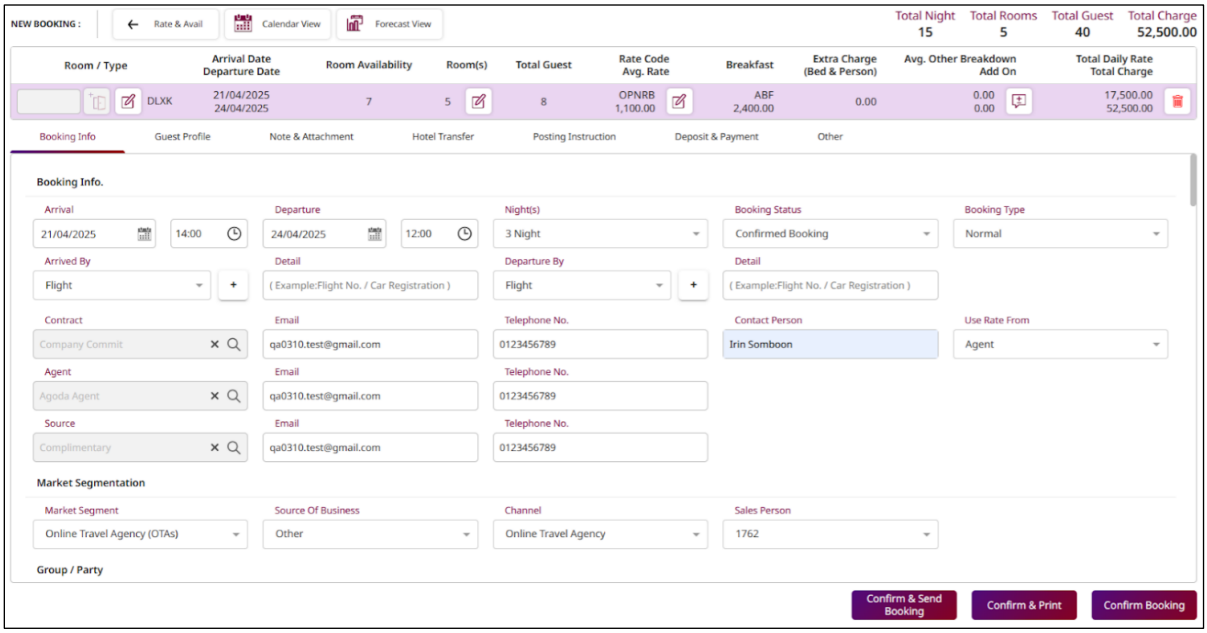
This PMS – Group & Block User Guide provides staff with detailed instructions on managing Room Assign for Group, Edit information for all Group, Check in Group, Add room to group, and Separate a room from the group. The guide is designed to ensure clear, step-by-step instructions for effective use of the system in handling tax and receipt processes

2. Create Group Reservation

Available under **Group & Block > Make Reservation**, this function allows users to create a reservation for multiple rooms under a single group code, including arrival/departure dates, room selection, contract company, and guest profile details.

To perform the task:

1. Click **Group & Block > Make Reservation.**
2. Enter arrival and departure dates, then click Check to view room availability.
3. Click **Room** button to add rooms.
4. Use + or - to adjust room quantity, then click **Confirm**.
5. Click **Add To Cart & Continue** to proceed to booking info.
6. Click **Search** icon in Contract box to select contract the company.
7. Select Rate Code, enter Room Rate, and select Breakfast Code.
8. Enter Group Code and Group Name.
9. Go to Guest Profile tab and enter guest information.
10. Click **Confirm or Confirm & Print** to complete the reservation.



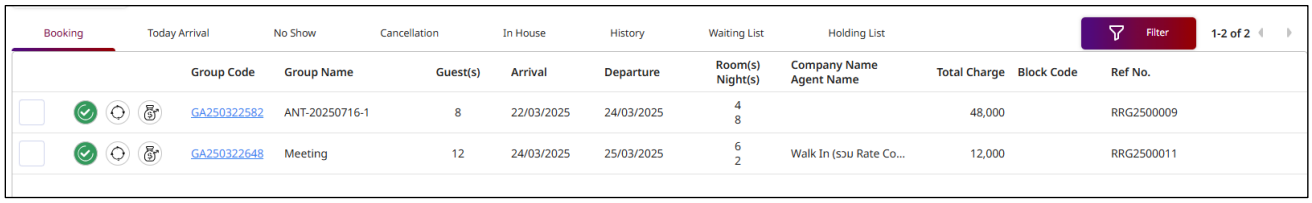
Note: Ensure contract company and rate codes are correctly selected to reflect accurate pricing.

3. Room Assign for Group

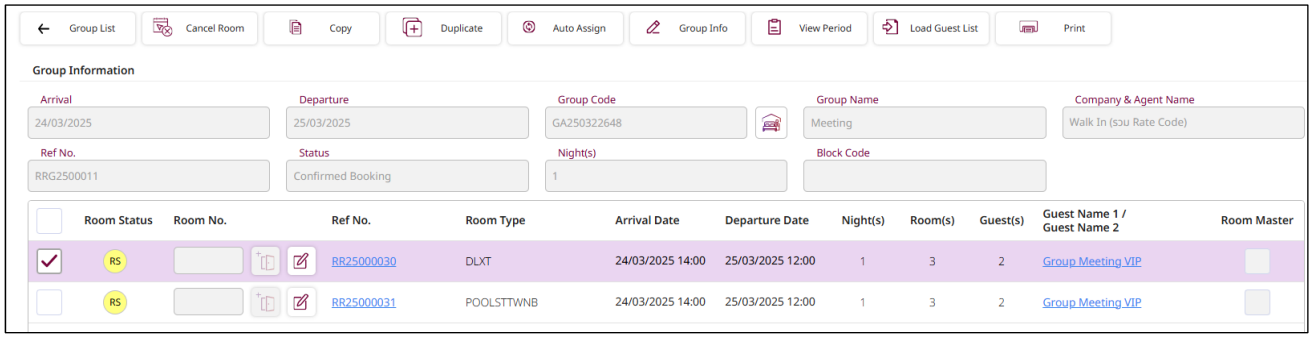
Available under **PMS > Group & Block > Booking Tap**, this function allows staff to assign room to a group reservation.

