

Front Office Service

Level II

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Acronyms

CRS: Computerized Reservation Systems

PMS: Property Management Systems

OTAs: Online Travel Agents

CRM: Customer Relationship Management

API: Application Program Interface

RMS: Revenue Management System

Introduction to the Module:

This unit describes the knowledge, skills and attitude required to perform pre-arrival and arrival operations using computerized system. It includes operational activities of creating a reservation and registration processes using automated system.

This module covers the units:

- Identifying the features offered by a computerized reservations systems
- Operating a computerized reservation system
- Carrying out registration of guests using computerized system.
- Minimizing waste of printed materials

Learning Objective of the Module

- Identify the features offered by a computerized reservations systems
- Operate a computerized reservation system
- Carryout registration of guests using computerized system.
- Minimize waste of printed materials

Module Instruction

For effective use this modules trainees are expected to follow the following module instruction:

1. Read the information written in each unit
2. Accomplish the Self-checks at the end of each unit
3. Perform Operation Sheets which were provided at the end of units
4. Do the “LAP test” giver at the end of each unit and
5. Read the identified reference book for Examples and exercise

Special Instructions

This Training material is prepared as a sample for the Unit of Competency of “Perform Pre-arrival and Arrival Operations” using Fortune Next 6i/ IDS Next hotel software. Here we recommend the TVET institutes to prepare their own training material as per the curriculum and hotel software they have. The following are some of the hotel software you may find in different training institutes but not limited to:

- IDS Next/ Fortune Next
- CNET ERP Hotel Software
- Opera Software
- New Hotel

Unit One

Identify the Features Offered by a Computerized Reservations Systems

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Explain the benefit of computerized reservations system
- Describe functions that can be performed on a computerized reservations system,

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Explaining the benefit of computerized reservations system
- Describing functions that can be performed on a computerized reservations system,

This unit enables you identify the basic features of the hotel software with respect to the overall operations of pre-arrival operations, detailing the concepts of reservation and its operations in hotels' software system. Describes major functions performed on a computerized reservation system. Based on the IDS/Fortune Next 6i, which TTI uses for PMS training, the unit contents and their respective operations are illustrated as follows.

1.1. Explaining the benefit of computerized reservations system

The **advantages of central reservation systems (CRS)** in the hospitality industry go beyond efficiency in booking and reservation. The data distribution software aids central hotel management by relaying data from property management software (PMS) to various distribution channels. In turn, when customers make bookings from third-party sources, the information goes through the CRS to the PMS for synchronization.

Nowadays, two-thirds of hotel bookings are made through online travel agents (OTAs) and travel websites. Some internet users will also visit the hotel's website for direct bookings. That means you need many distribution channels to hit the maximum occupancy levels. Managing the distribution channels offline is hectic. Besides, the hotel's management must control the flow of information across all departments to avoid double booking and ensure guests have fantastic experiences.

Specifically for chain hotels, it allows you to create reservations on a chain level and funnel them to a centralized booking engine that you can then connect to a customer relationship management tool (CRM). A CRS gives you maximum control of the booking process by synchronizing data and automating some processes.

What are the advantages of using a central reservation system?

There are plenty of advantages to using a CRS that a hotelier can benefit from. The CRS essentially **acts like a global distribution center**, storing hotel rates and availability so that it's more accessible to online channels such as OTAs and travel agents.

So what are the benefits of a central reservation system beyond booking? We'll look at how a CRS helps build better customer relationships, synchronizes information, increases flexibility and

efficiency, saves time and money, keeps track of reservations and streamlines payment. Let's dive in.

1. Better customer relationship

Hospitality flourishes through the provision of quality services and building meaningful relationships with customers. It's good to wish your customers a happy birthday or remember them during the holidays. A happy customer will bring in referrals and more business. A CRS helps you build sustainable relationships by identifying customers' buying patterns and recording relevant information to understand them better.

This information allows you to provide personalized services and improve guest experiences. Some of the customized services include seasonal prices and discounts for regular customers, and a cancellation policy. You can also adjust children's rates and meal plans to suit their preferences. Alternatively, you can make their booking process seamless by pre-filling their preferred room types and personal information. Customers appreciate even small gestures, making them more likely to recommend your hotel to their friends.

2. Synchronization of information

In the past, hotels had to manage reservations and bookings manually. When a guest checks in or leaves, the front office and sales staff need to update the available rooms and regularly update the bookings list. Setting room rates, determining availability and managing bookings manually often leads to overbooking or double booking due to human error. It also leads to guest inconvenience, especially if customers fully book the hotel.

You can avoid all those errors and inconveniences by embracing automation software like central reservation systems. One of the major selling points of a CRS is that it collects hotel data, including available rooms, rates and inventory, making it accessible on a global level.

Hotel management can access the information from any computer, tablet or phone in the building, and make the necessary adjustments. Moreover, **information on occupancy levels and room rates are available in real time**. For example, if a customer reserves a room, the system will update the status, ensuring it is not available to other visitors. Synchronized data also gives the

customer a time-saving search tool to refine their preference according to dates, location and room type.

Besides, the online booking system allows visitors to take advantage of special offers and extras like meal deals and airport transfers. Furthermore, this synchronization takes place on a global level via the global distribution system interface, meaning that OTAs and travel agents around the world can access this information.

3. Increases flexibility and efficiency

As market trends change, hoteliers must adapt by adjusting their pricing strategies and policies. A central reservation system increases your flexibility by adopting new rates and policies according to the corresponding marketing condition, which can also be adapted on a chain level. The global market is not uniform, so you can change the rates for various rooms, and the latest prices will be reflected on the booking website. Apart from **occupancy rates**, you can also adjust the commission and cost of distribution resources depending on market fluctuations.

A CRS also allows the implementation of multi-channel marketing strategies, boosting your online presence and increasing bookings. All the traffic from third-party distribution channels and online travel agents will come to your booking engine. Therefore, if you link the CRS with your website, you can provide relevant information like available rooms, price comparisons and helpful resources to persuade visitors to book a room. That means you can reach worldwide guests without adjusting hotel data for every location. Besides, central reservation systems have an intuitive interface that makes the reservation process smooth and stress-free for your guests.

4. Saves time and money

Before hotel booking system software became a standard, hoteliers required additional front office staff to handle bookings and data entry. During peak season, you had to find extra reception staff to check-in guests and take care of booking requests. The introduction of reservation systems that work with all distribution systems eases the burden on hotel management.

Hoteliers need fewer reception staff, reducing the operational costs. Not only that, but your staff will have time to tend to other customer needs without data entry tasks. You also don't need sales

agents to advertise your hotel, and you can keep commissions at a minimum with online travel agents. Integrating the booking engine with a CRS will also promote direct bookings and reduce the distribution channels' costs.

If you want to save money further, pair your CRS with the Mews cloud-based property management system. You can access your information from any part of the world without worrying about maintaining servers or subscription plans. A central reservation system will streamline your revenue and grow your bottom-line.

5. Keeping track of reservations

Sometimes, visitors reserve rooms months ahead, especially when they have a holiday planned out during the peak seasons. Manually managing such reservations can lead to errors. The sales agents may misplace the booking details, inconveniencing the customer or causing overbooking. Fortunately, a central reservation system can solve your booking problems.

You can reserve tables and rooms for guests months ahead without worrying about losing track of the reservation. The system will display the booked days, preventing chances of double or overbooking. You can also note down guest's special requests during reservations like food allergies and favorite rooms.

Even better, you can use the reservations to make projections on the peak and low seasons and make preparations. If you have hotels in various countries, you can still access reservation information from the online booking system. Chains can even create reservations on a chain level and steer to a centralized booking engine. Furthermore, you can monitor the occupancy rates in all your hotels, allocate resources and increase marketing efforts in low-performing hotels.

6. Ease of use and secure payment

A central reservation system is **compatible with various distribution systems and property management systems**, allowing the easy streamlining of information. Therefore, hotels do not need to find new distribution systems. It's also a user-friendly interface for guests and hotel staff. Guests can easily navigate the booking process while staff can access or update information with a few clicks. If you have multiple hotels with separate reservation systems, you can integrate them

into a central system and monitor your businesses. Furthermore, visitors booking via the CRS enjoy data security, and their payment information remains confidential. Guests have no reason to worry about sharing their credit card details since they can access other secure payment options.

- **Difference between a CRS and GDS**

On the surface, both a CRS and a GDS seem to offer similar functionality. These two systems distribute your hotel's rates and availability to various channels. Is it necessary to use both? The difference lies in the types of channels each system connects to. A GDS can connect your hotel to a network of travel agents and corporate travel planners. A CRS offers connections to these partners too, but also to guests themselves via online travel agencies, metasearch sites, and your direct booking engine. For most hotels, travel agents aren't the sole source of reservations. Today's hotels also need connections to Expedia, Booking.com, and others - plus a solid booking engine to take direct reservations. For many hotels, a CRS can offer more value than a GDS alone can. Amadeus is the largest GDS player in the world and also offers its own CRS. Many GDS players branched into hotel software as a way to expand their offerings with integrated services geared at the same customers (hotels).

1.2. Describing the functions performed on computerized reservations system

A **property management system**, or PMS, is software that helps manage all the operations in a hotel from catering to accounting with a CRS usually being its main module. We have an all-encompassing article about how a PMS and all its parts work.

A CRS is either included in the PMS or can be a stand-alone solution. It's closely related to the front-desk, as it passes all the information about the new reservations for further processing, and revenue management modules of the PMS, as it makes price changes according to certain variables, thus influencing revenue.

The **channel manager** connects the PMS and all distribution interfaces. It collects information about the room availability and rates from the CRS and shares it across multiple channels, such as GDSs, OTAs, wholesalers, metasearch sites, and the hotel's own website through different types of APIs. As rooms get booked, it syncs the inventory information throughout all the online platforms to prevent overbooking and also maintains rate parity. A channel manager can also come

as a part of the comprehensive PMS, as part of the CRS if the latter is designed separately, or as independent software to be integrated with the existing hotel software.

Hotel reservation software is designed to automate and facilitate all the booking-related processes. So, let's take a closer look at how reservations are created and how technology is involved. A typical hotel reservation process can be broken down into several steps as described below.

1. **Searching for the options.** Nowadays there is a multitude of search engines and platforms to find accommodations. Companies and travel agencies often use a GDS, and individuals mostly browse through metasearch websites and big OTAs. To have all these sources present your hotel's information to potential customers, you have to integrate with them first and then distribute your ARI through a channel manager. We will discuss the integration options in more detail further on. So, when somebody is looking for accommodations, they have to fill in the dates and room type on the website or terminal to check availability and send the inquiry.
2. **Receiving an availability inquiry.** The channel manager delivers these inquiries to your CRS to get the availability information.
3. **Checking availability and sending response.** At this stage, it's necessary to verify in the system if the requested room type is available on indicated dates and get back with the result. The two-way integration through a channel manager allows this to be done in a flash, pulling the data from the CRS and shooting it back to the booker.
4. **Receiving a reservation request.** If the booker is satisfied with the rate and decides to stay at your hotel, the reservation request is created with the help of the booking engine (either the booking engine on your side or the OTA's, depending on the channel) and sent to the CRS. It contains all the essential information about the number of guests, arrival and departure dates, room type, contact details, special requests, etc.
5. **Confirming and blocking.** In case the requested room is still available, it has to be blocked to prevent double-booking. At the same time, a reservation record is created in the CRS that contains all the information related to this booking. An email notification is then generated and sent to the booker to confirm the reservation. Also, it usually contains payment details and cancellation policy.

6. **Receiving payment.** This step is optional as many guests still prefer to pay on arrival. Many OTAs do not require paying in advance, but having a secure payment tool included in your booking engine is a big advantage, as it gives travelers the opportunity to pay in a convenient way and save time during check-in.
7. **Transferring information to other departments.** The reservation record shares all the reservation details with other PMS modules. For example, the housekeeping staff has to be informed about all the expected arrivals in order to appropriately prepare all the reserved rooms; the front desk should have all the information to ensure a smooth guest check-in; the reporting module uses this data to create reports, and so on.
8. **Optional reservation modifications.** Prior to arrival, the booking details might be adjusted. A guest might want to change arrival or departure dates, type of room or desired amenities, number of visitors, etc. If that happens, changes have to be confirmed by the hotel, registered in the reservation record, and shared with other modules.
9. **Cancellations.** Sometimes reservations are cancelled. In this case, the room has to be unblocked to allow for further booking, and, if prepayment took place, a refund has to be issued (if envisaged by the hotel's policy). As soon as availability changes in the CRS, the channel manager shares this information across different channels.

Additional features that come integrated with CRS

A lot of CRS providers offer products with the booking engine, mobile application, and/or channel manager already integrated. That can save you time and money for establishing the connection between separate products and provide better cooperation between these modules. Let's see what those additional functions are and what they can help you with.

- **Direct booking (booking engine and website)** — With OTAs charging up to 30 percent commission, it's critical for hotels to encourage direct bookings. This isn't possible without a modern, mobile-optimized booking engine integrated with the hotel's website. A good online booking system gives an advantage over competitors as many small hotels still lack online booking capability, and thus, can't use their website's full potential. Some providers offer website white labels. They are pre-integrated with a booking engine and have all content management capabilities ready. The only thing a hotelier should do is customize the look to match brand identity.

Today, 90 percent of travelers expect a personalized experience when they plan their trips. So besides displaying the ARI information and processing reservations, a booking engine has to provide personalization options like sending special requests, scheduling an airport transfer, pre-stocking room with preferred amenities, or a “choose your own room” feature as in Hilton hotels.

Additional features that overlap with other systems in a PMS

A lot of providers now offer the all-in-one products that include a broad variety of built-in capabilities, typically characteristic of other solutions, i.e., customer relationship management (CRM), a revenue management system (RMS), or customer support. Here are some of those related additional features.

Rate management — it allows for creating dynamic pricing rules, rate plans and restrictions, set up season or weekend prices, assigning different rates for different channels, generating geo-targeted promotions, and more. You can have your rates changed automatically depending on market demand or your hotel occupancy, or it can set up special discounts for such categories as senior citizens, military personnel, war widows, etc. to encourage additional bookings.

Profiles management (CRM) — collecting customer data is crucial for providing a personalized experience and increasing customer satisfaction and loyalty. So, all the information such as contact details, payment preferences, past stay experiences, membership status, special rates, etc., has to be stored for future reference and providing customized offers. There can be different categories of guest profiles, i.e., individual, group, corporate, and more. If you already have a CRM, check whether it can be integrated with the reservation system in question or consider migrating to a new one that includes a CRS.

Data collection and reporting — you can maintain control of all the reservation-related processes with the help of the reporting feature. Keep track of expected arrivals, total booking activity, occupancy, revenue, and more. All the statistics data can then be turned into the basis for further analysis and forecasting. Check out our dedicated article about hotel data management for more details.

Customer support — research shows that almost 70 percent of people are inclined to spend more money with a company that provides great customer service and about 97 percent will share with others if they had an excellent customer service experience. Obviously, providing your guests with an opportunity to contact you 24/7 with any issue or inquiry and receive professional assistance is vital.

Today, chatbots and AI solutions have become extremely popular as they can answer up to 80 percent of simple routine questions. They also speed up response time, reduce the need for staff to handle customer queries, and help save up to 30 percent of customer support cost. A great example of how this technology is developing is Japanese hotelier Fujita Kanko's multilingual chatbot that provides personalized 24/7 assistance in various languages.

- Displays travel services with prices and images
- Inventory and reservation management
- User friendly reservation system
- Online payment gateway integration
- Customer data management
- Email notifications
- Booking cancellation and refund management

Self-Check 1

WRITTEN EXAM

Part1: Essay Type

1. What are the functions performed under computerized reservation system?
2. What are the benefits of using computerized reservations system?

Unit Two

Operate the Computerized Reservation System

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:









- Checking availability of required booking
- Create new reservations
- Performing temporary assignment and room blocking activities
- Make accurate updates and amendments to reservations
- Process Cancellations

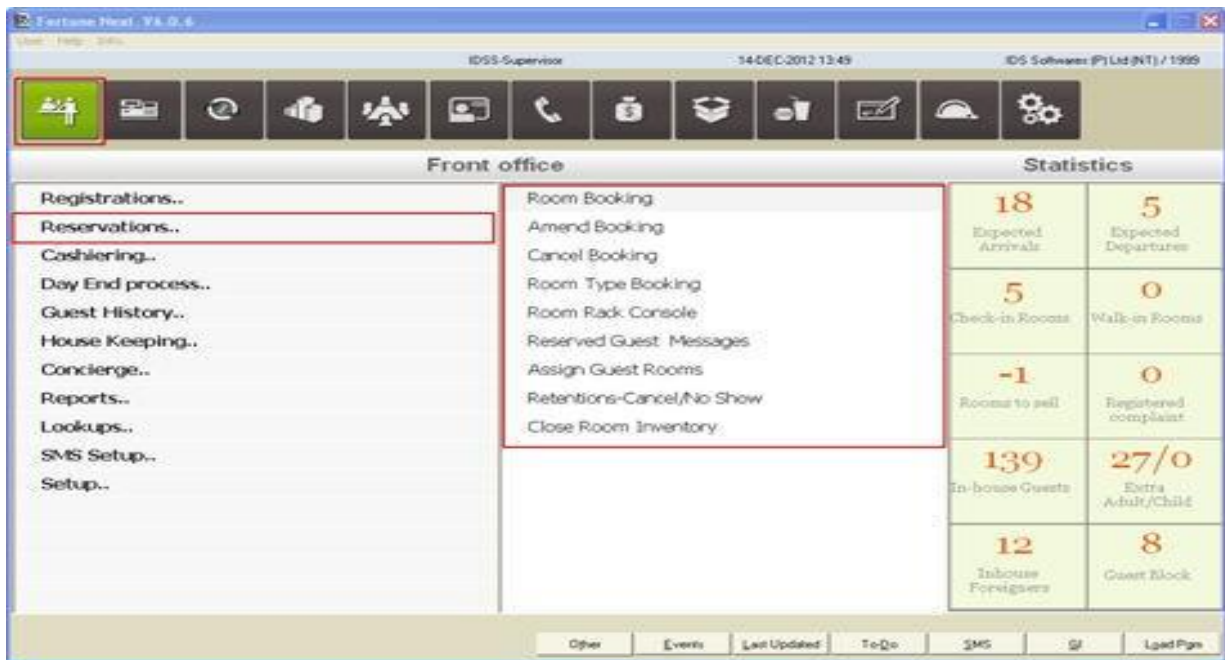
This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Check availability of required booking
- Creating new reservations
- Perform temporary assignment and room blocking activities
- Making accurate updates and amendments to reservations
- Processing Cancellations

Identifying Standards

The following are some of the standards options.

Click	To
	Enter a new reservation.
	Amend an existing reservation.
	Cancel a reservation.
	Enquire about a reservation.
	Assign a room to the guest.
	Copy a reservation
	Re-instate cancelled reservations.
	Re-instate no-shows. You can view this button when you load Room Booking screen.

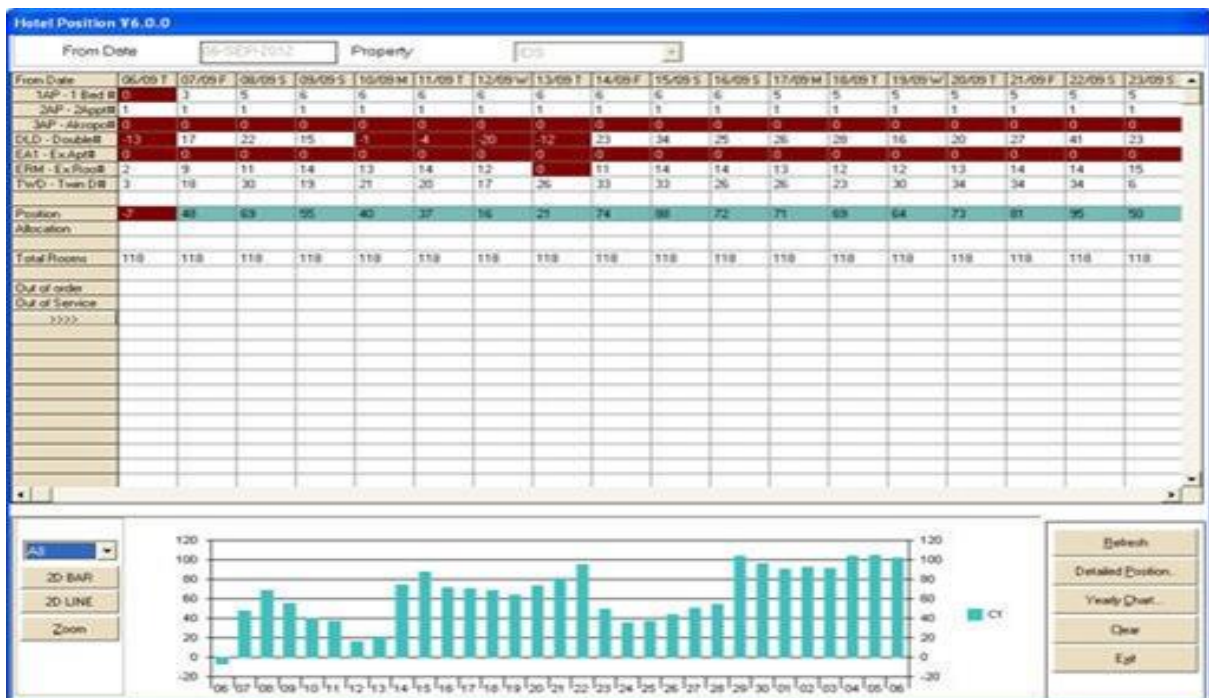


2.1. Checking availability of required booking

Hotel Position

Hotel Position

1. Click **Hotel Position** to view the status of room availability in the hotel. The following screen appears.



- The total number of rooms available on each day of the specified month for different room types is displayed.
- Click **Detailed Position** as highlighted in the above screenshot. The following screen appears.

