TVET CERTIFICATE V in Culinary Arts

Property Management System

CUAPM501

Apply property management system

Competence

Credits: 7

Learning hours:70

Sector: Hospitality and Tourism

Sub-sector: Culinary Arts

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Purpose statement

This module describes the skills, knowledge and attitudes required to apply property management system in the hospitality sector and workplace. Also, it covers the different property management systems software used in hospitality industry, determine features and functions in property management system as well as in the organization, then it covers also the functionality of property management system which is required in hospitality industry.

Table of Content

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Total Number of Pages: 132

LEARNING UNITY 1: Describe property management system

Learning Outcome 1.1: Analyze property management system as per the procedures

- **Topic 1: Definition of property management system**

What is a property management system?

A **property management system (PMS)** is software that facilitates a hotel's reservation management and administrative tasks. The most important functions include front-desk operations, reservations, channel management, housekeeping, rate and occupancy management, and payment processing. Although PMS software mostly controls reservation and financial transactions, it may allow you to manage housekeeping and perform human resources management as well. In general, PMS facilitates the main processes in a hotel related to internal and external operations.

A property management system (PMS) is a software application for the operations of hospitality accommodations and commercial residential rental properties.

Property management system (PMS) is also used in manufacturing industries, local government and manufacturing. A property management system is sometimes referred to as a hotel operating system or hotel OS.

- PMS provides a centralized computer system to organize, schedule and perform the day-to-day functions and transactions involved in accommodations businesses.
- Computer record keeping and PMS have increased the efficiency of hospitality industries significantly simply by making it possible to update and consult centralized records from multiple computers and devices.
- PMS solutions have been customized for the needs of the hospitality industry to further increase ease of operations.

- **Topic 2: Definition of key term**

Property: a thing or things belonging to someone; possessions collectively

Management: the process of dealing with or controlling things or people.

System:

1. A set of things working together as parts of a mechanism or an interconnecting network; a complex whole.
2. A set of principles or procedures according to which something is done; an organized scheme or method.

Interactive daily: Interactive communication is an exchange of ideas where both participants, whether human, New experiments in **interaction** design are evolving on a **daily** basis. ...

Revenue management tools: is the application of disciplined analytics that predict consumer behavior at the micro-market levels and optimize product availability and price to maximize revenue growth.

Advanced reporting: is an extract summary of an objects set computation results and status messages, captured in an editable file. ... This task shows how to extract the desired data and generate a Report for Computed Solutions.

Booking engine: is an application on hotel websites and social media pages to capture and process direct online reservations. ... With most travellers today now booking their stays online, hotels have had to become reliant on online travel agents to deliver them reservations.

Channel manager: is a tool that will allow you to sell all your rooms on all your connected booking sites at the same time. It will automatically update your availability in real-time on all sites when a booking is made, when you close a room to sale, or when you want to make bulk changes to your inventory.

Channel toggler:

1. Term used to describe the process of switching back and forth between settings or between programs. For example, a user may toggle between a software program and a software calculator.

2. **Toggle** is used to describe the actual controller that enables the user to switch between settings

Check in and check out: the procedure of vacating and paying for one's quarters at a hotel. The time before which a hotel room must be vacated if another day's charge is not to be made.

Group reservation management: is used to make reservations for five or more guests who have some features in common (they are all from the same company and are arriving on approximately the same dates, or they are all members of an organized tour group).

Housekeeping: refers to the management of duties and chores involved in the running of a household, such as cleaning, cooking, home maintenance, shopping, and bill payment. ... A **housekeeper** is a person employed to manage a household and the domestic staff.

Instant invoicing: an invoice is a document given to the buyer by the seller to collect payment. It includes the cost of the products purchased or services rendered to the buyer. Invoices can also serve as legal records, if they contain the names of the seller and client, description and price of goods or services, and the terms of payment.

Evolution of invoices

Stone invoices

Invoices and records of transactions were made as early as 5000 BC in Mesopotamia. The merchants used to carve details of transactions on clay or stone tablets using the earliest form of math.

Hand-written invoices

Invoicing later evolved to hand-written invoices on animal skin, parchment, or paper. These invoices contained most of the elements of a modern invoice and used signatures or seals.

Electronic invoices

The invention of computers brought about the next big change in invoicing. This revolution was triggered by the desire to reduce traditional costs and labor. Invoicing became cheaper, easier, and faster with electronic invoices.

Online invoices

The advent of the internet led to better, more secure, more green ways to communicate with clients. Online invoices are paperless as the invoices are sent through email, and payments are made online.

Mobile invoices

Invoicing in the modern world has gone mobile. Specialized SaaS (Software as a Service) companies ensure that invoicing is now automated, secure, and instant, so you can invoice on the move.

Functions of invoices

Companies need to deliver invoices in order to demand payments. An invoice is a legally binding agreement showing both parties' consent to the quoted price and payment conditions. However, there are other benefits to using invoices.

DIAGRAM OF SEQUENCES OF KEY CONCEPT OF PROPERTY MANAGEMENT SYSTEM

Topic 3: Different property management systems used in hospitality properties

Hospitality System Interfaces — OPERA PMS includes interfaces to hundreds of third-party hospitality systems including yield management, telephone and electronic switching, TV and video entertainment, key lock, restaurant POS, activities scheduling, minibar, and wake-up call systems.

OPERA Xpress — OPERA Xpress offers a scaled-down edition of our property management systems for smaller properties or properties offering limited services. Based on the core OPERA property management software product, properties may choose the features they want from a menu of product options.

Micros

- MICROS Systems, headquartered in Columbia, US, is one of the leading worldwide designers, manufacturers, marketers and service providers of enterprise information solutions for the global hospitality and specialty retail industries.
- Over 330,000 MICROS systems are currently installed in table and quick service restaurants, hotels, motels, casinos, leisure and entertainment, and retail operations in more than 180 countries, and on all seven continents. In addition, MICROS provides property management systems, central reservation and customer information solutions under the brand MICROS-Fidelio for more than 26,000 hotels worldwide, as well as point-of-sale, loss prevention, and cross-channel functionality through its MICROS-Retail division for more than 100,000 retail stores worldwide.
- Following the acquisition of Snow Valley in 2011 and TIG Global in 2009, the MICROS eCommerce Services team in Europe now provides strategic platforms, integrated web and mobile applications, bespoke software development, web design, user experience, online marketing, social media and e-distribution services to retailers, hotels, restaurants, stadia, casinos and other leisure and entertainment businesses.
- Enterprise-wide integrated information technologies
- Through its global markets subsidiary, MICROS-Fidelio International, MICROS continues to strengthen its worldwide position as one of the premier providers of enterprise-wide integrated information technologies for the hotel industry. MICROS-Fidelio has become

the standard in the industry with over 26,000 installations worldwide. Its enterprise solutions include:

- ✓ Multi-property
- ✓ Fully integrated hotel systems encompassing property management systems
- ✓ Sales and catering systems
- ✓ Central reservation systems
- ✓ Customer information systems
- ✓ Revenue management systems
- ✓ An internet / global distribution system-based hotel reservation service called myfidelio.net
- ✓ E-commerce solutions
- ✓ Installation and support services associated with the various software products

- ➢ Through its global distribution and service network, MICROS-Fidelio serves all segments of the market, including luxury, upscale, mid-price, economy, budget, full service, specialised service and limited service hotels.
- ➢ Golf and country clubs
- ➢ There is a large customer base through MICROS presence in the corporate hotel market and the company is also targeting the independent market.

SPA and leisure

There is a large customer base through MICROS presence in the corporate hotel market and the MICROS company target is to gain a substantial footprint in the independent and leisure market.

Restaurant information systems

MICROS is one of the global brand leaders in the restaurant information system industry, with more than 330,000 installations worldwide. MICROS provides restaurant information systems comprising hardware and software for point-of-sale (POS) and operational applications, as well as a suite of back office applications that include inventory, labor, financial management, and other centrally hosted enterprise applications.

MICROS is the only full systems solutions provider for all market segments with a global distribution and service network in place for major chains, regional chains, local independents, table service, and the quick service market.

For large enterprises MICROS provides a scalable solution to manage the very large and very complex operational requirements associated with hotels, casinos, airports, theme parks, stadiums and cruise lines.

Stadiums, arenas and casinos

Simphony and the MICROS 9700 HMS is designed for large leisure and entertainment venues, which include resorts, casinos, airport and other travel-related food service concessions, stadiums/arenas, theme parks, table service and quick service restaurants in hotels, and larger stand-alone restaurants. MICROS is one of the global brand leaders in this market and installations encompass among others Emirates and wembley.

The Fidelio

The Fidelio Cruise PMS enables cruise ships to manage their reservations and on-board operational needs including check-in and check-out, point-of-sale, passenger and crew administration, invoicing, maintenance tracking and passport document management. MICROS is the brand leader with more than 170 cruise ship installations worldwide.

E-Commerce solutions

E-Commerce is dramatically changing the way that we shop, eat, travel, and spend our leisure time. At MICROS, we work with our customers to ensure that web and mobile technologies are an integral part of their business strategy and operations. E-Commerce is not an add-on; using web and mobile to increase sales, deliver a fantastic customer experience, and keep costs to a minimum relies on having a clear strategic vision and seamless integration with your other systems. This is what MICROS provides.

Installation, maintenance, software and training services

MICROS services include system installation, operator and manager training, on-site hardware maintenance, customized software development, application software support, credit card software support, systems configuration, network support and professional consulting.

MICROS offers software-hosting capabilities, which enable customers to use the software without investing in hardware and a network. There are a 24 hours per day, seven days a week (24/7) product specific help desks in numerous locations.

Data centres

MICROS implemented data centres in Frankfurt; Ashburn and Manassas, Virginia; Buenos Aires, and Singapore in conjunction with third-party vendors to serve as hosting centres for customers deploying its various hosted and application service products. This relationship enables MICROS to more efficiently deploy its hosted solutions globally.

MICROS continues to add to its portfolio with the strategic acquisitions of hospitality solutions, including International, Indatec, JTECH Communications, OPUS 2 Revenue Technologies, RedSky IT, Tangent POS and several large distributors of the MICROS product line. MICROS' longevity, financial stability, consistent profitability, product innovation and service, are leading contributors to success in the hospitality and retail technology industries.

OPERA Property Management System

It is fully integrated with all the OPERA modules and offers the most extensive list of certified interfaces in the industry as follow:

- ✓ Golf and country clubs
- ✓ Spa and leisure
- ✓ Restaurant information systems
- ✓ Stadiums, arenas and casinos
- ✓ Cruise industry
- ✓ eCommerce solutions
- ✓ Installation, maintenance, software and training services

MICROS services include system installation, operator and manager training, on-site hardware maintenance, customised software development, application software support, credit card software support, systems configuration, network support and professional consulting.

MICROS offers software-hosting capabilities, which enable customers to use the software without investing in hardware and a network.

There are a 24 hours per day, seven days a week (24/7) product specific help desks in numerous locations.

Data centres

PA Bx: WHAT IS PABX SYSTEM AND HOW

WHAT IS PABX SYSTEM AND HOW DOES IT WORK?

WHAT IS PABX?

Private Automatic Branch Exchange (PABX) has been a backbone of inter and intra-organisation voice communication for decades. This is a managed private network within an organisation that consists of many lines and stations. PABX uses a range of different platforms such as Voice over Internet Protocol (VoIP), Integrated Services Digital Network (ISDN) and more for communication. In a **PABX system** or PABX phone system, Public Switched Telephone Network (PSTN) is used for facilitating connections provided by the service provider.

To put emphasis on the significance of PABX, without an automated system, a business might have to install a separate phone line for each desk. And not to mention that in a traditional separate phone-line system, calls from each desk are charged like normal calls. However, things are different with a PABX phone system. A PABX system can facilitate shared phone lines and the businesses don't need to install separate lines for each desk; so much so that even 20-30 phone lines can facilitate up to 200 virtual phone lines. In addition, it allows employees to call each other by only dealing short extension numbers, and above all, the calls are free of cost.

The system works efficiently as not all employees are supposed to be on calls simultaneously and the system can seamlessly transfer calls between executives. A good examples of this will be a call centre where less physical phone lines are used that a traditional big retail store. PABX systems have proven to be quite useful for small businesses as they work on a limited cash flow.

