Sabre Hotels-Search Techniques to Find the Right Property Fast

STUDENT GUIDE
# Table of Contents

Objectives .................................................................................................................................. 4
Overview .................................................................................................................................... 4
Sabre Hotels – Search Techniques to Find the Right Property Fast.......................................... 5
Shop Hotel Availability .......................................................................................................... 5
Hotel Availability Response Facts ........................................................................................ 6
Hotel Geocoding ................................................................................................................... 6
Geocoded Points of Interest .................................................................................................... 7
Hotel Indexes ....................................................................................................................... 7
Hotel Qualifiers-Shopping by Location Code ........................................................................ 8
Hotel Qualifiers- Sort by Distance ........................................................................................ 8
Top 10 HOT Qualifiers ......................................................................................................... 8
Top 10 Special Qualifiers ..................................................................................................... 9
Managing the HOT Display .................................................................................................. 9
Hotel Description .................................................................................................................. 9
Hotel Sell ............................................................................................................................. 10
Hotel Modification - HOM ................................................................................................... 10
Confirmation/Cancellation Numbers ................................................................................... 10
Additional References ........................................................................................................ 11
Help and References ............................................................................................................. 12
Objectives

Upon completion of this class, you will be able to:

- Manage Sabre Hotels availability using different reference points: airport/city, city centre, city area, or points of interest
- Understand Geocoding and Hotel Indexing. Display lists of Geocoded/Indexed points of interest and shop from the list.
- Use location qualifiers and sort by distance
- Use qualifiers and special qualifiers
- Reduce keystrokes when working with HOT, HOD, HRD, and Selling options
- Modify sold hotel segments
- Find all hotel formats in Format Finder

Overview

- Using qualifiers makes the first step easier when location is a critical element in the traveler’s decision making process.
- You could be booking a trip for a busy corporate traveler, or you could be assisting a family taking that special vacation. In either case, location is the key. It’s likely they prefer to stay in a hotel that is close to the activities and destinations that matter to them.
- The formats and tips in this class, along with the provided scenarios, help you improve your search expertise and simplify your work
**OVERVIEW**

Hotel location is critical in traveler’s decision making process. The formats and tips in this document help you improve your search expertise and simplify your work.

**SHOP HOTEL AVAILABILITY FORMAT EXAMPLE**

Step 1 of the Hotel booking process is to find the right hotel for your customer.

| Display hotel availability using either airport or city three letter codes as your reference point | HOT(airport code)/(check-in date)-(check-out date)(number of adults) |
| Display hotel availability using your booked air segments. The system automatically reads the city that is the off-point of your itinerary, and the arrival date. | HOT(segment number)/(number of nights)NT(number of adults) |
| Display hotel availability using a City Area qualifier (CA-) followed by the suburb or town name for both US and non-US cities. | HOT(city code)/CA-(surrounding suburb or town name)/(check-in date)-(number of nights)NT(number of adults) |
| Display hotel availability indicating a specific US city centre as point of reference and sort by distance. | HOT(state code)-(city name)/(check-in date)-(number of nights)NT(number of adults)/*SD |
| Display hotel availability indicating a specific non-US city centre as point of reference and sort by distance. | HOTC/(country code-city code)/(check-in date)-(number of nights)NT(number of adults)/*SD |
| Display hotel availability adding a specific Point of Interest within the U.S as reference point and sort by distance. | HOT(state code)-(point of interest)/(check-in date)-(number of nights)NT(number of adults)/*SD |
| Display hotel availability adding a specific Point of Interest within other countries as reference point and sort by distance. | HOTC/(country code)-(point of interest)/check-in date)-(number of nights)NT(number of adults)/*SD |
| Display a list of U.S. Reference points starting with a specified letter or use a partial name. | HCC(state code)*'(first letter of reference point) |
|                             | HCC(state code)*'(partial name) |

