



Coast to Coast Resorts Manager's Check List Tripsetter 7.1

Resort Manager Check List Daily

1. Run the Update to Reservation Activity Report to learn what changes have been made in Tripsetter for new reservations, changes to arrival or departure dates for reservations, and cancellations.
2. Prior to running the Update to Reservation Activity Report, the Arrival, Departure, Who's Here and Cancellation Report can be run to set a benchmark for reservations that are currently in Tripsetter for the resort.
3. Monitor the resort's local inventory to determine you can accommodate all Drive-Up reservations and all extensions to existing reservations because these are not counted against the number of allocated sites the resort provides to Coast for reservations.

Weekly

1. Run the **Reservation Maintenance Report** to make certain all reservations have been completed (Checked-In and Out, Cancelled, or marked as No-Show) in order to receive timely remuneration.
2. Remuneration periods end between 11:00 PM and Midnight each Sunday, so run this report in time to get reservations checked-in and checked-out for each week's remuneration.

90 Days Prior to a Holiday Block or Event

1. **COAST DOES NOT ENTER ANY HOLIDAYS OR HOLIDAY BLOCKS.**
2. Setup these blocks a minimum of 90 days prior to the event.
3. Events can be entered up to two (2) years in advance.
4. Resorts are provided with seven (7) days per month to block as desired.

Prior to Season Close for Seasonal Resorts

1. Seasonal resorts need to enter Open and Close date for the next year's season in order to be available for making advanced reservations

Emergency Closures

1. As events warrant and time permits, Emergency closures (Season) can immediately advise members of emergency closures.
2. When time does not permit entering these closures, contact Coast at 800-833-9183 and leave a detailed message and a phone where a resort representative can be reached during the closure.

Ongoing Updates

1. Resorts can now update their own resort information as needed from the Resort Website (EX: Contacts, phones, fax, e-mail, amenities, etc.).

Inventory Control

1. RV Site inventory can be increased at any time for any length of time into the future.
2. Inventory cannot be reduced below the agreed allocation.
3. Contact Coast at 800-833-9183.