Detailed Position V6.0.21

From Date: 06-SEP-2012 Load

06-SEP-2012 Thursday	1AP	2AP	3AP	DLD	EA1	ERM	TWD	Day Total
Total Rooms	6	1	4	54	3	15	35	118
* Physical Occupancy	6		4	48	3	12	33	106
* Expected Arrivals				23		1	1	25
* Stay Over								
* Expected Departures				4			2	6
* Out of order								
* Out of Service								
* Guest Block				6		1	2	9
Occupancy Forecast	6		4	67	3	13	32	125
Occupancy %	100		100	124	100	87	91	106
Availability (Rooms To Sell)		1		13		2	3	17
* Agent Allocation								
Budget								
Variance	6		4	67	3	13	32	125
Vacant %		100		24		13	9	46
Count								
* Provisional								
* Wait listed Bookings								
Available after Prov/Wts.		1		13		2	3	17
Complimentary Room(s)								
Day Use (Resv & Inhouse)				1				1
Group Arrivals								
Group Checkouts								
* Triple Rooms								
* Extra - Bed Adult								
* Extra - Bed Child								

Print Previous Next Clear Exit

- This screen displays information such as total number of rooms, physical occupancy, expected arrivals and departures, stay over, blocked rooms, agent allocation, available rooms etc. for all room types. The day total for all the criteria is also displayed. The detailed position for each can also be viewed.
- For example, in the above screenshot, the physical occupancy for Standard type room is '2'. Double-click on the value to view the detailed position of Physical Occupancy as shown below

Detailed Position - Physical Occupancy - 06-SEP-2012						
Room	Folio #	Reg. #	Guest Name	Arrival	Departure	Nat
69	1	36313	Mr Ram Komal	04-SEP-2012	07-SEP-2012	PG
Company...			WOTIF Australia			
Guest Classification			Regular			
84	1	36334	Dr Booth Frances	05-SEP-2012	08-SEP-2012	PG
Company...			Booking.com			
Guest Classification			Regular			
85	1	32004	Mr Dingani Walter	21-MAY-2012	07-SEP-2012	PG
Guest Classification			Regular			
91	1	36335	FO Puni Fred	05-SEP-2012	07-SEP-2012	SAM
Company...			Airlines PNG			
Guest Classification			Regular			
92	1	36285	Mr Umezaki Masahiro	03-SEP-2012	08-SEP-2012	PG
Company...			PNG Institute of Medical Research (PNGIMR)			
Guest Classification			Regular			
99	1	36311	Mr Awai Paulinus	04-SEP-2012	09-SEP-2012	PG
Company...			Dept of Justice & Attorney General			
Guest Classification			Regular			

Note: The Detailed Position screen is displayed for the attributes with * symbol only.

Detailed Position V6.0.21									
From Date	06-SEP-2012								Load
06-SEP-2012 Thursday	1AP	2AP	3AP	DLD	EAT	ERM	TWD	Day Total	
Total Rooms	6	1	4	54	3	15	35	118	
* Physical Occupancy	6		4	48	3	12	33	106	
* Expected Arrivals				23		1	1	25	
* Stay Over									
* Expected Departures				4			2	6	
* Out of order									
* Out of Service									
* Guest Block				6		1	2	9	
Occupancy Forecast	6		4	67	3	13	32	125	
Occupancy %	100		100	124	100	87	91	106	
Availability (Rooms To Sell)		1		13		2	3		
* Agent Allocation									
Budget									
Variance	6		4	67	3	13	32	125	
Vacant %		100		28		13	9		
Count									
* Provisional									
* Wait listed Bookings									
Available after Prov/Wts		1		13		2	3		
Complimentary Room(s)									
Day Use (Resv & Inhouse)				1				1	
Group Arrivals									
Group Check-outs									
* Triple Rooms									
* Extra - Bed Adult									
* Extra - Bed Child									

- Click **Next** button or **Previous** button to view the availability of room for the next and previous dates respectively. From the "Hotel Position" screen, click **Yearly Chart** to view the booking details for a year

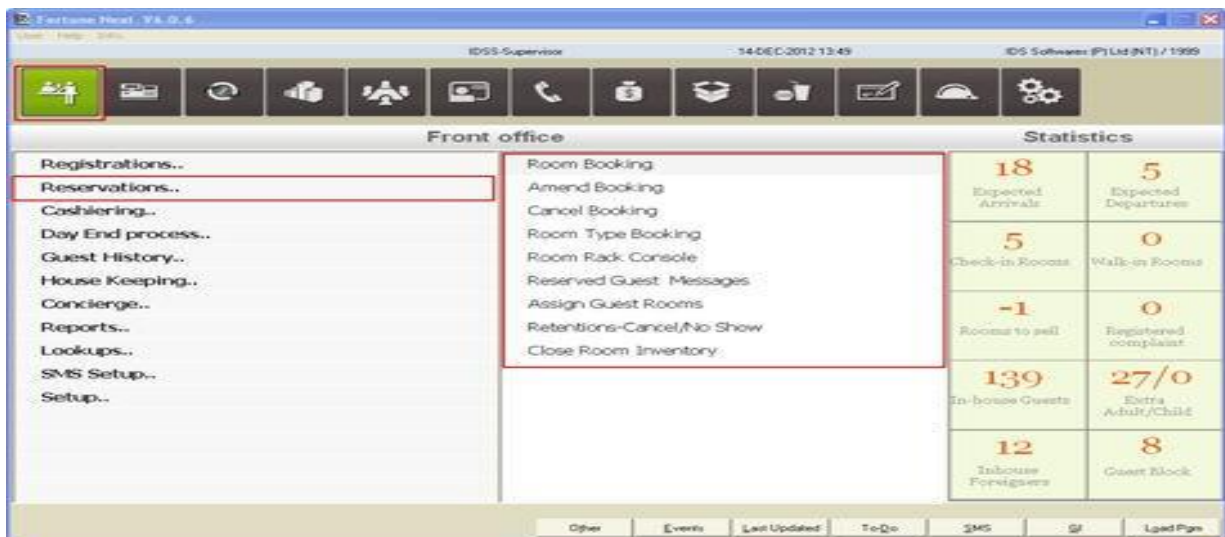
2.2. Create new reservations containing accurate customer details

Reservations

The **Reservations** menu of the **Front Office** module explains the various operations such as room booking, room type booking, assigning rooms for guests, viewing no shows and cancelled reservations, closing room inventory etc. that are required to be performed as a part of reservations operation.



On the main screen, click **Front Office** and select **Reservations**; you can view the following screen.



Quick Reservation screen allows you to make reservations fast with minimal information. You can enter additional information to the reservation at a later stage using the Amend option or by clicking the button.



Add new Reservations

Double-click **Room Booking** to view the following screen.

Quick Reservation / Make V6.0.23

Icons: Person with bag, Person with bag and key, Person with bag and key and X, Person with bag and key and question mark, House, Two people, Person with bag and key and arrow, Person with bag and key and arrow.

Arrival: Nights:

Departure:

Property: IDS SOFTWARES PVT LTD

Company: ?

Booker Type: ? Booker Code:

Mobile:

Room Type: Mode:

Rooms: Adult: Child: Room Details:

HP: Status: Rate:

Title	Last Name	Middle Name	First Name

Currency: Single: Double: Triple: Quad: Ext. Adult: Ext. Child:

F9 - Guest Note F10 - Documents

2.2.1. Add a new reservation

- Enter the arrival date.** You can enter the date in the following ways:
 - In the Arrival field, press Enter to enter the default current date.
 - To enter a different date, press F1 to select from the calendar.
 - You can also enter a number and press Enter. For example: If the system date is 10-Nov-2022 and if you enter 2 and press Enter, then 2 days from the system date appears. That is the arrival date will be 12-Nov-2022.
 - You can also manually enter the date in the date/month/year format.
- Enter the arrival time.** Pressing Enter key will display the current time.
- Enter the departure date.** You can enter the date in the following ways
 - In the Departure field, press Enter key to enter the default current date.
 - Press F1 to select a different date from the calendar.
 - You can also enter a number and press Enter key. For example: If the arrival date is 12-Nov-2022 and if you enter 2 and press Enter, then 2 days from the arrival date appears. That is the Departure date will be 14-Nov-2022.
 - You can also manually enter the date in the date/month/year format.
- The nights will be calculated automatically.**
- Select the Property from the dropdown list if there are multi Properties.** Else, the default Property will be displayed.

6. If the reservation is from a Company then enter the Company code or press F1 to select the Company code from the list. Select the Company code and click Select.

Company Code	Name	Area	City	Country	Sales Office	Sales
AIRA001	Air Niugini Ltd	Contact: Lucy Buri	C.S/Noelyn/32738	em: cs.admin@air		
AIRA002	Airlines PNG	PNG	E:ap.local3@apni	reymond.ken@ap		
AIRQ001	Qantas Airways	Downtown	cont: Doreen Kank			
CAPA001	Air Niugini					
CAPA002	Ap Engineering					
CAPA003	Aria Vanua Timbers					
CAPA004	Tinnu Ace					



7. If the booking is through a booking agent, then enter the Booker type or press F1 to select the company

8. Booker Type.


Select a criteria **Code wise/ Name wise** based on which you want to display the booker types. Click on the booker type and then click **Select**.


Bookers Type	Description
COM	COMPANY
FRN	FOREIGNERS
GRP	GROUP
TRAG	TRAVEL AGENTS

8. Select the type of room that is requested by the Guest.
9. Select the reservation mode from the Mode dropdown list.


10. Enter the number of rooms required. Press **Enter** key twice or click . A green tick mark  appears next to the number of rooms confirming the number of rooms booked.




11. Enter the number of adults and children expected to arrive.


12. Click  to enter more information about the room, such as single, double or triple bed, and if any extra bed is required etc.

Room Details		Extra Bed 	
Sgl	<input type="text"/>	Adult	<input type="text"/>
Dbl	<input type="text"/>	Child	<input type="text"/>
Tpl	<input type="text"/>	Infant	<input type="text"/>
Qud	<input type="text"/>		
<input type="checkbox"/> Complimentary			

13. The total number of rooms entered here and the number of rooms mentioned in the **Rooms** field of the main screen must be equal.

14. Click  to view the hotel position or status of the rooms in the hotel at the time of booking for a given date. This gives you a brief idea about the number of rooms and the type of rooms available for booking.

Note : Buttons next to  (Hotel Position) are  (Agent Allocation) and  (Day wise plan definition).

15. Select the **Booking type**, if the customer has confirmed the booking or is under waiting list.
16. Click . The “Rate Information” screen appears. You can select the rate type, meal plan, Currency and Discount.
17. Select the Rate type that is applicable from the options available, that is Rack Type (regular tariff), discounted rate, Contract rate (if the guest is from a Company) or a package.

Note: The rates are predefined in the Room Rate Master in the Front office Setup

Rack Rate: Standard tariff of the Hotel.

Discounted Rate: Discounts offered for a Company or guest.

Package Rate: A particular rate may be fixed for few nights and days. For example: for three days and two nights. These rates are fixed.

selecting from the list of existing currencies.

19. Select the **Rate ID**. The “Rate Table” appears. The rates defined for a specific Room Type, the meal plan and the

Currency will be displayed.

Rate Table Help V6.0.0							
Property	Room Type	Meal plan	Currency				
LAM	DLD	BO	PGK				
		Single		Double		Triple	
Rate Table	Description	Room rate	Meal plan	Room rate	Meal plan	Room rate	Meal plan
1	Rack Rate	690.00	0.00	690.00	0.00	690.00	0.00
2	Airnaigini Distruped Pas	250.00	0.00	250.00	0.00	250.00	0.00
3	Day Use	250.00	0.00	250.00	0.00	250.00	0.00
5	CDR 10%	576.00	0.00	576.00	0.00	576.00	0.00
6	CDR 15%	544.00	0.00	544.00	0.00	544.00	0.00
7	CDR 20%	512.00	0.00	512.00	0.00	512.00	0.00
8	CDR 25%	480.00	0.00	480.00	0.00	480.00	0.00
9	CDR 30%	448.00	0.00	448.00	0.00	448.00	0.00

Select the appropriate rate and click **Select**. The data will be copied to the “Rate Information” screen.

21. If you wish to print the rate in Voucher, select 'Yes' else

Rate Information V6.0.23									
Date [06-SEP-2012]									
Room Type:	<input type="text" value="Double Dtx"/>	Rack ID:	<input type="text" value="1"/>						
Meal Plan:	<input type="text" value="Bed Only"/>								
Sessions:	<input type="checkbox"/> B/F	<input type="checkbox"/> L/N	<input type="checkbox"/> D/N	1 Night/s					
Rate Type:	<input type="text" value="Rack Type"/>								
Currency:	<input type="text" value="PKR"/>								
Rate ID:	<input type="text" value=""/>								
Rate Desc:									
		Disc. %:	<input type="text" value=""/>						
				Single: 0.00 Double: 0.00 Triple: 0.00 Quadruple: 0.00 Extra Adult: 0.00 Extra Child: 0.00 Tax Struct.: Ex.Bed.Tax:		BO: 0.00 0.00 0.00 0.00 0.00 0.00 0.00			
				Confirm		Package Incl.		Back	

Date	Day	Hurdle Rt.	Type	Plan	MKT	Rate Type	Rate ID	Cur	Rate	B/F	L/N	D/N
06-SEP-2012	Thursday									<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

F2 - Apply Rates of Priv. Day (RateId) <F5> - Clear All Rates Print rate in Voucher / Pre-reg card? Yes

<F4> - Apply Rates of Priv. Day (For All Days)

select 'No'.

22. Click **Confirm**. The “Package Selection” screen appears.

23. Select appropriate checkboxes

- **Tariff Amount is Exclusively for Tariff:** Select this option if the Tariff amount displayed is exclusive of taxes. The net amount will comprise of Tariff and the taxes and is the final amount that is chargeable to the guest.
- **Tariff Amount is Inclusive of Both packages:** Select this option if other charges such as meal plan etc have to be added to the existing tariff.

Plan Amount is Inclusive of Plan Taxes:
Select this option if the Plan Amount is Inclusive of Plan Taxes.

Package Selection V6.0.0

☒ Tariff Amount is Exclusively for Tariff
☐ Tariff Amount is Inclusive of Both Packages

Room Package
☐ Rate
☐ Rate Taxes


☐ Plan
☐ Plan Taxes

Extra Bed Package
☐ Rate
☐ Rate Taxes

☐ Plan
☐ Plan Taxes

☐ Plan Amount is Inclusive of Plan Taxes

Ok Exit

24. Click the  button. The “Quick Reservation” screen appears.

25. Enter the title and the name of the guest. To do this place the pointer in the **Title** field, enter the title Mr., Ms or Mrs., press **Enter** key, then enter the last name. If there are guests with similar names in the Guest history then “Guest Profile” screen appears displaying similar names. For Example, if the guest name entered is Mr. Tom then the following screen with similar guest names will be displayed.

Guest Profile V6.0.3

Name	Mr Brien John	Guest Code	5282	Photo
Address	Airlines PNG	Gender	Male	
Company	Airlines PNG	Date of Birth		
Nationality	PAPUA NEW GUINEA	Anniversary		
Passport		Smoking	Yes	
Loyalty				

Previous Visit		Visit Details	Total
Arrival	09-JUL-2012	Visits	2
Room #	57	Revenue	4,067.64
Classification	Regular	Nights	5
Identification type		Complaints	
Identification #		Preferences	
Special Instruction : Accommodate meals to July Standing order. noreh 0907		Spouse / Children	
12. Allocated Room 62 & 57. Amex Pre auth# 561485 of K400 taken for		Card Details	
Extras ONLY Pamela 090712			

Search

Guest Name: John Profiles Found: 24

Guest Name	City	Company	No. of Visits
Brien John		Airlines PNG	2
Brien John		Airlines PNG	1
John Kagle		Airlines PNG	1
Johnson Henebia		Airlines PNG	1
Johnson Peter	PO Box 170	Airlines PNG	1
Johnson Peter	PO Box 170	Airlines PNG	1
Johnson Peter	PO Box 170	Airlines PNG	1
Johnson Peter		Airlines PNG	1
Johnson Peter		Airlines PNG	1
Johnson Peter		Airlines PNG	1

If the reservation is duplicated, then the following screen appears.

Duplicate Guest Name

Res #	Type	Name	Company/Segment	Departure Date
17635	DLX	& Melinda Retention	Bill & Melinda Gates Foundation	27-SEP-2012

Exit

If the guest is new then you can exit from the Guest Profile screen.

26. Click **Save**. The “Post Save Dialog” screen appears.

Post Save Dialog

Reservation #

Print Voucher?

Assign Rooms

Deposits

Ok

In this screen you can view the reservation number generated for the booking, assign rooms to guests, enter advance deposit details and print vouchers.

If you choose to print the voucher, select “Yes” for **Print Voucher**. On clicking **Ok**, the following screen is displayed.



2.3. Perform temporary room assignment and room blocking for guests

You can either print or email the voucher to the guest. If you choose to assign rooms during reservation, then select “Yes” for **Assign Rooms**.



Click **Ok**. The “Assign Guest Rooms” screen is displayed. All the details entered during reservation appear.

Assign Guest Rooms V6.0.12

Resv. # 42796 Room Type Double Dlx Arrival 06-SEP-2012 13:38 Departure 10-SEP-2012 23:59 Group

Block All Floors All Feature Assign Release

BlockedCheck-InBalanceAssigned

Room# 1 0 1 0
Pax 1 0 1 0

Room# 1 / DLD 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22

Room# 28 / DLD 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22

Room# 31 / DLD 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22

Room# 32 / DLD 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22

Room# 33 / DLD 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22

Room# 54 / DLD 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22

Room# 57 / DLD 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22

Room# 59 / DLD 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22

Room# 34 / DLD 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22

Room# 35 / DLD 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22

Room# 36 / DLD 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22

Room# 39 / DLD 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22

Proceed

Vacant Dirty Occupied OOS OOO Reservation Departure Assignable

Save Clear Panel Exit

1. Select the room the guest prefers and click **Proceed**.

2. Click **Save** to assign the room.

A blue color appears against the room number that has been assigned to the guest. Refer to the screen below.

Assign Guest Rooms V6.0.12

Resv. # 42796 Room Type Double Dlx Arrival 06-SEP-2012 13:33 Departure 10-SEP-2012 23:59 Group

Block All Floors All Feature Assign Release

BlockedCheck-InBalanceAssigned

Room# 1 0 1 0
Pax 1 0 1 0

Guest Name Room#

Mr. Ahsanullah

Room# 33 / DLD 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22

Room# 57 / DLD 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22


Vacant Dirty Occupied OOS OOO Reservation Departure Assignable

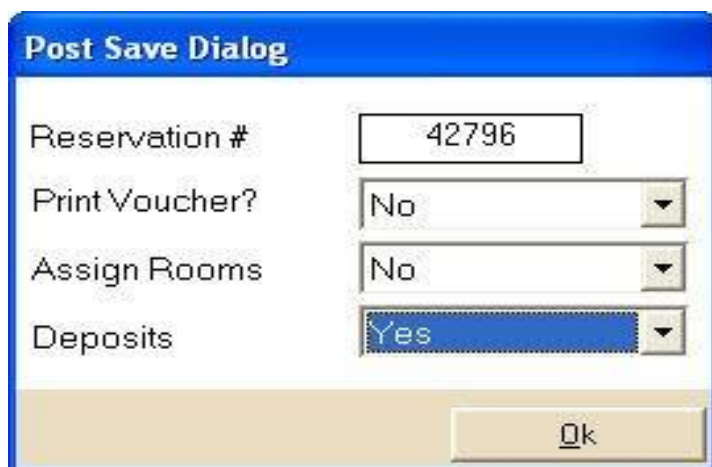
Save Clear Panel Exit

1. Click **Release** button to release the selected room.

2. Click **Save**.

If the guest makes a deposit as advance, select “Yes” for **Deposits**.

Click the  button. The following screen appears



The image shows a 'Post Save Dialog' window with a blue title bar. It contains four fields: 'Reservation #' with a text box containing '42796', 'Print Voucher?' with a dropdown menu set to 'No', 'Assign Rooms' with a dropdown menu set to 'No', and 'Deposits' with a dropdown menu set to 'Yes'. At the bottom right is an 'Ok' button.

1. If the payment is done by cash, click **Cash**. Enter the Received amount their particulars.
2. If the payment is done through Credit card, click **Credit Card** and enter the credit card details.
3. If the payment is done through cheque then click **Cheque** and enter the cheque details.

If the booking is a done for a group reservation, enter details in the following fields.

Group Code: Enter code in Group Code box.

Group Name: Enter name in Group Name box.

Billing Instructions	There are various ways of Billing a Guest at the end of the Guest's Stay at the Hotel.	Bills can be Split in many ways to suit the Guest's requirements. This list displays list of valid Billing Instructions. Select accordingly.
Pay Mode	Select the mode of payment preferred by the guest.	Pay modes are defined on Fortune using the Pay Modes option.

Market Segment	The category of Market Segment to which the Guest belongs must be Chosen from the list provided.	The different places from which the Hotel gets revenue are categorized as different Market Segments.
Business Source	The category of Business Source to which the Guest belong must be Chosen from the list provided.	Business Source is defined as the Source through which a Guest Checks into the hotel or In other words the Source of business to the hotel.
Contact Person Details	Enter the Name, E-mail Address, and Telephone Number etc. of the Contact person.	
Arrangement	Any special arrangements required by the guest can be entered here.	

4. Click **Save**

5. Click **Modify** to modify the existing details.

Entering the details based on option selected in the Post Save Dialog box completes booking a room.

Assign a Room to the guest



This option is used to assign a room to the guest.

The “Scan Booking” screen appears.

1. Select the criteria based on which you want to search for the Guest. You can search based on guest name, Company name, Group name, arrival date, reserved date, reservation number etc.

2. Enter the appropriate data and click **Search**. The corresponding details appear.
3. Double-click the record for which you want to assign rooms.

The “Assign Guest Room” screen appears with the details entered during reservation.

1. The rooms and their status are displayed in the **Room #** column based on which you can assign a room for the guest.
2. Enter the room number in the **Room #** column.

The screenshot shows the 'Assign Guest Rooms V6.0.12' window. At the top, reservation details are entered: Resv. # 42796, Room Type Double Dlx, Arrival 06-SEP-2012 13:38, and Departure 10-SEP-2012 23:59. Below this is a calendar for SEP 2012. The 'Room #' column is highlighted in blue, indicating a room has been assigned. The 'Guest Name' is Mr. Ahsanullah. The 'Room #' column is highlighted in blue, indicating a room has been assigned.

3. A blue shade will appear next to the room number, as highlighted in the below screen, to indicate that the room is assigned

The screenshot shows the 'Assign Guest Rooms V6.0.12' window. At the top, reservation details are entered: Resv. # 42796, Room Type Double Dlx, Arrival 06-SEP-2012 13:33, and Departure 10-SEP-2012 23:59. Below this is a calendar for SEP 2012. The 'Room #' column is highlighted in blue, indicating a room has been assigned. The 'Guest Name' is Mr. Ahsanullah. The 'Room #' column is highlighted in blue, indicating a room has been assigned.

4. Click the **Save** button.

Interconnected Rooms



Features

Assign Guest Rooms V6.0.12

Resv.# Room Type Arrival Departure Group

Block Floors

Blocked ☐ Check-In ☐ Balance ☐ Assigned ☐

Room

Pax

☐ WLJ-Wireless Internet
☐ SMK-SMOKING ROOM
☐ SLK-Safe Lock
☐ RRV-Rear View
☐ NSM-Non smoking room
☐ M2T-M2T Internet
☐ LCD-LCD TV
☐ FRV-Front View
☐ CRT-CRT TVs

Room# SEP'2012
 T F S S M T W T F S S M T W T F S
 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22

BA-FF00
 1 / DLD OC DP
 BA-FF01
 28 / DLD OC OC DP
 31 / DLD OC DP
 32 / DLD OC DP
 33 / DLD RN RN RN DP
 BA-FF02
 54 / DLD RN RN RN DP
 57 / DLD OC DP
 59 / DLD OC OC OC OC OC OC DP
 BB-FF01
 34 / DLD OC DP
 35 / DLD OC DP
 36 / DLD OC OC DP
 39 / DLD OC OC DP

☐ Vacant ☐ Dirty ☐ Occupied ☐ OOS ☐ OOO ☐ Reservation ☐ Departure ☐ Assignable

1. Select the features preferred by the guest and click Proceed.
2. The room numbers with the selected features will be displayed in the Room # column.
3. Select a room to be assigned to the guest and click Save.