**SHOP HOTEL AVAILABILITY**

```
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| Display hotel availability indicating a specific non-US city centre as point of reference and sort by distance. | HOTC/(country code-city code)/(check-in date)-(number of nights)NT(number of adults)/*SD |
| Display hotel availability adding a specific Point of Interest within the U.S as reference point and sort by distance. | HOT(state code)-(point of interest)/(check-in date)-(number of nights)NT(number of adults)/*SD |
| Display hotel availability adding a specific Point of Interest within other countries as reference point and sort by distance. | HOTC/(country code)-(point of interest)/check-in date)-(number of nights)NT(number of adults)/*SD |
| Display a list of U.S. Reference points starting with a specified letter or use a partial name. | HCC(state code)*'(first letter of reference point) |
|                             | HCC(state code)*'(partial name) |
```
Display a list of non-US reference points starting with a specified letter or use a partial name.

- Display hotel availability from a list of reference points and sort by distance.
- Encode a State name.
- Encode a Country name.

**Hotel Availability Response Facts**

- The Sabre system searches for hotels using the specified city/airport name as the reference point.
- Distance is to the reference point. Default distance is 11 to 35 miles/18 to 56 kilometers.
- Defaults to RC-ALL in addition to negotiated rates.
- The display returned is random.
- Rate assured properties display first.
- Hotel availability based on a geocoded point displays hotels meeting the specified search criteria based on their actual location.
- Hotel availability based on a non-geocoded point displays only hotels that have indexed themselves to that point.
- Geocoded locations display first. Non-geocoded locations follow based from their indexing in the HOD.
- If you have qualifiers, they filter what is returned.

**Hotel Geocoding**

Many hotels accessible in Sabre Hotels have been assigned a geocode based on their latitude and longitude coordinates and GEO confidence level for MapQuest supported countries. Geocoding allows you to:

- Locate hotels according to their precise geographic location.
- Locate geocoded points of interest within 10 miles (16 km) of property.
- Use the HOTGEOP format to search by proximity to another hotel.

**Note:** The confidence level indicates the accuracy of latitude and longitude assigned. There are ten confidence levels available based on how coordinates are assigned, with the address being the highest followed by intersection, street, zip code (9 digits).
### GEOCODED POINTS OF INTEREST

Display geocoded points of interest within 10 miles (16 km) of property, either using the property number, a line number from availability, or a booked hotel segment.

<table>
<thead>
<tr>
<th>Format Example</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOG(property number)</td>
<td>HOG962</td>
</tr>
<tr>
<td>HOG*(line number from availability display)</td>
<td>HOG*2</td>
</tr>
<tr>
<td>HOG¥(hotel segment in PNR)</td>
<td>HOG¥2</td>
</tr>
</tbody>
</table>

Search for other properties that are close to a specific property and sort by distance.

**Note:** This format is very useful when your traveler requests a property that is sold-out.

Search using specific latitude and longitude coordinates

You may have specific coordinates, or you may use one of the various web sites to obtain specific coordinates for a given street address. For example:

http://www.capelinks.com/cape-cod/maps/geocode

**Notes:**
- You can use a maximum of four digits to the right of the decimal point.
- The minus (-) sign in the entry indicates latitudes South of the Equator and longitudes West of the prime meridian.

### HOTEL INDEXES

Points of interest may or may not be geocoded. Hotel indexing provides an additional way for properties to be searched. Indexing is decided by hotels. They decide what Point of Interest to be indexed to and they enter the mileage and direction. Hotels can be indexed to:

- 3 letter city or airport codes
- US point of interest
- Non US point of interest

Display points of interest that the property has indexed themselves to, either using the property number, a line number from availability, or a booked hotel segment.

**Note:** Your traveler may want to know what points of interest are near a specific property to make sure they are making the right hotel choice.
**Hotel Qualifiers – Shopping by Location Code**

Qualifiers allow you to refine the list returned. When it comes to location, the distance default display is 11 to 35 miles from reference point. You can add a different location code to modify the response as follows:

- Display only Geocoded properties: G
- Display hotels 11 to 35 miles from reference point (default): C
- Display hotels 0 to 10 miles from reference point: A
- Display hotels 36 to 50 miles from reference point: S
- Display hotels 51 and above miles from reference point: R
- Display only geocoded properties that are within 10 miles from reference point: HOT(segment number)/(number of nights)NT(number of adults)/(location code)/(location code)
  
  **HOT1/4NT1/G/A**

**Hotel Qualifiers – Sort by Distance**

Additionally, you can specify distance and direction from 1 to 255 miles (or kilometers). Default radius for geocoded hotels is 20 miles (32 km). Also, you can sort properties by order of distance to the reference point.