To perform the task:

1. Select **Group & Block Function > Booking Menu tap**.
2. Click on the blue text in the **Group Code** field.



3. Check the box, then click the Duplicate button.
4. Click the **Confirm button** to proceed, or click the **X icon** or **Cancel button** to cancel.



Note: In cases where the selected Room Type has only one room, This step can be skipped.

5. Check the box, then press the Auto Assign button to let the system automatically add the room numbers. Or Select button to Select the room number.
6. After that, the room numbers will appear in the **Room No.** field.
7. Select the **Master room** by checking the box in the **Room Master** field.
8. Select **Save Button** to confirm.

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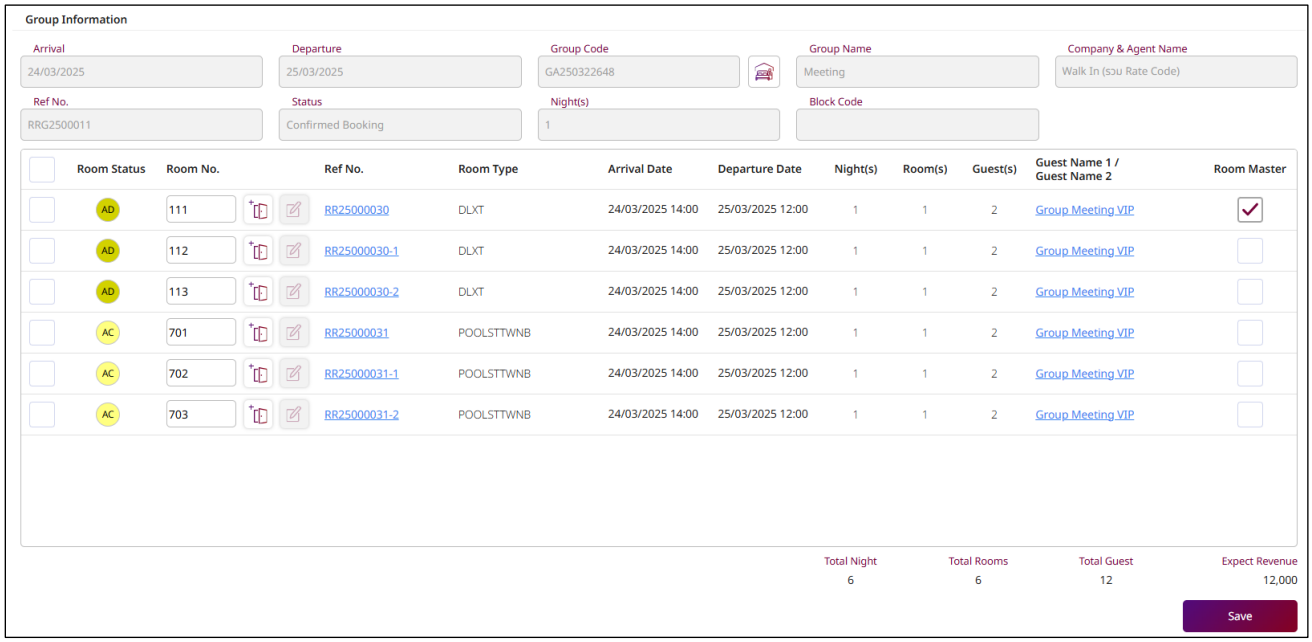


Group Information

Arrival	Departure	Group Code	Group Name	Company & Agent Name
24/03/2025	25/03/2025	GA250322648	Meeting	Walk In (รวม Rate Code)

Ref No.	Status	Night(s)	Block Code
RRG2500011	Confirmed Booking	1	

Room Status	Room No.	Ref No.	Room Type	Arrival Date	Departure Date	Night(s)	Room(s)	Guest(s)	Guest Name 1 / Guest Name 2	Room Master
AD	111	RR25000030	DLXT	24/03/2025 14:00	25/03/2025 12:00	1	1	2	Group Meeting VIP	✓
AD	112	RR25000030-1	DLXT	24/03/2025 14:00	25/03/2025 12:00	1	1	2	Group Meeting VIP	
AD	113	RR25000030-2	DLXT	24/03/2025 14:00	25/03/2025 12:00	1	1	2	Group Meeting VIP	
AC	701	RR25000031	POOLSTTWNB	24/03/2025 14:00	25/03/2025 12:00	1	1	2	Group Meeting VIP	
AC	702	RR25000031-1	POOLSTTWNB	24/03/2025 14:00	25/03/2025 12:00	1	1	2	Group Meeting VIP	
AC	703	RR25000031-2	POOLSTTWNB	24/03/2025 14:00	25/03/2025 12:00	1	1	2	Group Meeting VIP	

Total Night	Total Rooms	Total Guest	Expect Revenue
6	6	12	12,000

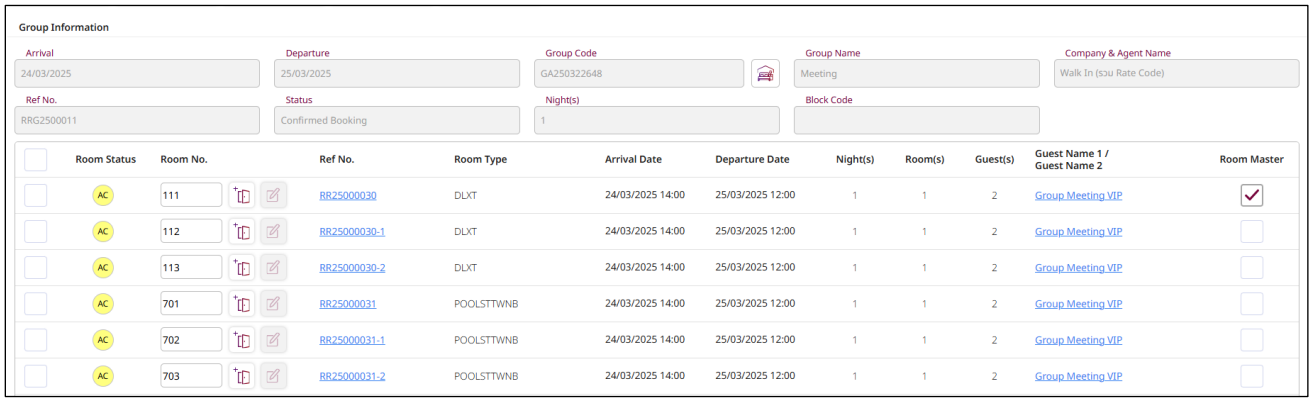
Save

4. Edit information for all group

Available under **PMS > Group & Block > Booking Tap** this function allows staff to edit or add information to a group reservation.