How Does PABX Work?

PABX constitutes of a few integral components i.e. a housing for internal parts, a switchboard console for operators, computer for processing data, lines for connecting PABX to **PSTN**, necessary system hardware, endpoints (phone, fax machine, and other terminals), etc.

Talking about how PABX functions, modern systems use **VoIP** for sending and receiving digital signals. Once the analogue signal is converted into a digital one, the system can manage it the way it wants, similar to any other information that is digital in nature. Some

other advanced features that PABX offers include voicemail to email, auto-attendant, conferencing, hold music and/r message, caller ID, call forwarding, speed dial, redial, etc.

Should You Setup Your Own PABX System or Opt for a Hosted One?

Since, PABX has become a necessity for both large and small businesses, one should be quite careful about installing one. Setting up an in-house PABX can result into a hefty investment that will also attract maintenance costs as well. A business will also have to employ high skilled IT professionals for resolving any issues (that occur occasionally) and updating the whole system.

On the other hand, PABX services providers offer this whole setup as a service along with the maintenance and businesses only have to pay fixed monthly charges for it. Therefore, opting for a hosted phone system is a far better choice than installing the whole system at your workplace, especially for small businesses.

Choosing the Right PABX System for a Small Business

Choosing the right small business PABX phone system is critical for an upcoming business as it might play a crucial role in successfully running the business. Factors such as number of employees, cost of a **hosted PABX system** and its connectivity to different departments is important. However, there are some factors that hold more significance. These factors are:

- **Location of Customers** –Businesses often want to achieve and maintain a local presence in geographical areas of their customers even if they are not physically present there. In such a situation, a system that facilitates long distance and/or international calls can be quite beneficial.

- **Location of Employees** –Businesses that operate on a regional or international level hire employees belonging to specific geographic locations as those employees have a better understanding of the consumer mindset and behaviour. A PABX system can frequently forward calls to specific executives and establish a connect between the company and customers from almost anywhere in the world.

- **Future Plans** –PABX systems are not stagnant. In fact, they are quite scalable and these can be upgraded easily as the requirements of a business increase. Therefore, businesses that follow a dynamic style of work and have changing needs don't have to worry about the scalability of the system.

E-booking : ebooking.com in hand with Expedia Affiliate Network (EAN)

ebooking.com, working together with **Expedia Affiliate Network (EAN)**, offers a preview of a new service to enable painless searches for the best deals over a range of dates, showing availability and prices up to 500 days from the search date. This new service is called **Rate Calendar**.

Thanks to the exclusivity offered by ebooking.com, the familiar functionality of flight booking now comes to on-line hotel bookings, for the first time in this sector.

The **Rate Calendar** is a major breakthrough to the user, permitting a simple, visual, fast way to compare and choose a hotel that best suits user's requirements, within a period of year or more, while still allowing a subsequent cancellation without charges, at most of its hotels.

The first phase of this new system only applies to 25% of the hotel inventory, but will increase to 100% in a few months.

This new feature promises radical change in the way we will make our hotel reservations by allowing customers to have advance information on forward prices while achieving a saving on the e booking.

As an example, check out operation of the service at the Pershing Hall Hotel (Paris), one of the hotels where the **Rate Calendar** utility is now available.

Fidelio express: Folio plus – Hotel Management System is an alternative for Micros, Fidelio (Opera). Every hotel system has its unique features, and Folio+ is not an exception. Folio Plus offers very intuitive features that are primarily based on the basic to advanced hotel operations by automating management tasks by various departments and division for better operations. Hence, Folio Plus can be a perfect alternative for various existing hotel management software on the market today.

- **King smart**: Smart king is a wearable devices application client software for smart watches, smart bracelet and other intelligent devices, The main functions include as following:

  1.Record steps, mileage, calorie consumption, sport track record;

  2.Analysis of daily sleep data, monitoring the quality of sleep;

  3.Support calls, text messages, WeChat, QQ content and other reminders;

  4.Clock, alarm clock, anti-lost, sedentary reminder function;

  5.Support sports and health information sharing on the micro blog,

  6.Support the real-time dynamic display and analysis of heart rate and blood pressure monitoring (for smart bracelet and watches with blood pressure and heart rate function);

  Warm Tips: Install this software must be more than 4.3 Android system, and the phone supports

Amadeus: Amadeus was originally created as neutral GDS - global distribution system by Air France, Lufthansa, Iberia and SAS in 1987. The GDS initially focussed on reservations, inventory and pricing offered by provider (airlines) to end users and travel agents. All the

information related to a booking was stored in a PNR (passenger name record) that exists on the GDS. Eventually PNR concept was broadened to accommodate other travel industry entities like hotel , car and rail bookings.

The GDS basically provides real time inventory search (seat/booking availability), fare quote, booking and ticketing services to the customers. Let's take the example of an airline search by a travel agent on Amadeus system, the itinerary is YUL - LHR, LHR- FRA. On searching the availability for required dates, the flights that have availability are returned by the system. Note here that the GDS does not directly store the inventory but when an end user performs a search, the GDS connects real time to the systems of the airlines that are hosted on the GDS and gives a result based on the response obtained by multiple airline systems. Now the passenger books a British Airways flight for segment 1, and Lufthansa for segment 2. The complete itinerary is stored in the GDS associated to the PNR, whereas on the individual airline system i.e British Airways only segment 1 will be live segment with Lufthansa, listed as onward flight. Similarly on the Lufthansa system segment 2 would be the live segment with British Airways as the arriving flight.

Topic 4: General advantages and disadvantages of computerizing the hotel

General advantages

- ✓ They are 100% accurate upon what they have been programmed to do.
- ✓ Much faster than human beings.
- ✓ Effective in accomplishing repeated jobs, humans get tired.
- ✓ Computer simulations (replications) help carry out things which are even impossible to show. Eg: Aeronautical projects simulations.
- ✓ Can perform variety of tasks in parallel.
  [Ex: When you're browsing a page, you can be listening to music.

Disadvantages of computerizing the hotel

- ✓ The word **"manual** "itself makes the existing system outdated in today's high tech world.
- ✓ Processing of application manually takes a lot of time
- ✓ Coordinating various departments in this respect is not only time taking but is also a cumbersome process.

- ✓ A lot of time is also wasted in summing up records &repairing day wise reports of activities happened on server.
- ✓ The system is not deprived of common manual mistakes.
- ✓ The staff is also deviated from its main stream work, by paying more time to manual processing of information.as a result need of employing more staff is being felt, which involves a lot of expenditure
- ✓ The system is also prone to insecurities.
- ✓ Sometime activity happens multiple times due to lack of proper communication among (DBAs).
- ✓ This manual do not help the head of the hotel in taking decision at various levels
- ✓ Its cost has made it out of reach from majority of population.
- ✓ Its electronic nature carries risk of causing electrical shocks and physical damage.
- ✓ Failure in devices can cause loss of important data in great extent. [Ex: Hard Disk failure.]
- ✓ Increases dependency in machine, which makes human lazy.
- ✓ Danger of security leakage in terms of data.
- ✓ Has increased piracy of intellectual properties. [Ex: One's credit card number, been cracked.

Learning Outcome 1.2: Identify the features in property management systems as per the Procedures

- **Topic 1: Functions managed by a PMS include automation of many common tasks**

  - ❖ **Front office function**
    - ✓ Check-in and check-out
  - ❖ **Housekeeping function**
    - ✓ Security and room locks
  - ❖ **Reservation management function**
    - ✓ Bookings
    - ✓ Telephone systems integration
  - ❖ **Group reservations**
  - ❖ **Rate management function**

- **Global distribution**
- **Integrated booking engine**
- **Cashiering function**
  - ✓ Point of sale (POS) integration
  - ✓ Event planning
  - ✓ Food and beverage costing
  - ✓ Hotel inventory supply management
  - ✓ Reporting of key performance indicators (KPI)

Local governments sometimes use PMS to manage numerous properties under their care, where centralized and electronic record keeping greatly increases efficiency. Facilities might include schools, sports and recreational facilities, community gardens and parks. In manufacturing, PMS is often used to keep track of materials and supplies, as well as employee-owned property and equipment.

- Third party interface:
  - ✓ Key card system
  - ✓ Telephone system
  - ✓ Financial accounting system
  - ✓ Credit card payment system

Learning Outcome 1.3: Identify functions in property management systems as per the Guidelines

- **Topic 1: Features in Property management systems used in organizations**

- **Front office:**
  - ✓ Check in Check out
  - ✓ Departure use
  - ✓ Registration card/form
  - ✓ Night audit
  - ✓ Extra charges payment
- **Housekeeping:**
  - ✓ Room/unit status
  - ✓ Maintenance block Work order

- ✓ Housekeeping management

- **Food and beverage:**
  - ✓ Make orders Payment Delivery services
- **Group reservation:**
  - ✓ Multiple type room reservation
  - ✓ Group color code
  - ✓ Group check in and check out
  - ✓ Group folio/ invoice
- **Reservation management:**
  - ✓ Reservation confirmation
  - ✓ Arrival list
  - ✓ E mail print reservation voucher Confirmed reservation
  - ✓ Wait listed reservation
- **Rate management:**

  Rate type management
  - ✓ Seasonal rate
  - ✓ Travel agent rate
  - ✓ Room taxes
  - ✓ Extra charges taxes
- **Global distribution system connectivity (GDS)**
  - ✓ Yield management
  - ✓ Online travel agency connectivity (OTA)
  - ✓ Facebook and trip advisor
  - ✓ Competitive sales representatives/clerks
- **Integrated booking engine**
  - ✓ Multicurrency and multilingual
  - ✓ Packages and promotion
  - ✓ Travel agent and corporate
  - ✓ Mobile booking engine
  - ✓ Customized look and feel

- **Cashiering:**
    - ✓ Track miscellaneous
    - ✓ sales/expense Invoices and folios
    - ✓ City ledger payment
    - ✓ Travel agent commission

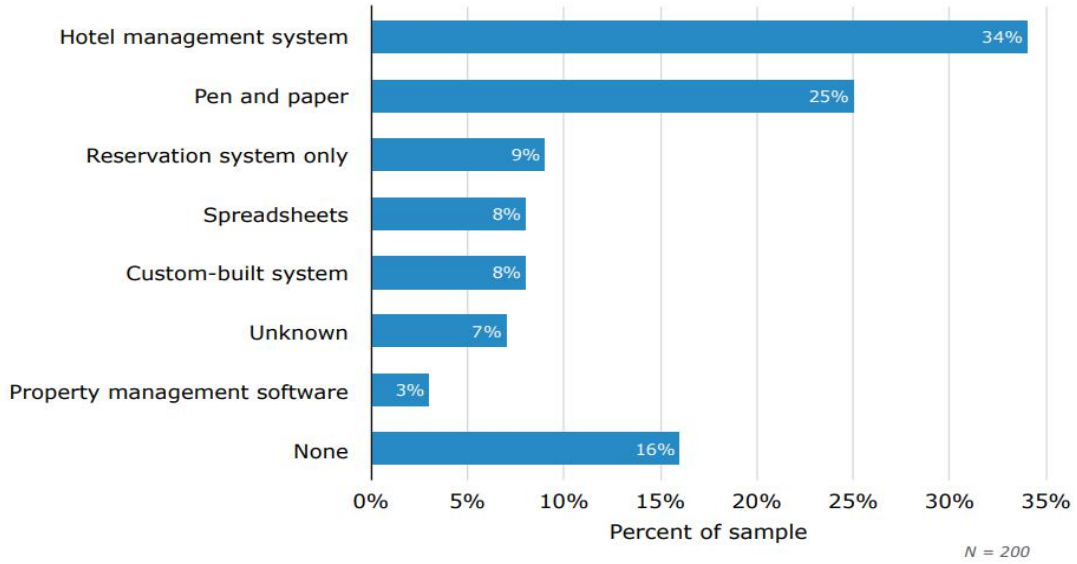
Hotel Property Management Systems Products and Features

What does a hotel business need to survive in a competitive market?

At least two things: Have an online presence that makes the reservation process easier and deliver outstanding customer service so that visitors returning to your area will choose your location again. Automating daily operations and administrative tasks is an important part of achieving customer satisfaction as it helps provide reliable and quality service time after time. A hotel is a complex system that encompasses the activities of many departments, and every operation must be tracked. For this purpose, hoteliers utilize various tools including spreadsheets, paper forms, and unified property management systems.

