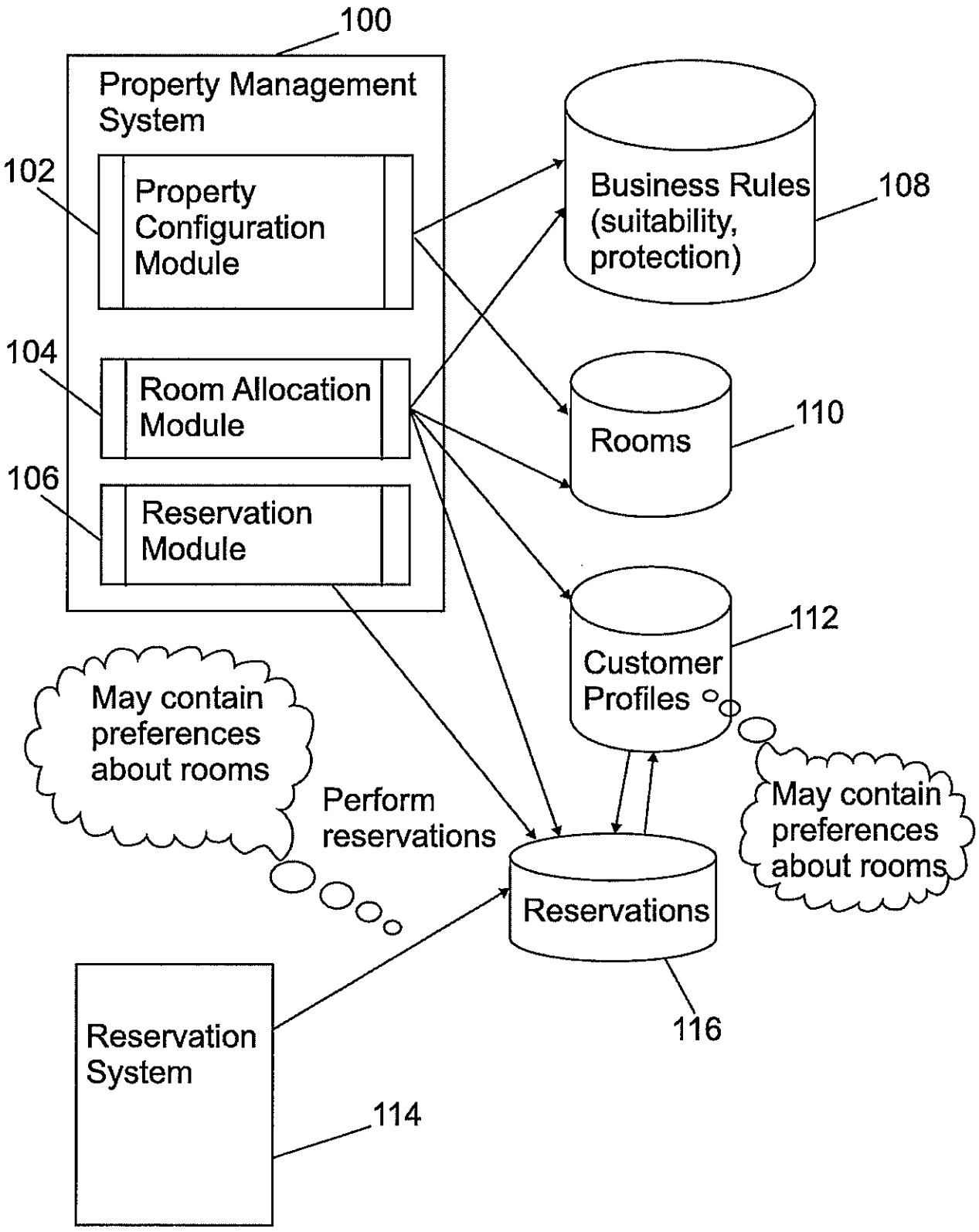

100
Property Management System
102
Property Configuration Module
104
Room Allocation Module
106
Reservation Module
Business Rules (suitability, protection)
108
Rooms
110
Customer Profiles
112
May contain preferences about rooms
Perform reservations
Reservations
116
May contain preferences about rooms
Reservation System
114

FIG.1

Priority	Customer Type	Percentage	Room Attribute	Floor
1	Customer value: 0-100	5%	Sea view	2,3
		5%	Garden view	1
2	Customer value: 100-200	10%	Garden view	2,3
3	Company: Amadeus	5%	Sea view	1

FIG. 2

Customer Type	Association	Association type	Attributes
Customer type: disabled	Match	Mandatory	Room: Disabled
Customer value: 0-100	Match	Preferred	Room: Sea view
Customer type: tall	Do not Match	Preferred	Room: Small bed
Customer type: smoking	Match	Mandatory	Room: Smoking
Customer type: group of young people	Do not sleep next to	Preferred	Customer type: business

FIG. 3

Rule Type	Priority
Customer preferences	2
Multiple rooms	4
Protection rule	3
Suitability rule	1

FIG.4

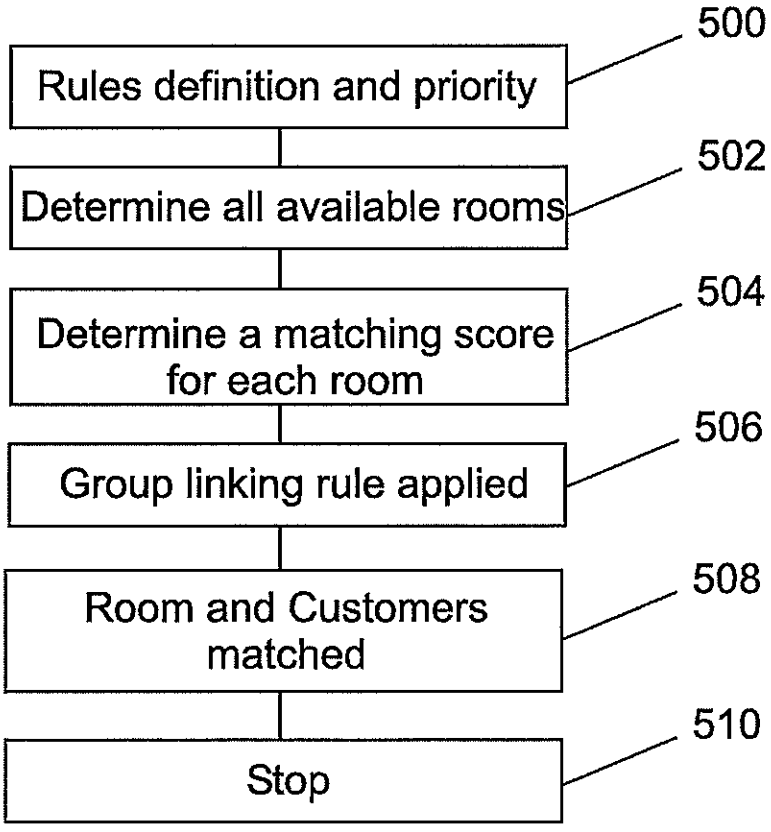


FIG.5