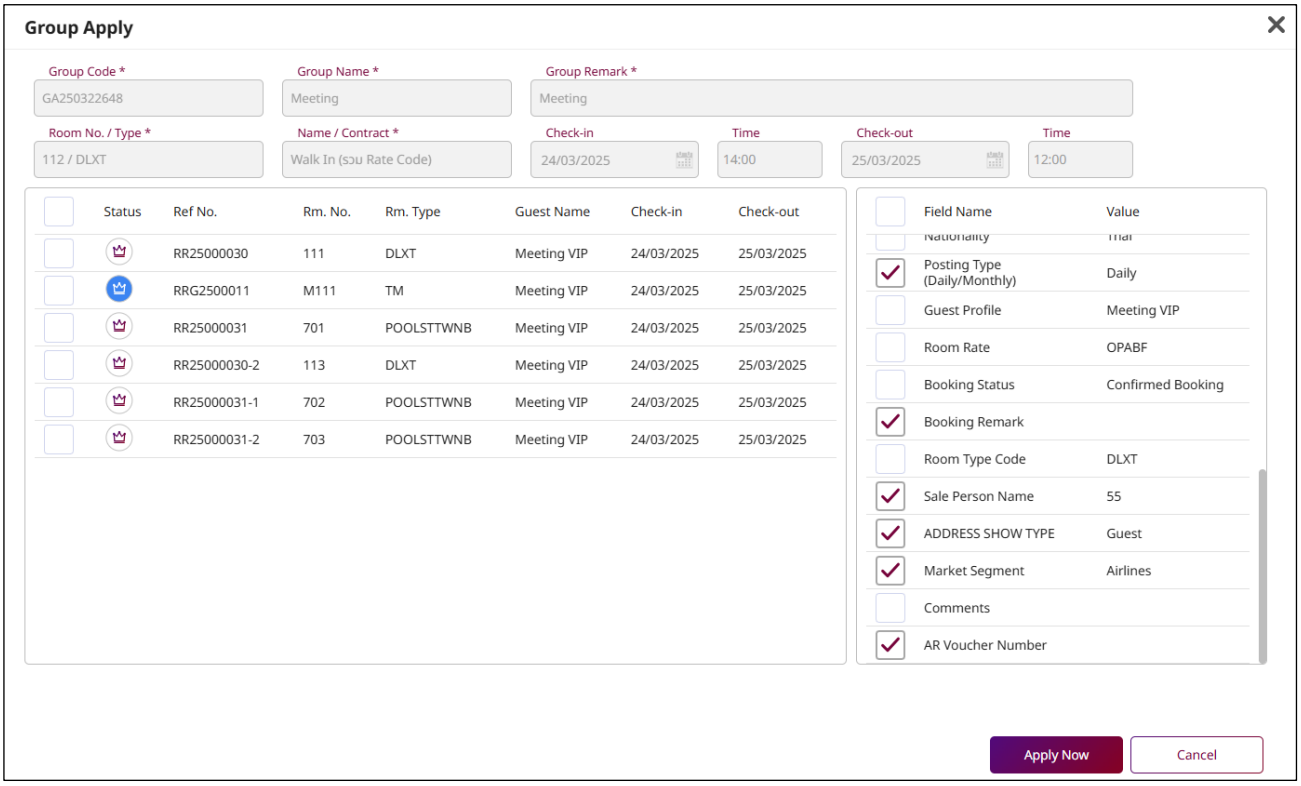
To perform the task:

1. Select **Group & Block Function > Booking Menu tap**.
2. Click on the blue text in the **Group Code** field.
3. Click on the blue text in the **Ref No**. field.



4. Edit the reservation.
5. Click the **Confirm button**.
6. Click the **Confirm button** to update the information to the other rooms in the group,
   Or select the Cancel button to update only a single room.

7. Select the room for update the information.
8. Select the details to be updated.
9. Click the Apply Now Button to confirm.