In this article, we'll talk about property management systems (PMSs) that handle reservations, front- and back-office operations, channel management, and more. You'll learn about the main functions of PMSs, compare products available from different providers, and receive recommendations on how to choose the most suitable system for your hospitality business.

The first hotel property management systems were introduced back in the 1970s. But, even today not every hotel has one. A report "Hotel Management Software BuyerView" by Software Advice shows that in 2015 only 34 percent of hotels used special software, while 25 percent still relied on pen and paper only to manage their hotels, and 16 percent had no hotel management system at all. The report is based on data from 385 owners of independent hotels, motels, inns, resorts, and other types of a hotel property in the US.



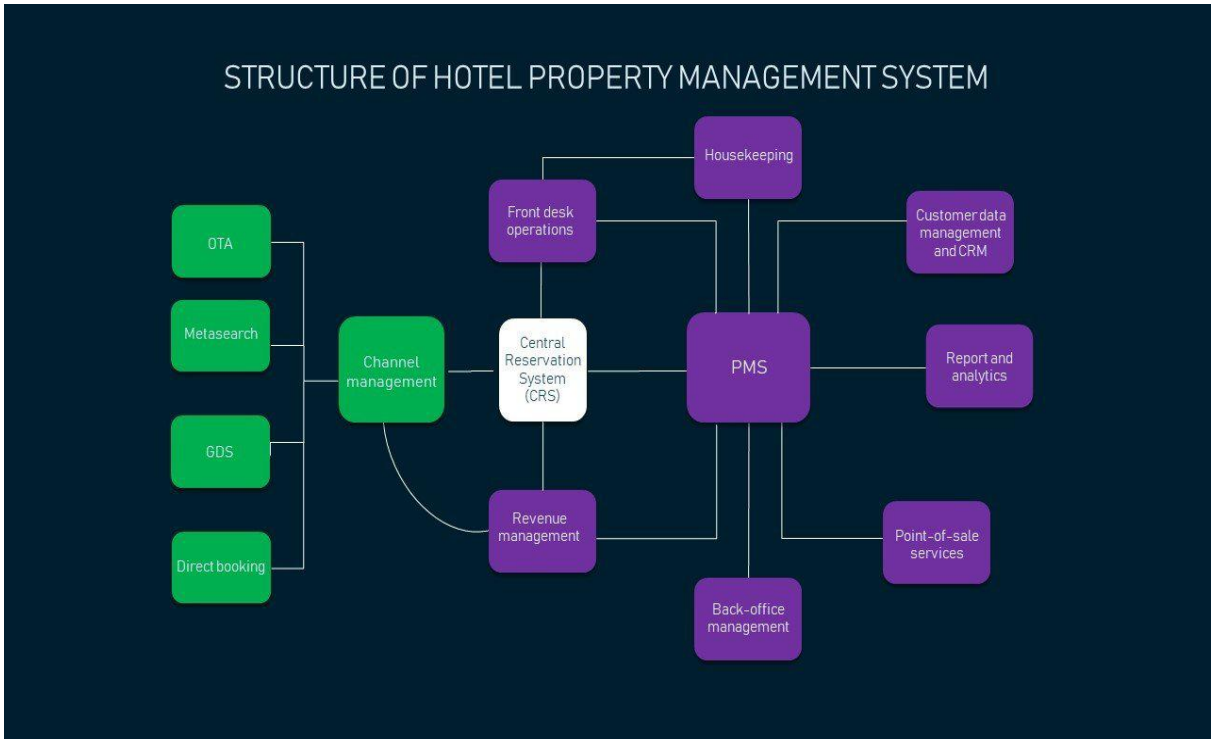
So, plenty of hotels still use Excel, a paper-and-pen format, or legacy software none of which fulfill the needs of a 21st century hotel. Legacy PMS software may perform just one function, require additional modules, or be too hard to integrate with other necessary hotel management software. Consequently, hotel owners are looking for a universal, one-and-done solution to manage all the processes.

Currently, hotel property management systems are used by big hotel chains, small hostels, and everything in between. With these systems, hotels can see the booking status of rooms and control reservations. However, their functionality doesn't end here. Via PMS, hoteliers can manage back-office processes, food and beverage services, and track room occupation rates. Let's take a closer look at the most common functions supported by PMS.

Main modules of property management systems

A modern property management system combines multiple work environments in a single piece of software. Depending on the provider, the combination of modules and functions can vary, and the functionality of one module can be slightly different. Additionally, some vendors sell their systems in separate modules that can be integrated with an existing solution used by a hotel. Here is the basic structure of a hotel PMS.

A general structure of property management system



Keep in mind that it is hard to divide the functions of PMS into more and less important because all of them are necessary. However, regardless of a property type, hotel property management systems must have a reservation system with a website booking engine and front-desk operations module. Other essential modules usually include channel management, revenue management, housekeeping, customer data management, report, and analytics. And big hotels or resorts certainly need point-of-sale (POS) services and back-office modules.

Reservation

For a modern hotel business, online bookings are in most cases the main sales channel. The reservation module, which helps manage online bookings, effectively becomes indispensable to a property management system. A central reservation system (CRS) or any other reservation platform may be available as a separate module of PMS or implemented as a hotel's separate internal solution.

A hotel reservation system holds all inventory data and dates, sending this information to the front desk. The reservation system must be integrated with the website booking engine and other distribution channels. Chain hotels usually have one central reservation system for all properties, while independent hotels have their own reservation systems. If a hotel or a hotel chain already uses a particular reservation software, PMS must offer integration with the existing service.

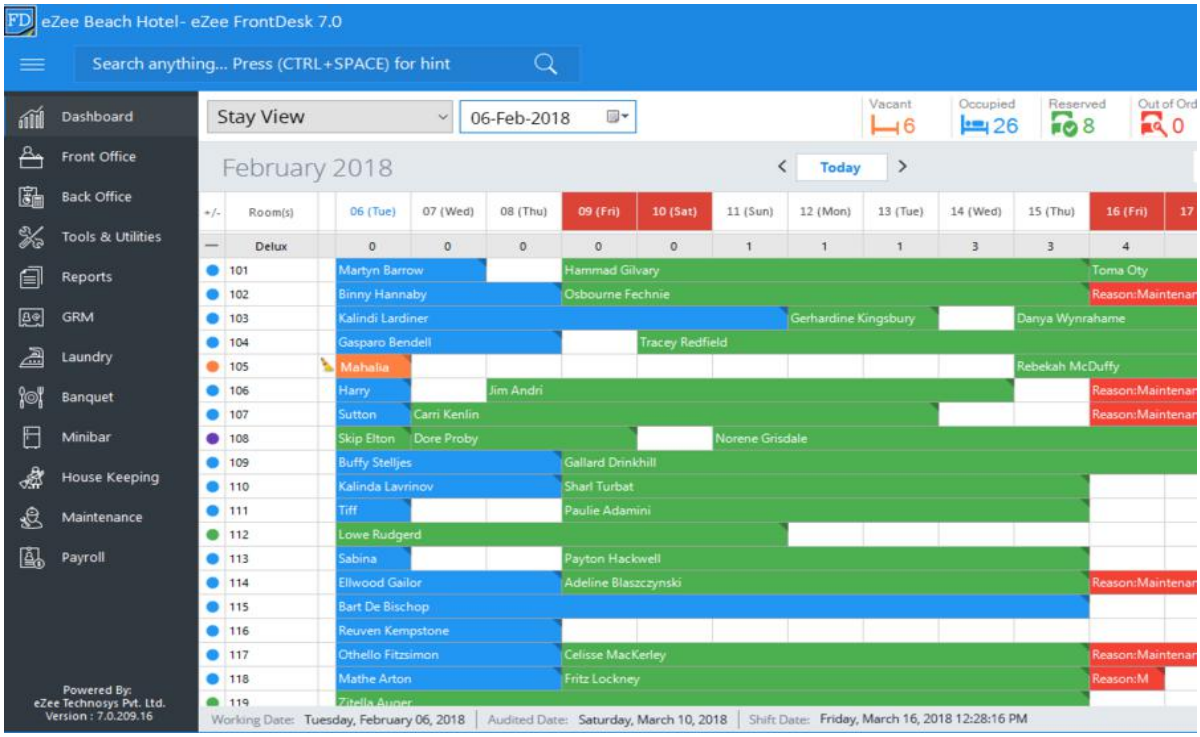
Key functions of the reservation module include:

- **Room bookings.** The system checks room availability and status, shows free rooms across different channels and the website booking engine. This function monitors double bookings and allows group reservations. Then it schedules bookings and displays information about current and upcoming bookings on a dashboard.
- **Collection of e-payments**, and identification of types and categories of payments that are processed via this module.
- **Management of room inventory and allocation** that prevents overbookings and duplication of bookings. In some software, this function is part of a channel management module.
- **Reservation emails**. The system sends confirmations to guests after they complete booking. In some PMSs, this function is a part of the front-desk operations module.
- **Activities booking**. Some software allows guests to book not only accommodation but also activities with this system.

Front-desk operations

A front-office module allows a front-desk manager to view and update room reservation status, check guests in and out, and process payments. When a guest arrives at the hotel, they want to check in as fast as possible. Support from a receptionist is very important in this case, so front-desk staff should have time to help the guest. Some property management systems offer integration into check-in kiosks or allow checking in or out via QR code. To get a better idea of check-in automation, have a look at how Marriott and other businesses leverage digital self-services in travel.

Room management. One of the capabilities that this module provides is room management. Using a front-desk module, the front-office manager can access room status and up-to-date information about all reservations, both current and upcoming. With the help of this module, room status should be updated quickly. The front-desk module allocates rooms automatically and facilitates a room change. This module includes management of electronic key cards, processing payments and issuing receipts to guests. The front-office module also allows users to perform night and shift audits.



Front-desk operations interface

Channel management

Channel management software is a single interface to control and distribute inventories across different channels such as GDSs, OTAs, wholesalers, direct booking platforms, etc. A channel manager connects directly to a central reservation system that holds information about the availability and cost of hotel rooms, sharing this information via the distribution channels. It makes room inventory available to travelers who want to book a room or property online, listing rooms on different sources. Also, a channel management module facilitates booking-related transactions.

Different distribution channels expose the inventory to different audiences. For example, connection to OTAs and some airline websites allow a larger number of potential guests to be reached, those who book flights or plan trips in advance. Metasearch sites compare prices across different channels, letting a customer make the best decision. Connections to global distribution systems assist non-leisure traveler booking as well as group reservations.

Another channel of distribution is a website booking engine. An online booking engine allows travelers to complete reservations directly via a hotel website bypassing travel agents and OTAs. It's important to allow loyal guests to book directly, and website booking must be available to those who find a hotel online. A booking engine must be synchronized with the hotel website and its central reservation system, making it an additional sales channel. Usually, this module processes payments via integrated payment gateways.

Revenue management

A PMS in and of itself is a big step towards improving hotel revenue management indicators, such as *Occupancy*, *RevPAR* (Revenue per Available Room), and *ADR* (Average Daily Rate), which mean a lot in evaluating a hotel's financial success. While GDS and OTA integration helps maximize these rates, revenue management systems help a manager understand how to adjust the processes to achieve better results and control finances. This module helps increase total revenue of rooms using forecasting to optimize occupancy, deciding whether to raise or lower inventory prices.

The revenue management module enables dynamic pricing. Using algorithms, this module helps hotels price the rooms based on historical data about past reservations as it monitors competitors' rates, weather data, and local events. It improves pricing strategies, and updates prices across all distribution channels to sell more rooms at the optimal rate. To learn more about revenue management read our article on how machine learning redefines revenue management in the hotel industry.

Housekeeping

PMS housekeeping module connects housekeeping staff to the front office. A front-office manager can make a list of tasks to assign, and housekeepers can update room status. If this is a cloud-based PMS, housekeepers can update the status of their assignments or rooms through a mobile app or tablet. Also, this module keeps the list of maintenance tasks and reports for the users.

