

Forecasting

Forecasting means what will probably happen in future.
Forecasting is the prediction of future happening, based on the analysis of data available rather than guesswork

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Forecasting Data

- The process of forecasting room availability generally relies on historical occupancy data.
- To facilitate forecasting, the following daily occupancy data should be collected:
 - No. of expected room arrivals
 - No. of expected room walk-ins
 - No. of expected room stayovers (rooms occupied on previous nights that'll continue to be occupied for the night in question)
 - No. of expected room no-shows
 - No. of expected room understays
 - No. of expected room check-outs
 - No. of expected room overstays

Forecasting Data

- Percentage of No-Shows =
$$\frac{\text{Number of The process of No-Shows}}{\text{Number of Room Reservations}}$$
- Percentage of Walk-Ins =
$$\frac{\text{Number of Room Walk-Ins}}{\text{Total Number of Room Arrivals}}$$

Forecasting Data

- Percentage of Over-Stays =
$$\frac{\text{Number of Over-stay Rooms}}{\text{Number of Expected Check-Outs}}$$
- Percentage of Under-stays =
$$\frac{\text{Number of Under-stay Rooms}}{\text{Number of Expected Check-Outs}}$$

Forecast Formula

Number of Rooms Available for Sale

Total No. of Guestrooms

- No. of OOO Rooms
- No. of Room Stayovers
- No. of Room Reservations
- + No. of Room Reservations \times % of No-Shows
- + No of Room Understays
- Number of Room Overstays

Number of Rooms Available for Sale

Establishing Overstays & Understays

- Understay rooms represent permanently lost room revenue
- Overstays may boost room revenues. It is a boon when the hotel is not operating at full capacity
- In order to regulate both, front office staff should:
 - Confirm or reconfirm guest's DOD at registration
 - Present an alternate guestroom reservation form to registered guest to overstay guests
 - Review guest history
 - Contact potential overstay guests, especially those who have not left by check-out time

References

- **Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—
Core Textbook, Students & Faculty to follow this book.**
- Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill
- Managing front office Operations by Michale L Kasavana (AHLEI - Books)
- Front Office Operations and Management by Ismail Ahmed (Cengage Earning)
- Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)



**GALGOTIAS
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School of Hospitality

Course Code : BSCH3003

Course Name Front Office Management



Name of the Faculty: Jyoti

Program Name: BSChm/BHM