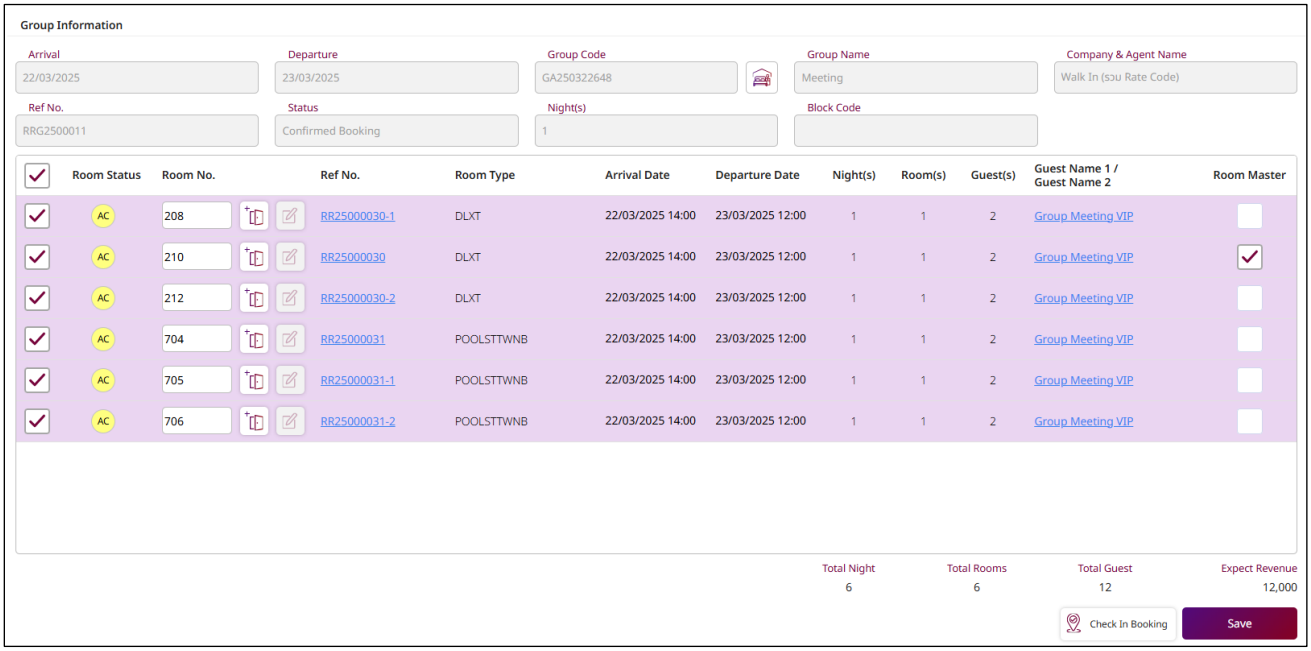


5. Check in Group

Available under **PMS > Group & Block > Today Arrival Tap,** this function allows staff check in a group reservation.

To perform the task:

1. Select **Group & Block Function > Today Arrival tap**.
2. Click on the blue text in the **Group Code** field.
3. Select the room to be **checked in**.
4. Select **Room Master.**
5. Click the **Check In Booking Button** to check in.

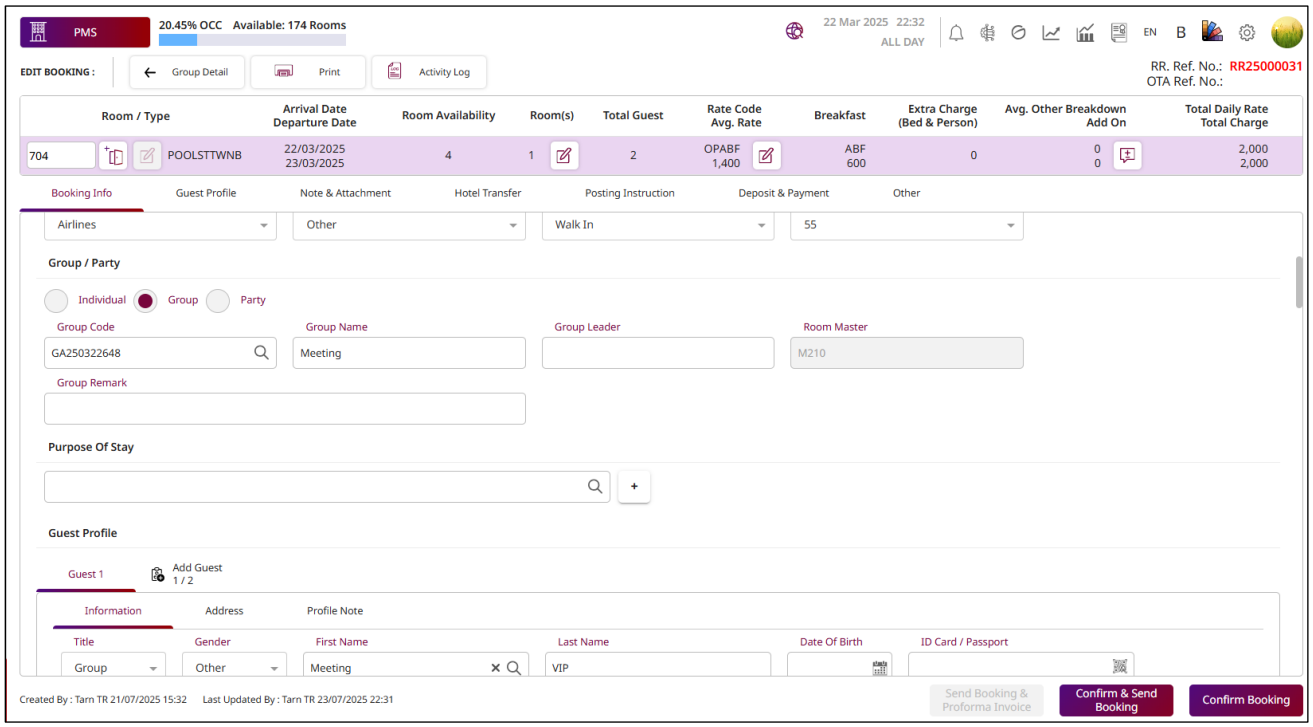


6. Separate a room from the group

Available under **PMS > Group & Block > Booking Tap** this function allows staff separate a room from the group reservation.

To perform the task:

1. Select **Group & Block Function > Booking Menu tap**.
2. Click on the blue text in the **Group Code** field.
3. Click on the blue text in the **Ref No**. field.
4. Delete the data in the **Group Code** field or enter new information**.**
5. Click the **Confirm button** to update the information.

