

**Deem Training Clip -
Searching for a Hotel
(Version 2, March 28, 2014)**

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1 Topic Overview

1.1 Series Objective

Outline several diverse topics within Deem@Work.

1.2 Document Objective

Provide the steps to efficiently search for a hotel.

2 Searching for a Hotel

Note: In this Training Clip we will only book a hotel, but these steps could apply to trips including air and / or car rental.

1. From the **Home** page select the **Hotel** checkbox and enter the **Hotel** search criteria. Click **Search**.

Note: You could change the search results by selecting **Station** or **City**, or by clicking the **Reference points** drop down to get a list of hotels closer to one of the locations provided by your company instead of a list of hotels closest to the airport.

2. A pop up page is displayed to let you know how many hotels match the search criteria.
3. A list of all the hotels that meet the search criteria is displayed. How do you find the “right” hotel?

2.1 Narrowing Down the Search Results

Receiving 732 hotels to choose from can be quite intimidating. How can you narrow down the list to include just the hotels you might want to choose? Here’s how:

1. Starting from the **Travel | Select Your Hotel** page, you can select the **Company Locations** checkbox to have your company’s locations indicated on the map.
2. The **Company Locations** list is displayed. Select the location you want to have displayed and click the **Update** button.
3. A green indicator is displayed showing the selected location(s) on the map. You could use this location as the starting point to selecting the “right” hotel. In this example, hotels numbered 5, 6 & 10 would be the closest to the New York Midtown Office.
4. Other ways to narrow your search results are to use the options available on the left side of the page. You can **Narrow Your Choices**:
 - By Hotel name or brand
 - By Distance
 - By Star Rating
 - By Amenities

- a. To **Narrow Your Choices** by hotel name, enter a **Hotel Name** and click the **Find** button or select a **Brand** checkbox. Each time you make a selection, your search results will be updated to only include the hotels with that name or brand.
- b. To **Narrow Your Choices** by **Distance**, select the **Search within** drop down list and choose a smaller radius for the search. Your search results will be updated to only include the hotels within the selected radius.

Note: Very often the search radius is set to 25 or 50 miles to allow for broader searches in regions that do not have many hotels available.

- c. To **Narrow Your Choices** by **Star Rating**, select the checkbox(s) beside the **Star Rating(s)**. Each time you make a selection, your search results will be updated to only include the hotels that have the Start Ratings selected.
 - Select the **Star Ratings Key** link to see the ratings.
- d. To **Narrow Your Choices** by **By Amenities**, select the checkbox(s) beside the **Amenities** to select them. Each time you make a selection, your search results will be updated to only include the hotels that provide the selected amenities.
5. You can narrow your search results by selecting a different search starting point. Click the **Modify search** button to select a **Station** or specific **Address**. Click the **Search** button.
6. You can sort the search results to make it easier to locate the “right” hotel. You can sort by **Preferred, Company Policy, Distance, Price, or Star Rating**.
7. You can also narrow the search results by clicking the **Set to my Hotel preferences** link. This will display a list of hotels that meet the preferences you selected in your **Travel Profile**.
 - a. Update your **Profile** by clicking the tab at the top of the page.
 - b. In the **Preferences** section of the page, click the **Travel preferences** link.
 - c. The **Profile | Travel Preferences** page is displayed. Scroll down to the **Hotel** section.
 - d. Select up to 3 **Hotel Amenities** and up to 3 **Hotel Special Requests**. Click the **Save** button at the bottom of the page.

2.2 *Narrowing Search Results Using the Optional Preference Tab Feature*

Hotel search results can be further narrowed down by using the optional preference tab feature. The search results can be divided into up to 3 tabs. Each tab is configurable by your site administrator and can be uniquely labeled to fit the needs of your organization and can contain Corporate and or Agency preferred hotels. In the example below, the site administrator has chosen to use 2 tabs; **Company Preferred Hotels** and **All Hotels**. By using the optional tabs, the organization’s preferred properties can be presented first to the traveler making it easier for them to select a preferred hotel.

If tabs are presented when you receive your search results, as the tabs above, some preliminary selection has taken place. You can further define the results by following the steps outlined earlier in the Training Clip to locate just the “right” hotel.