Assign Guest Rooms V6.0.12

Resv. # 42796 Room Type Double Dlx Arrival 06-SEP-2012 13:33 Departure 10-SEP-2012 23:59 Group

Block: All Floors: All Feature Assign Release

BlockedCheck-InBalanceAssigned
Room 1 0 1 1
Pax 1 0 1 1

Guest Name Room#
Mr. Ahsanullah 52

Room#	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
26 / DLD	OC	DP															
27 / DLD	OC	DP															
79 / DLD	OC	DP															
81 / DLD	DP	RN	RN	RN	DP												
83 / DLD	OC	OC	OC	OC	DP												
BC-FF01																	
48 / DLD	OC	DP															
49 / DLD	OC	DP															
50 / DLD	OC	OC	OC	DP													
51 / DLD	OC	DP															
52 / DLD	DP	RN	RN	RN	RN												
53 / DLD	OC	DP															
86 / DLD	OC	DP															
88 / DLD	DP																
90 / DLD	RN	DP															
BC-FF02																	

☐ Vacant
☐ Dirty
☐ Occupied
☐ OOS
☐ OOO
☐ Reservation
☐ Departure
☐ Assignable

Save Clear Panel Exit

Release

This option is used to release assigned rooms.

1. Select the guest name from the Scan Booking screen whose room has to be released. The room details assigned to the guest will be displayed in the **Assign Guest Rooms** screen.
2. Click **Release** button to release a room.
3. Click **Save**.

1.6. Copy Reservation



This option is used to copy reservations at times when there are similar reservations with very few varying information. In such cases, the executive can avoid re-entering the information and copy from the existing reservation.

1. Click this button and the “Scan Booking” screen appears.

1. Select the criteria based on which you want to search for the Guest. You can search based on guest name, Company name, Group name, arrival date, reserved date, reservation number etc.
2. Enter the appropriate data and click **Search**. The corresponding details appear.
3. Double-click the record for which you want to assign rooms.

The “Assign Guest Room” screen appears with the details entered during reservation.

1. The rooms and their status are displayed in the **Room #** column based on which you can assign a room for the guest.
2. Enter the room number in the **Room #** column.

3. A blue shade will appear next to the room number, as highlighted in the below screen, to indicate that the room is assigned

4. Click the  button.

Interconnected Rooms



Features

Assign Guest Rooms V6.0.12

Resv.# ?
 Room Type
 Arrival
 Departure
 Group

Block
 Floors

Blocked ☐
 Check-In ☐
 Balance ☐
 Assigned ☐

Room#
 SEP 2012

	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22
BA-FF00																	
1 / DLD	OC	DP															
BA-FF01																	
28 / DLD	OC	OC	DP														
31 / DLD	OC	DP															
32 / DLD	OC	DP															
33 / DLD	RN	RN	RN	DP													
BA-FF02																	
54 / DLD	RN	RN	RN	DP													
57 / DLD	OC	DP															
59 / DLD	OC	OC	OC	OC	OC	OC	DP										
BB-FF01																	
34 / DLD	OC	DP															
35 / DLD	OC	DP															
36 / DLD	OC	OC	DP														
39 / DLD	OC	OC	DP														

☐ Vacant
 ☐ Dirty
 ☐ Occupied
 ☐ OOS
 ☐ OOO
 ☐ Reservation
 ☐ Departure
 ☐ Assignable

1. Select the features preferred by the guest and click Proceed.
2. The room numbers with the selected features will be displayed in the Room # column.
3. Select a room to be assigned to the guest and click Save.

Assign Guest Rooms V6.0.12

Resv. # 42796 Room Type Double Dlx Arrival 06-SEP-2012 13:33 Departure 10-SEP-2012 23:59 Group

Block: All Floors: All Feature Assign Release

BlockedCheck-InBalanceAssigned Room# 1 0 1 1 Pax 1 0 1 1

Guest Name Mr. Ahsanullah Room# 52

Room#	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
26 / DLD	OC	DP															
27 / DLD	OC	DP															
79 / DLD	OC	DP															
81 / DLD	DP	RN	RN	RN	DP												
83 / DLD	OC	OC	OC	OC	DP												
BC-FF01																	
48 / DLD	OC	DP															
49 / DLD	OC	DP															
50 / DLD	OC	OC	OC	DP													
51 / DLD	OC	DP															
52 / DLD	DP	RN	RN	RN	RN												
53 / DLD	OC	DP															
86 / DLD	OC	DP															
88 / DLD	DP																
90 / DLD	RN	DP															
BC-FF02																	

☐ Vacant
 ☐ Dirty
 ☐ Occupied
 ☐ OOS
 ☐ OOO
 ☐ Reservation
 ☐ Departure
 ☐ Assignable

Save Clear Panel Exit

Release

This option is used to release assigned rooms.

1. Select the guest name from the Scan Booking screen whose room has to be released. The room details assigned to the guest will be displayed in the **Assign Guest Rooms** screen.
2. Click **Release** button to release a room.
3. Click **Save**.

Copy Reservation



This option is used to copy reservations at times when there are similar reservations with very few varying information. In such cases, the executive can avoid re-entering the information and copy from the existing reservation.

1. Click this button and the “Scan Booking” screen appears.

2. Select the reservation number that you wish to copy and double-click. The details will be copied to the “Reservation” screen.
3. Make appropriate changes based on the guest.
4. Confirm the rate booking.
5. Click Save to make a new reservation.


2.4. Making accurate updates and amendments to reservations

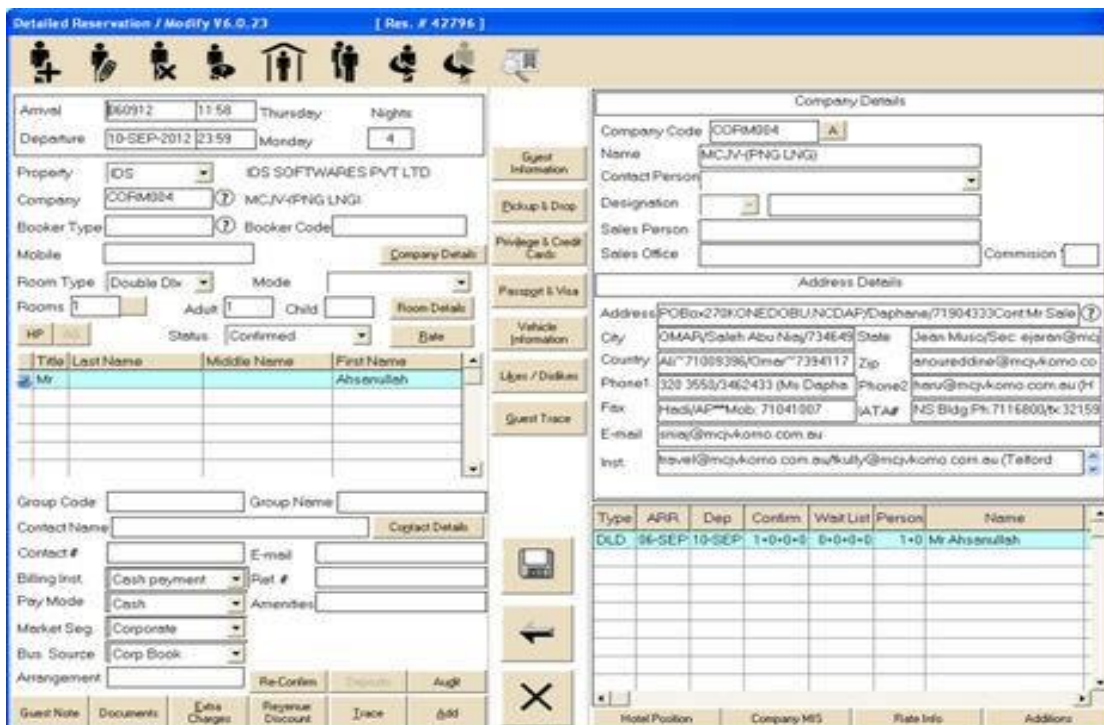
You can do a quick stage. Click this button



reservation initially and add additional information at a later stage. Click this button to add more Information to the guest profile. The following screen appears.

1. Select the criteria based on which you want to search the Guest. You can search based on guest name, Company name, Group name, arrival date, reserved date, reservation number etc.
2. Enter the appropriate data and click Search. The corresponding details appear.
3. Select the record and double-click.

4. The reservation details appear in the Quick Reservation screen. Click  to add more information about the guest arrival and other relevant details. The following screen appears.



Detailed Reservation / Modify V6.0.73 [Res. # 42796]

Arrival: 06/09/12 11:58 Thursday Nights: 4
 Departure: 10-SEP-2012 23:59 Monday
 Property: IDS IDS SOFTWARES PVT LTD
 Company: CORM984 MCJV-4PNG LNG
 Booker Type: ? Booker Code: ?
 Mobile: ?
 Room Type: Double Dbr Mode: ?
 Rooms: 1 Adult: 1 Child: 0 Room Details: ?
 HP: ? Status: Confirmed Date: ?
 Title: Mr Last Name: Ahsanullah
 Group Code: ? Group Name: ?
 Contact Name: ? Contact Details: ?
 Contact #: ? E-mail: ?
 Billing Inst: Cash payment Ref #: ?
 Pay Mode: Cash Amenities: ?
 Market Seg: Corporate
 Bus Source: Corp Book
 Arrangement: ? Re-Confirm: ? Upgrade: ?
 Guest Note: Documents: Extra Charges: Payment Discount: Trace: Add: ?

Company Details
 Company Code: CORM984
 Name: MCJV-4PNG LNG
 Contact Person: ?
 Designation: ?
 Sales Person: ?
 Sales Office: ? Commission: ?

Address Details
 Address: POBox279KONEODOBU/NCDA/Daphana/71904333Cont Mr Sale
 City: OMAR/Saleh Abu Nay/734649 State: Jeddah Musq/Sec. eyran@mcjv.com.sa
 Country: AL/71085398/Omar/7346117 Zip: ahmededdine@mcjv.com.sa
 Phone1: 328 3553/3462433 (Mr Dapha) Phone2: heru@mcjv.com.sa
 Fax: Had/AP/Mob: 71041007 ATA#: NS Bldg Pk: 7116800/bx 32159
 E-mail: ahmededdine@mcjv.com.sa
 Inst: travel@mcjv.com.sa/kully@mcjv.com.sa (Telcord)

Type	ARR	Dep	Confirm	Wait List	Person	Name
DLD	06-SEP-10-SEP	1+0+0+0	0+0+0+0	1+0	Mr Ahsanullah	

Hotel Position: ? Company M/S: ? Rate Info: ? Additions: ?

Guest Information

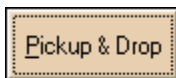


1. Click this button to enter guest information at the time of room booking. If the guest is a Guest History guest (Repeated Guests whose information is stored in Guest History), then his information will appear automatically.

Guest Information			
Name	Ahsanullah	Room #	
Street	MCJV ?		
City	P.O.BOX 270	Phone	320 3550
State	KONEDOBU	Mobile	
Country	PNG	e-mail	travel@mcjvkomo.com.
Zip		Post History	Yes
Guest Code	15324	Send SMS	No
Pax Type	Adult	Gender	Male
Nation	PAPUA NEW	Smoking	Yes
Occupation		Reference #	
Designation		Special Inst.	PO#001478 issued for accom. meals &
Classification	Regular	Arriving From	
Status		Proceeding To	
Leader	No	Arr. Flight & Time	? 11:58
News Paper		Dep. Flight & Time	? 23:59
Language			

2. Enter the contact information such as guest address, phone number and email.
3. Select option 'Yes' for **Post History** if you want to add guest details to guest history, else select 'No'.
4. Select option 'Yes' for **Send SMS** if the guest wishes to receive SMS regarding the reservation.
5. If the Guest is repeat Guest, then the Guest Code is displayed automatically.
6. Enter other guest information such as Nation, Occupation, designation, arrival and departure flight details etc.

Pickup and Drop details



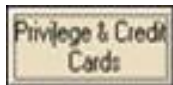
1. Click the **Pickup & Drop** button. The following screen appears.

Pickup Details			
<input checked="" type="radio"/> Not Required <input type="radio"/> Airport <input type="radio"/> Railway Station <input type="radio"/> Bus Station <input type="radio"/> Others			
<input checked="" type="radio"/> Complimentary		<input type="radio"/> Charged	
Make	<input type="text"/>	Vehicle	<input type="text"/>
Model	<input type="text"/>	Pickup	<input type="text"/>
<input checked="" type="radio"/> Private		<input type="radio"/> Shared	

Drop Details			
<input checked="" type="radio"/> Not Required <input type="radio"/> Airport <input type="radio"/> Railway Station <input type="radio"/> Bus Station <input type="radio"/> Others			
<input checked="" type="radio"/> Complimentary		<input type="radio"/> Charged	
Make	<input type="text"/>	Vehicle	<input type="text"/>
Model	<input type="text"/>	Drop Time	<input type="text"/>
<input checked="" type="radio"/> Private		<input type="radio"/> Shared	

2. Select an option from where Pickup/Drop is required such as Airport, Railway station, Bus station or others.
3. Select an option if the pickup/drop facility will be complimentary or charges are applicable.
4. Enter the details of the vehicle and the pickup/drop time.
5. Select 'Private' if only one guest will be picked up or dropped, or select 'Shared' if the vehicle will be shared to pick up or drop multiple guests.

Privilege and Credit Card details



1. Click this button to enter the Privilege and Credit card information. The following screen appears.

Guest Privilege Card			
Type		Description	Number
<input style="width: 80%;" type="text"/>	?	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
<input style="width: 80%;" type="text"/>	?	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
<input style="width: 80%;" type="text"/>	?	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
<input style="width: 80%;" type="text"/>	?	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>

Credit Card				
Card Type		Card Number	Valid Upto	
<input style="width: 80%;" type="text"/>	?	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	
<input style="width: 80%;" type="text"/>	?	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	
<input style="width: 80%;" type="text"/>	?	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	

2. Select the Type of card if the guest has a privilege card, press F1 to select from the existing card types. Enter the description and the number of the privilege card.
3. Select the credit card type. Press F1 to select from the existing card types. Enter the Card number and the month and year up to which the card is valid.

Passport and Visa details



Click this button to enter the Passport and the Visa details of the guest. The following screen appears.

Passport Details			
Passport #	<input style="width: 90%;" type="text"/>	Stay Days	<input style="width: 90%;" type="text"/>
Issue Date	<input style="width: 90%;" type="text"/>	Date of Birth	<input style="width: 90%;" type="text"/> ?
Issue Place	<input style="width: 90%;" type="text"/>	Work Permit	<input style="width: 90%;" type="text"/>
Expiry Date	<input style="width: 90%;" type="text"/>	Guardian Name	<input style="width: 90%;" type="text"/>
Arrival Date	<input style="width: 90%;" type="text"/>	Guardian Passpo	<input style="width: 90%;" type="text"/>
Visa Details			
Number	<input style="width: 90%;" type="text"/>	Issue Date	<input style="width: 90%;" type="text"/>
Issue Place	<input style="width: 90%;" type="text"/>	Expiry Date	<input style="width: 90%;" type="text"/>
ID Proof Details			
Identification Type	<input style="width: 90%;" type="text"/> ▼		
Identification#	<input style="width: 90%;" type="text"/>		

Vehicle information



Click this button to enter the vehicle information of the guest.

Vehicle Info			
Make	<input style="width: 90%;" type="text"/>	Model	<input style="width: 90%;" type="text"/>
Year	<input style="width: 90%;" type="text"/>	Vehicle #	<input style="width: 90%;" type="text"/>
State	<input style="width: 90%;" type="text"/>	DL #	<input style="width: 90%;" type="text"/>
Trailer #	<input style="width: 90%;" type="text"/>		

Likes and Dislikes of the Guest



Click this button to enter the Likes and Dislikes of the guest. The following screen appears.

Likes / Dislikes	
Likes	Dislikes

It is recommended to record all information pertaining to the guest because all the Front Office executives should be aware of the guests' likes and dislikes.

Guest Trace information



The special needs or preferences of a particular guest in a reservation can be tracked using this option.

For instance, a guest might need a welcome drink as soon as he arrives at the hotel. This can be marked to the respective department. The same guest might need music to be kept in the room. He might also need change of Towels and toiletries every day. This can also be marked to the respective department.

Scratchpad

Thursday, 06 September 2012, 12:30

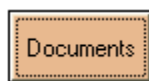
Exit

New Page

Enter the subject in the text field and press Enter key to enter the information provided by the guest. Click **New Page** to enter new details.

Click **Save & Exit** link. You can also press F9 to save and exit from the screen.

Documents



Click this button or press **F10** to view the below screen.

Document Center

Res. No.	Status	Date	Sent/Received	Subject	User ID	Link

F6 - To Clear a Row
F5 - To Clear the Link

Exit

You can use this option to attach and view a list of documents such as Passport, photo etc. Click on the row to view the “Details” screen.

Document Center

Res. No.	Status	Date	Sent/Received	Subject	User ID	Link
<div> <div>Details</div> <div> Status: Sent Date: 06-SEP-2012 By Whom: <input type="text"/> Subject: <input type="text"/> <input type="button" value="Ok"/> </div> </div>						

F6 - To Clear a Row
F5 - To Clear the Link



1. Select the status **Received** or **Sent**.
2. Enter the date and the name of the person who has received or sent the document.
3. Enter the subject.
4. Click . The information entered will appear on the “Document Center” screen.

5 The following screen appears..

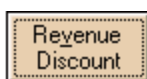
Click the column under “Link”.

The following screen appears.

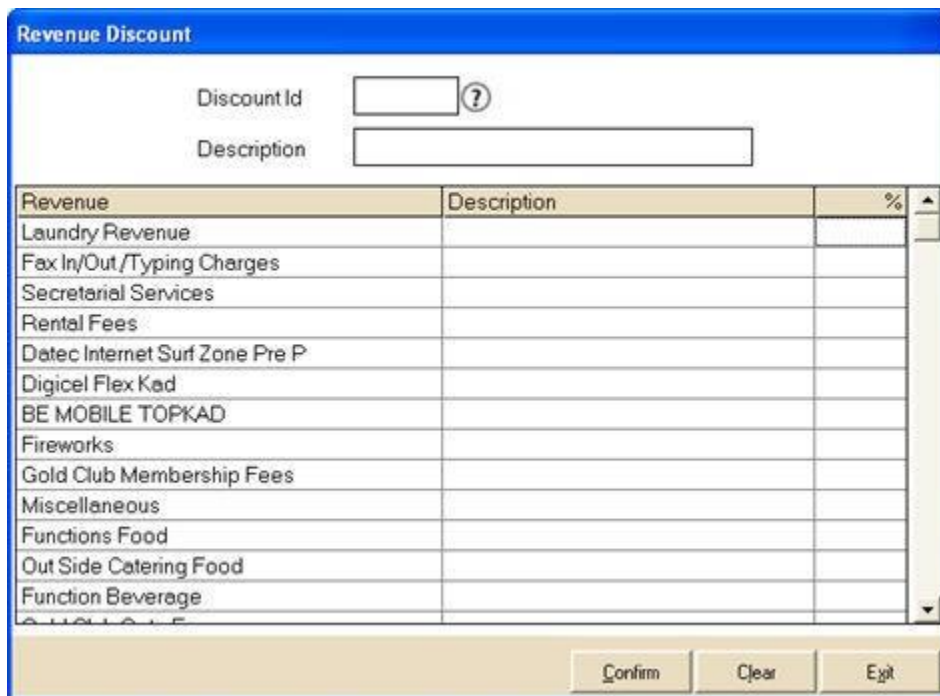


2. Select the revenue code. The Description will appear automatically.
3. Enter the posting method if the charges are posted to the reservation, rooms, or guests.
 - **Reservation** - If the extra charges are applicable to the entire reservation.
 - **Rooms** - If the extra charges are applicable to particular rooms.
 - **Guest** - If the extra charges are applicable to particular guests.
4. Select an option if Tax is Inclusive or not.
5. Enter the quantity and the charges.
6. Click . The details will be displayed in the list on the right side pane.
7. Press F5 to delete the details from the list.
8. Click  to go to the main screen.

Revenue Discount



Click this button to provide discounts to the guests based on the revenue type. The following screen appears.



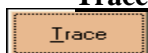
The screenshot shows a software window titled "Revenue Discount". It contains two input fields at the top: "Discount Id" with a help icon (?) and "Description". Below these is a table with three columns: "Revenue", "Description", and "%". The table lists various revenue types with their corresponding descriptions and discount percentages. At the bottom of the window are three buttons: "Confirm", "Clear", and "Exit".

Revenue	Description	%
Laundry Revenue		
Fax In/Out/Typing Charges		
Secretarial Services		
Rental Fees		
Datoc Internet Surf Zone Pre P		
Digicel Flex Kad		
BE MOBILE TOPKAD		
Fireworks		
Gold Club Membership Fees		
Miscellaneous		
Functions Food		
Out Side Catering Food		
Function Beverage		

Select the Discount Id that is applicable, press F1 to view and select from the list.

Click the  button.

Trace



The special needs or preferences for all the guests in a reservation can be tracked using this option. The following screen appears.

Description	Days	Department	Date	Time

Note : Click on Days to change Date & Time

Confirm Cancel

Double-click to enter new description.

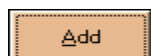
By default, 'All Days' will be displayed in the Days column. You can enter the time based on which the guest prefers the requirement. Else, click on the Days column to enter the Date on which the guest would like to avail the requirement.

Press F1 at the Department column to select a department, which is responsible for making the arrangements.

Departments V6.0.0			
Dep. Code	Applicable From	Name	Status ▲
1	04-MAR-2010	Front Office	Active
2	04-MAR-2010	Food and Beverage Services	Active
3	04-MAR-2010	Food and Beverage Production	Active
4	20-MAR-2010	Security	Active
5	05-MAR-2010	Sales & Marketting	Active
6	27-JUL-2010	Functions	Active
7	27-JUL-2010	Reservations	Active
8	05-MAR-2010	Finance & Administration	Active
9	05-MAR-2010	Information Comm. Technology	Active
11	05-MAR-2010	Promotions	Active
12	05-MAR-2010	Human Resource	Active ▼
		Select	Cancel

Click the  button.

Add



Click this button to add guest reservation but with different reservation details such as Room Type.