The main function of this module is housekeeping management and property maintenance. Housekeeping functionality includes management of room status, maid assignment for room cleaning based on a block or floor location, keeping lists of tasks for housekeepers. Maintenance management keeps the record of hotel disruptions and repairs with the further assignment of an attendant who can eliminate a problem.

CRM and customer data management

It is critical for hoteliers to collect and organize guest data to keep in touch with current and past customers during and after check-out. The CRM module must integrate with the front desk and reservation system, collecting all guest information from these sources. It helps store guest data and provides a database in an accessible format. Also, it includes guest contact information before and after their stay. However, if a hotel already has its own CRM system, the PMS should integrate with it.

This module can also help organize marketing and promotions, measure guest experience, and pre- and post-stay services. The CRM module helps owners personalize the guest experience with membership and loyalty programs, which are especially important for hotel chains and resorts.

Reports and analytics

To monitor current processes and understand business performance, rely on analytics. A PMS can serve as a business intelligence tool, collecting relevant data and providing hoteliers with various types of automated reports. Depending on the software, it can

generate night audit reports, room and tax reports, shift audit reports, departure/arrival reports, housekeeping reports, or other ongoing reporting.

Back-office management

This PMS module facilitates management of a hotel team, back-office operations, and administrative hotel operations. Functions of a back-office management module may include:

- Event management (conference and reception organization) and catering
- Spa and gym management
- Staff management (human resources management in back and front office: shift management, staff invoicing)
- Consumption costs and hotel spendings analysis
- Inventory analysis
- Sales and management of promotional campaigns
- Reviews management.

PMSs that have this module included enable users to manage campaigns and send emails, as well as report a guest's exact arrival time. This function may include internal messaging, and in some cases, accounting.

Point-of-sale services

If there are multiple point-of-sale terminals in a hotel, this function is indispensable to handle transactions. It automates transactions and keeps financial data in one place. Most hotels have some kind of restaurant on the premises, not to mention properties with gyms and spas. With a PMS, hoteliers can include additional costs or discounts to the final bill for each customer. Additional costs may include:

- Spa, gyms, and activities
- Food and beverage services (restaurants, cafes, breakfasts)
- In-room services, mini-bar items, TV, or Wi-Fi.

Things to consider when choosing PMS software

The choice of a PMS depends on the size and type of a hotel property, as different systems have their own sets of core features and additional modules. Most players in the market offer hotel management systems that can be customized for different types of property and basic modules of PMS can be complemented with additional modules, required for a specific type of business.

Many properties already have reservation platforms or CRS of their own, or they already utilize certain software, so it is very important for the selected PMS to be integrable with third-party services. The final choice of a property management system for a hotel is largely shaped by the functionality required.

The 2019 Smart Decision Guide to Hotel Property Management Systems by Oracle provides an evaluation checklist to help hoteliers make the right decision, scaling each factor from 1 (absolutely not important) to 10 (very important). This checklist is also very useful for comparing systems by different vendors. But regardless of hotel size and type, consider the following:

Buying Consideration	Weighting	Vendor 1	Vendor 2	Vendor 3
1. Features and functionality				
a. Reservations / online bookings				
b. Registration and guest accounting				
c. Point of sale				
d. Guest Relationship Management				
e. Group sales / multi-property management				
f. Geographic / regional adaptability				
g. Marketing and sales enablement				
h. Data analysis and performance reporting				
i. Modules (golf, spa, housekeeping, etc.)				
j. Channel and revenue management				
k. Other feature(s) _____				
2. Technology interoperability/data integration				
3. Cloud hosting and mobile access				
4. Ease of use				
5. Flexibility / customization				
6. Training / support / reputation				
7. Expected costs and ROI				
Overall Rankings	N/A			

The Evaluation Checklist

Check integration options. If there are systems already used by a hotel, or if you plan on integrating additional software, make sure that your vendor supports all necessary APIs and is ready to provide integration services. If you already use a CRM system, it's better to look for a PMS that can be directly integrated with it. Otherwise, you may consider an external technical consultant to provide integration services.

Cloud solution with mobile access. Cloud solutions are generally less expensive than on-premise software, and an owner doesn`t need to pay maintenance fees. Users of cloud software pay a subscription fee depending on the number of rooms in a hotel and can pay only for the modules they use. Also, cloud software is better at integrating with third-party systems like OTAs and GDSs. On top of that, cloud-based systems can be constantly and seamlessly updated, and usually present in mobile version.The presence of a mobile or tablet version facilitates communication across departments, front-office, management, housekeeping, and advancing guest service.

Mobile interface of a hotel PMS

Prioritize the ease of use. The interface of a PMS shouldn't be too complicated to use and integrate. The quality of system's UX will impact your employees' learning curve. The more complex and unintuitive the interface is, the more time you have to invest in staff training and transitioning.

Pay attention to the degree of customization offered by a provider. Depending on the size and type of a property, PMS requirements may differ. For instance, if you need a bed-based management system instead of room-based in the front-office module, make sure that the PMS vendor can provide this sort of customization.

Assess customer support. Anything can happen to software, but it mustn't affect the hotel service. Hoteliers need 24/7 access to technical support. When choosing a PMS, look for customer support reviews from fellow hoteliers or negotiate all support terms with your vendor in detail to ensure that any software outages won't have a dramatic impact on your operations**.**

Calculate ROI and spendings. Whether you want to update an existing property management system, build a custom one, or buy an off-the-shelf solution, you need to decide how much you're ready to spend on it. To make sure that the PMS will pay off, consider these key factors: time currently spent and how it will be reduced as a result of automation, how distribution and revenue will change, and cost of system integration and maintenance.

There are plenty of vendors who sell off-the-shelf PMS, and those who provide customization services. Trying to reach a broader audience, big vendors supplement and customize the basic PMS so that they can be used by as many types of properties as possible. Let's have a look at the solutions across different categories. Please note that some systems already have channel management, reservation, and front-office functionality, so these modules are not represented in some of these tables of comparison.

Property management systems for hotel chains and resorts

Larger properties require solutions with a wide range of modules other than the basic reservation, front office, and housekeeping. Their PMS must facilitate the option of group bookings, have POS-services, a multi-property management system, back-office management, revenue management, sales, and marketing functionality. Vendors cater to the needs of large properties, adding special modules like golf and spa management. Also, owners of big properties should consider PMS with options that speed up check-in and check

out.

Property management systems for hotel chains and resorts

For example, such providers as Oracle, Maestro, eZee Technosys, and many more offer PMSs adjustable for hotel properties of all types, from big hotels and resorts to hostels and rental properties. Have a look at the most popular solutions on the market and their feature sets.

Maestro PMS

Maestro PMS is a multi-property management system that includes 14 modules that can be integrated into one interface. The system provides open API and GDS/OTA integration. The product is positioned as a guest-centered PMS for chain and independent hotels, resorts, and vacation rentals. Maestro PMS is available both as a Windows app and a web browser application. It also has mobile apps for guests and hotel staff. Here's a brief description of Maestro's key functionality modules.

Multi-property management. The cloud-based system allows an owner to access several properties from one device and offers increased data security and a high level of module integration, including those of third parties.

Front desk operations. This module connects reservation, housekeeping, spa, activities, and guest relations management modules in a single environment. Also, the front-office functionality includes the Xpress Check-In Wireless module that allows front-office managers to check the guests in and out via an iPad and encode a room key on the spot. It also has a CRM system functionality.

Back-office management. This functionality of Maestro PMS is represented by several modules: The Sales and Catering and the Workorder management module for housekeeping management. The Sales and Catering assists in sales and marketing as well as event planning and management. It facilitates sales and helps keep track of all aspects of event management, conference planning, and scheduling. Workorder management module schedules tasks and maintenance budgeting.

Revenue management. Maestro PMS has the Analytics & Business Intelligence datamining module for budgeting, forecasting, marketing, and reporting.

Spa and activities. This PMS has a module for resorts, which include the Spa & Activities Management System and Fine Dining Point Of Sale & Table Reservations that integrate billing with the front-office module. This module offers mobile solutions for guests, allowing them to schedule services.

Guest experience management. Maestro PMS offers several modules, focused on providing an outstanding guest experience (loyalty programs and membership cards), as well as guest experience measurement modules. For example, some membership programs reward certain transactions through the PMS with points that can be used on special services in a hotel. Earning points can be based on criteria like money spent in the hotel or the number of reservations a guest makes. Also, it allows guest preference tracking, updating preferences in a guest profile.

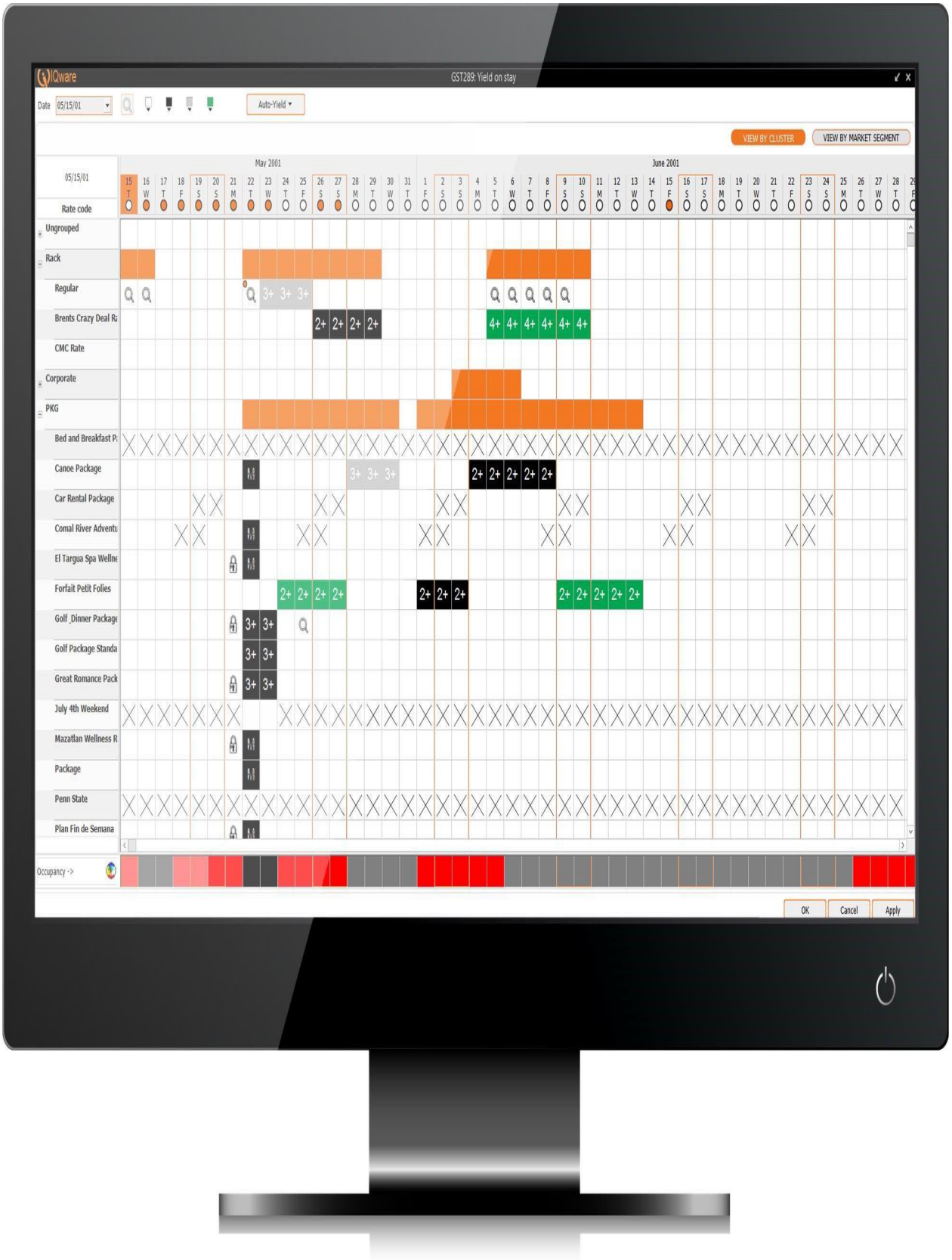
IQware PMS

Another example of a PMS for big properties is the IQware Property Management System. It is designed as a multi-property management system for properties of all sizes. Its functionality can be applied to resorts, condos, villas, vacation rentals, campgrounds, marina-resorts, and extended stays. Like Maestro PMS, this software focuses on guest experience and offers group-booking opportunities, and a customizable guest app that facilitates check-ins/outs. IQware PMS also has The Package Management module for all-inclusive resorts or business trips.