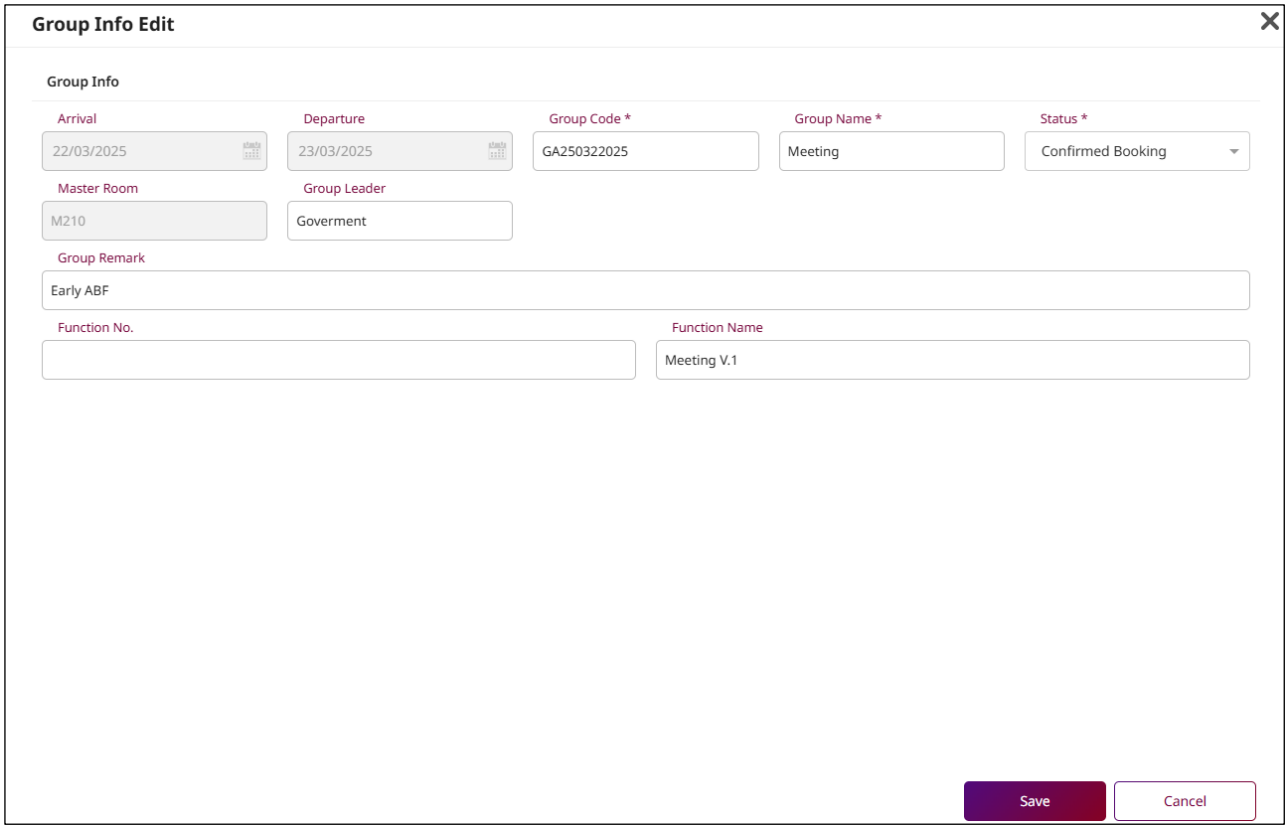


7. Edit Group info

Available under **PMS > Group & Block > Booking Tap** this function allows staff modify group booking.

To perform the task:

1. Select **Group & Block Function > Booking Menu tap**.
2. Click on the blue text in the **Group Code** field.
3. Click on **Group Info** Button.
4. Update Reservation Details**.**
5. Click the **Save** button to update the information.



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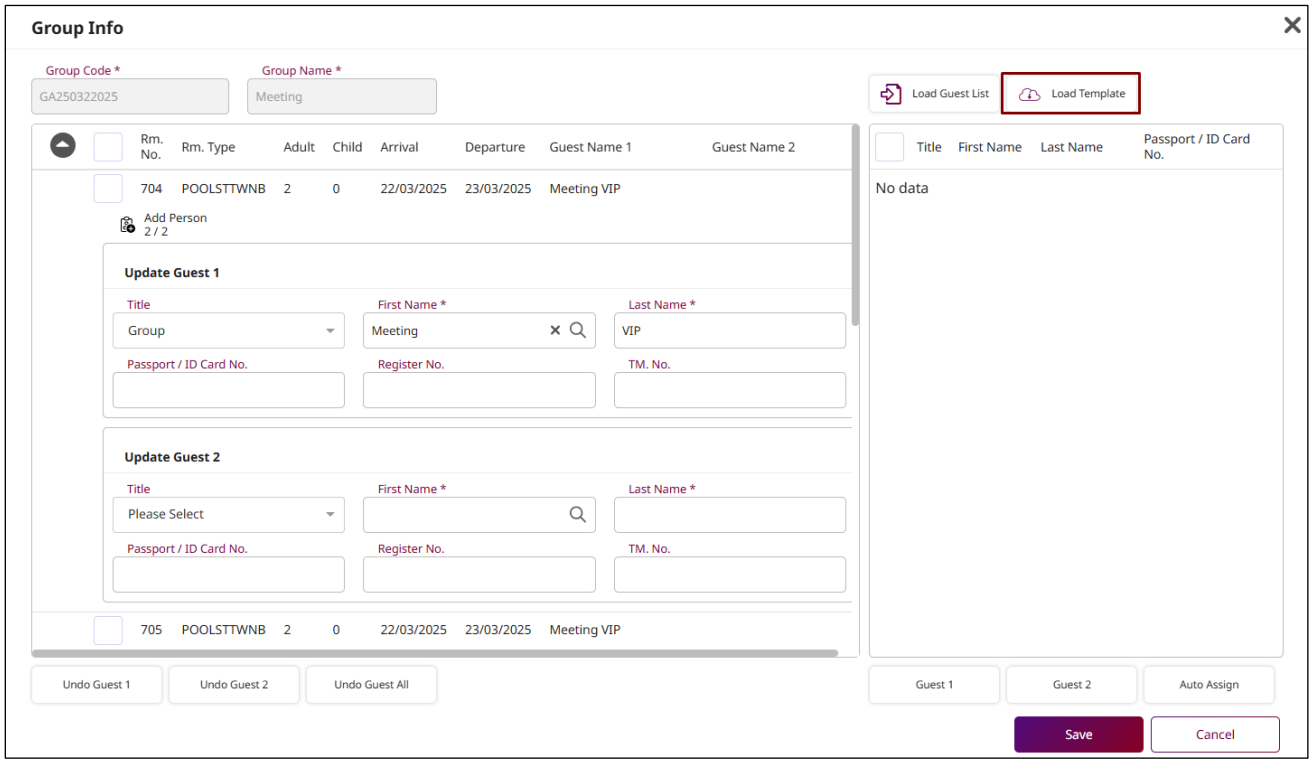
8. Import the guest name list