Note: You can click the Add button only after entering atleast one guest details in the Quick reservation screen. The following screen appears.

Detailed Reservation / Assign Rooms

Arrival: Nights:
Departure:

Property: IDS IDS SOFTWARES PVT LTD
Company: ?
Booker Type: ? Booker Code:
Mobile: Company Details

Room Type: Double Dlx Mode:
Rooms: Adult: Child: Room Details
HP Status: Confirmed Rate

Title	Last Name	Middle Name	First Name

Group Code: Group Name:
Contact Name: Contact Details
Contact #: E-mail:
Billing Inst: Cash payment Ret #:
Pay Mode: Cash Amenities:
Market Seg: Corporate
Bus. Source: Corp Book
Arrangement: Re-Confirm Deposit

Guest Note Documents Extra Charges Revenue Discount Invoice **Add**

Company Details
Company Code: A
Name:
Contact Person:
Designation:
Sales Person:
Sales Office: Commission:

Address Details
Address: ?
City: State:
Country: Zip:
Phone1: Phone2:
Fax: JATA#:
E-mail:
Inst:

Type	ARR	Dep	Confirm	Wait List	Person	Name

Hotel Position Company MIS Rate Info **Additions**

1. Enter the arrival and departure date.
2. Enter all the mandatory fields.
3. Enter the first name and the last name.
4. Click **Add**. You can now enter multiple reservation details with different dates and names.
5. Click **Save** after adding additional reservations. For a single reservation number you will now have multiple guests.
6. You can also view this by clicking **Additions** button.

Reconfirm



This option is used when a reservation has to be confirmed from the Guest.

By default, the option is set to 'No'. if the option is set to 'Yes', then you can re-confirm the guests' arrival based on cut-off days with respect to 'Arrival Date' or 'Reservation Date'. Enter the relevant information.

A dialog box titled "Re-Confirm" with a yellow border. It contains the following fields: "Re-Confirm" (a dropdown menu set to "No"), "With Respect to" (a dropdown menu set to "Arrival Date"), "Cut Off Days" (two empty text input boxes), "Deposit Expected" (one empty text input box), and "Expected Date" (one empty text input box). At the bottom are "Confirm" and "Cancel" buttons.

Click the  button.

Audit



This option is used to track the changes done for a reservation in **Amend** booking.

The changes done can be tracked based on the following criteria:

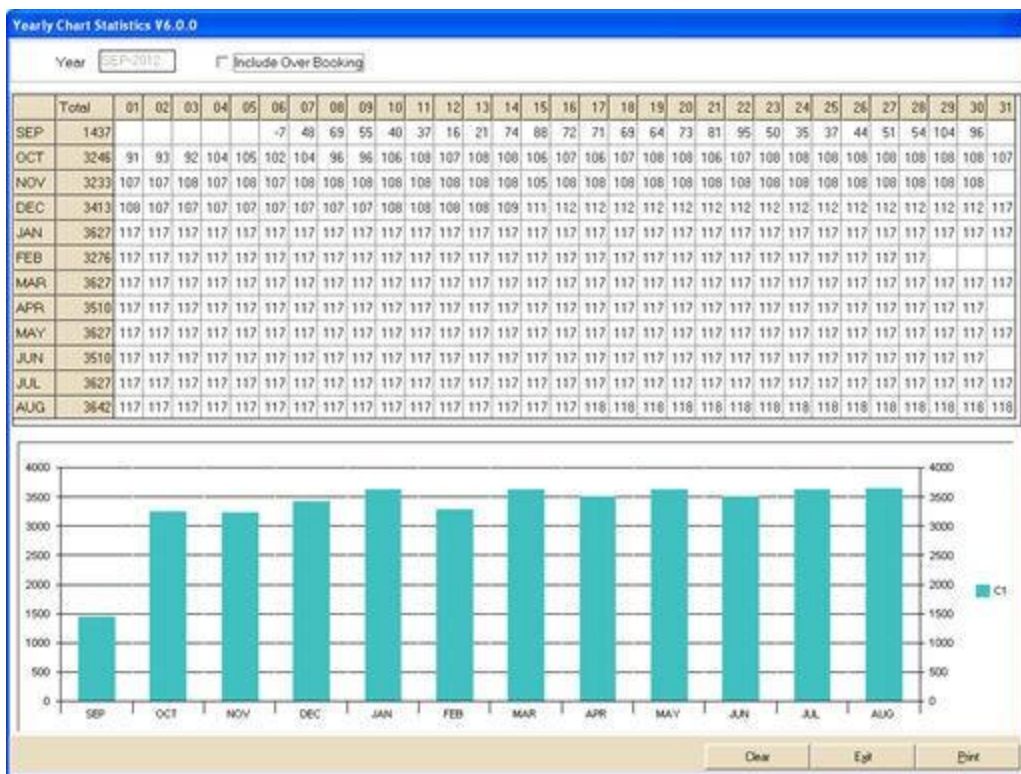
Reservation – Displays changes done for the reservation.

Change Room – Displays changes related to Room type.

Room Rate – Displays changes related to room rate.

Amend Stay – Displays changes related to the stay period of the guest.

Occupancy – Displays the changes related to room occupancy.



Company MIS



Click this button to view the number of rooms that have been allocated for the selected Company. The highlighted section appears in the main screen.

Detailed Reservation / Modify V6.0.23 [Res. # 42796]

Arrival: 060912 13:38 Thursday Nights
Departure: 10-SEP-2012 23:59 Monday 4

Property: IDS IDS SOFTWARES PVT LTD
Company: CCFM004 MCJV(PNG LNG)
Booker Type: Booker Code:
Mobile: Company Details

Room Type: Double Dlx Mode
Rooms: Adult: Child: Room Details
HP: AD Status: Confirmed Rate

Title	Last Name	Middle Name	First Name
Mr			Ahsanullah

Group Code: Group Name:
Contact Name: Contact Details
Contact #: E-mail:
Billing Inst: Cash payment Ref #:
Pay Mode: Cash Amenities:
Market Seg: Corporate
Bus. Source: Corp Book
Arrangement: Re-Confirm Deposits Audit

Guest Note Documents Extra Charges Revenue Discount Trace Add

Company Details
Company Code: CCFM004
Name: MCJV(PNG LNG)
Contact Person:
Designation:
Sales Person:
Sales Office: Commission:

Address Details
Address: PO Box 270 KONE DCBU NCDAP/Daphne/7194333 Cont Mr Sale
City: DMAP/Saleh Abu Nag/73456 State: Jeddah Muro/Sec: eyahv@mc
Country: AL 71059396/Omer 734117 Zip: moured@mcjv.com.co
Phone1: 320 3550/7462433 (Ms Dapha) Phone2: haw@mcjv.com.au 64
Fax: Had/AS Mob: 71040 087 IATA# NS Bldg Fh 711600/McJ2159
E-mail: msaj@mcjv.com.au
Inst: havel@mcjv.com.au huly@mcjv.com.au (Telford)

Booking		Cancellation		No Show	
Month	Rooms	Month	Rooms	Month	Rooms
September	4	September	1	September	
August	30	August	15	August	1
July	43	July	20	July	
June	65	June	36	June	10
May	95	May	31	May	26
April	91	April	22	April	19
March	89	March	40	March	3
February	83	February	32	February	1

Hotel Position Company MIS Rate Info Additions

Rate Info

Rate Info

Click **Rate Info** to view the rates of the room type that is selected in the Room Type option for different occupancies. In the below screen, the room type selected is 'Queen Room'. The rate info for the Queen Room is displayed as highlighted in the below screen.

Detailed Reservation / Modify V6.0.23 [Res. # 42796]

Arrival: 060912 13:38 Thursday Nights: 4
Departure: 10-SEP-2012 23:59 Monday

Property: IDS IDS SOFTWARES PVT LTD
Company: CORM004 MCJV(PNG LNG)
Booker Type: ? Booker Code:
Mobile:
Room Type: Double Dlx Mode:
Rooms: 1 Adult: 1 Child:
HP:
Status: Confirmed
Rate:
Title Last Name Middle Name First Name
Mr Ahsanullah

Group Code: Group Name:
Contact Name:
Contact #:
Billing Inst: Cash payment Ref #:
Pay Mode: Cash Amenities:
Market Seg: Corporate
Bus. Source: Corp Book
Arrangement:
Re-Confirm Deposits Audit

Company Details
Company Code: CORM004 A
Name: MCJV(PNG LNG)
Contact Person:
Designation:
Sales Person:
Sales Office:
Commission:
Address Details
Address: POBox270PONEGODOBU NCDAPO/Daphne/71364333Cent Mr Sale
City: OMAH/Saleh Abu Nag/71364333 State: Jean Musa/Sec. ejahm@mc
Country: Ab/71364333/OMA/71364333 Zip: jmuhammad@mcjv.com.au
Phone1: 320 3556/3462433 (Ms Daphne) Phone2: havi@mcjv.com.au (H
Fax: Havi/AF/Mob: 71041007 IATA#: NS Bdg Ph 711680/7132153
E-mail: havi@mcjv.com.au
Inst: havi@mcjv.com.au/havi@mcjv.com.au (Tel: 041007)

Description	Single	Double	Triple	Qua	Tax	Exb Adt	Exb Chd	Tax
1AP Room	670.5	670.5	670.5	670.5	1	25		1
2AP Room								
3AP Room								
DLD Room	621	621	621	621	1	25		1
EAT Room	1170	1170	1170	1170	1	25		1

Hotel Position Company MIS Rate Info Additions

Additions

Additions

Click **Additions** to view the details of a reservation. The highlighted section appears in the main screen.

Detailed Reservation / Modify V6.0.23 [Res. # 42796]

Arrival: 060912 13:38 Thursday Nights: 4
Departure: 10-SEP-2012 23:59 Monday

Property: IDS IDS SOFTWARES PVT LTD
Company: CORM004 MCJV(PNG LNG)
Booker Type: ? Booker Code:
Mobile:
Room Type: Double Dlx Mode:
Rooms: 1 Adult: 1 Child:
HP:
Status: Confirmed
Rate:
Title Last Name Middle Name First Name
Mr Ahsanullah

Group Code: Group Name:
Contact Name:
Contact #:
Billing Inst: Cash payment Ref #:
Pay Mode: Cash Amenities:
Market Seg: Corporate
Bus. Source: Corp Book
Arrangement:
Re-Confirm Deposits Audit

Company Details
Company Code: CORM004 A
Name: MCJV(PNG LNG)
Contact Person:
Designation:
Sales Person:
Sales Office:
Commission:
Address Details
Address: POBox270PONEGODOBU NCDAPO/Daphne/71364333Cent Mr Sale
City: OMAH/Saleh Abu Nag/71364333 State: Jean Musa/Sec. ejahm@mc
Country: Ab/71364333/OMA/71364333 Zip: jmuhammad@mcjv.com.au
Phone1: 320 3556/3462433 (Ms Daphne) Phone2: havi@mcjv.com.au (H
Fax: Havi/AF/Mob: 71041007 IATA#: NS Bdg Ph 711680/7132153
E-mail: havi@mcjv.com.au
Inst: havi@mcjv.com.au/havi@mcjv.com.au (Tel: 041007)

Type	ARR	Dep	Confirm	Wait List	Person	Name
DLD	06-SEP-10-SEP	1+0+0+0	0+0+0+0	1+0	Mr Ahsanullah	
DLD	06-SEP-10-SEP	1+0+0+0	0+0+0+0	1+0	Mr Ahsanullah	
DLD	06-SEP-10-SEP	1+0+0+0	0+0+0+0	1+0	Mr Ahsanullah	

Hotel Position Company MIS Rate Info Additions

2.5. Processing Cancellations



Click this button from the Quick Reservation screen to cancel a reservation. The “Scan Booking” screen appears.

1. Select the criteria based on which you want to search the Guest. You can search based on guest name, Company name, Group name, arrival date, reserved date, reservation number etc.
2. Enter the appropriate data and click **Search**. The corresponding details appear.
3. Double-click on the record. The following message is displayed.

4. Click **Yes** to cancel the reservation. The Cancel reservation screen appears

Cancel	Property	Type	Guest Name	Arrival	Departure	Rooms	Gues
No	LAM	DLD	Mr Ahsanullah	06-SEP-2012	10-SEP-2012	1	1
No	LAM	DLD	Mr Ahsanullah	06-SEP-2012	10-SEP-2012	1	1
No	LAM	DLD	Mr Ahsanullah	06-SEP-2012	10-SEP-2012	1	1

5. The default value under the **Cancel** column is set to 'No'. Click on the record to change the value to 'Yes'.



6. Click the button. The “Reason Entry” screen appears.



Reason Entry

Reason: Guest Request


Authorized By: IDS

Caller Details: Ahsanullah

Mobile Number: 9987654321

Note:- Press Button to Enter Free Flow Reason

Ok

7. Select a reason to cancel the reservation. Or, click on the button to enter a reason.
8. Enter the name of the authorizer.
9. Enter the caller details and the mobile number.
10. Click the  button. The reservation will be cancelled.

Note: If the guest has made some deposits and then you are cancelling the reservation then the following screen appears.

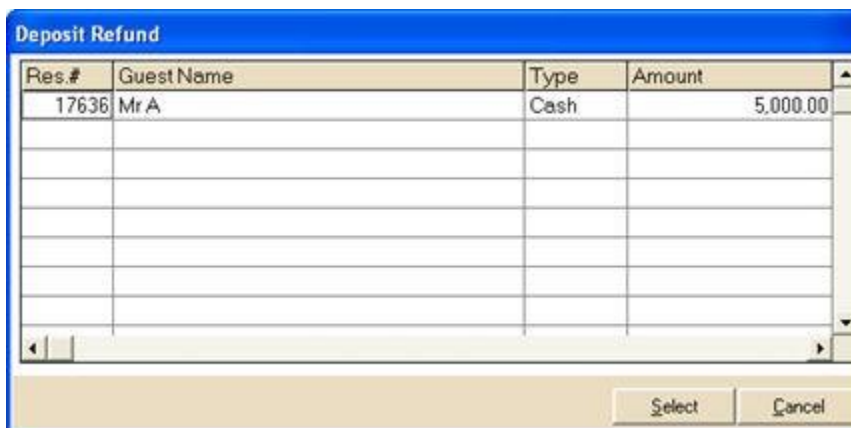


Warning

Deposit has been Received for this Reservation, Proceed with Cancellation?

Refund Ok Cancel

1. Click **Refund** to refund the amount to the guest. The following screen appears.



Deposit Refund

Res.#	Guest Name	Type	Amount
17636	Mr A	Cash	5,000.00

Select Cancel

2. Select the record and click the **Select**. The details will be copied to the “Deposit Refund” screen from where you can enter the amount to be refunded.

Deposit Refund V6.1.0

Type: Res.#:

Guest Name: Details...

Company: Apollo Hospital

Arrival Date: Pax: Departure Date: Rooms:

Reference: Deposit Amount:

☒ Refund Amount ☐ Credit ☐ Retention Charges

☒ Cash ☐ Credit ☐ Cheque

Cash Details

Amount:

Balance Amount:


Reason:

Rev.Code: Tax Amount:

User: Last Updated:

Add Modify Delete Browse Previous Next Save Panel Exit

3. Enter the amount to be refunded and the reason for refunding.

4. Click the  button.

Inquire about Reservation



Click this button to inquire about a reservation. The Scan Booking screen appears.

Scan Booking V6.0.8

Selections: Based On: Month/Year:

☒ Guest Name ☐ Company Name ☐ Group Name ☐ Arrival Date ☐ Departure Date ☐ Length of Stay ☐ Market Segment

☐ Reserved On ☐ Reservation # ☐ Reference ☐ CRS Link # ☐ Arrival Elight ☐ Pay Mode ☐ Business Source

Guest Name: None

Res.#	Title	Guest Name	Company Name	Room#	Type	Confirm	Pax	Arrival Date	Departure Date	Meal Pla
42796	Mr.	Ahmanulah	Movipng Lngl		DLD	1+0+0+0	1+0+0	06-SEP-2012 13:30	10-SEP-2012 23:59	80
42795	Mr.	Ahmanulah	Movipng Lngl		DLD	1+0+0+0	1+0+0	06-SEP-2012 10:45	06-SEP-2012 23:59	80
42796	Mr.	Ahmanulah	Movipng Lngl		DLD	1+0+0+0	1+0+0	06-SEP-2012 13:33	10-SEP-2012 23:59	80
39099	Mr.	Ahmanulah	Movipng Lngl	71	DLD	1+0+0+0	1+0+0	15-JUL-2012 00:00	16-JUL-2012 11:00	80
42016	Mr.	A	Ar Nugni Ltd		DLD	1+0+0+0	1+0+0	17-AUG-2012 15:28	18-AUG-2012 11:00	80
40893	Mr.	Aaron Corigan	Hbs Machinery Ltd	53	DLD	1+0+0+0	1+0+0	08-AUG-2012 00:00	09-AUG-2012 11:00	80
42525	Mr.	Aaron Corigan	Hbs Machinery Ltd	23	DLD	1+0+0+0	1+0+0	01-SEP-2012 08:00	02-SEP-2012 11:00	80
41259	MR	Aaron Shid	Leblanc Technologies	49	DLD	1+0+0+0	1+0+0	16-AUG-2012 00:00	18-AUG-2012 11:00	80
41265	MR	Aaron Shid	Leblanc Technologies	60	DLD	1+0+0+0	1+0+0	19-AUG-2012 14:25	20-AUG-2012 11:00	80
41177	MR	Aaron Shid	Leblanc Technologies	71	DLD	1+0+0+0	1+0+0	13-AUG-2012 00:00	15-AUG-2012 11:00	80
42109	MR	Aathesan Thurantham	Movipng Lngl	88	DLD	1+0+0+0	1+0+0	22-AUG-2012 00:00	23-AUG-2012 11:00	80
42436	Dr	Abbas Muhajir	Nine International		ERM	1+0+0+0	1+0+0	18-SEP-2012 00:00	21-SEP-2012 11:00	80
42437	Dr	Abbas Muhajir	Nine International		ERM	1+0+0+0	1+0+0	25-SEP-2012 00:00	28-SEP-2012 11:00	80
42436	Dr	Abbas Muhajir	Nine International		ERM	1+0+0+0	1+0+0	12-SEP-2012 00:00	14-SEP-2012 11:00	80
42434	Dr	Abbas Muhajir	Nine International	216	ERM	1+0+0+0	1+0+0	04-SEP-2012 00:00	06-SEP-2012 11:00	80
42562	Mr	Abbas Ze	Movipng Lngl		DLD	1+0+0+0	1+0+0	17-OCT-2012 00:00	18-OCT-2012 11:00	80
40927	Mr	Abdallah Issaet	Private Booking	73	DLD	1+0+0+0	1+0+0	07-AUG-2012 00:00	09-AUG-2012 11:00	80
41242	Dr	Abdel Yacod	Png Institute Of Medical Research (pngi	73	DLD	1+0+0+0	1+0+0	02-SEP-2012 00:00	07-SEP-2012 11:00	80
41648	Mr	Achuchas Ron	Allayolis Tass (c/r R & A Marine Service	215	ERM	1+0+0+0	1+0+0	09-AUG-2012 11:35	10-AUG-2012 11:00	80
42703	Mr	Achuch Ronald	Allayolis Tass (c/r R & A Marine Service	79	DLD	1+0+0+0	1+0+0	04-SEP-2012 09:05	05-SEP-2012 11:00	80
41740	Mr	Acuna Fernando	Booking.com	61	DLD	1+0+0+0	1+0+0	10-AUG-2012 20:05	11-AUG-2012 11:00	80
41154	Mr	Adam Jarvis	Travel Planners (png) Limited	42	DLD	1+0+0+0	1+0+0	23-AUG-2012 09:29	24-AUG-2012 11:00	80
40133	Mr	Adams Stuart	Uhr Contracting Services (Rc)	52	DLD	1+0+0+0	1+0+0	12-JUL-2012 00:00	13-JUL-2012 11:00	80
42670	Mr	Adugna Tikhun	Movipng Lngl		DLD	1+0+0+0	1+0+0	09-SEP-2012 00:00	10-SEP-2012 11:00	80
41596	Mr	Adventure	Adventure 1000		TWD	0+5+0+0	10+0+0	25-AUG-2012 00:00	26-AUG-2012 11:00	80

☒ Repeat Guest ☐ Waitlist ☐ Checked In

Search Exit

1. Select the criteria based on which you want to search for the Guest. You can search based on guest name, Company name, Group name, arrival date, reserved date, reservation number etc.

2. Enter the appropriate data and click **Search**. The corresponding details appear.

3. Double click the record you want to view. The details will be copied to the “Quick Reservation” screen.

4. You can view the deposits made, the billing mode etc from this screen.

Note: You can view the details but cannot save any data.

Re-Instate Cancel

This option is used to re-instate the reservation that you have cancelled.



1. Click this button and the “Scan Booking” screen appears. The cancelled reservations are displayed.

2. Select the reservation that you had cancelled and click **Search**. The reservation details will be displayed.
3. Double-click on the record. The reservation details will be copied to the Quick Reservation screen.
4. Confirm the rate booking and click **Save**.
5. The reservation will be made again but under a new reservation number.

Note: The cancelled reservation details will not exist since a new reservation has been made for the guest.

1.8. Re-Instate “No Show”



This option is used to re-instate a reservation that the guest makes and does not check-in on the arrival date. The Night Audit process will be completed for that date and then the “No Show” guests will be marked.

1. Click this button to restore a “No Show” reservation. The “Scan Booking screen appears.

2. Room Type Booking

In this option, you can view the Hotel Position and detailed position of the room types. You can also make reservations, which will get updated in the Hotel Position automatically. The different status of the reservation such as confirmed, wait-list and Provisional for FIT/Company or Groups can also be viewed.

Double-click **Room Type Booking** to view the following screen.

1. Select the Property for which you want to view the Hotel Position and make a reservation
2. Place the pointer in the Arrival date and drag till the Departure date.
3. Right-click on the selected dates to view the options **Room Booking** and **Detailed Position**.

This option displays the hotel position with respect to total number of rooms, physical occupancy, expected arrivals and departures, stay over, blocked rooms etc for all types of rooms as shown in the below screen.

Detailed Position V6.0.21								
From Date	06-SEP-2012							Load
06-SEP-2012 Thursday	1AP	2AP	3AP	DLD	EA1	ERM	TWD	Day Total
Total Rooms	6	1	4	54	3	15	35	118
* Physical Occupancy	6		4	48	3	12	33	106
* Expected Arrivals				23		1	1	25
* Stay Over								
* Expected Departures				4			2	6
* Out of order								
* Out of Service								
* Guest Block				7		1	2	10
Occupancy Forecast	6		4	67	3	13	32	125
Occupancy %	100		100	124	100	87	91	106
Availability Rooms To Sell		1		13		2	3	16
* Agent Allocation								
Budget								
Variance	6		4	67	3	13	32	125
Vacant %		100		13		13	9	35
Count								
* Provisional								
* Wait Listed Bookings								
Available after Prov/Wts		1				2	3	6
Complimentary Room(s)								
Day Use (Fiesrv & Inhouse)				1				1
Group Arrivals								
Group Checkouts								
* Triple Rooms								
* Extra - Bed Adult								
* Extra - Bed Child								

Room Booking

This option is used to make room booking for guests based on the arrival and departure date. Reservations can be made for any month by clicking on the month tab.