The main functionality of this system includes:

Revenue management. The main difference from Maestro PMS is the management of commissions for travel agencies, GDS, tour operators, hotel staff, or sales office. The revenue management module of IQware PMS has 5 levels of revenue control.

Reservation management. PMS has group management in its reservation module, and another special feature is the allotment module that blocks the rooms for companies, airlines or tour operators, and travel agents. Also, IQware PMS calculates travel agent commissions automatically.



Interface of IQware PMS

Channel management and billing. Connection to GDS is possible with the IQlink Channel Management Tool. The other optional modules of PMS are Activity Booking, and Work Order Billing, which allows paying for separate services in different properties.

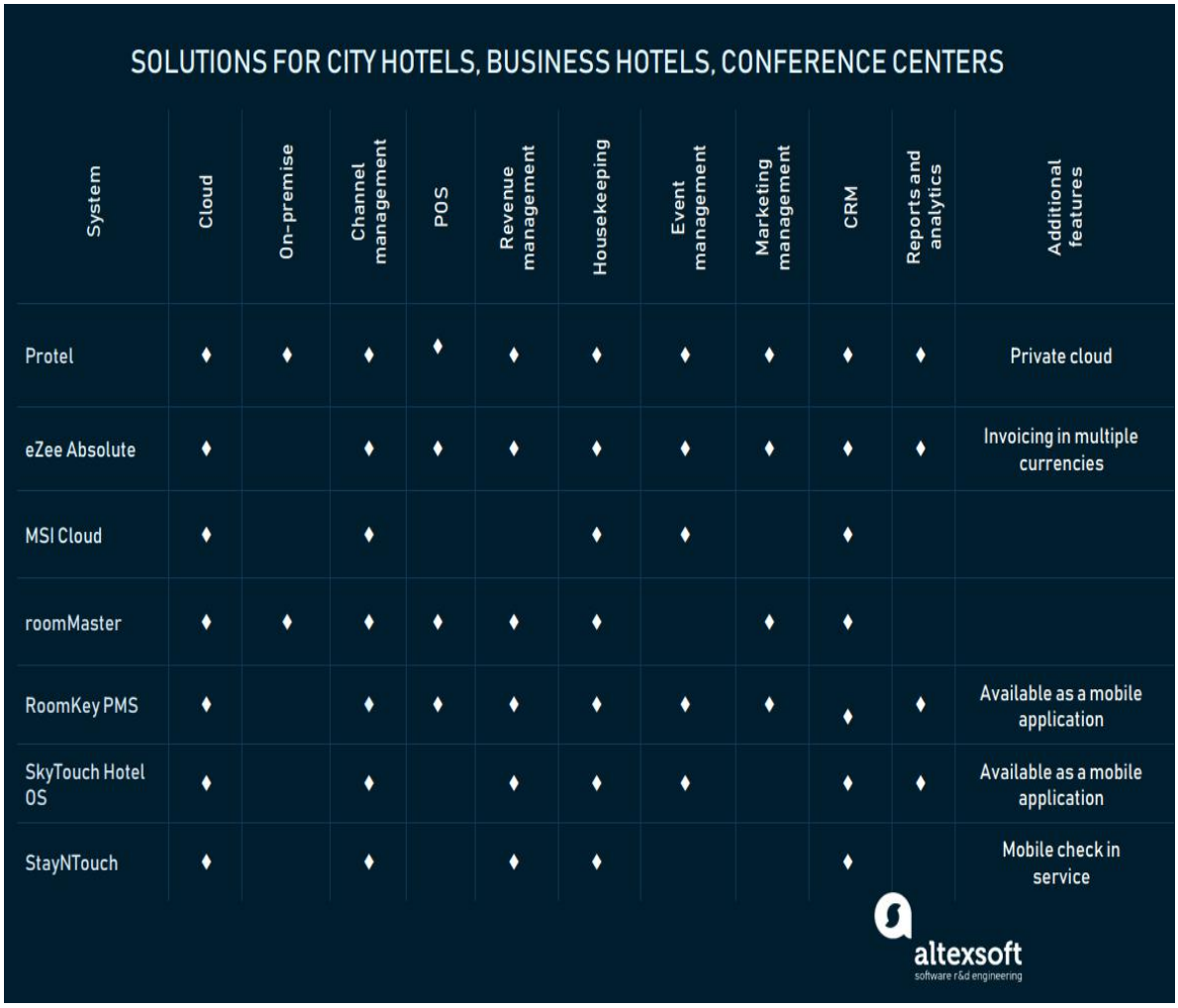
Modules for other property types. Timeshare Management, Vacation Club Management, Condo-Hotel Management, and Marina Management modules may be particularly relevant for resorts or apartment buildings. They expand a standard list of features with functions like activities booking, or a customized maintenance management module.

Additional on-demand modules of IQware PMS include:

- Central Reservation System
- Hospitality's Email Service
- Spa Management Platform
- Event Management Software
- Travel Insurance for guests

Systems for city hotels, business hotels, conference centers

This category of systems requires the same basic functions as the previous one. However, the critical modules for this group of properties are back-office management with conference and catering functions.



Property management systems for city hotels, business hotels, conference centers

eZee Absolute

eZee Absolute by eZee Technosys is a cloud-based software that supports multi-property management and has different integrated pieces that process certain operations. The eZee Absolute front-office module manages reservations and housekeeping and conducts a night audit that can be set automatically or manually. The PMS integrates with third-party services and has its own property management app for employees and hotel managers. eZee Absolute has its own CRS that integrates with a hotel`s website or app.

Front desk operations. The PMS has a Hotel Guest Self Service Portal that speeds up the check-in process, lets them send requests directly from their smartphones, and receive receipts online.

CRM management. CRM system included in the PMS allows for sending automatic pre-arrival, in-house, and post-departure emails, and manages email marketing campaigns. Besides, eZee Technosys has introduced a sentiment analysis-based Online Reputation Management system that gathers all the guest reviews from different sources like OTAs, TripAdvisor, and other travel websites, making it more convenient to respond to them in real time.

Modules for other property types. eZee Absolute allows users to customize the system for certain types of properties. The PMS offers the Resort management system that has more functions for resorts. For example, it manages “Pay at Hotel” bookings. Resort software can send an online payment link to guests that they can use to make a payment of any amount. This system also offers a feature for online restaurant reservation.

Protel

Protel PMS is a software that works for multi-property management of big chains and independent hotels. The main functions of Protel PMS are:

- Front desk management
- Reservation management
- Customer relations management
- Revenue and inventory management optimization
- Housekeeping management

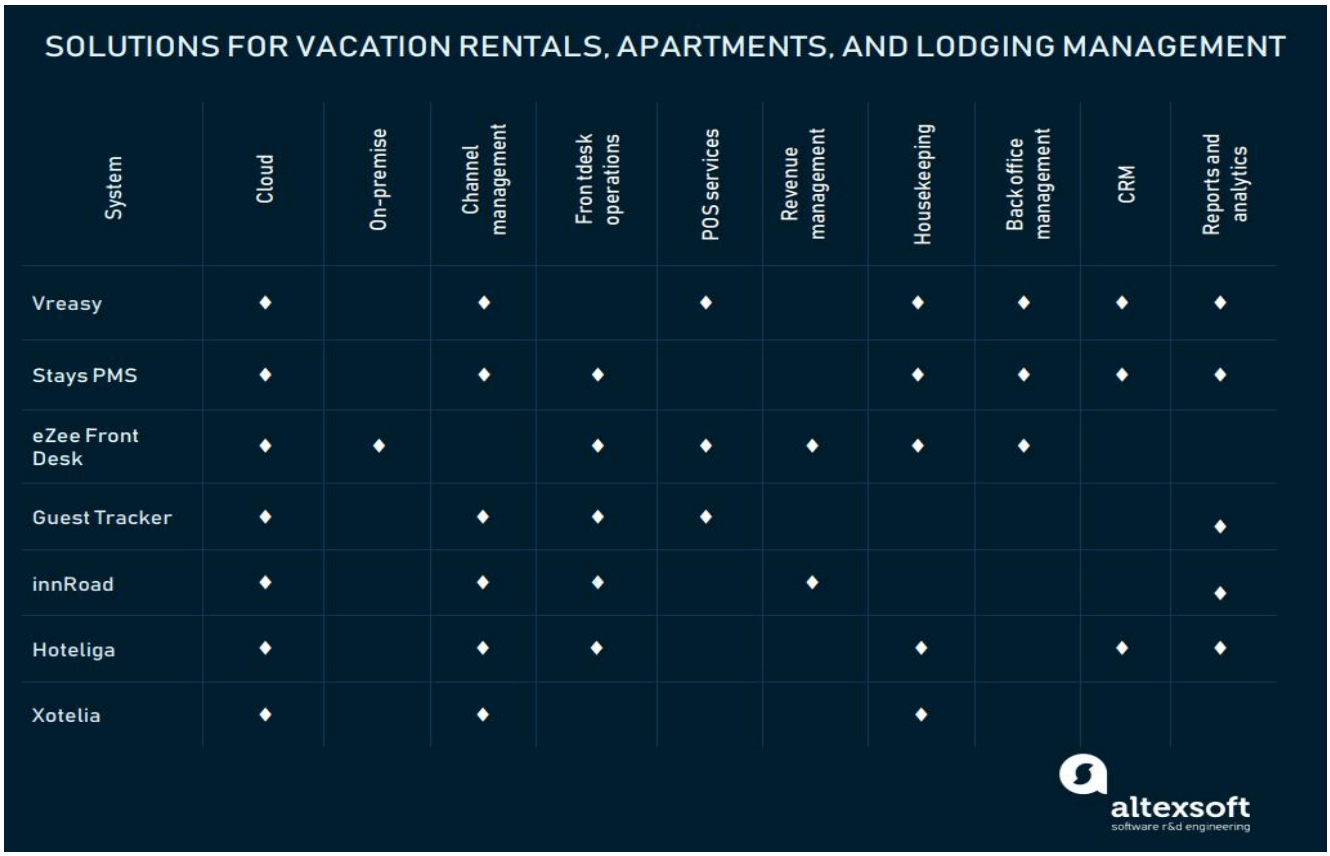
Front desk operations. Protel PMS offers apps for guests and housekeepers to make the process of hotel management faster. This module also performs night audits and connects the reservation platform to an online booking engine, which is optional for this PMS.

Housekeeping management. This modules allows for maid management, room maintenance, and the Lost & Found feature. It can be integrated in-app for the housekeepers that connect hotel staff with the front desk.

Event management. This module of Protel PMS supports organizing conferences, receptions, etc. It provides an overview of group bookings, equipment bookings, meeting rooms, facilities, and list creation with event information. The guest-management module has complete guest profiles and allows front-desk managers to see guest history and create personalized messages.

Systems for vacation rentals, apartments, and lodging management

For properties of this type, basic PMS functions are multi-property management and an online channel management module. Most of the solutions for apartments and timeshares exist as customized versions of hotel property management systems. However, there are PMSs focused on serving these particular types of properties.



Property management systems for vacation rentals and apartments

Vreasy

Another solution for rental vacation property management is Vreasy. It has a well-developed back-office module with the feature of task delegations to all staff members, starting from the front office and finishing with housekeeping, and offers its own communication platform.

Vreasy PMS has an owner portal with a data management module that has access to multiple data sources and generates reports. This PMS has its own payment gateway – VreasyPay – that accepts credit card payments in 130+ currencies. Direct APIs from this PMS connect a property to major booking portals, including Airbnb, Booking.com, HomeAway, and TripAdvisor. Also, Vreasy offers the following features: marketing, activity booking, automated guest mailing.

Vreasy's Guest experience platform has Guidal, a smart concierge app. This application unites the functionality of the e-concierge, booking info app, property manual, and a city guide. Guidal has a partnership with tour operators.

Stays PMS

Stays PMS is a relatively new property management system designed solely for vacation property rentals. It features a channel management system with connection to more than 40 distribution channels, including Airbnb, Booking.com, Expedia, and HomeAway. Although this property management system is not designed primarily to serve hotels, it has all the tools of a typical hotel property management system.