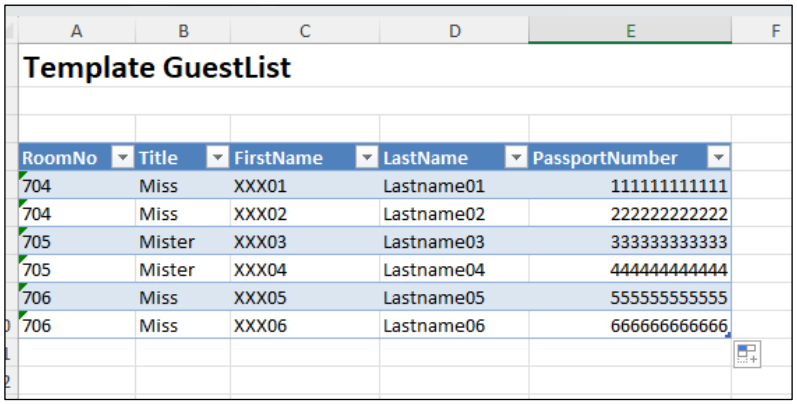
Available under **PMS > Group & Block > Booking Tap** this function allows staff import guest names from an Excel file into the group reservation.

To perform the task:

1. Select **Group & Block Function > Booking Menu tap**.
2. Click on the blue text in the **Group Code** field.
3. Click on **Load Guest** List Button.
4. Click on **Load Template** Button to download the form**.**



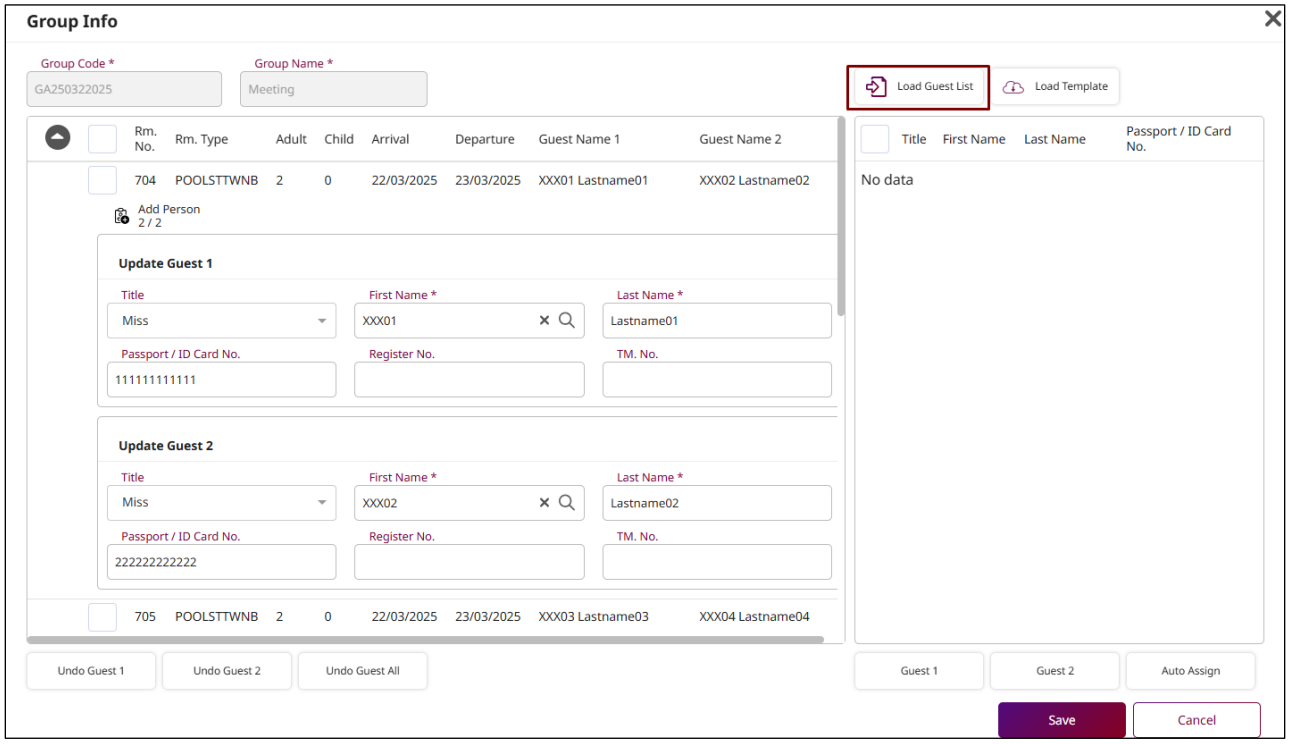
5. Enter the guest names into the downloaded form.



Template GuestList

RoomNo	Title	FirstName	LastName	PassportNumber
704	Miss	XXX01	Lastname01	111111111111
704	Miss	XXX02	Lastname02	222222222222
705	Mister	XXX03	Lastname03	333333333333
705	Mister	XXX04	Lastname04	444444444444
706	Miss	XXX05	Lastname05	555555555555
706	Miss	XXX06	Lastname06	666666666666