1. Select the dates for which you want to make the reservation. Or, click on the arrival date and drag till the departure date.
2. Right-click on the selected dates. Select the option **Room Booking**. The dates that you selected for reservation will be copied to the “Quick Reservation” Screen.

Quick Reservation / Make V6.0.23

Arrival: 060912 14:02 Thursday Nights
 Departure: 110912 23:59 Tuesday 5

Property: IDS IDS SOFTWARES PVT LTD
 Company: ?
 Booker Type: ? Booker Code:
 Mobile:
 Room Type: Twin Delux Mode:
 Rooms: 1 ☒ Adult: 1 Child: Room Details
 HP Status: Confirmed Rate

Title	Last Name	Middle Name	First Name

Currency: Single: Double: Triple: Quad: Ext. Adult: Ext. Child:

F9 - Guest Note
 F10 - Documents

3. Enter all the mandatory information and save the reservation.

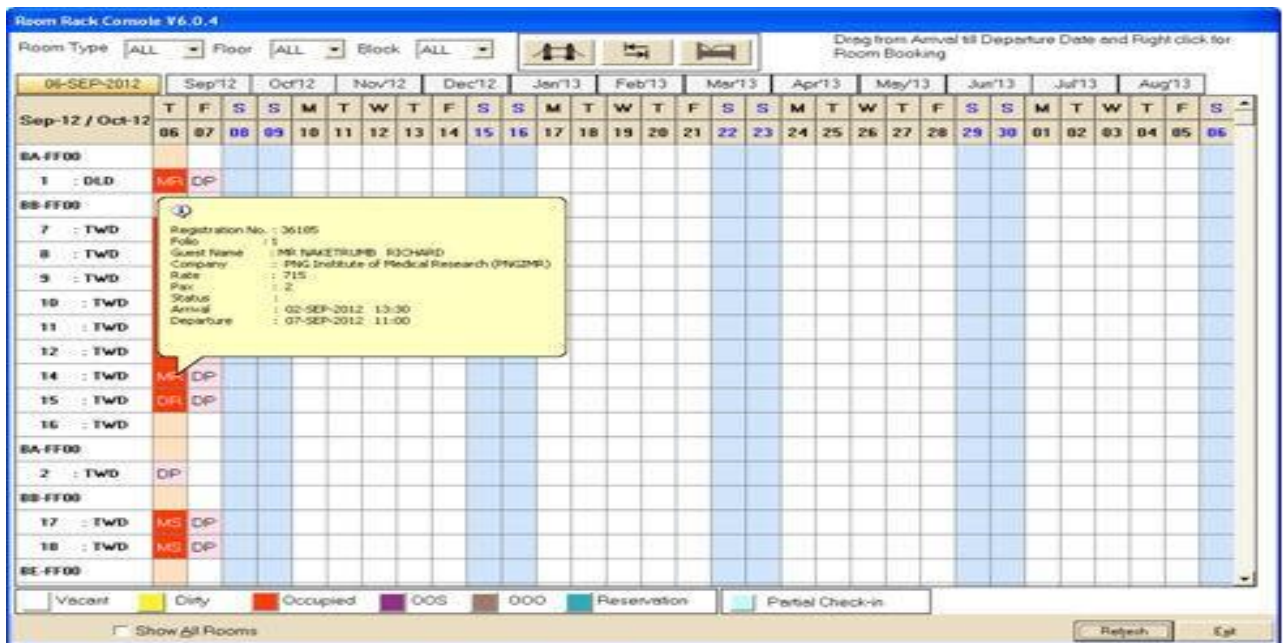
The hotel position will be updated immediately in the **Room Type Booking** screen after the reservation is made. Alternatively, you can click **Refresh** button to update the Hotel position.

Room Rack Console

In this option, you can block/release rooms, amend and release stay, check-in or check-out and transfer or swap rooms. It shows the particulars of rooms like occupied, reserved, vacant or dirty and detailed information tips.

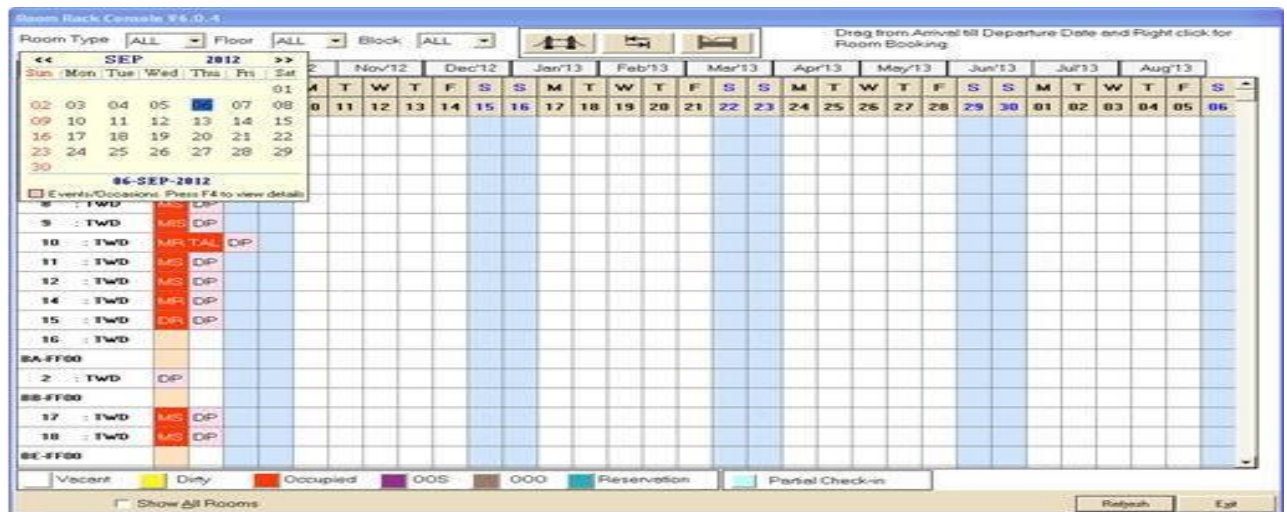
You can also view rooms based on their types, blocks or floors. It allows you to view the list of rooms that has been blocked, the guest names and the room types, etc.,

Double-click **Room Rack Console** to view the following screen.

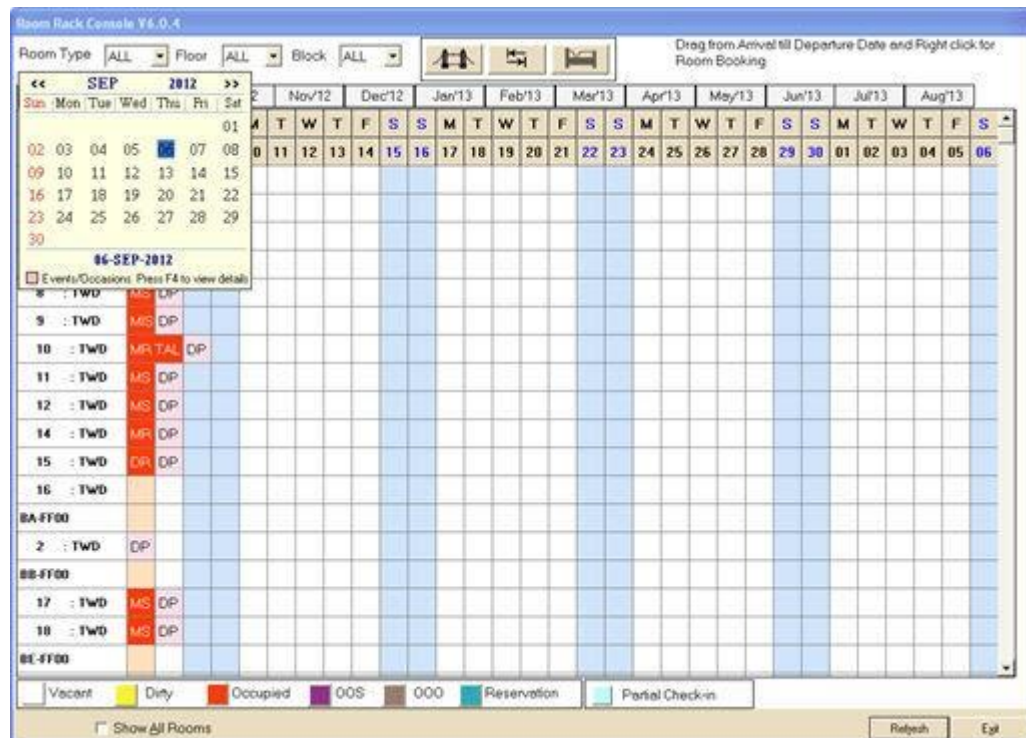
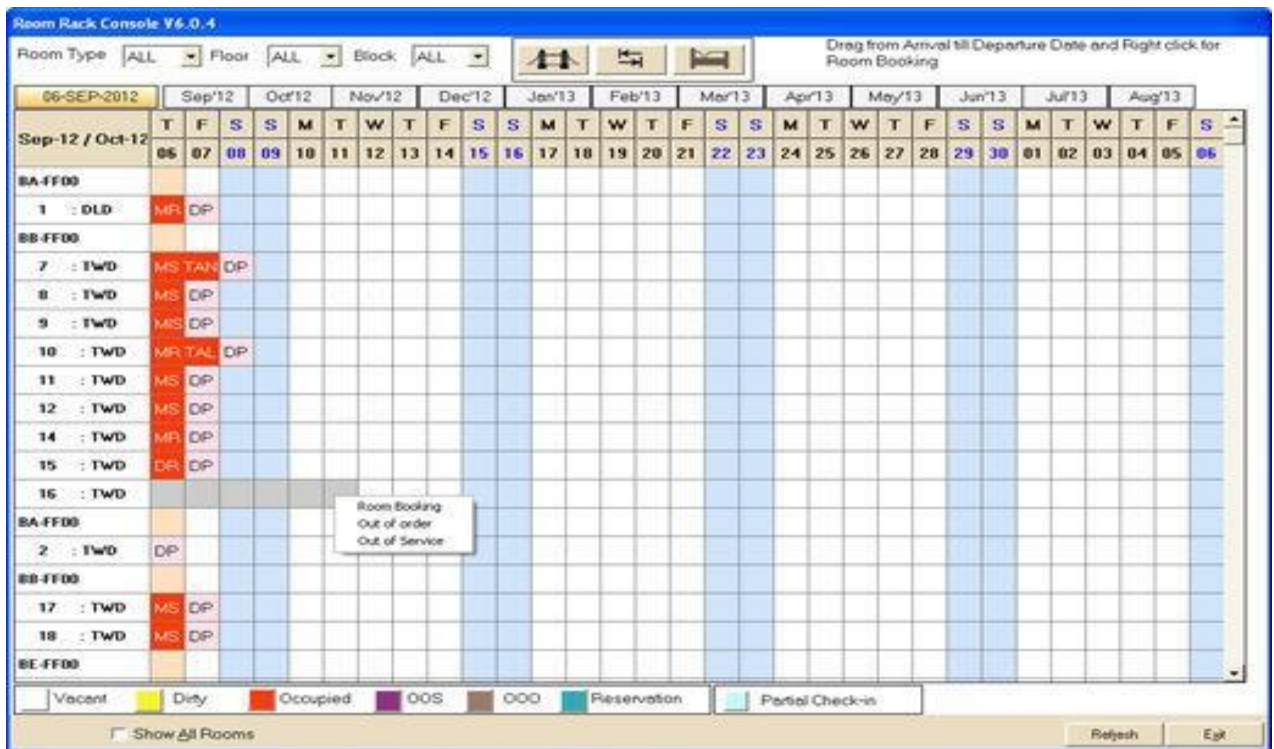


Note: Place cursor on red colored cell (occupied) to display booking details.

Click on the date tab to select the date from the calendar.



You can also select the dates by clicking on the “from date” and dragging it till the required “to date” for the selected room number. Right-click to view the below options for the selected dates



Note: Following **Cursor** icons are provided to perform certain operations:



This pointer indicates that User can transfer or swap rooms.



This pointer indicates User can Amend Stay or Extend Blocks.



This pointer indicates User can Release blocks if double clicked on particular grid.

Room Booking

1. Click on **Room Booking** option to make a reservation for the guest.
2. Right-click on the selected dates and select option **Room Booking**. The following screen will be displayed

The arrival and departure will be copied from the selection.

Enter the name of the guest, rate and other information. Click **Save** to save the reservation.

Out of Order (OOO)

Click this option to block rooms as Out of Order. The following screen is displayed



The screenshot shows a software window titled "Out Of Order". It contains several input fields: "From" with the date "06-SEP-2012", "To" with "11-SEP-2012", and "Room#" with the value "16". There is an empty text field for "Description". The "Reason" dropdown menu is set to "Air condition faulty", and the "Department" dropdown menu is set to "Accounts". At the bottom right, there are two buttons labeled "Save" and "Exit".

The **From** and **To** field are non-editable.

Enter a description about the room block.

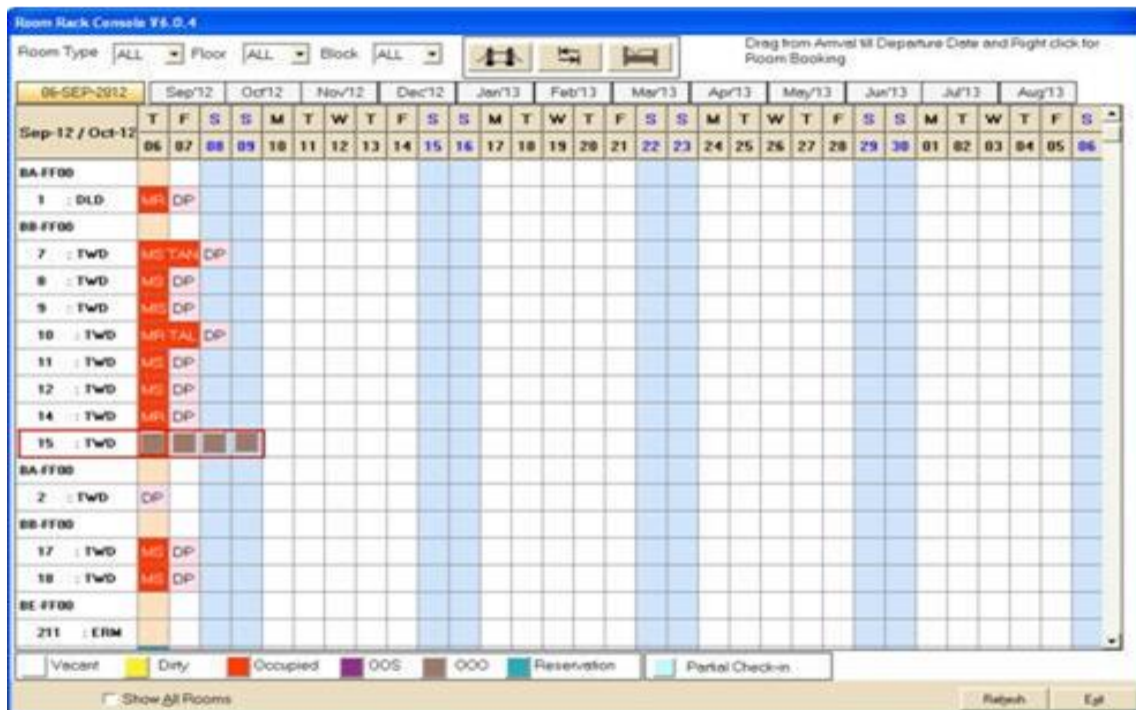
Select a reason from the pre-defined list.

Select a Department by whom the room is blocked and click **Save**



This screenshot shows the same "Out Of Order" form, but with updated information. The "From" and "To" dates remain "06-SEP-2012" and "11-SEP-2012", and "Room#" is still "16". The "Description" field now contains the text "Pest Control". The "Reason" dropdown menu is now set to "Cleaning not yet done", and the "Department" dropdown menu is set to "Hotel Misc Operation". The "Save" and "Exit" buttons are still present at the bottom right.

The blocked rooms will be displayed as shown in the below screen



Out of Service (OOS)

Click this option to block rooms as Out of Service. The following screen is displayed.

Out Of Service

From

06-SEP-2012

Room#

216

To

11-SEP-2012

Description

Save

Exit

The **From** and **To** field are non-editable.

Enter a brief description about the room block.

Click **Save**.

Out Of Service

From

06-SEP-2012

Room#

216

To

11-SEP-2012

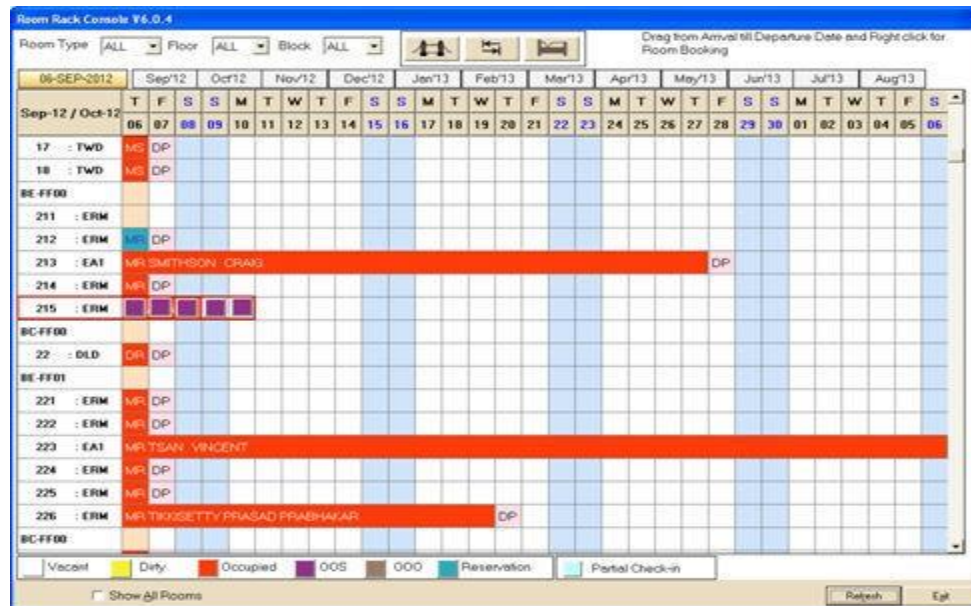
Description

Water supply broke

Save

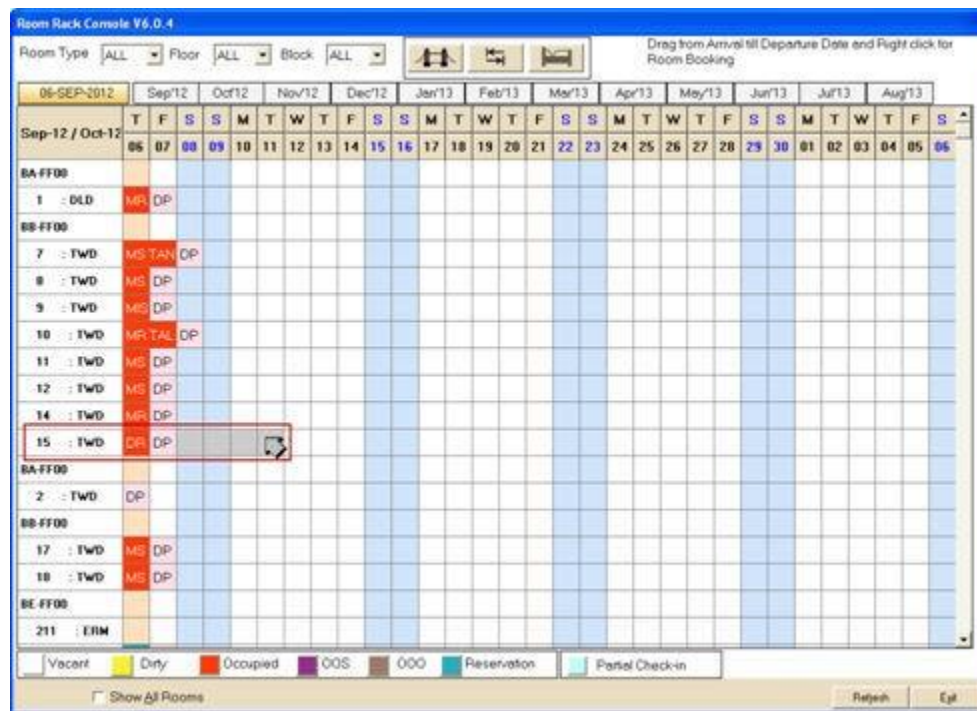
Exit

The blocked rooms will be displayed as shown in the below screen



Amend or Release stay/block

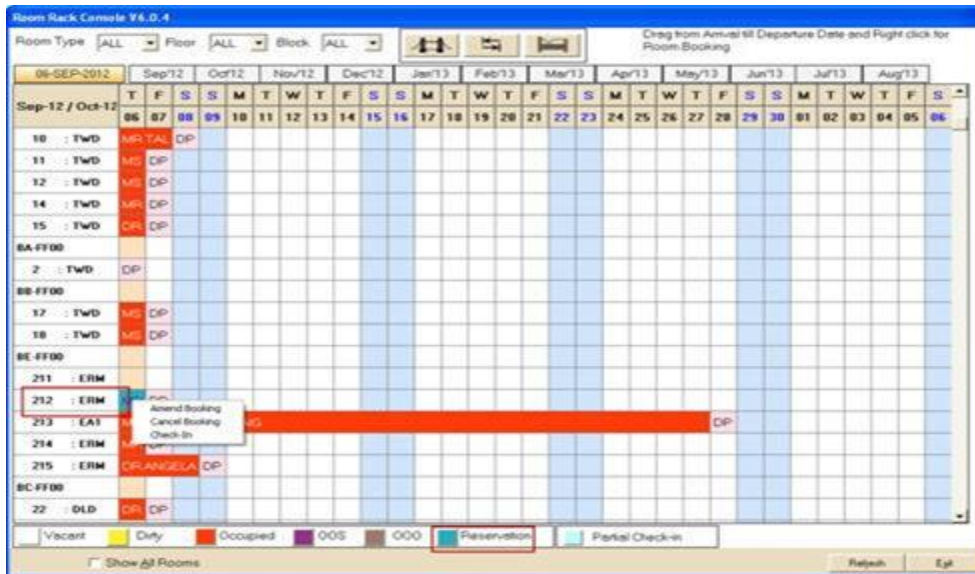
The guest stay period or the room blocks can be extended or reduced from the Room Rack Console screen. To extend the dates, drag from the Departure date of the walk-in/reservation/block till the required date.