- Display hotel availability only for properties that are within 10 miles from reference point:
  
  **HOT(segment number)/(number of nights)NT(number of adults)/D-(distance in miles)
  
  **HOT1/4NT1/D-10**

**Note:** Request the HOT0 view for identifying geocoded properties

- Display hotel availability using a location code and providing distance and direction (for example 5 miles north from reference point):
  
  **HOT(city code)/(number of nights)NT(number of people)/(location code)/D-(distance in miles and direction indicator)
  
  **HOTORD/5NT2/G/D-5N**

- Display hotel availability and sort by order of distance from reference point:
  
  **HOT(segment number)/(number of nights)NT(number of people)/"SD
  
  **HOT1/4NT5/"SD**

**Top 10 HOT Qualifiers**

There are additional qualifiers which are helpful in narrowing your hotel search results. The most frequently used availability (HOT) qualifiers are below. Separate with slashes: /SWA/RTNTM4

1. Chain/Brand /SW 6. Property city /CA-
2. Property Name /N- 7. Property address /A-
3. Currency Type /C- 8. Distance/Direction /D-
4. Location Codes /C, /A, /R, /S, /G 9. Phone /PH-
5. Postal Code /PC- 10. Rating Program /RT-
TOP 10 SPECIAL QUALIFIERS

The most frequently used special qualifiers are below. Maximum 3 codes separated by commas: SQ-PETS, POOL, BKST

1. Accept Pets /SQ-PETS
2. Pool /SQ-POOL
3. Breakfast included /SQ-BKST
4. Free airport shuttle /SQ-SHTL
5. Interior doors /SQ-INTR
6. Kitchen /SQ-KTCN
7. Dining Facility /SQ-DINE
8. Fitness Center /SQ-FITN
9. High Speed Internet /SQ-HSPD
10. Beachfront property /SQ-BECH

MANAGING THE HOT DISPLAY

Shortcuts help you work more efficiently while you are shopping hotel availability eliminating unnecessary keystrokes.

Redisplay last availability HOT**
Redisplay last availability starting at line 1 HOT*1
Add/subtract days up to 90 days HOT¥3 or HOT-1
Add additional qualifiers to your current HOT response HOT/HY/D-5
Delete availability qualifiers (N = qualifier code) HOT/N-
Delete hotel chain qualifier HOT/XX
Request number of adults up to 9. HOT(airport code)/(check-in date)-(nbr of nights)NT(nbr of adults)

Note: The hotel must have a program for the requested number of people in one room.

HOTEL DESCRIPTION

Step 2 of the Hotel booking process is to look at the hotel rates and description (HOD); step 3 is to check the Rate Description (HRD). Use shortcuts as follows:

Display a hotel description from your active hotel availability (HOT) response. HOD*(line number)
HOD*1
Display only rates for a specific hotel HOD(property number)/(check-in date)-(number of nights)NT(number of adults)*R
HOD943/10AUG-1NT8//R
Display only rates after an HOD display HOD*/R
Display rates in the specified currency. HOD*CAD

Note: This format is very useful for international bookings.