Stays PMS has a website management tool that includes integration with Facebook and makes a content management function possible. It has a guest reviews tool, commission management, sales and marketing, and a payment processing tool. Depending on the number of accommodations (from 10 to 1000+), a customer can choose a suitable subscription plan.

Solutions for small hotels (hostels, inns, B&Bs)

Such types of hotel properties don't require too many options and additional modules, like POS services due to their size and internal structure. The main modules these PMSs should have are usually an online reservation tool and integration to a hotel`s existing reservation platform. Because small hotels may need slightly different functions, the PMS should offer a high level of customization.

Property management systems for small hotels, hostels, inns, B&Bs

Little Hotelier

Little Hotelier is a cloud-based solution for small hotel properties like B&Bs, hostels, and guesthouses. The PMS is powered by SiteMinder and integrates with this reservation platform. However, it also allows third-party integrations. Little Hotelier combines all necessary modules for a hotel in one PMS:

- Front desk management
- Reservation management
- Channel manager with online booking engine.

Also, Little Hotelier is available in an application and has a website builder.

This PMS allows for creating not only online reservations, but also reservations by phone or walk-ins that can be made via the front office. The channel manager of Little Hotelier distributes properties to more than 250 booking channels including connection to Airbnb and provides a channel analysis report.

Little Hotelier's dashboard allows for viewing how the channels are tracked. All PMS data can be accessed from a single place, like a tablet, smartphone or desktop. For example, a hotel manager can see the list of today`s check-ins and check-outs, get a guest-coming notification, and print invoices.

Hotelogix

Another PMS for small properties is Hotelogix. However, this PMS also be suitable for hotels and resorts. It has a strong channel management module, third-party integration with reservation platforms, and offers customization. For example, a vendor can offer a bed-based reservation management system for hostels instead of room-based.

Hotelogix PMS offers a Facebook online engine and mobile access from the app that allows management of a hotel`s team. Interfaces of both Little Hotelier and Hotelogix are available in ten languages, and process transactions in different currencies. One more interesting feature of Hotelogix is online reputation management, created in cooperation with TripAdvisor. This tool allows for automating guest feedback collection, so that managers can react and reply faster.

What's the future of hotel PMS?

Technologies in the hospitality industry are constantly developing, offering new functions and modules to optimize daily operations. So what's going on with them now?

In a recent techtalk.travel podcast “Evolution of PMS” top managers and founders of hospitality businesses highlighted the following ways for hotel property management systems’ development:

Transition to Marketplace model. Today PMS integration seems like a hard labor (and it is): Besides a channel manager and other internal modules, described in this article, the PMSs must integrate with multiple guest service technologies, so a hotel ends up with dozens of apps, attached to a system. They are hard to manage and integrate. There are two options to relieve this pain: the first one is to get access to PMS’s partner solutions and advance the solution. The second one is a platform where a customer can find solutions compatible with their PMS.

API-first approach. As experts predict, new-generation property management systems will switch towards cloud and open API platforms, which will lead to a better connection between different modules and will sufficiently improve the speed and quality of data exchange.

AI-powered solutions. The hospitality industry already adopts AI and Data Science – you can find out more about it in this comprehensive article. Hotel property management systems are no exception, especially if we talk about business intelligence, revenue management, and guest service (chatbots and e-concierges).

LEARNING UNITY 2: Determine organization outlets software in property management system

Learning Outcome 2.1: Identify organization software in the property management systems according to the operating procedures

- **Topic 1: Identification of Property management systems used in organizations**

Your front desk often makes the difference between 'never agains' and 'long-term relationships.' At the core of the **OPERA Enterprise Solution** is our premier property management software, the OPERA Property Management System (PMS). Designed to meet the varied requirements of any size hotel or hotel chain, OPERA PMS provides all the tools a hotel staff needs for doing their day-to-day jobs – handling reservations, checking guests in and out, assigning rooms and managing room inventory, accommodating the needs of in-house guests, and handling accounting and billing. The property management software is configurable to each property's specific requirements and operates in either single-property or multi-property mode, with all properties in an enterprise sharing a single database.

The other examples of property management systems are:

MICROS Systems' POS software and hardware is used in the restaurant industry and primarily includes touch screen computers for the serving staff to place orders, which are then sent to kitchen and bar printers for preparation.

The back-office software, My Micros, contains different types of reports for total sales, total menu items sold for certain time periods, and more. MICROS provides different POS products for different restaurant sizes and styles, including products for single-entity restaurants.

FIDELIO is one of the world's best selling front office systems, and it is the system of choice for chains and independents hotels around the globe. Fidelio created the original electronic room rack. Complete, graphical plan illustrations of each floor allow front office staff to monitor and control the occupancy of every room in the building.

King smart

Amadeus Property Management System (PMS) is a fully integrated solution for hotel chains that offers a single view of rates, inventory, content, guest information and reservations for all properties within the chain.

Amadeus is a computer reservation system or global distribution system, since it sales ticks for multiple airlines owned by Amadeus it group with headquarters in Madrid, Spain. The central data base is located at erding, Germany.

- Galileo
- Sage
- PA Bx

Key Features:

Reservations : features are integrated with other functionality such as profiles, cashiering and deposits. This property management software module provides a complete set of features for creating and updating individual, group and business block reservations, including deposit handling, cancellations, confirmations, wait listing, room blocking and sharing.

Rate Management: an extensive set of features for setting and automatically controlling rates, for rate quotation, and for revenue forecasting and analysis to create the most comprehensive rate management system in the industry. OPERA's Property Management Systems interface with OPERA Revenue Management Systems and other major yield management applications.

Profiles : complete demographic records for guests, business accounts, contacts, groups, agents and sources. Profiles include addresses, phone numbers, membership enrollments, stay and revenue details, guest preferences and additional data that make reservations handling and many other activities faster and more accurate.

Front Desk : handles individual guests, groups and walk-ins, and has features for room blocking, managing guest messages and wake-up calls, and creating and following up on inter-department advisories, or traces.

Back Office Interface : revenue transfers, market statistics transfers, daily statistics transfers, and city ledger transfers can be easily made from OPERA Property Management System to a back office system.

Rooms Management: handles all facets of room supervision including availability, housekeeping, maintenance and facility management. The Queue Rooms feature of the property management software coordinates Front Office and Housekeeping efforts when guests are waiting for rooms which are not immediately available for assignment.

Cashiering : posting guest and passer-by charges (including taxes and other generates), making posting adjustments, managing advance deposits, settlements, checkout and folio

printing are a few of the many activities handled by OPERA Cashiering. Cashiering accommodates multiple payment methods per reservation including cash, check, credit cards and direct bill. In multi-property environments, guest charges can be cross-posted from any property in the hotel complex.

Accounts Receivable: fully integrated with the OPERA Property Management System database and includes direct billing, invoicing, account aging, bill payments, reminder and statement generation, and account research. Old balances from external accounting systems may be entered.

Commissions : calculates, processes and follows up on travel agent and other types of commission payments, either by check or via EFT.

Reporting : over 360 separate standard reports. Reports can be customized for each hotel and new reports may be created as needed using OPERA's built-in Report Writer.

Fully Configurable : choice of OPERA features, system behaviors and priorities, and system-wide defaults are controlled by the property. User permissions determine which property management software features may be accessed by each user and user group. Many OPERA screens may be customized by the property.

Global Perspective : supports multi-currency and multi-language features to meet the requirements of global operations. Rates and revenues can be dynamically converted from the local currency to any other currency. The appropriate language for guest correspondence can be automatically determined by the guest's profile language; country-specific address formats are supported.

Learning Outcome 2.2: Identify and analyze organization features as per the procedures

- **Topic 1. Front office**
  - ✓ **Check in format**

Date		Confirmation No				
	Family		First		Rate RO	BB
Guest name						
Arrival date / Time	Dep / time	Nts	DBL / TWN	Pax	AD/Ch	S/NS
Guest contact No / Email						
Have you stayed with Ibis Hotel before		YES	No			
Guarantee booking	YES	NO	inform 6p.m. release			
By CC	CC number				card exp date	
Amex / Visa						
Cash						
Company / Agent Name						
Tel No						
Contact person						
Reservation Agents Name						
How did you hear about Ibis Al barsha						

ARE U A- Club Member	YES	NO

* Breakfast AED 55per person per day + children below 12 years 50% discount for meals
* Cancellation policy / 24hrs prior to arrival / after 24hrs or NO show 1 night charges will be applicable
* Hotel check in at 2p.m./ Check out time is at 12noon

Reservation Contact details

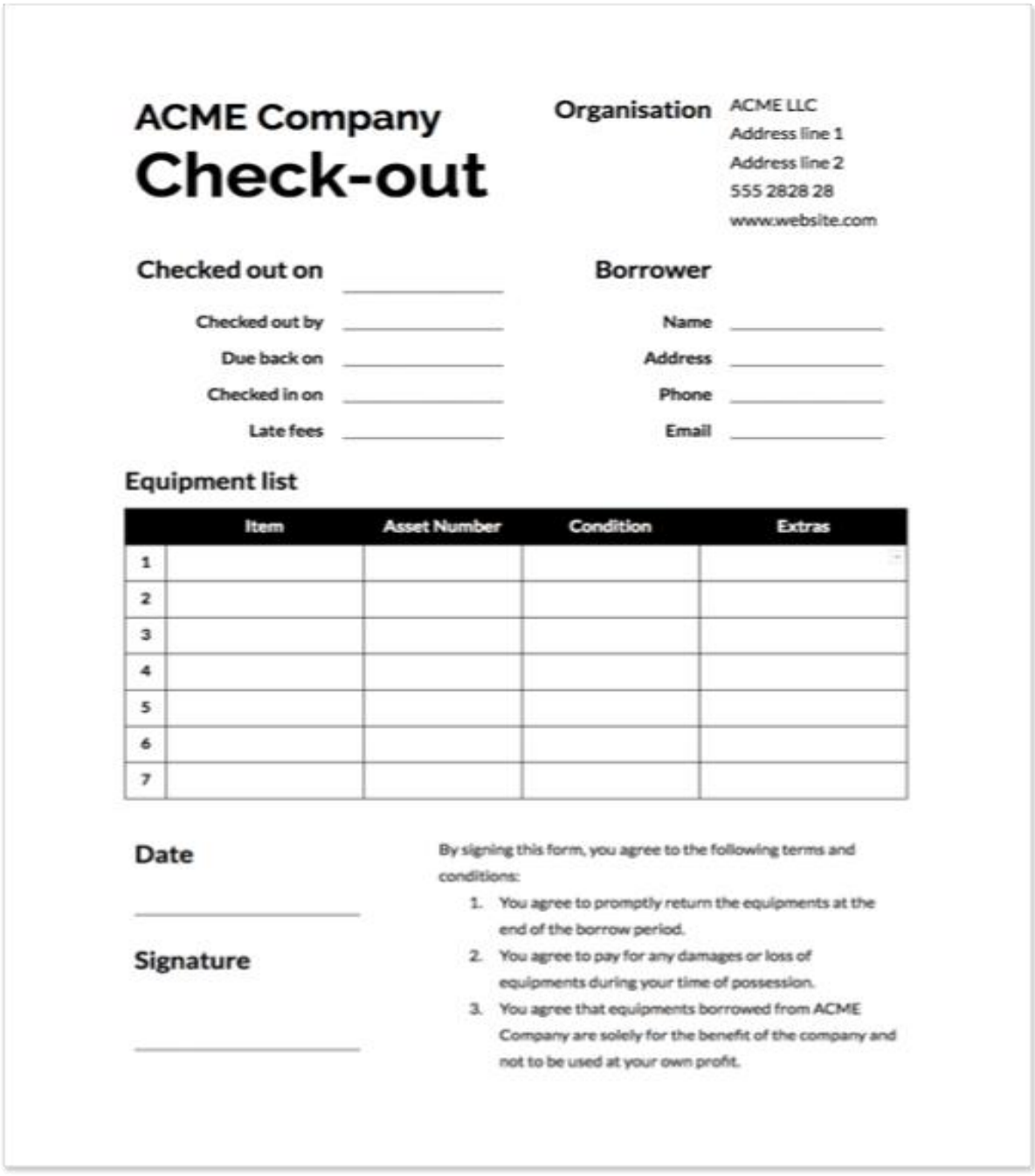
Tel: + 971 4 5156868

Fax: + 971 4 5156877

Email: H6540-RE@accor.com

Directions from Dubai International Airport to Ibis Al Barsha

Check out format



ACME Company

Check-out

Organisation

ACME LLC
Address line 1
Address line 2
555 2828 28
www.website.com

Checked out on _____

Checked out by _____
Due back on _____
Checked in on _____
Late fees _____

Borrower

Name _____
Address _____
Phone _____
Email _____

Equipment list

	Item	Asset Number	Condition	Extras
1				
2				
3				
4				
5				
6				
7				

Date

_____

Signature

_____

By signing this form, you agree to the following terms and conditions:

1. You agree to promptly return the equipments at the end of the borrow period.
2. You agree to pay for any damages or loss of equipments during your time of possession.
3. You agree that equipments borrowed from ACME Company are solely for the benefit of the company and not to be used at your own profit.