To reduce the number of days for block or stay, double-click on required date.

Check-in

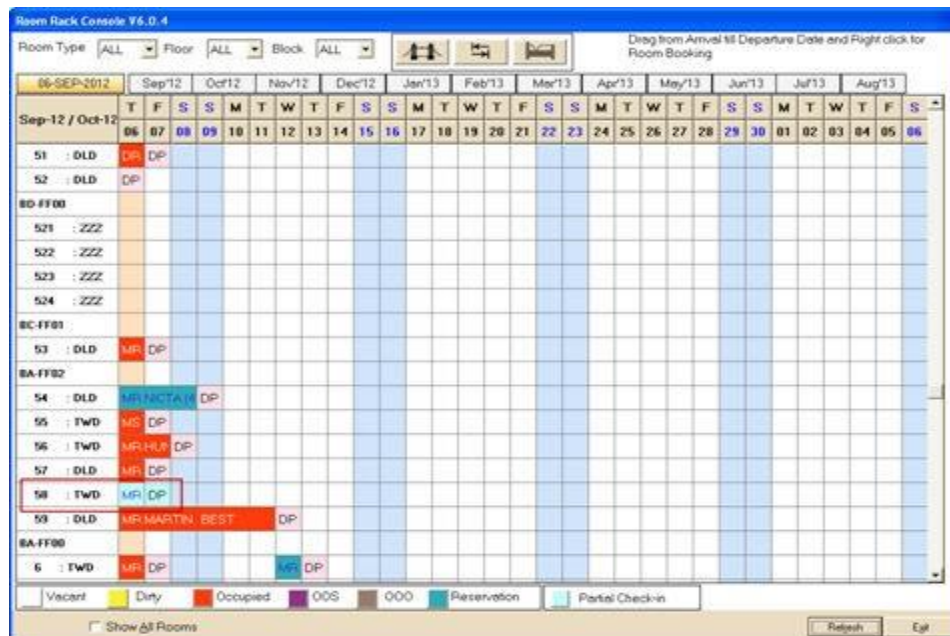
You can check-in a guest using the Room Rack Console screen. Right-click on the reservation to view the following options



Click option Check-in.

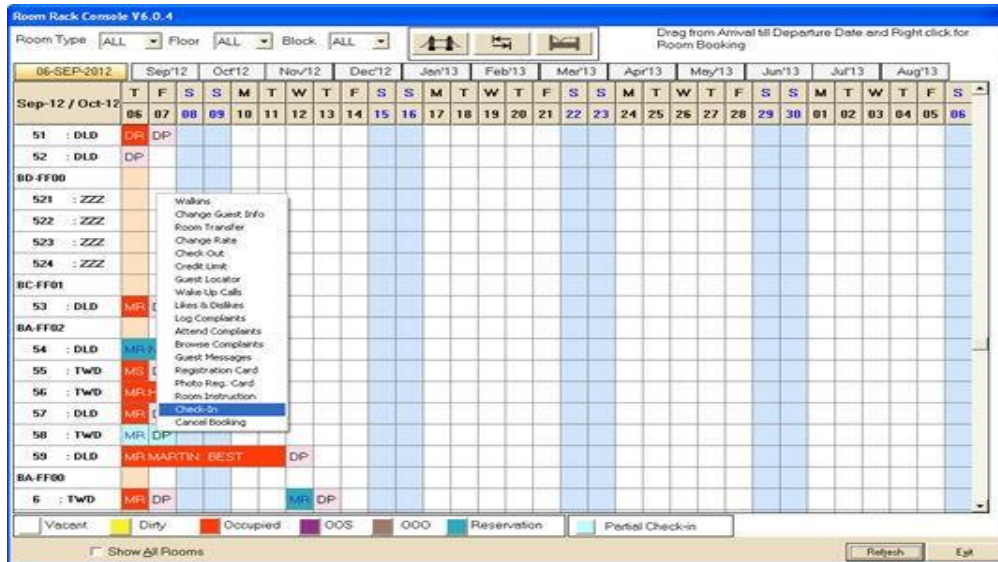
Partial Check-in

If there are multiple guests in a reservation, the user has an option to check-in a particular guest. Select the option Check-in to view the below screen.



Select the checkbox corresponding to the guest who has to check-in and click **Ok**.

The partial check-in status will be displayed as shown below. Right-click on selection to view more options.



You can also check-in the remaining pax using the option **Check-in**

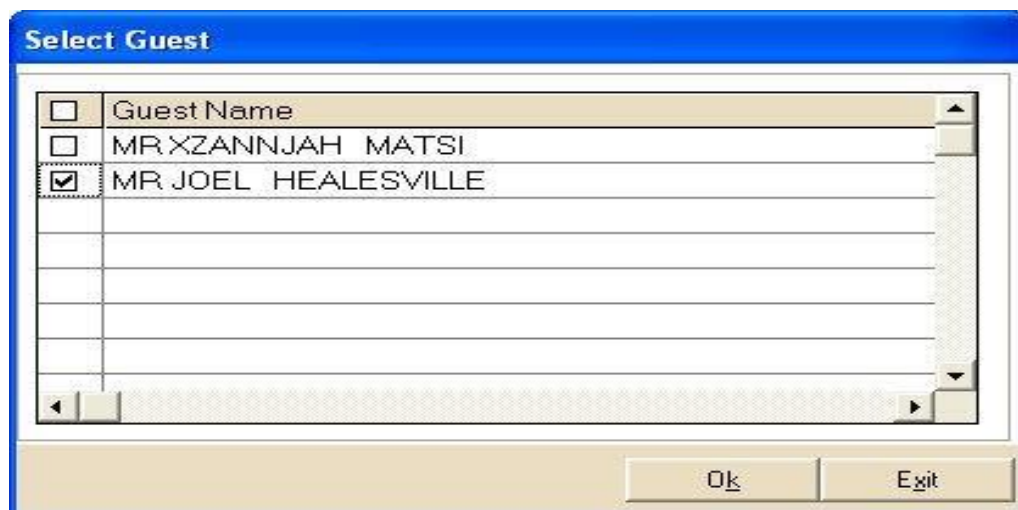
Note: You can check-in a guest only on the accounting date.

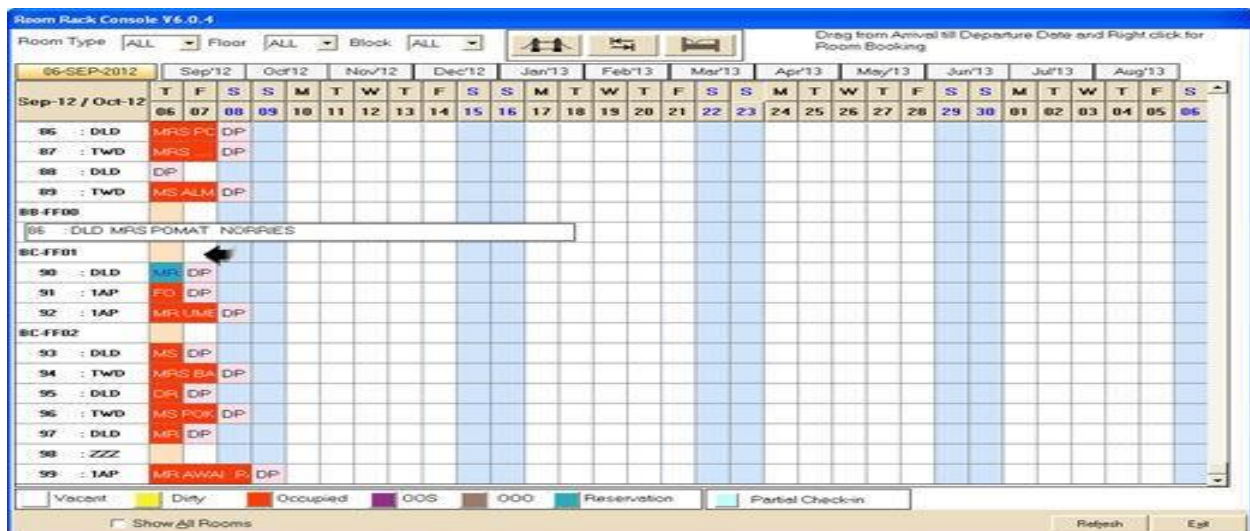
Transfer and Swap Rooms

The user can transfer or swap the rooms for the guest. Rooms can be transferred only if there are vacant rooms available and this is done using the option Room Transfer.

Select the guest for whom the room has to be transferred. Or, click on the guest and drag till the required room number as shown below.

Note: You can transfer or swap rooms only on accounting date.

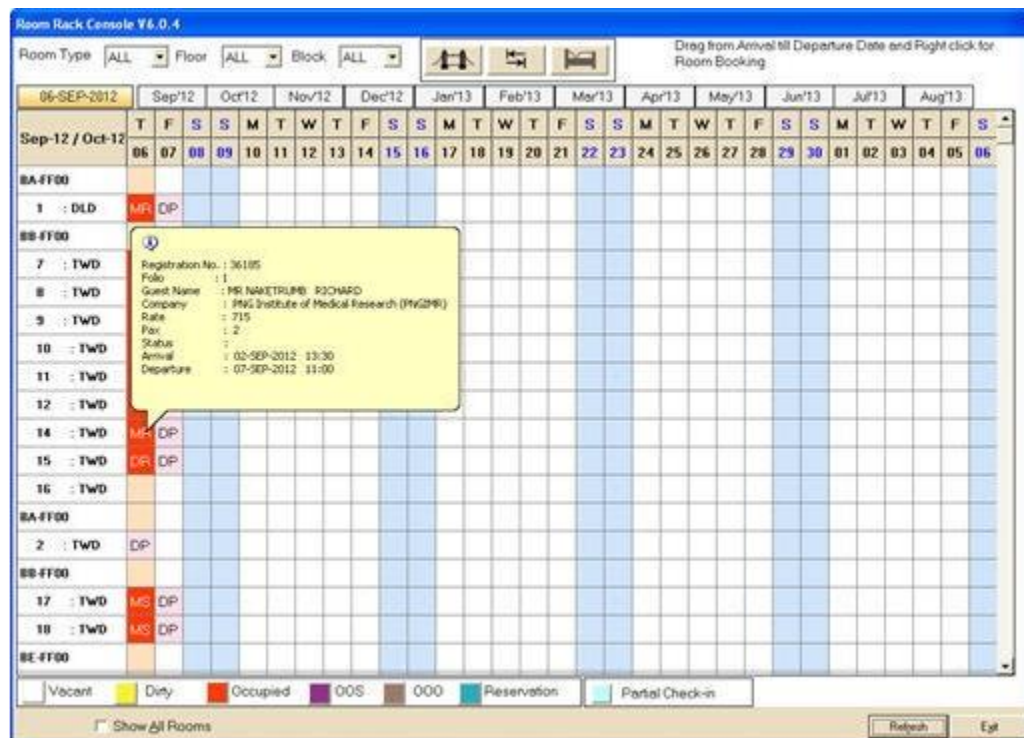




Information Tips

You can view detailed information regarding the guest or the reservation. The tips will give information about arrival and departure date, registration number, guest name, room rate, pax, Company etc. The tips will also provide information about room blocks such as the duration, reason, department by whom the room is blocked etc.

To view the information tips, place the pointer on the status and the following screen appears.



4. Reserved Guest Messages

In this option, you can enter the messages for the guest who has made a reservation. The contact details of the person who has left the message are also entered.

Double-click **Reserved Guest Messages** to view the following screen.

Reserved Guest Messages V6.0.0

From

Name ?

Address

Telephone #

To

Guest Name ?

Company Name

Reservation # Arrival Date

Message

User Last Updated

Place the pointer in the **Name** field and press F1. The **Guest Help Information** screen appears.

Select the required message and click **Select**.

The selected record will be copied into the “Reserved Guest Messages” screen.

Click **Save** to save the messages for the guest.

5. Assign Guest Rooms

In this option, you can assign rooms to guests who have made reservation at the Hotel.

Double-click **Reserved Guest Messages**. The “Scan Booking” screen appears

Assign Guest Rooms V6.0.12

Resv. # 42796 Room Type Double Dlx Arrival 06-SEP-2012 13:33 Departure 10-SEP-2012 23:59 Group

Block All Floors All Feature Assign Release

BlockedCheck-InBalanceAssigned
 Room 1 0 1 0
 Pax 1 0 1 0

Guest Name Room#
 Mr. Ahsanullah

Room#	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	
BA-FF00																	
1 / DLD	OC	DP															
BA-FF01																	
28 / DLD	OC	OC	DP														
31 / DLD	OC	DP															
32 / DLD	OC	DP															
33 / DLD	OC	OC	OC	DP													
BA-FF02																	
54 / DLD	RN	RN	RN	DP													
57 / DLD	OC	DP															
59 / DLD	OC	OC	OC	OC	OC	OC	OC	DP									
BB-FF01																	
34 / DLD	OC	DP															
35 / DLD	OC	DP															
36 / DLD	OC	OC	DP														
39 / DLD	OC	OC	DP														

☐ Vacant
 ☐ Dirty
 ☐ Occupied
 ☐ OOS
 ☐ OOO
 ☐ Reservation
 ☐ Departure
 ☐ Assignable

Save Clear Panel Exit

- Click on a particular guest, the following screen appears.

Guest Name V6.0.12

Guest Title Dr

Last Name Abbas

Middle Name

First Name Muhajer

From Date 18-SEP-2012

From Time 12:00

Ok Cancel

- Click Ok.
To Assign Rooms

Assign Guest Rooms V6.0.12

Resv. # 42496 Room Type MPEXRoom Arrival 18-SEP-2012 00:00 Departure 21-SEP-2012 11:00 Group

Block All Floors All Feature Assign Release

BlockedCheck-InBalanceAssigned
 Room 1 0 1 0
 Pax 1 0 1 0

Guest Name Room#
 Dr Abbas Muhajer

Room#	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	
BE-FF00																	
211 / ERM																	
212 / ERM																	
214 / ERM																	
215 / ERM																	
216 / ERM																	
BE-FF01																	
221 / ERM																	
222 / ERM																	
224 / ERM																	
225 / ERM																	
226 / ERM	OC	OC	OC	OC	OC	OC	OC	OC	DP								
BE-FF02																	
231 / ERM																	
232 / ERM																	
234 / ERM																	

☐ Vacant
 ☐ Dirty
 ☐ Occupied
 ☐ OOS
 ☐ OOO
 ☐ Reservation
 ☐ Departure
 ☐ Assignable

Save Clear Panel Exit

1. Enter the room number to be assigned in the Room # field.
2. Press Enter. Room will be assigned which is shown in the below screen.

Assign Guest Rooms V6.0.12

Resv # 42496 Room Type VIP ExRoom Arrival 18-SEP-2012 00:00 Departure 21-SEP-2012 11:00 Group

Block All Floors All 14 Feature Assign Release

BlockedCheck-InBalanceAssigned Room# SEP'2012

Room	1	0	1	1
Pax	1	0	1	1

Guest Name Room#

Dr. Abbas Muhajer 211

Room#

211 / ERM
212 / ERM
214 / ERM
215 / ERM
216 / ERM
BE-FF01
221 / ERM
222 / ERM
224 / ERM
225 / ERM
226 / ERM
BE-FF02
231 / ERM
232 / ERM
234 / ERM

13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29

RN RN RN RN

OC OC OC OC OC OC OC DP

Vacant Dirty Occupied OOS OOO Reservation Departure Assignable

Save Clear Panel Exit

3. Click **Assign**. The room will be assigned by default.

Viewing Features

1. Click **Feature** to view the features of the room. You can view the features of all the rooms before assigning a room.

Assign Guest Rooms V6.0.12

Resv. # 42796 Room Type Double Dlx Arrival 06-SEP-2012 13:33 Departure 10-SEP-2012 23:59 Group

Block All Floors All **11** Feature Assign Release

Blocked Check-In Balance Assigned

Room	1	0	1	0
Pax	1	0	1	0

Room# SEP'2012

	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22

BA-FF00
1 / DLD OC DP

BA-FF01
28 / DLD OC OC DP
31 / DLD OC DP
32 / DLD OC DP
33 / DLD OC OC OC DP

BA-FF02
54 / DLD RN RN RN DP
57 / DLD OC DP
59 / DLD OC OC OC OC OC DP

BB-FF01
34 / DLD OC DP
35 / DLD OC DP
36 / DLD OC OC DP
39 / DLD OC OC DP

☐ Vacant
 ☐ Dirty
 ☐ Occupied
 ☐ OOS
 ☐ OOO
 ☐ Reservation
 ☐ Departure
 ☐ Assignable

Proceed

Save Clear Panel Exit

The features of the room will be displayed on the left side of the screen is shown in the above screen.

To view the features of an assigned room,

2. Double-click on a room number. You can view the block details of a room along with the guest details.

Block Details

Room 93 Room Type Double Dlx Date 06-SEP-2012

Fol#	Reg#	Res#	Guest Name	Arrival	Departure	Block	Description
1	36165	12478 / 1	Ms Allen	02-SEP-2012 12:07	07-SEP-2012 11:00	OC	

Room Feature Exit

3. Click **Room Feature** to view the features of the particular room. The following screen appears

93 - V6.0.12

CRT TVs

M2T Internet

Non smoking room

Rear View

- Press **Esc** key to exit from the screen.
- Click **Exit** to exit from the Block Details screen.

To release an assigned room,

- Click **Release** to release the guest from the assigned rooms

6. Retentions-Cancel/No Show

In this option, you can enter the amount charged to a guest for cancelling a reservation. You can also enter the charges for not checking in on the arrival date.

Cancellations

When the guest cancels their reservation, Management will have a retention charge. Based on that, the guest will have to bear the cost.

No show

When the guest who reserved their room did not arrive, the management will charge them the retention charges for not checking in on the reserved date.

Click **Retentions-cancel\No Show** and the following screen appears.

Res #	Guest Name	Type	Arrival	Departure	Rooms	Company	Revenue	Rtn. Amt.	Charge Amt.
35689 / 3	Ms Vasconcellos De Sere	DLD	08-AUG-2012	10-AUG-2012	1+0+0 -(-)	Rockjumper Bed	759.00		
35691 / 2	Ms Howe Winona	TWD	12-AUG-2012	15-AUG-2012	0+2+0 -(-)	Rockjumper Bed	1,573.00		
36031 / 1	Mr Nelson John	DLD	07-AUG-2012	08-AUG-2012	0+1+0 -(-)	Rockjumper Bed	759.00		
36032 / 1	Mr Nelson John	DLD	12-AUG-2012	13-AUG-2012	0+1+0 -(-)	Rockjumper Bed	759.00		
36037 / 1	Mr Anonymous	DLD	07-AUG-2012	08-AUG-2012	1+0+0 -(-)	Rockjumper Bed	759.00		
36047 / 1	Mr Anonymous	DLD	12-AUG-2012	15-AUG-2012	1+0+0 -(-)	Rockjumper Bed	759.00		
36048 / 1	Mr Anonymous	DLD	28-AUG-2012	29-AUG-2012	1+0+0 -(-)	Rockjumper Bed	759.00		
37118 / 1	St Seifert Clare	DLD	07-AUG-2012	08-AUG-2012	1+0+0 -(-)	Rockjumper Bed	759.00		
39180 / 1	Mr Gatens Titus	DLD	09-AUG-2012	10-AUG-2012	1+0+0 -(-)	Hastings Deering	683.10		
39198 / 1	Mr Awad Mohammad	DLD	15-AUG-2012	16-AUG-2012	1+0+0 -(-)	MC JV (PNG LNG	683.10		
39199 / 1	Mr Bahjet Samih	DLD	05-SEP-2012	06-SEP-2012	1+0+0 -(-)	MC JV (PNG LNG	683.10		
39200 / 1	Mr Mahmoud Khalid	DLD	15-AUG-2012	16-AUG-2012	1+0+0 -(-)	MC JV (PNG LNG	683.10		
39316 / 1	Mr Murray James	DLD	11-AUG-2012	12-AUG-2012	1+0+0 -(-)	MC JV (PNG LNG	683.10		
39326 / 1	Mr Moelhurani Keraitain	DLD	09-AUG-2012	10-AUG-2012	1+0+0 -(-)	MC JV (PNG LNG	683.10		
39478 / 1	Mr Masri Al Wael	DLD	10-AUG-2012	11-AUG-2012	1+0+0 -(-)	MC JV (PNG LNG	683.10		
39513 / 1	Mr Razek Abdul Haider	DLD	08-AUG-2012	09-AUG-2012	1+0+0 -(-)	MC JV (PNG LNG	683.10		
39516 / 1	Mr Abdul Razek Haider	DLD	08-AUG-2012	09-AUG-2012	1+0+0 -(-)	MC JV (PNG LNG	683.10		
39519 / 1	Mr Khaldoun Ghazo	DLD	08-AUG-2012	09-AUG-2012	1+0+0 -(-)	MC JV (PNG LNG	683.10		

Select the **Cancellations/No Shows** button to view the guest names who have cancelled or not appeared on the arrival dates.

- Enter the dates from which you wish to view the cancellations or no shows.
- Click **Load**.
- Enter the retention charge against each guest in the **Charge Amt** column.
- Click **Save**.

7. Close Room Inventory

In this option, you can stop booking of rooms for given dates for a given month.

Click **Close room inventory** and the following screen appears.

Close Room Inventory V6.0.0															
Month/Year (MMYY)		AUG-2012		Save		Exit									
Date	Day	2AP		3AP		TWD		ZZZ		DLD		1AP		EA1	
		Ise/To	Status	Ise/To	Status	Ise/To	Status	Ise/To	Status	Ise/To	Status	Ise/To	Status	Ise/To	Status
01	WED	0/1		4/4		0/35		0/25		0/54		1/6		1/3	
02	THU	0/1		4/4		0/35		0/25		0/54		1/6		1/3	
03	FRI	0/1		4/4		0/35		0/25		0/54		1/6		1/3	
04	SAT	0/1		4/4		0/35		0/25		0/54		1/6		1/3	
05	SUN	0/1		4/4		0/35		0/25		0/54		1/6		1/3	
06	MON	0/1		4/4		0/35		0/25		0/54		1/6		1/3	
07	TUE	0/1		4/4		0/35		0/25		0/54		1/6		1/3	
08	WED	0/1		4/4		0/35		0/25		0/54		1/6		1/3	
09	THU	0/1		4/4		0/35		0/25		0/54		1/6		1/3	
10	FRI	0/1		4/4		0/35		0/25		0/54		1/6		1/3	
11	SAT	0/1		4/4		0/35		0/25		0/54		1/6		1/3	
12	SUN	0/1		4/4		0/35		0/25		0/54		1/6		1/3	
13	MON	0/1		4/4		0/35		0/25		0/54		1/6		1/3	
14	TUE	0/1		4/4		0/35		0/25		0/54		1/6		1/3	
15	WED	0/1		4/4		0/35		0/25		0/54		1/6		1/3	
16	THU	0/1		4/4		0/35		0/25		0/54		1/6		1/3	
17	FRI	0/1		4/4		0/35		0/25		0/54		1/6		2/3	
18	SAT	0/1		4/4		0/35		0/25		0/54		1/6		2/3	
19	SUN	0/1		4/4		0/35		0/25		0/54		1/6		2/3	
20	MON	0/1		4/4		0/35		0/25		0/54		1/6		2/3	
21	TUE	0/1		4/4		0/35		0/25		0/54		1/6		2/3	
22	WED	0/1		4/4		0/35		0/25		0/54		1/6		2/3	
23	THU	0/1		4/4		0/35		0/25		0/54		1/6		2/3	
24	FRI	0/1		4/4		0/35		0/25		0/54		1/6		2/3	
25	SAT	0/1		4/4		0/35		0/25		0/54		1/6		2/3	
26	SUN	0/1		4/4		0/35		0/25		0/54		1/6		2/3	
27	MON	0/1		4/4		0/35		0/25		1/54		1/6		2/3	

Room count not applicable for (Used) Special Rooms

Rooms count not applicable for (Used) Special Rooms

1. Enter the month and the year on which you want to stop booking of rooms.
2. Double-click in the status column of the room types for the dates you want to close the booking.

