

# FSA WORKSHOP

DURBAN | 22 JULY 2015

# HOTELS



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# How to add hotel mark-up's

The screenshot displays the FlightSiteAgent web application interface. At the top right, there are links for 'Print Ticket', 'Control Panel' (highlighted with a red box), and 'Logout'. Below these, a user status bar shows '8a.m - 5p.m | Phone No. : 0860 23 24 25', 'Welcome Taryn Lubbe, FRAG003374', and a 'Balance: ZAR 0.00'. A navigation bar below the status bar includes links for 'Products : Home', 'Flights', 'Hotels', 'Online Check-In', 'Accounts', and 'Card Link'. A yellow banner for an 'Important Message' states: 'New Immigration Laws regarding foreigners & children have been passed. Please contact Home Affairs for details.' Below the banner is a video player with play, pause, and other controls. The main content area is divided into two sections. On the left is the 'Flight Booking' form, which includes tabs for 'International' and 'Domestic' flights. The form has radio buttons for 'ONE WAY', 'ROUND TRIP' (selected), and 'Multi City'. It includes fields for 'From' (Johannesburg O), 'To' (London (all Airp)), 'Preferred Airline' (All), and 'Class' (All). There are also date pickers for 'Leave' (05/08/2015) and 'Return', and dropdowns for 'Adults(12+)' (1), 'Children(2-11)' (0), and 'Infants(<24 months)' (0). A 'Search Flights' button is at the bottom of the form. On the right is a blue promotional box for FlightSiteAgent.co.za, featuring the company logo and three bullet points: '✓ Build relationships with clients with good service', '✓ Quote your clients via sms and email, instantly', and '✓ Load your logo and brand your agency'.

# How to add hotel mark-up's

The screenshot shows the FlightSiteAgent Control Panel. The 'Settings' tab is selected and highlighted with a red box. Below the tabs, there are three expandable sections: 'Domestic Flight Price Markup Settings', 'International Flights Price Markup Settings', and 'Hotel Markup Settings'. The 'Hotel Markup Settings' section is expanded and highlighted with a red box. It contains a table with columns 'Hotel Type', 'Markup Type', and 'Markup Value'. The table has two rows: 'Domestic Hotels' with 'Fixed' and '100', and 'International Hotels' with 'Fixed' and '200'. There is an 'Update Markup' button below the table. A note states: 'This markup value is per ROOM NIGHT. Fare after adding the markup will be visible on the search results, ticket printout and customer invoice.'

Hotel Type	Markup Type	Markup Value
Domestic Hotels	Fixed	100
International Hotels	Fixed	200

[Update Markup](#)

**Note:**  
This markup value is per ROOM NIGHT.  
Fare after adding the markup will be visible on the search results, ticket printout and customer invoice

- From the control panel, click on settings
- Open hotel mark-up settings tab
- Input the amount you want to charge
- Remember the amount you charge is per room, per night

# Accessing the Hotel's page

Products : Home Flights **Hotels** Online Check-In Accounts Card Link

**Important Message** [ Show/Hide ]

Passports must be valid for 6 months AFTER the passengers return to South Africa, please also ensure there is a minimum of 2 blank pages in the passport.

**Flight Booking** International Domestic

ONE WAY ☐ ROUND TRIP ☒ Multi City ☐

From: Johannesburg O F To: London (all Airpor Preferred Airline: All Class: All

Leave: 05/08/2015 Return: One-way Only Adults(12+): 1 Children(2-11): 0 Infants(<24 months): 0


Search Flights

**FlightSiteAgent** .co.za


- ✓ Build relationships with clients with good service
- ✓ Quote your clients via sms and email, instantly
- ✓ Load your logo and brand your agency

- Click on the Hotel tab

# Hotel Search Page




Going To





When

Check-in




Check-out






How many people


No of rooms



Adults  
per Room



Children  
per Room



Search Hotels

# How to search hotels

Where?