6. Click on **Load Guest** List Button to Import guest list.
7. Click the **Save** button to update the information.

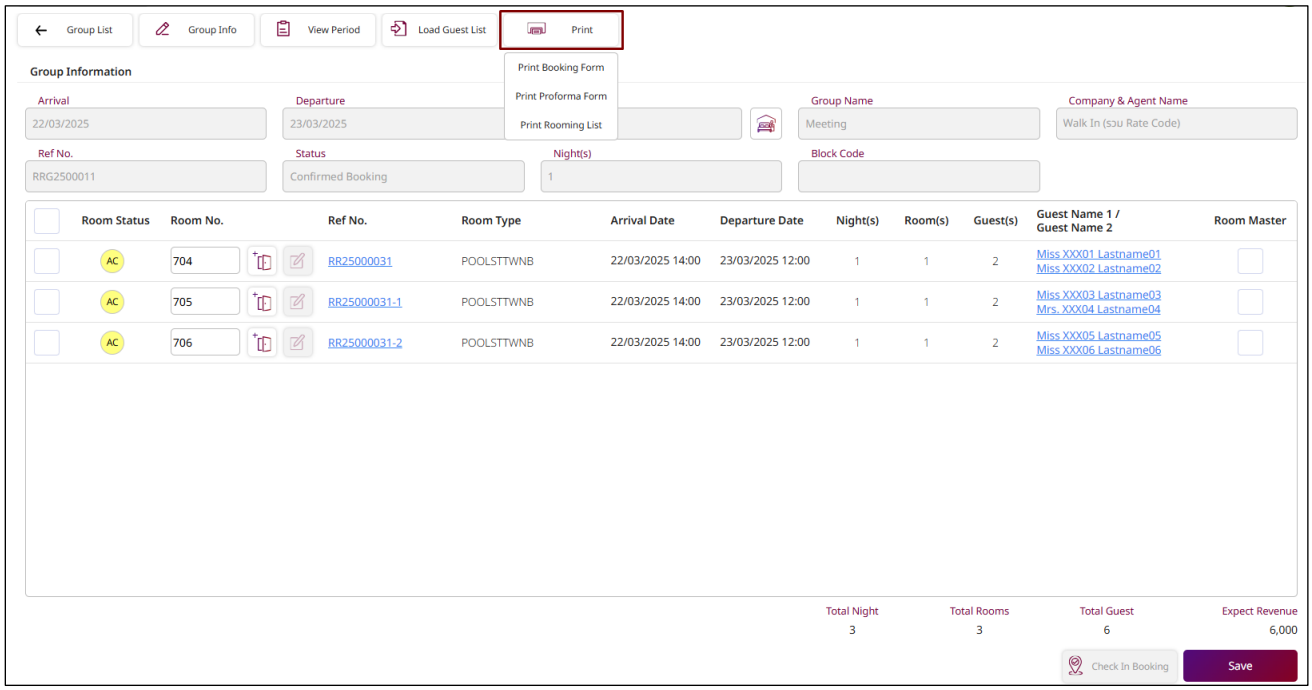


9. Print Document

Available under **PMS > Group & Block > Booking Tap** this function allows staff import guest names from an Excel file into the group reservation.

To perform the task:

1. Select **Group & Block Function > Booking Menu tap**.
2. Click on the blue text in the **Group Code** field.
3. Click on **Print** Button.
   Select Print Booking Form – Print booking information.
   Select Proforma Form – Make a proforma invoice.
   Select Rooming List – Print group guest list.



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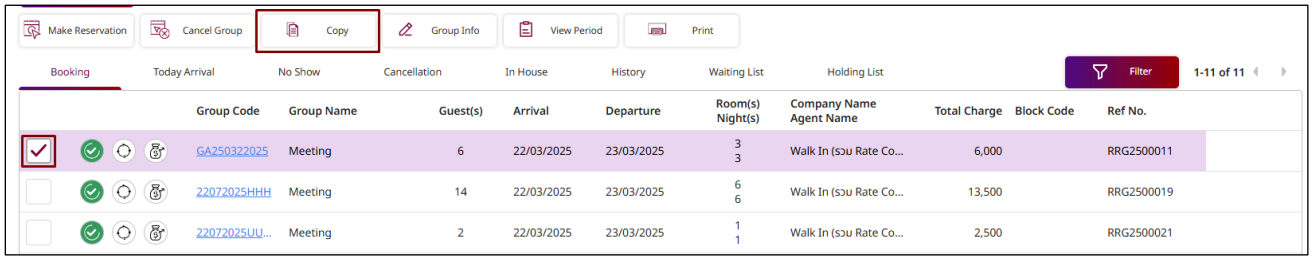
10. Copy Group Reservation

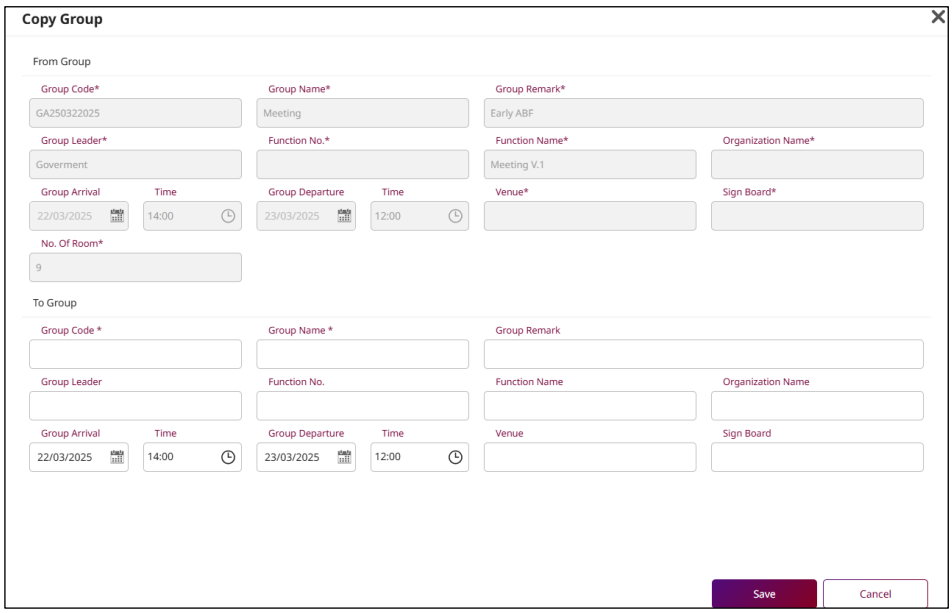
Available under **PMS > Group & Block > Booking Tap** this function allows staff copy group reservation.

To perform the task:

1. Select **Group & Block Function > Booking Menu tap**.
2. Select the checkbox of the group.
3. Click on **Copy** Button.