Alphabet “C” will be entered. This indicates that room booking of the particular type is closed for the chosen date.

Note: Further bookings for that date and room type will not be allowed. However, walk-ins can be allowed.

Perform The following activities on a computerized reservation system software

1. Practice assigning a guest room to reservations made by the guest.
2. Process deposits made by guests to guarantee reservations.
3. Perform updates made by guests to reservations
4. Make cancellations to reservations on the computerized system
5. Copy reservations and save for a guest

Unit Three

Carryout Registration of Guests Using Computerized System.

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

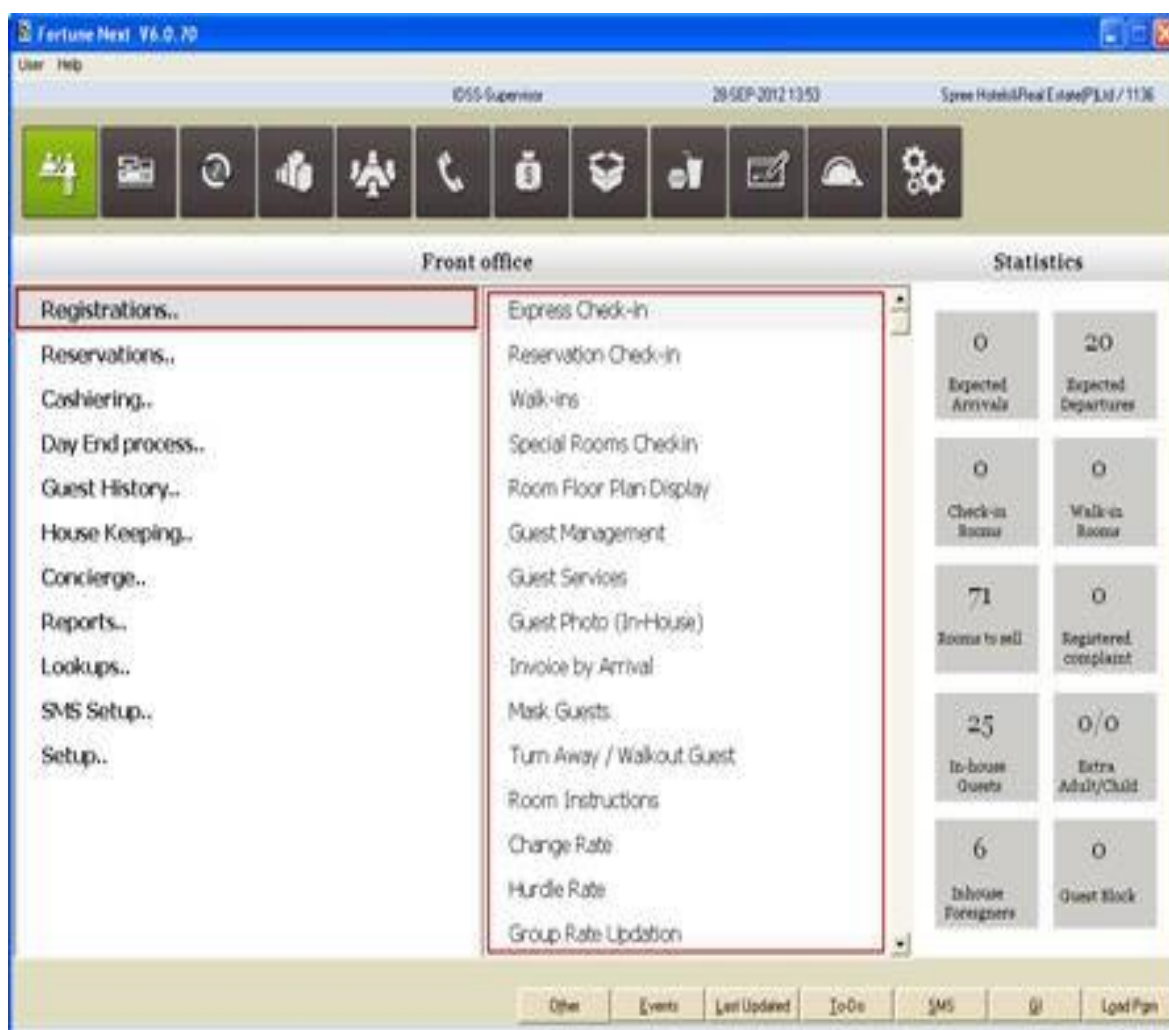
- Carrying out check-in procedures
- Carrying out Express check-in procedures on system,
- Processing Walk-in check-in activity

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Carry-out check-in procedures for guests who come with reservation
- Perform express check-in procedures using self-check-in systems
- Process walk-in check-in for guests who come without prior reservation

3.1. REGISTRATIONS

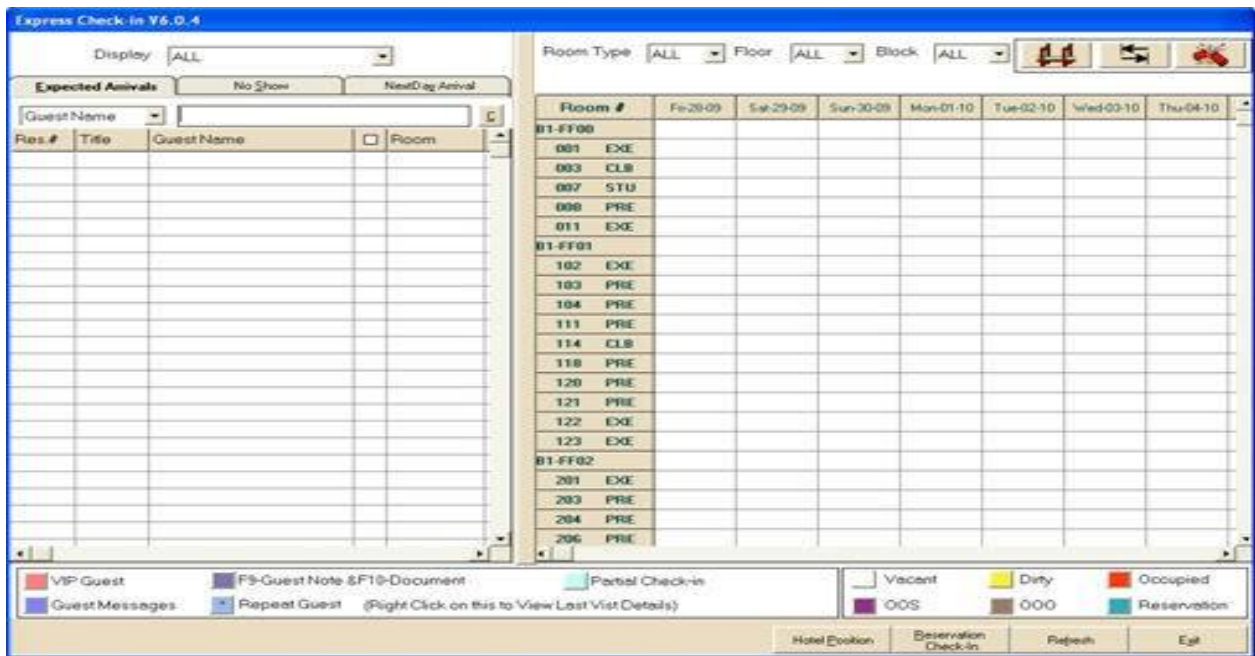
Registrations is used by **Front Office** for guest management, guest services, change rates, link/delink rooms to groups, manage billing, create hotel chart, manage over booking, activate or deactivate telephone extensions, manage SMS messages etc.



3.2. Express Check In

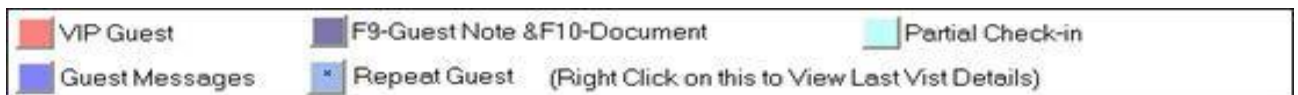
This option is to check-in the guests who have done a reservation. If rooms are allotted to the guests during the reservations, the express check in process becomes simple and quick.

Double-click **Express Check-in** under **Registrations** to view the following screen:



- ✓ The list of all guests who have made reservations will appear on the left side of the **Express Check-in** screen.
- ✓ You can view guests based on Expected Arrivals/No Show/Next Day Arrivals.
- ✓ You can filter by Guest Name/Reservation #/Company Name/Group/Arrival Flight.
- ✓ At the bottom of the screen, click on the following options to filter the list: VIP Guest/F9-Guest Note & F10

Document/Guest Messages/Partial Check-in or Repeat Guest.



- a. Click **VIP Guest** to view all VIP guests.
- b. Click **F9- Guest Note & F10-Document** to view any notes or documents to the guests.
- c. Click **Guest Messages** to view the messages of the guest.
- d. Click **Partial Check-in** to view the partial checked in status of the guest.
- e. Click **Repeat Guest** to view repeated guest's details.


Current Status


Click  to view the Current Status of reservations at the Property.


4. You can make changes to the names in case there is a mistake. Correct the names if needed and click **Ok**.
5. All rooms available belonging to the type you reserved appears on the right side of the screen.

Example: If you had reserved a “QU” type room all the “QU” type rooms that are available will appear on the right side of the screen.

6. Enter a room number against the Guest name to allot a room number to the guest.
7. Click **Check-in**. The room will be allotted.

Click  to view inter connected rooms.

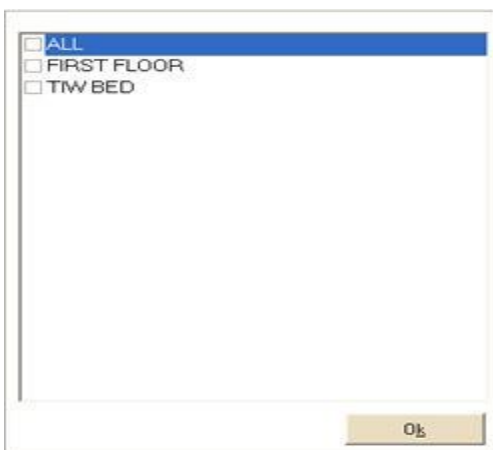
Click  to view the opposite room number.

Click  to view all special features of the room.

You can further filter by Hotel Features by selecting the option **All**, or by its special features.

Example: Balcony non-accessible, Bishop Cotton school view, Road view or Sophia s choice view.

Moreover, you can filter by just clicking on the following options: Vacant/Dirty Occupied/OOS/OOO or Reservation.

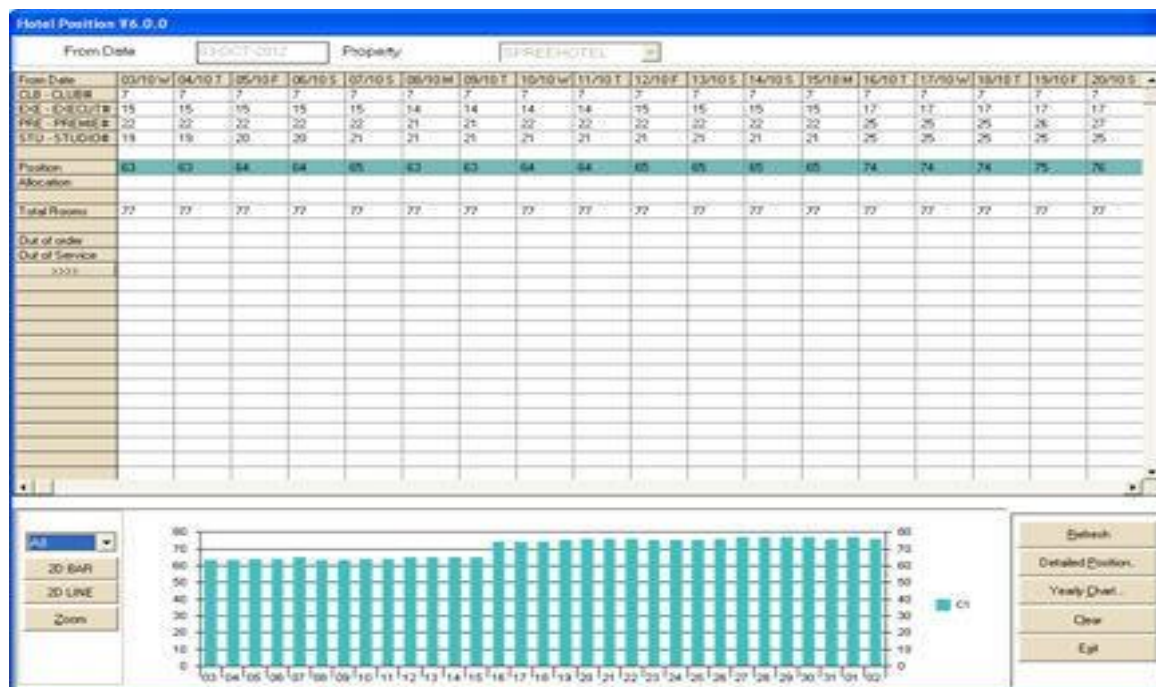


8. Click **Ok** to go back to the '**Express Check-in**' screen

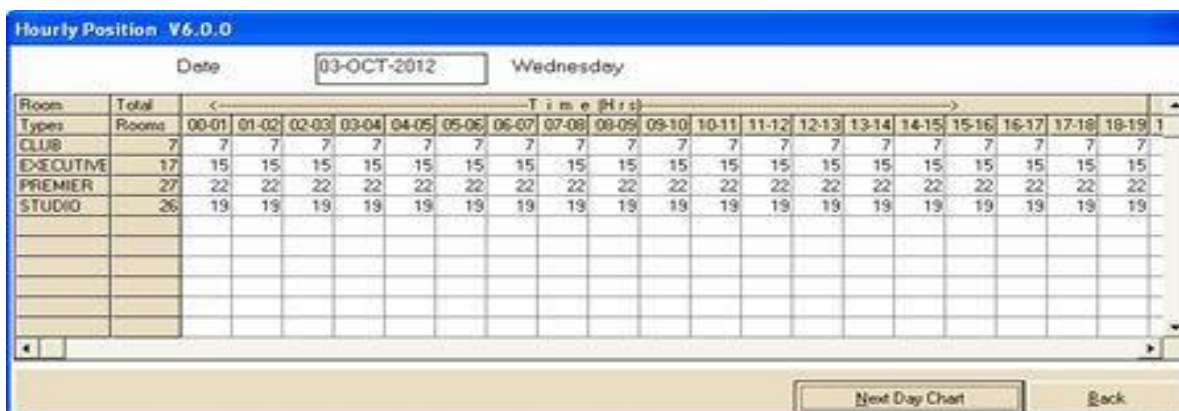
Hotel Position

1. Click **Hotel Position** to display the status of the rooms in the hotel.

The following screen appears where you can view the different types of rooms for each date



2. Double-click on the grid to view the **Hourly Position** of the rooms. Hourly position of the rooms for the selected date is displayed

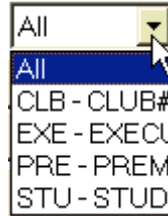


3. Click **Next Day Chart** to view the next day chart.
4. Click **Back** to go exit from the current screen.

Graphical Representation of the Hotel Position

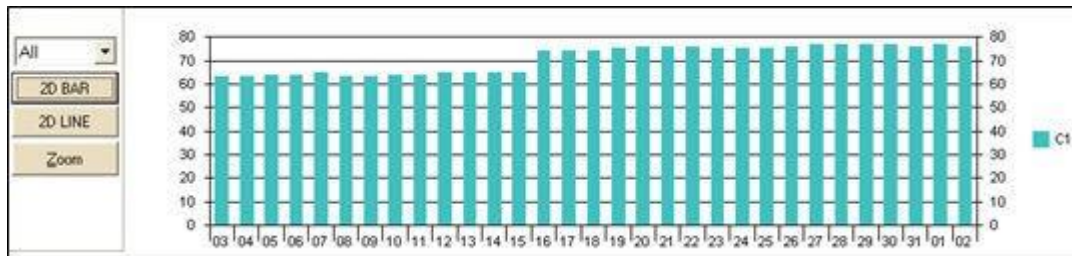
You can view the rooms' status through Graphical Representation

1. Select the **room type** from the dropdown list provided.

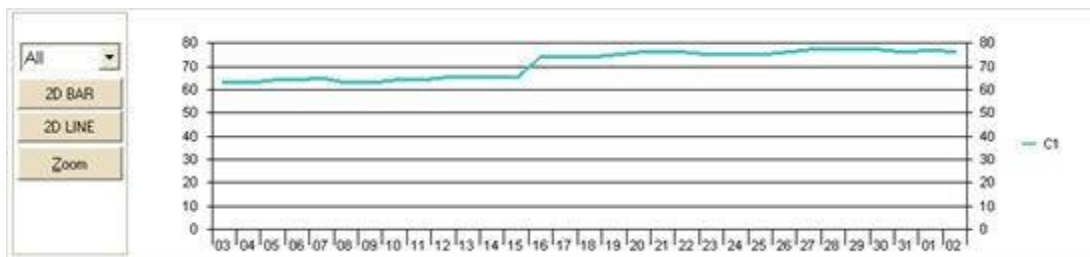


2. Select the type of chart: **2D Bar** or **2D Line**.

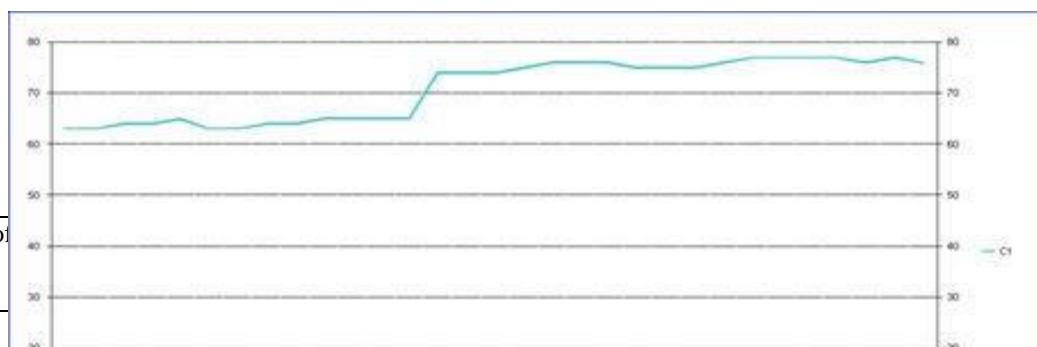
If you select **2D Bar** the **chart** will be displayed as follows:



If you select **2D Line** the **chart** will be displayed as follows:



3. Click **Zoom** to view the chart in full screen.



- ### Detailed Position

- | Detailed Position V6.0.7 | | | | | | |
|------------------------------|-------------|-----|-----|-----|-----------|------|
| From Date | 03-OCT-2012 | | | | | Load |
| 03-OCT-2012 Wednesday | CLB | EXE | PRE | STU | Day Total | |
| Total Rooms | 7 | 17 | 27 | 26 | 77 | |
| * Physical Occupancy | 1 | 3 | 5 | 16 | 25 | |
| * Expected Arrivals | | | | 1 | 1 | |
| * Stay Over | | | | | | |
| * Expected Departures | 1 | 3 | 3 | 15 | 22 | |
| * Out of order | | | | | | |
| * Out of Service | | | | | | |
| * Guest Block | | | | | | |
| Occupancy Forecast | | | 2 | 2 | 4 | |
| Occupancy % | | | 7 | 8 | 5 | |
| Availability (Rooms To Sell) | 7 | 17 | 25 | 24 | 73 | |
| * Agent Allocation | | | | | | |
| Budget | | | | | | |
| Variance | | | 2 | 2 | 4 | |
| Vacant % | 100 | 100 | 93 | 92 | 95 | |
| Count | | | | | | |
| * Provisional | | | | | | |
| * Wait listed Bookings | | | | | | |
| Available after Prov/Wts. | 7 | 17 | 25 | 24 | 73 | |
| Complimentary Room(s) | | | | | | |
| Day Use (Resv & Inhouse) | | | | | | |
| Group Arrivals | | | | | | |
| Group Checkouts | | | | | | |
| * Triple Rooms | | | | | | |
| * Extra - Bed Adult | | | | | | |
| * Extra - Bed Child | | | | | | |
- Print
Previous
Next
Clear
Exit

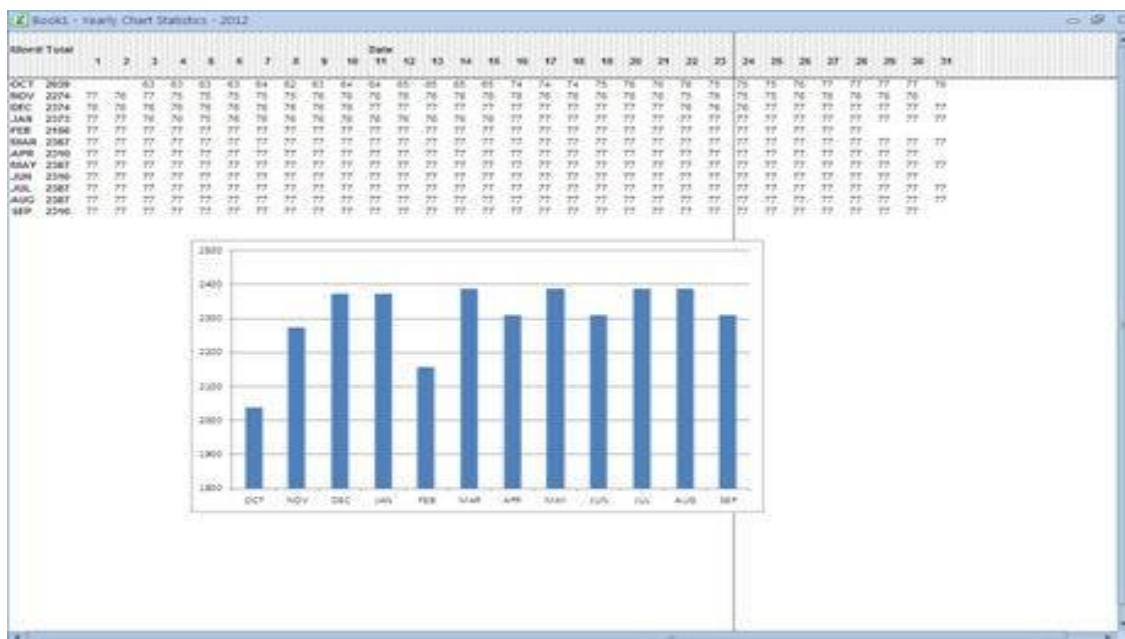
2. Click **Previous**, **Next** to view the previous or next records respectively.
3. Double-click on the field which has * which is shown in the above screen.