Going To

Durban, ZA, South Africa



Search By Hotel Name

- Start typing the name of the city in which your client wants to stay
- Once the city pops up in the options, click on the name to select it

# How to search hotels

## Dates?



When

Check-in

20/08/2015



Check-out

21/08/2015



- Click on the calendars to select the dates required



# How to search hotels

## How many people and rooms?



How many people

No of rooms

Adults  
per Room

Children  
per Room

- Select the number of people travelling and the number of rooms required
- Once all of these details are in, click search to proceed to the hotel results

# Hotel Results

Destination

Durban

Search By Hotel Name

Please Enter a Hotel

Check-in

20/08/2015

Check-out

21/08/2015

Rooms

1

Adults per Room

1

Children per Room

0

Search Hotels

List

Map

All hotels

138 of 138 hotels

SORT BY:

Hotel Name

Star Rating

TripAdvisor Rating

Price ↓

[Show/Hide Net Price](#)

Search By Hotel or landmark

Search By Hotel or landmark

Hotel Book type

☐ Bookable Hotels

Price

ZAR 0

ZAR 4000

Star Rating

☒ Unrated


☒ ★

☒ ★★

☒ ★★★

☒ ★★★★




☒ ★★★★★






Bizafrika Guest Lodge & Conference Center

★★★★★

122 Krantzview Road, Kloof, Durban, ZA, South Africa




 (based on 12 reviews)

ZAR. 491.00

per room per night

Select Room




☐ Add to Email



The Albany Hotel

★★★★★

225 Smith Street / 225 Anton Lembede, Durban, ZA, South Africa




ZAR. 600.00

per room per night

Select Room




☐ Add to Email



The Blue Waters Hotel

★★★★★

175 Snell Parade, Durban, ZA, South Africa



ZAR. 670.00

per room per night

Select Room

☐ Add to Email

# Hotel Filter Options

A screenshot of a web interface showing a search filter dropdown. The dropdown is open, displaying the text "Search By Hotel or landmark" in a light blue font. The dropdown menu is light gray with a small downward arrow on the right side. Below the dropdown, there is a search input box with the placeholder text "Search By Hotel or landmark" in a light blue font.

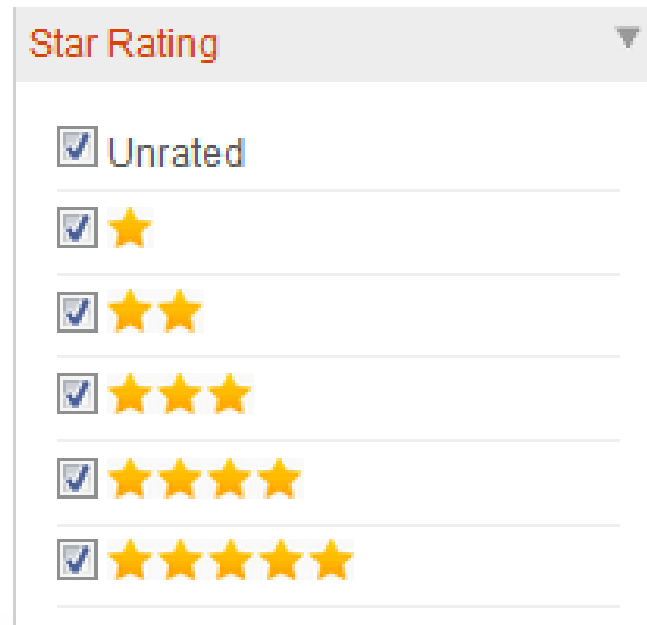
- If you require a specific hotel, you can start typing it in this box
- It will return different options and you can select the hotel you want

## Hotel Filter Options



- This option will filter the price per room, per night
- Drag the boundaries with your mouse to filter the price