4. Enter the reservation details for the new group.
5. Click the **Save Button** to confirm.



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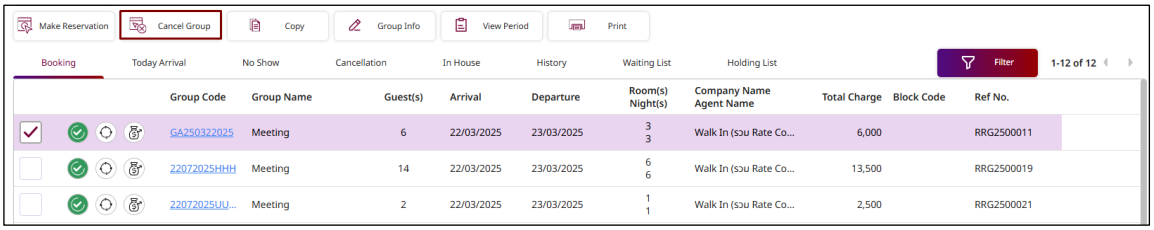
11. Cancel Group Reservation

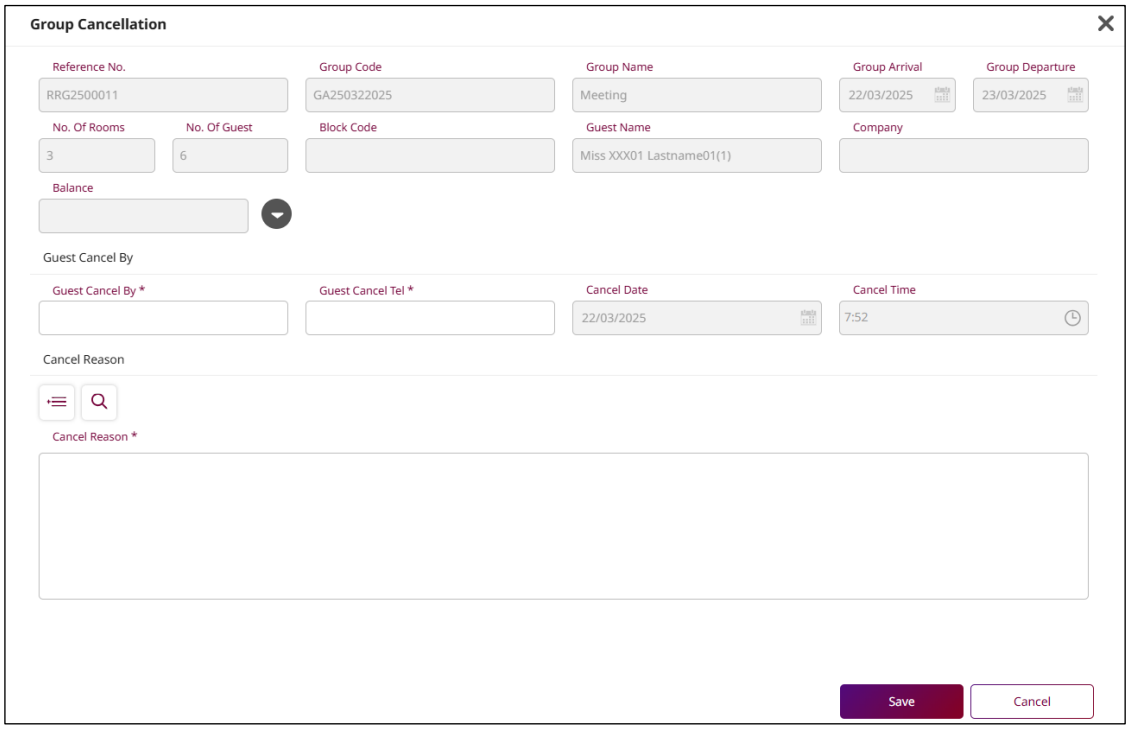
Available under **PMS > Group & Block > Booking Tap** this function allows staff cancel group reservation.

To perform the task:

1. Select **Group & Block Function > Booking Menu tap**.
2. Select the checkbox of the group.
3. Click on **Cancel Group Button**.



4. Enter the cancel reservation details for cancel group.
5. Click the **Save Button** to confirm.

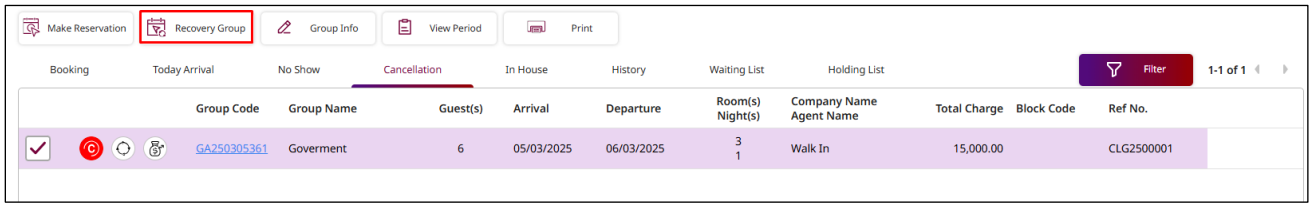
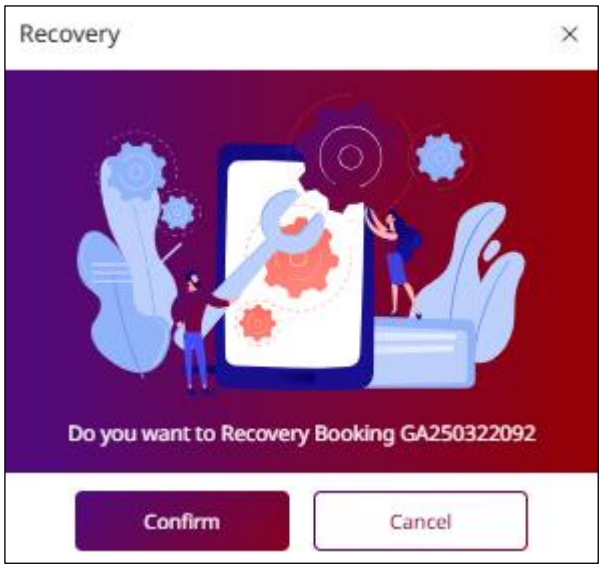


12. Recovery Group Booking

Available under **PMS > Group & Block > Cancellation Tap** this function allows staff recovery group reservation.

To perform the task:

1. Select **Group & Block Function > Booking Menu tap**.
2. Select the checkbox of the group.
3. Click on **Recovery Group Button**.



4. Press **Confirm** button to confirm recovery booking.
5. Press **Cancel** to discards and closes the popup.