[illegible]

If you want to view over bookings details, select the option '**Include over booking**'

2. Click **Print** to print the detail statistics of the year on a daily basis.

The following report will be generated:



3.2.1. Reservation Check In

You can use this option to check-in guests who have made prior bookings.

Double-click **Reservation Check-In** under **Registrations** to view the following screen:

[illegible]

1. Search the guest based on one of the following search criteria:

Selections
Based On Reservations

☒ Guest Name
 ☐ Company Name
 ☐ Group Name
 ☐ Arrival Date
 ☐ Departure Date
 ☐ Length of Stay
 ☐ Market Segment
☐ Reserved On
☐ Reservation #
☐ Reference
☐ CRS Link #
☐ Arrival Flight
☐ Pay Mode
☐ Business Source

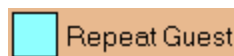
Guest Name None None

Example: If you wish to view the guests based on their length of stay, select 'Length of Stay' option, enter the relevant details and click **Search**.

All the matching records appear as shown below:

Color Legends:

✚ Frequent check-ins will appear in green color



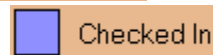
Repeat Guest

✚ Reservations in waiting list appear in peach color



Waitlist

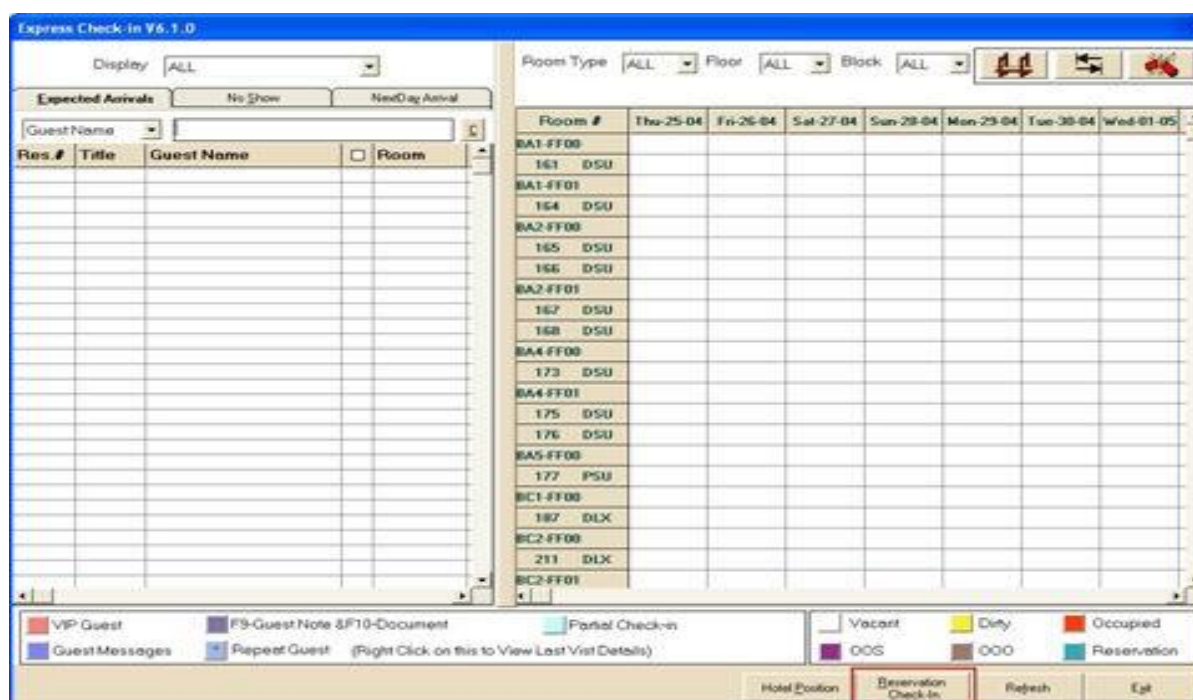
✚ Checked in reservations will appear in purple color



Checked In

2. Click **Exit** to exit from the screen.

Alternatively, Reservation Check-In is also provided as a button in Express Check-In window.



3.3. Walk-ins

Walk-in option is used to check-in the guests who directly walk in to the hotel without any prior reservation or booking. Based on the room availability, the rooms are allotted to the walk in guests.

Double-click **Walk-ins** under **Registrations** to view the following screen:

Room Rack V6.0.3

Room# Departure

Name Title Last Name Middle Name First Name

Room#	WED-03-10	THU-04-10	FRI-05-10	SAT-06-10	SUN-07-10	MOH-08-10	TUE-09-10	WED-10-10	THU-11-10	FRI-12-10
B1-FF00										
003 CLB										
001 EXE										
007 STU										
008 PRE										
011 EXE										
B1-FF01										
102 EXE										
103 PRE										
104 PRE										
111 PRE										
118 PRE										
120 PRE										
121 PRE										
122 EXE										
123 EXE										
114 CLB										
B1-FF02										
201 EXE										
203 PRE										

Room Type Block Floor

☐ Vacant ☐ Dirty ☐ Occupied
☐ OOS ☐ OOO ☐ Reservation

By default, all the vacant rooms appear. The out of order rooms will also be displayed to prevent them from check-in.

3.3.1. Express Walk-in

In Express Walk-in, it is not required to enter all the details of the guest when they are checking-in to the rooms. You can enter the room number, name and the departure date and time of the guest.

1. Enter the room number. You can see the room numbers and the dates on which they are vacant.
2. Enter the Departure Date and time.
3. Enter the guest's name in the title, last name, middle name and first name fields.
4. Click Express Walk-in. The Room Rack window appears with the registration number, room number and the departure date and time.
5. Click Ok. The guest will be checked in.

Room Rack V6.0.3

Room# 008 Departure 09-OCT-2012 12:00

Title Last Name Middle Name First Name
Name MR LAL M MANIK

Vacant Occupied Dirty All

Room# WED-03-10 THU-04-10 FRI-05-10 SAT-06-10 SUN-07-10 MON-08-10 TUE-09-10 WED-10-10 THU-11-10 FRI-12-10

B1-FF00
003 CLB
001 EXE
007 STU
011 EXE
B1-FF01
102 EXE
103 PRE
104 PRE
111 PRE
118 PRE
120 PRE
121 PRE
122 EXE
123 EXE
114 CLB
B1-FF02
201 EXE
203 PRE
204 PRE

Room Rack
Reg Number: 38
Room Number: 008
Departure: 09-OCT-2012 12:00
Ok

Room Type All Block All Floor All
Vacant Dirty Occupied
OOS OOO Reservation

Walk-in

In Walk-in, you need to enter all the details of the guest when they are checking-in to the rooms.

Room Rack V6.0.3

Room# Departure

Title Last Name Middle Name First Name
Name

Vacant Occupied Dirty All

Room# WED-03-10 THU-04-10 FRI-05-10 SAT-06-10 SUN-07-10 MON-08-10 TUE-09-10 WED-10-10 THU-11-10 FRI-12-10

B1-FF00
003 CLB
001 EXE
007 STU
008 PRE
011 EXE
B1-FF01
102 EXE
103 PRE
104 PRE
111 PRE
118 PRE
120 PRE
121 PRE
122 EXE
123 EXE
114 CLB
B1-FF02
201 EXE
203 PRE

Room Type All Block All Floor All
Vacant Dirty Occupied
OOS OOO Reservation

1. Enter the room number, Departure Date/time and the guest's name in the title, last name, middle name and first name fields.

2. Click **Walk-in**.

The following screen appears:

Registration for 001 Pax 1 Folio # 1

Title: Ms Last Name: Joseph Middle Name: Anna First Name: Roopa

Address: No. 1, Express Avenue City: State: Country: Zip: Telephone #: Mobile: Email ID: Gender: Female

Designation: ASM Occupation: Sales Executive Classification: Regular Guest Status: WAL Nationality: IND Pax Type: Adult Check Out: 12 Noon Send SMS: No Smoking: No

Company: STF0001 Bill Inst: 1 Business Source: WKL Market Segment: HSG Pay Mode: CAS Plan Code: CP Rate: Package Scanty Baggage: No

Registration Number:

Spl. Inst... Local Add Others... Save Clear Panel Exit

3. Enter the contact details of the guest in the respective **address** fields.

4. Select the **Designation** from the Designation dropdown list.

5. Enter the **Occupation** of the guest.

6. Select the **classification** of the guest, if the guest is regular or a Time-share guest etc.

7. In the **Guest Status** field press F1. The following screen appears.

Guest Status	Applicable Fro	Description	Status
REG	13-APR-2012	REGULAR	Active
VIP	13-APR-2012	VIP	Active
WAL	14-APR-2012	WALK-IN	Active

Select Cancel

8. Select a record and click **Select**.

9. Click **DW**. The **Document Center** details screen appears as follows:

Res. No.	Status	Date	ent/Received B	Subject	User ID	Link
----------	--------	------	----------------	---------	---------	------

F5-To Clear the Link Line
F6-To Clear a Row

Ok

10. Click in the first row. The following screen appears:

Res. No.	Status	Date	ent/Received B	Subject	User ID	Link
----------	--------	------	----------------	---------	---------	------

Details

Status:

Date:

By Whom:

Subject:

Exit

F5-To Clear the Link Line
F6-To Clear a Row

Ok

11. Enter the status, name of the person who has provided the details, subject and click **Exit**. The details will be saved.

Click in the link column to attach any required documents as shown below:

Res. No.	Status	Date	ent/Received B	Subject	User ID	Link
	Sent	03-OCT-2012	MOF	Record	IDS	

F5-To Clear the Link Line
F6-To Clear a Row

Ok

12. Press **F5** to clear the link line and **F6** to clear a row.

20. In the apply column select if the preferences are applicable to **All** or to **the Guest**.

Note: You can click on the Days column to change the Date and Time.

21. Click **Confirm** to save the information.

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22. In **Send SMS** field, select **YES** if you want to send SMS else select **NO**.
23. Beside the Company field, click **Details** to enter the company information.

The following screen appears:

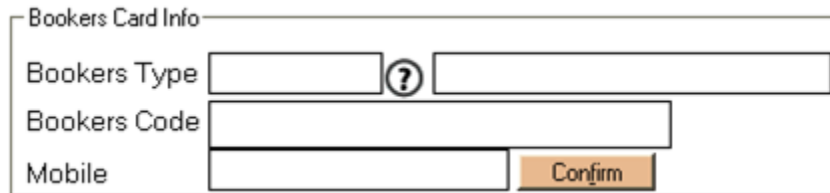
24. Enter the company code in the **company code** field. Alternatively press F1 or double-click in the field to view and select the existing company details from the help screen as shown below:

Company Code	Name	Area	City	Country	Sales Office	Sales
COMA010	AAGSS	YAA Layout				
CRD0001	AXIS BANK		BANGALORE	INDIA		
CRD0002	HDFC		BANGALORE	INDIA		
CRD0003	AMEX					
CRD0004	DINERS CARD					
HLD001	BILL ON HOLD					
STF0001	Cannhell					

The selected company details appear on the “**Company Information**” screen.

25. Click **Confirm** in the “**Company Information**” screen to save the company details.

26. Click **Bookers**. The “**Bookers Card info**” screen will be displayed.



The 'Bookers Card Info' form contains the following fields and controls:

- Bookers Type**: A text input field followed by a help icon (a circle with a question mark).
- Bookers Code**: A text input field.
- Mobile**: A text input field.
- Confirm**: An orange button located to the right of the Mobile field.

27. Enter the Bookers Type or press **F1** to select the bookers type from the help screen.



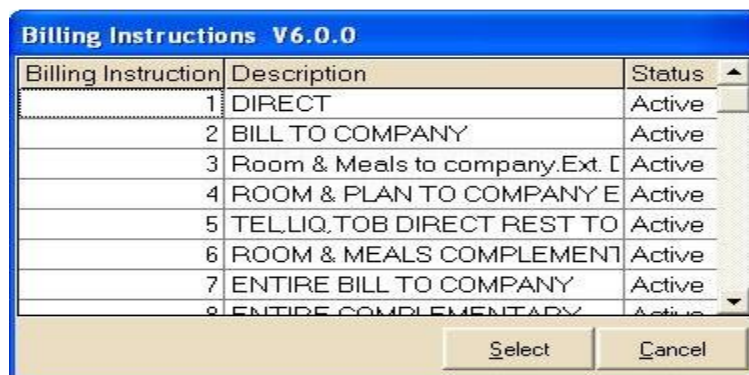
The 'Bookers card Help' dialog box displays a table with the following data:

Bookers Type	Description
COR	Corporate Booker
TA	Travel Agent

At the bottom of the dialog are two buttons: **Select** and **Cancel**.

28. Click **Confirm**. The Bookers details will be saved.

29. In **Bill Inst** field, enter the billing instruction number. Press F1 or double-click in the field to select the billing instruction number from the help screen as shown below:



The 'Billing Instructions V6.0.0' dialog box displays a table with the following data:

Billing Instruction	Description	Status
1	DIRECT	Active
2	BILL TO COMPANY	Active
3	Room & Meals to company.Ext. [Active
4	ROOM & PLAN TO COMPANY E	Active
5	TEL,LIQ,TOB DIRECT REST TO	Active
6	ROOM & MEALS COMPLEMENT	Active
7	ENTIRE BILL TO COMPANY	Active
8	ENTIRE COMPLEMENTARY	Active

At the bottom of the dialog are two buttons: **Select** and **Cancel**.

30. Select the relevant **Business Source** and **Market Segment** to which the guest belongs. Press F1 or double-click in the respective fields to select from the help screen.

Business Sources V6.0.0

Code	Applicable Fro	Name	Status
COR	13-APR-2012	CORPORATE	Active
WKL	13-APR-2012	WALK-IN	Active

Select Cancel

Market Segments V6.0.0

Code	Applicable Fro	Name	Status
01	28-FEB-2006	CORPORATE	Active
01	30-MAR-2009	CORPORATE N	Active
01	01-APR-2009	CORPORATE	Active
02	28-FEB-2006	CORPORATE M	Active
03	28-FEB-2006	CREW	Active
03	30-MAR-2009	AIRLINE CREW	Active
04	28-FEB-2006	DISCOUNT	Active
04	30-MAR-2009	DISCOUNT	Active
05	28-FEB-2006	COMPLEMENTARY	Active

Select Cancel

31. In the **Pay mode** field press **F1**. The following screen appears.

Pay Modes V6.0.0

Pay Mode	Applicable Fron	Description	Status
BTC	13-APR-2012	BILL TO COMPANY	Active
CAS	13-APR-2012	CASH	Active
CHQ	13-APR-2012	CHEQUE	Active
DIR	13-APR-2012	DIRECT	Active

Select Cancel

32. Click a record and click **Select** button.

33. The **Pay Mode** will be copied to the Walk ins screen.
34. Enter the plan code in the **Plan Code** field. Alternatively press F1 or double-click in the field to select the plan code from the help screen as shown below:

Plan Code	Applicable Fro	Name	Status
AP	13-APR-2012	AMERICAN PLAN	Active
CP	13-APR-2012	CONTINENTAL PLA	Active
EP	13-APR-2012	EUROPEAN PLAN	Active
MAP	13-APR-2012	MODIFIED AMERIC	Active

Buttons: Select, Cancel


35. Select the rate that is applicable

Rate

- Rack
- Rack
- Contract
- Package
- Discount

36. In the **Scanty Baggage** field, select “Yes” if there is scanty baggage else select “No”.

Vehicle Information

1. Click  to enter the vehicle information. The following screen appears:

Vehicle Information

Make:

Model:

Year:

Vehicle #:

State:

DL#:

Trailer #:

Buttons: Confirm, Clear, Cancel

Special Instruction

In this option, you can enter any special instructions about the guests.

1. Click **Special instruction**. The following screen appears:

2. Enter the instruction and click **Ok**.

Local Add

1. Click **Local Add**.
2. Enter the address details of the local contact person and click Ok to save the address details.

4. Special Rooms Check-in

This option is to check in guests or group leaders to the special rooms allotted by the Hotel.

Double-click **Special Rooms Check-in** under **Registrations** to view the following screen:

1. Enter the departure date and time of the guest in the **Departure** field. Press F1 to view the calendar to select the date.
2. Select the guest type from the Classification dropdown list

3. Select the billing instruction for the guest from the Bill Inst. help screen

Billing Instruction	Description	Status
1	DIRECT	Active
2	BILL TO COMPANY	Active
3	Room & Meals to company.Ext.	Active
4	ROOM & PLAN TO COMPANY E	Active
5	TELLIQ.TOB DIRECT REST TO	Active
6	ROOM & MEALS COMPLEMENT	Active
7	ENTIRE BILL TO COMPANY	Active
8	ENTIRE COMPLEMENTARY	Active

4. Enter the meal plan code in the **Plan Code** field. Alternatively press F1 to select the meal plan from the Help screen.

Meal Plans V6.0.1

Plan Code	Applicable Fro	Name	Status
AP	13-APR-2012	AMERICAN PLAN	Active
CP	13-APR-2012	CONTINENTAL PLA	Active
EP	13-APR-2012	EUROPEAN PLAN	Active
MAP	13-APR-2012	MODIFIED AMERIC	Active

Select Cancel

5. Enter the currency code in the **Currency Code** field. Alternatively press F1 to select the currency code from the Help screen.

Currency Help V6.0.1

Currency Code	Applicable From	Name	Status
INR	13-APR-2012	INDIAN RUPEES	Active
USD	13-APR-2012	UNITED STATES DOLLARS	Active

Select Cancel

6. Enter the company code to save the company details of the guest in the **Company Code** field. Alternatively press F1 to select the company code from the Help screen.

Company Profile V6.0.1

Name:

Company Code	Name	Area	City	Country	Sales Office	Sub
COMA010	AAGSS	YAA Layout				
CRD0001	AXIS BANK		BANGALORE	INDIA		
CRD0002	HDFC		BANGALORE	INDIA		
CRD0003	AMEX					
CRD0004	DINERS CARD					
HDA001	BILL ON HOLD					
STP0001	Penndhall					

- Enter the room number in the Room# field where the guest will checkin. Alternatively press F1 to select the room number from the Help screen.
- Enter the guest's complete name in the name fields.
- Click Save. The details will be copied into the panel below.

DETAILS

Special Rooms Checkin V6.0.0

Group Code: Group Name:

Departure: ? Currency Code: ?

Classification: ? Pay Mode: ?

Bill Inst: ? Company Code: ?

Plan Code: ? Rate Table:

Room#: ? Folio #:

Guest Title: Last Name: Middle Name: First Name:

Room#	Folio #	Reg. #	Guest Name	Departure

Click **Details** to view and confirm selected company details.

Company Information V6.0.0

Company Code: ?

Name:

Contact Person: ?

Designation:

Address:

City:

State:

Country:

Zip:

Phone #:

Fax #:

Email ID:

Sales Person: ?

Sales Office: ?

Instructions:

3.3.2. Cancel Check-Ins

This option is used to cancel an already processed check-in procedure for any reason depending on the guest or hotel.

Click **Cancel Check-Ins** to view the following screen.

Reg #	Room#	Guest Name	Company	Arrival	Departure	Group	Erase
14967	167	MrPeter		15-SEP-2012	18-SEP-2012		
14966	240	MrVan	FIRST SOURCE SOLUTIONS	15-SEP-2012	15-SEP-2012		


Alert Message
Id : FOMNT75
Code: W/5363
Proceed with Erase Check-In ?

1. Click the button in Erase column against the desired registration number.

Alert message window is displayed.

2. Click the button to proceed and erase selected check-in.

Reason Entry
Reason: Program postponed
Authorized By: Supervisor

3. Enter valid reason and authorization details in Reason Entry window.
4. Click the  button.

LAP TEST 3

WRITTEN EXAM

Perform The following activities on a computerized reservation system software

1. Practice check-in and performs its procedures.
2. Perform express check in and its operations on the software
3. Process walk-in check in for a guest coming without a prior reservation.

❖ Minimize waste of printed materials

Copy paper, like the kind used in photocopiers, computer printers and plain-paper fax machines, is the most common type of office waste paper.

Reducing material waste at the office is a smart approach to saving money and natural resources. This guide provides detailed checklists and resource links that any business can use to start finding ways to reduce the amount of materials they consume and the costs associated with them.

For a step-by-step guide for implementing a recycling policy and instilling a culture of “reduce, re-use, and recycle” within the office, see our B Resource Guide: How to Implement an Office Material Recycling Program.

❖ Save paper

- Keep copiers and printers in good repair and make it policy to only buy or lease copiers and printers that will do two-sided copying reliably.
- Set copiers and laser printers so two-sided printing is the default for various types of documents (Word files, email, etc.)
- Reuse paper already printed on one side by manually feeding it into copiers and printers. Use it for internal documents like drafts and short-lived items such as meeting agendas or temporary signs.
- Remind people to double-sided copy by posting reminders near the copiers, using interesting posters or entertaining slogans (“Two sides are better than one,” “make a 2 (copies) for 1 (page) offer,” “get a second impression,” etc.) and changing them often to maintain interest.
- Adopt an organizational policy that all individual documents will be two sided.
- Once-used paper can also be reused in plain paper fax machines — they only need one clean side.
- Use reusable fax cover sheets or fax transmission labels instead of a full cover sheet.
- Use reusable inter- and intra-office envelopes.
- Make use of the back side of waste paper for faxes, or as scratch paper.
- Reduce and double-side standard forms. In its effort to reduce paper, Bank of America saved significant amounts of paper by reducing and consolidating various standard forms.
- Use e-mail instead of paper for exchanging internal memos and electronic documents. As part of their paper reduction campaign
- Reuse old paper for notepads. It can be cut to custom sizes and simply bound with a staple.
- Draft documents can be reviewed, edited and shared on-screen.

❖ **Benefits Of Waste Minimization**

- **Economic return:** more efficient use of resource and materials, reduce cost of purchase
- **Public image:** it is important part of overall companies
- **Environmental responsibility:** to meet with environmental regulations, policies and standards. The environmental impact of waste will be reduced.

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