# Hotel Filter Options

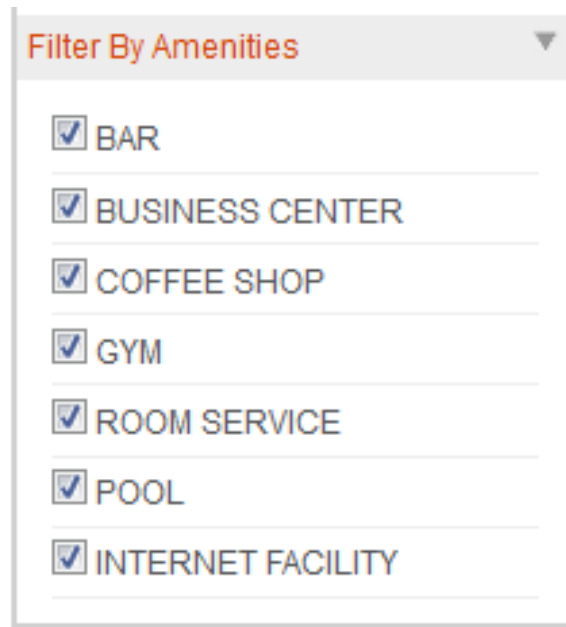


A screenshot of a 'Star Rating' filter dropdown menu. The menu is open, showing six options, each with a checked checkbox and a corresponding star rating icon. The options are: 'Unrated' (no stars), '1 star' (1 star), '2 stars' (2 stars), '3 stars' (3 stars), '4 stars' (4 stars), and '5 stars' (5 stars). The 'Star Rating' text is in red at the top of the dropdown, and a small downward arrow is visible to its right.

Star Rating	Selected
Unrated	<input checked="" type="checkbox"/>
★	<input checked="" type="checkbox"/>
★★	<input checked="" type="checkbox"/>
★★★	<input checked="" type="checkbox"/>
★★★★	<input checked="" type="checkbox"/>
★★★★★	<input checked="" type="checkbox"/>

- If your client has a preference on star rating, you can select and deselect various options

# Hotel Filter Options



The image shows a screenshot of a web application's filter menu. The menu is titled 'Filter By Amenities' in red text at the top. Below the title, there is a list of amenities, each preceded by a checked checkbox. The amenities listed are: BAR, BUSINESS CENTER, COFFEE SHOP, GYM, ROOM SERVICE, POOL, and INTERNET FACILITY. The menu is styled with a light gray background and a thin border.

Filter By Amenities	
<input checked="" type="checkbox"/>	BAR
<input checked="" type="checkbox"/>	BUSINESS CENTER
<input checked="" type="checkbox"/>	COFFEE SHOP
<input checked="" type="checkbox"/>	GYM
<input checked="" type="checkbox"/>	ROOM SERVICE
<input checked="" type="checkbox"/>	POOL
<input checked="" type="checkbox"/>	INTERNET FACILITY

- This option allows you to search for hotels by amenities offered, e.g. pool or gym

# How to see Nett Price

138 of 138 hotels

**Sort By:** Hotel Name | Star Rating | TripAdvisor Rating | Price ↓

[Show/Hide Net Price](#)

**Search By Hotel or landmark**

Search By Hotel or landmark

**Hotel Book type**

☐ Bookable Hotels

**Price**

ZAR 0 ZAR 4000

**Star Rating**

☒ Unrated

☒ ★

☒ ★★

☒ ★★★

☒ ★★★★

☒ ★★★★★

**Search hotels in**




☐ Albany Hotel






☐ Always Active Technologies

☐ Balmoral Hotel

**Bizafrika Guest Lodge & Conference Center** ★★★★★

122 Krantzview Road, Kloof, Durban, ZA, South Africa

     (based on 12 reviews)

ZAR. 491.00

**Net Price: ZAR. 391.00**




per room per night

[Select Room](#)

☐ Add to Email

**The Albany Hotel** ★★★★★

225 Smith Street / 225 Anton Lembede, Durban, ZA, South Africa

ZAR. 600.00

**Net Price: ZAR. 500.00**




per room per night






[Select Room](#)

☐ Add to Email

**The Blue Waters Hotel** ★★★★★

175 Snell Parade, Durban, ZA, South Africa

     (based on 193 reviews)

ZAR. 670.00

**Net Price: ZAR. 570.00**

per room per night

[Select Room](#)