Display guarantee information HOD*G
Check Rule Display from the rates in the HOD response HRD*(line number from HOD rates)
HRD*1
**Hotel Sell Format Example**

Step 4 of the Hotel booking process is to sell the hotel room. Use shortcuts as follows:

- **Sell from rate description (HRD)**
  
  0H(number of rooms)¥(line number)  
  0H1¥1

- **Copy guarantee information into the new hotel segment from previous hotel guarantee**
  
  0H(number of rooms)¥(line number)/GSAME  
  0H1¥3/GSAME

- **Copy guaranteed deposit information into new hotel segment from previous hotel deposit**
  
  0H(number of rooms) ¥(line number)/GDPSTSAME  
  0H1¥3/GDPSTSAME

**Hotel Modification - HOM Format Example**

Hotel segments can be modified while creating a PNR or upon redisplaying a previously ended PNR. All modification entries include a code that identifies the information you are changing: Date, Room/Rate information, or Optional information.

If you need to modify the number of rooms, the number of adults, and the product code or extend the length of the stay, you must follow the three step process described below.

- **Modify dates to reduce the number of nights**
  
  Note: It is important that you confirm the same rules apply for the new date.

  HOM(segment number)D/(in date)-(out date)  
  HOM3D/14JUL-19JUL

- **Modify dates to extend the length of the stay**
  
  Note: the new cancellation policy will appear in the hotel segment when applicable.

  **Step one:**
  
  HOD(property number)/new desired dates (in date)-(out date)(number of adults)  
  HOD1111/14JUL-19JUL1

  **Step two:**
  
  HRD*(line number)  
  HRD*5

  **Step three:**
  
  HOM(segment number)D/(in date)-(out date)  
  HOM3D/14JUL-19JUL

- **Modify room/rate information for hotel sold from HOD/HRD that included Direct Connect Availability banner in response**
  
  HOM(segment number)R/PR-(number of rooms)(product code)-(1 to 9 adults)  
  HOM3R/1B2DRAC-2

- **Modify room/rate information for hotel sold from HOD/HRD that did not include Direct Connect Availability banner in response**
  
  HOM(segment number)R/(number of rooms)(room type)(rate code)-(1 to 9 adults)  
  HOM3R/1B2DRAC-2

- **Determine if hotel was originally sold from HOD/HRD that included Direct Connect Availability banner in response**
  
  *IHB

- **Modify extras or optional information**
  
  HOM(segment number)O/(option information)/(option information)  
  HOM3O/EX-1/RA-1

- **Delete extras or optional information**
  
  HOM(segment number)X/(option information)  
  HOM3X/RA

Note: Following a hotel modification, the original hotel segment might occasionally reflect the status code OX, followed by another hotel...
segment that shows the new request. If the new request shows a new CF (confirmation) number, passively remove (XK) the OX segment. If the new request shows UC (unable to confirm), retain the original segment by confirming (HK) the OX segment. See Format Finder for more information.

CONFIRMATION/CANCELLATION NUMBERS

- You must always receive confirmation numbers from the hotel in the OSI field. If you do not, you must contact the hotel’s automation helpdesk!
- Do not cancel segments that do not have a confirmation number. Call the hotel’s automation helpdesk first!
- You may find contact information in the hotel Online DRS (Direct Reference System). Access the Online DRS available at Agency eServices, under Business Tools.
Find additional information in *Format Finder*. Use these keyword combinations or formats in your Search request:

- “Shop Hotel Availability” or “HOT”
- “Hotel Description” or “HOD”
- “Hotel Rate Description” or “HRD”
- “Sell Hotel” or “0H”

Type in your Sabre system work area:

- HOT HELP
- HOD HELP

Access Sabre Online Hotel Community Pages available at [Agency eServices](#), under Business Tools.
Format Finder displays Sabre system formats and procedures. To launch the Format Finder home page:

- from the Sabre® Red Workspace™ portal – click Format Finder in the Application Side Bar.
- from Sabre for Windows - press Ctrl+Z.
- from Agency eServices - under the Support tab, click Format Finder. Then click Format Finder online.

All of the Format Finder support for Sabre Hotels is accessible from the product topic page hottp001. Use this in your Search or click the Hotels link on the Format Finder home page.

Additional format quick references are available on the Web at http://agencyeservices.sabre.com/ under the Training menu.

You can find additional information, such as News and Enhancements, on the Web at http://agencyeservices.sabre.com/ under the Business Tools menu, Communities, Hotels.