Reservations procedures

You may make your Hotel Reservation by completing the hotel reservation form below.

The completed reservation form should be sent to the APAA 2015 Travel Desk by E-mail or Fax.

To: **APAA 2015 Travel Desk**

E-mail: 17apaa@ntaoka.co.jp FAX: +81-98-869-4705

Business hours: Monday to Friday 10:00 to 18:00, excluding Saturdays, Sundays and holidays (JST)

Last Name			**First Name**	
Check-in Date			**Check-out Date**	
Accompanying Person	**No. of persons:**			
	Name1:			
	Name2:			
	Name3:			
	Name4:			
Flight information	**Arrival Flight No.**		**Depart Flight No.**	
	Arrival date		**Departure date**	
	Arrival time		**Departure time**	
	Please tick if you have not decided your flight yet.			

Accommodation

Smoking

No.	Hotel	Room Type	Occupancy	Number of Rooms
First Choice				

Second Choice				

Non-Smoking Smoking

Comments

Hotel Transportation:

Complimentary shuttle buses will be provided from Naha Airport to official hotels on arrival days, and between the OCC and all official hotels throughout the conference period.

Check-in and Check-out Times:

With the exception of the Naha Terrace, the check in time is 14:00 and check-out time 11:00 at all hotels. (Naha Terrace allows check in and check out at 12:00 noon.) TT Early check-in is subject to availability and the policies of each hotel. To request early check-in, contact the APAA 2015 Travel Desk: (17apaa@ntaoka.co.jp). Attendees willing to pay an additional night's room tariff can guarantee early-check by reserving the room for the night prior to their expected arrival. TT Requests for late check-out should be addressed directly to the hotel. Please consult the hotel website or concierge for applicable charges.

Cancellations

Cancellation of your APAA 2015 registration will result in automatic cancellation of your hotel reservations. If you wish to cancel only your hotel reservation, please follow the instructions on the registration website, or contact the APAA 2015 Travel Desk directly. There is no charge for cancellations confirmed at least two weeks prior to check-in; after that date, the following charges will apply in addition to any registration cancellation charge:

Period	Cancellation Charge
Up to 7 days prior to check-in	20% of one night room charge
Up to 2 days prior to check-in	30% of one night room charge
Night prior to check-in	40% of one night room charge
Check-in date or later	100% of all charges through that night
No-shows	Full hotel charge

Payment Method

Bank transfer Credit Card

Credit Card-information																	
Credit Card*	VISA	MasterCard	Diners Club	JCB	American Express												
Credit Number																	
Name of Card Holder																	
Expiry Date (mm/yy)						**Three Four Digit Verification Code**											
Authorized Signature						**Date (dd/mm/yyyy)**											

If you ticked "Bank transfer", you will receive notifications including invoices with payment instructions. Please follow those instructions to remit payment.

Reservation Process and Procedure

Reservation is a complete process of booking that is conducted by to parties i.e. one guest or customer and next one is hotel reservation section.
The procedure of reservation are:

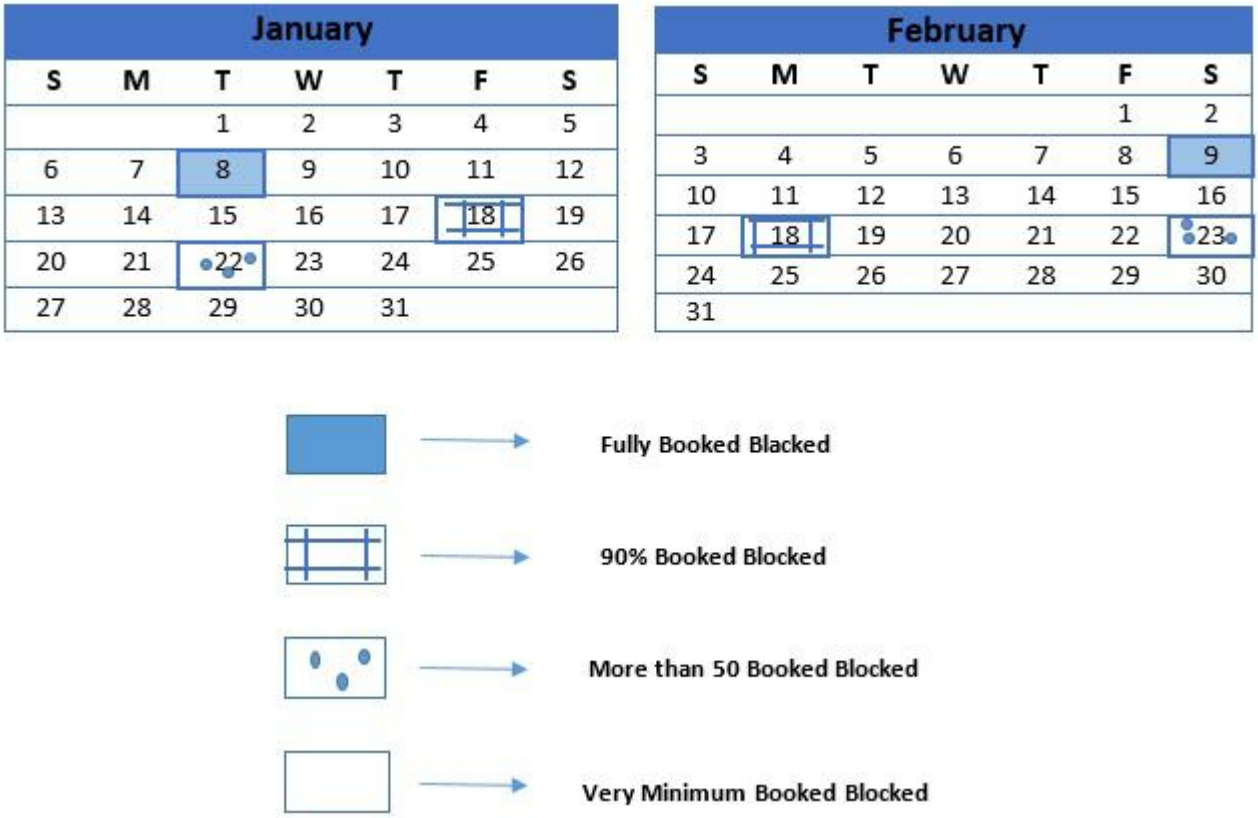
A) Enquiry for reservations:

First step of reservation is registered as enquiry of reservation where reservation personnel conduct a brief question answer section with guest or customer to gain various knowledge about reservation which he/she wants to make. The point that are to be recorded are note down below:

i. Name of the guest
ii. Date of arrival
iii. Date of departure
iv. Desired room type
v. Desired room rate
vi. Required number of rooms
vii. Desired room plan
viii. Number of pare.
ix. Contact address and number (details)
x. Special recommendation

B) Determining the room availability:

The second most important step in reservation is determining the room availability. In this process we check the demand of guest encoded during the first step. The availability can be checked by referring to forecast chart, conventional chart or density chart. In fully automated system we can begin check in the same availability by computerized system or software.



Room-Forecast-Chart

C) Excepting or dying the request:

Now after check in the room availability in hotel we are able to expect or deny the reservation request. Expecting can be done if the request is fully validated by the availability formats and system, where as vice versa can be conducted for denying.

Exceptional: In few cases reservation personnel an up sale another room of same criteria or higher by conveying or motivate the customer or guest.

D) Documenting the reservation details:

After accepting or denying reservation next process is documentation. Documentation is conducted by reservation staff by completing undone part of reservation form with the necessary details of guest who is about to stay.

E) Confirming the reservation request:

After documenting the details of a guest we need to confirm the room to a guest confirmation are generally done by dispatching a confirmation letter to the guest by having a guaranteed reservation and may be sometime non-guarantee too.

F) Maintaining the reservation record:

After confirming a room to the guest we need to make a reservation record for each and every booking made. The records can be maintained or processed in two ways:

a) Documenting the original reservation: In this process we file and record the original reservation details and if we are working in a computerized system we will be recording a printed form of reservation done. The documentation are done in a basis of date of arrival and afterward in assurance to the surname of guest.

b) Modification of reservation: The next step in processing is changing of the details that are recorded in reservation form. In this case, we need to attach the different ammessdement / correction form or slip with the original one.

G) Compiling the reservation report:

Now after completion of reservation record we need to prepare the report of reservation dept. on either basis of date, week, month or year.

Business center

- ✓ Internet

E-mail

Dear Hiring Manager,

I am writing to express my interest in the Web Content Manager position listed on MediaBistro.com. I have experience building large, consumer-focused health-based content sites. While much of my experience has been in the business world, I understand the social value of the non-profit sector and my business experience will be an asset to your organization.

My responsibilities included the development and management of the site's editorial voice and style, the editorial calendar, and the daily content programming and production of the web site.

I look forward to hearing from you soon.

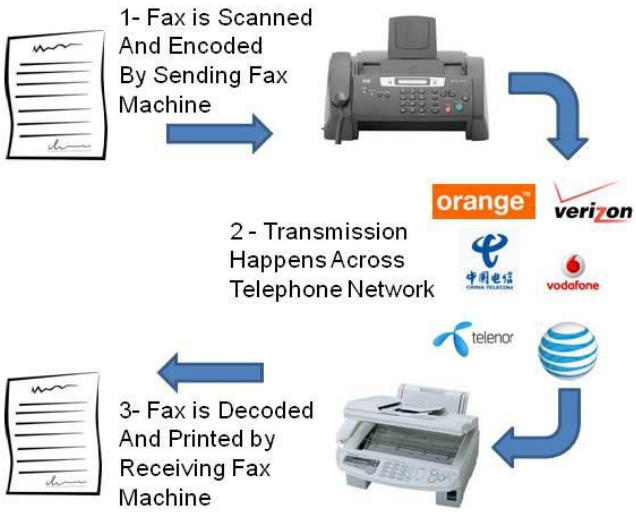
Sincerely,

Susan Smith

Susan Smith
123 Main Street
Any Town, CA 11121
Cell: 555-123-1234
Email: susan.smith@gmail.com

Printing and scanning

Fax


1- Fax is Scanned And Encoded By Sending Fax Machine
orange
verizon
2 - Transmission Happens Across Telephone Network
vodafone
telenor
3- Fax is Decoded And Printed by Receiving Fax Machine

Topic 2: Housekeeping

Room management: OPERA handles many different facets of a room's condition, status and availability. Depending upon the repair or replacement task, on an Out of Order or Out of Service status the Rooms Management department may work in conjunction with the Housekeeping department to keep track of room status and condition in order to disburse the appropriate service tasks.

Use Rooms Management to view a room's entire history including guest history and the profiles for those guests. Booking limits can be set and an informational graph provides future bookings to assist in the forecasting process.

Housekeeping. The Housekeeping module allows you to view all housekeeping room activity on a daily basis. This allows the Housekeeping Department to determine which rooms require service, and assign those rooms with the appointed tasks to their attendants. They, in turn, may also assign points, for service rendered, to those attendants. Housekeeping also contains a section to keep track of room discrepancies that may be experienced between the Housekeeping and Front Office departments. The Housekeeping screen displays Out of Order/Service, Discrepant Rooms, Task Assignment, Room Assignment, and Attendant Points tabs for organizing housekeeping functionality

Rooms occupancy: is simply the amount of guests staying in a **room**, sometimes directly referred to as "occupants". ... For example, if a **room** has a single bed and a double bed, then the maximum amount of people that can stay in the **room** is 3, and so 3 is the Maximum **Occupancy** of the **room**.