☐ Add to Email

# Room Options

The screenshot displays the FlightSiteAgent interface for booking a hotel. On the left, there is a sidebar with filters for price (ZAR 0 to ZAR 4000) and star rating (Unrated to 5 stars). Below these are search filters for various hotels, including Albany Hotel, Always Active Technologies, Balmoral Hotel, Beach Hotel, Belaire Suites Hotel, Beverly Hills Hotel, Blue Waters Hotel, and Breakers Resort. The main content area shows details for The Albany Hotel, including its address (225 Smith Street / 225 Anton Lembede, Durban, ZA, South Africa) and a price of ZAR. 600.00 per room per night. A 'Select Room' button is visible. Below this, a table lists room options:

type & inclusions	Room rate	
Standard Room - Room Only. Free Wireless Internet Room Only NON-REFUNDABLE	ZAR. 600.00	<a href="#">Book</a>
Triple Room - Room Only. Free Wireless Internet Room Only NON-REFUNDABLE	ZAR. 725.00	<a href="#">Book</a>
Family Room - Room Only. Free Wireless Internet Room Only NON-REFUNDABLE	ZAR. 975.00	<a href="#">Book</a>

To view different price options and inclusions, click on “select room.” This will load various options for you to choose from, e.g. bed and breakfast; double room, etc.



# Booking Page

01

### Please enter guest details

Guest details for room 1

Adult 1    18+ yrs

Mobile\*

Email\*

02

### Please enter payment details

**Total Amount : ZAR 600**

Payment Mode ☒ Deposit ☐ Credit Card

03

☒ I have read and accepted the Cancellation Policy. ([Show](#))

[Confirm Booking](#)

### Booking Summary

The Albany Hotel , Durban

**Address:** 225 Smith Street / 225 Anton Lembede, , Durban, South Africa

**Room Type:** Standard Room (NON-REFUNDABLE)

**Room Description:** Entertainment - WiFi and satellite chann [more](#)

**Bed type (?) :** 1 double bed

**Smoking Preference :**

☐ Non-Smoking

☒ No Preference

**Inclusions:** Free Wireless Internet

**Sharing Type:** Twin Sharing

**Number of rooms:** 1  
Room 1: Adults: 1 Children: 0

**Check in Date:** 20/08/2015

**Check out Date:** 21/08/2015


#### Pricing Details

Night	Price	Taxes	Total
1	540	60	600
x 1 Room(s)			
Total 600			

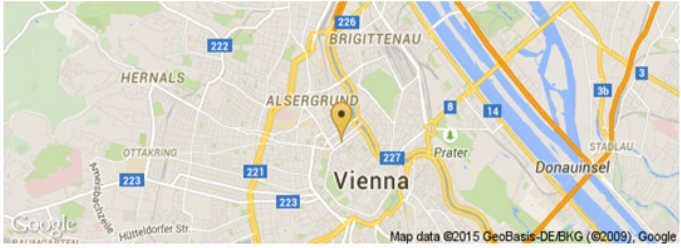
## How to book and pay

- Insert the traveller and contact details
- Once completed, you can proceed with payment
- Hotels cannot be placed on hold, payment is required immediately
- Hotel price and mark-up will be deducted and the mark-up will be placed in your wallet
- Clients card, agents card or the wallet may be used for payment

**Booking Confirmation**  
Reference No: FMNSA000P5VSK  
Booking Id: 228 - 218875  
Booking Date: 07/05/2015

**HOTEL DETAILS**  


Hotel Name: Hilton Vienna Plaza  
Address: Schottenring 11, Vienna, Austria  
Check In/Out Time: 3:00 PM / noon  
Star Rating: ★★★★★



Map data ©2015 GeoBasis-DE/BKG (©2009), Google

**GUEST DETAILS**  
Guest Names:  
Mrs Taryn Lubbe  
Ms Matooka Boltman

**STAY DETAILS**  
Check in: 01/12/2015  
Check out: 03/12/2015  
Room Type: DOUBLE STANDARD  
Sharing: Twin Sharing  
Meal Plan: BED AND BREAKFAST  
Total Rooms: 1  
Occupancy per room: Adult(s) - 2, Children - 0

**CANCELLATION POLICY**

- Cancellation Charge when cancelled after 23:59 30/11/2015 and before 01/12/2015 Vienna time zone is 50%

**Please note:** This voucher entitles only to the above stated hotel and specified information. Any additional incidentals are to be paid directly at the hotel. In keeping with our heightened security procedures we request you to provide your photo-identity proof while checking-in.

Republic of South Africa Nationals can present any of the following which is mandatory: Passport, Driver's License, Voter's ID, Postal ID, NBI, Student Id, Company Id. Foreign Nationals are required to present their passport and valid visa.

# Hotel Vouchers