

Instructions for Guest List Manager Access

1. Please go to www.hilton.com/glm
2. If you are a Hilton Honors Member, or have used the Guest List Manager before, you can click ‘Get Started’.
3. If this is your first experience with Guest List Manager, please click on ‘Sign up’ under the Get Started Button.
 - a. You can select the type of account you would like to sign up for. Fast Reservations or HHonors.

	Fast Reservations Create Account	HHonors Create Account
Recognized at 2,800+ Hilton Family hotels worldwide	✓	✓
Use your profile to expedite reservations	✓	✓
View reservations history	✓	✓
Earn points towards free nights and vacations		✓
Receive airline miles for your stay		✓
Redeem merchandise and other rewards		✓

- b. You will need to fill in the required information; however, the credit card field is not required.
4. Once you have signed up, and/or logged in, you will be at the Travel Summary page.
5. Click on e-Events on the left side of the screen.
6. Towards the bottom of the screen you will see “My Guest List Manager”.
7. Click “Manage Your Guest List”
 - a. You will need to add your event in order to have it display the options you have to work with for your group.
 - b. In the middle of the page, you should see “Set Up a Group Event Record”, click “GO”
 - c. You will need the following information:
 - i. Hotel Property Code: **MSPBSDT**
 - ii. Group Code: **Your Sales Manager will Provide**
 - iii. Event Start and End Dates: **This can be found on your copy of the contract.**
 - d. You will be able to make a Group Event Nickname that will display on your Group Events page.
 - e. Please accept the Terms and Conditions and click Submit.
 - f. Your group should be added.

Guest List Manager

After a Group Event Record has been created it will display under My Group Events

The member's profile will be viewable each time they return to Guest List Manager. Groups will appear in event date order, beginning with the most recent. Administrative and non-administrative users may view the room count summary, view, change, cancel or book reservations. The administrator may view a group's guest list, delete the group or add more groups to their profile. The administrator can begin to book multiple reservations by clicking the book reservations link.

Book Multiple Guest Reservations page

The user may enter guest information for up to five reservations at a time. However, if the group only has three rooms left in the block, only three guest information collection areas will display. After submitting reservations, the user will receive the Confirmation / Error Report, which includes confirmation numbers for successful reservations and the ability to correct and resubmit unsuccessful reservations.

Reservations Guest List page

This page displays all reservations that are currently confirmed with the group. Reservations will appear 25 to a page in alphabetical order by last name. The administrator has the ability to Search for specific reservations within the group by either the Confirmation or Cancellation Number or by Guest Last Name. The administrator also has the ability to print or export the list into Excel. Only reservation confirmations personally booked through GLM can be viewed and changed. The administrative user has the ability to view, modify or cancel only the reservations that were originally made by them. Reservations not made by the administrative user will display on the guest list, however, due to security and privacy reasons the confirmation number will be replaced with XXXX. The guest list will contain all reservations confirmed with the group SRP regardless of their booking source – Personalized Group Web Pages, hotel direct, HRCC, brand.com reservations module, RAPID!, etc.

Room Count Summary page

The Room Count Summary displays a daily breakdown by room type of the reserved rooms for the group. Rate changes within the stay will be signified with an asterisk by the appropriate rate. Only rooms types with inventory attached will display on the summary. For example, if the hotel has ALL room types attached to the group but only 10 room types have inventory loaded, then only these 10 room types will display.