Room types:

Types of Hotel Rooms

The condition of guest rooms maintained by housekeeping is the most vital factor as far as the customer satisfaction in the hotel business is concerned.

- **Single Room –** A room with the facility of single bed. It is meant for single occupancy. It has an attached bathroom, a small dressing table, a small bedside table, and a small writing table. Sometimes it has a single chair too.

- **Double Room –** A room with the facility of double bed. There are two variants in this type depending upon the size of the bed
    - King Double Room (with king size double bed)
    - Queen Double Room (with queen size double bed)

  It is equipped with adequate furniture such as dressing table and a writing table, a TV, and a small fridge.

Single Room

Double Room

- **Deluxe Room –** They are available in Single Deluxe and Double Deluxe variants. Deluxe room is well furnished. Some amenities are attached bathroom, a dressing table, a bedside table, a small writing table, a TV, and a small fridge. The floor is covered with carpet and most suitable for small families.
- **Double-Double (Twin Double) Room –** This room provides two double beds with separate headboards. It is ideal for a family with two children below 12 years.
- **Twin Room –** This room provides two single beds with separate headboards. It is meant for two independent people. It also has a single bedside table shared between the two beds.

Twin Room

Twin Double Room

Hollywood Twin Room

- **Hollywood Twin Room –** This room provides two single beds with a common headboard. If a need arises, the two beds can be brought together to form a double bed.
- **Duplex Room –** This type is composed of two rooms located on two different floors, connected with internal stairs.
- **Cabana –** This type of room faces water body, beach, or a swimming pool. It generally has a large balcony.

Duplex Room

Beach Cabana

- **Studio –** They are twin adjacent rooms: A living room with sofa, coffee table and chairs, and a bedroom. It is also equipped with fan/air conditioner, a small kitchen corner, and a dining area. The furniture is often compact.
- **Lanai –** This room faces a landscape, a waterfall, or a garden.

Penthouse

Lanai

- **Suite –**It is composed of one or more bedrooms, a living room, and a dining area. It is excellent for the guests who prefer more space, wish to entertain their guests without interruption and giving up privacy.There are various types of suites –
    - **Regular Suite –** Best for business travelers.
    - **Penthouse Suite –** Luxurious than the regular suite. It is provided with the access to terrace space above the suite. It is aloof from crowd and provides abird's eye view of the city. It has all the amenities and structure similar to a regular suite.
    - **Presidential Suite –** The best possible suite in the hotel.

Suite

Sico

- **Sico –** This is a kind of multipurpose room, which can be used as a meeting room during the day and as a bedroom during the night. These rooms have special beds called **Murphy Bed** that can be folded entirely against a wall. This bed may or may not have headboard. The lower face of the bed which becomes visible after folding or placing upright, has a decorative wall paper, mirror, or a painting. After folding the bed, the room can accommodate sitting for five to ten people.

Room amenities

Television

A television set is a standard item in most hotel rooms. In the past, coin-operated pay TVs existed. Standard TV channels are free to watch, but some hotels charge extra for cable TV or satellite TV services.

With the advent of portable video through mobile and tablet devices, hotels have had a harder time generating revenue with their in room televisions.

Computer and Internet access

Most hotels offer internet access, most commonly as Wi-Fi, which can be used by guests who bring their own devices. In most hotels, this is free, though some charge a fee.

Some hotels offer hard-wired internet service requiring the use of a cable for the hook-up.

Washer and Dryer

Many hotel rooms, especially family rooms have a washer/dryer unit inside of the room

They may also provide computers and printers in the lobby for all guests to use. Some hotels offer in-room tablet computers for guests to use.

Personal items

Many personal items are provided complimentary for use by guests. These may include irons and ironing boards, hair dryers, soap, shampoo, mouthwash, or shower caps. A trend in personal items in the United States is to focus on American-made toiletries.

In 2007, hotel amenity provider Gilchrist & Soames, conducted a voluntary worldwide recall, in cooperation with the Food and Drug Administration of its 18-milliliter or 0.65-ounce tubes of complementary toothpaste with the company name on it. Gilchrist & Soames immediately quarantined its toothpaste, made in China, after the FDA issued its warning that the toothpaste possibly contained diethylene glycol.[2] The FDA stated at the time that it was not aware of any U.S. reports of any harmful effects from the toothpaste containing diethylene glycol.[3] Not all items are provided by all hotels; for example, some hotels do not provide toothpaste.

Hair dryer: In some hotels, a hair dryer is offered for guests use.

Towels

Towels on a rack in a hotel room

Hotels generally provide towels to guests for their use.

One concern with the provision of towels is theft. Towel theft has proven costly to hotels, though hotels have been reported to do little to combat the problem.[5] In 2003, Holiday Inn offered amnesty to those who returned stolen towels.[6]

Some hotels have outfitted towels with RFID technology to reduce the frequency of theft.

Dining

Various forms of dining are offered in hotels. Some hotels offer a continental breakfast that is often complimentary to guests. Items often served
include cereal, pastries, waffles, sausage, fruits, and beverages.

Some hotels have on-site restaurants. In most cases, the meals must be paid for. In some hotels, room service is available to guests.

Some resorts are all-inclusive resorts, allowing guests access to food at little or no charge at all times of day throughout their visits.

Vending

Vending machines are provided at many hotels and motels. These machines usually sell soft drinks, snacks, and other items commonly sold in vending machines.

Ice dispensers are also standard. While in some hotels, the ice may be complimentary, there may be a fee to obtain ice in others.

Exercise

Some hotels have fitness centers allowing guests to work out during their visits. A recent trend at some upscale properties has seen some of the exercise and fitness programs held outdoors.

Recreation

Many resorts offer various recreational activities, such as golf, tennis, and other popular sports.

Swimming pools

Some hotels offer swimming pool access. Outdoor pools may be open seasonally in temperate climates. Indoor pools can be open year round in any climate.

Parking

Most hotels offer free self-parking, though many in cities charge for parking, especially if the parking is in a garage or multi-storey car park. Some hotels offer valet parking services.

- ✓ **Room service**

Room service or in-**room** dining is a **hotel service** enabling guests to choose items of food and drink for delivery to their **hotel room** for consumption. **Room service** is organised as a subdivision within the food and beverage department of high-end **hotel** and resort properties.

Laundry service

Laundry refers to the washing of clothing and other textiles. Laundry processes are often done in a room reserved for that purpose; in an individual home this is referred to as a laundry room, Laundry in Australian English or utility room. An apartment building or student hall of residence may have a shared laundry facility such as a *tvättstuga*. A stand-alone business is referred to as a self-service laundry (launderette in British English or laundromat in North American and Australasia). The material that is being washed, or has been laundered, is also generally referred to as *laundry*.

Special services

It is called **special service** because it provides food and beverage at the places which are not meant for food & beverage **service**. The following are the different methods of **special service**.

Grill Room Service

In this type of service, various vegetables and meats are displayed for better view and choice. The counter is decorated with great aesthetics, and the guest can select meat or vegetable of choice. The guest then takes a seat and is served cooked food with accompaniments.

Tray Service

Method of service of whole or part of meal on tray to customer in situ, such as hospitals, aircraft, or railway catering.

Trolley/Gueridon Service

Food is cooked, finished or presented to the guest at a table, from a moveable trolley. For example, food served on trollies for office workers or in aircrafts and trains.

Home Delivery

Food delivered to a customer's home or place of work. For example, home delivery of pizza or Meals on Wheels.

Lounge Service

Service of variety of foods and beverages in lounge area of a hotel or independent place.

Room Service

Here food is served to guests in their allotted rooms in hotels. Small orders are served in trays. Major meals are taken to the room on trolleys. The guest places his order with the room service order taker.

The waiter receives the order and transmits the same to the kitchen. Meanwhile, he prepares his tray or trolley. He then goes to the cashier to prepare and take the bill. He then takes the bill along with the food order for the guests' signature or payment. Usually clearance of soiled dishes from the room is done after half an hour or an hour. However, the guest can telephone Room Service for the clearance as and when he has finished with the meal.

- **Topic 3: Food and beverages**

Bar management: involves operating and running an establishment that serves alcoholic beverages. If you're in charge of managing a bar, you'll need to oversee a variety of staff members, such as bouncers, bartenders and servers. Entertainment is an important part of bar management as well. Potential entertainment options include televised sports games and live events featuring bands and comedians. If a bar serves food, a bar manager also might have to make menu selections and supervise the bar's kitchen.

Restaurant management: Effective restaurant management involves several challenges, such as public relations, inventory, staff, and customer service. In some instances, a restaurant owner may also serve as the manager.

Either way, a strong manager is an essential component of a successful restaurant—they are usually the person who handles both staff and customer issues. The following information explains the important basics for properly managing a restaurant.

Providing Customer Service

"The customer is always right" continues to be the golden rule of any business. Even if you disagree with a customer's complaint, how you handle the situation will determine whether the customer returns. Your goal is to keep the customer experience positive.

Run a successful restaurant business and avoid costly mistakes by doing the following:

- Effectively deal with customer complaints to encourage return visits.
- Manage job expectations of staff to ensure they give optimum effort.
- Take advantage of current modes of advertising to gain the most exposure.
- Monitor revenue and expenses to ensure the restaurant is operating optimally.
- Determine ways to increase sales such as special promotions, catering services, menu changes, and entertainment.

Coffee shop: A coffeehouse, coffee shop, or café is an establishment that primarily serves coffee (of various types, e.g. espresso, latte, cappuccino). Some coffeehouses may serve cold drinks such as iced coffee and iced tea; in continental Europe, cafés serve

alcoholic drinks. A coffeehouse may also serve food such as light snacks, sandwiches, muffins, fruit or pastries. Coffeehouses range from owner-operated small businesses to large multinational corporations. Some coffeehouse chains operate on a franchise business model, with numerous branches across various countries around the world.

Banqueting

A **banquet** is a formal large meal or feast, where a number of people consume food together. Banquets are traditionally held to enhance the prestige of a host, or reinforce social bonds among joint contributors. Modern examples of these purposes include a charitable gathering, a ceremony, or a celebration. They often involve speeches in honor of the topic or guest of honour.

- **Topic 4: Kitchen**

a kitchen manager is responsible for overseeing the day-to-day back of house operations and administrative tasks. ...

a chef is typically in charge of recipes, menu items and can potentially share some ordering and staff management responsibilities with the kitchen manager. great kitchen managers exist.

7 HABITS OF HIGHLY EFFECTIVE KITCHEN MANAGERS

Kitchen manager speaking with an employee

A kitchen can be like a swirling black hole that unfortunately happens to be located on the other side of a swinging double door in the back of your establishment. People, food, and orders get sucked in and disappear in the form of bloated payroll and food cost and subpar meals. Finding effective kitchen managers

Individuals with the skills, experience, and demeanor to turn this void into a center of efficiency and driver of guest satisfaction is critical to your financial success and can provide a significant competitive advantage over your competition. Unfortunately, the specific and varied characteristics required of an effective kitchen manager can seem impossible to find in a single individual. To make matters worse, you might not really know what they are.

KITCHEN MANAGER VS. CHEF

A kitchen manager is responsible for overseeing the day-to-day back of house operations and administrative tasks. They are usually responsible for controlling costs and managing labor. A chef is typically in charge of recipes, menu items and can potentially share some ordering and staff management responsibilities with the kitchen manager.

Great kitchen managers exist. You just need to know what you're looking for to find one.

WHAT IT TAKES

Managing a kitchen takes an individual with a variety of skills that, unfortunately, don't often coexist. To be good at it, your kitchen manager should:

1. Be an effective and willing administrator.

This characteristic is the most important and most difficult to find. Cooks are called cooks because they cook. Most cooks got into the business to cook. Great kitchen managers understand that their duties include purchasing, inventory, scheduling, hiring and firing — for better or worse, the mundane tasks associated with being in charge.

2. Be creative.

This is a characteristic that can be difficult to find in a person who possesses the trait mentioned above. But a creative personality can drive the kind of out-of-the-box thinking that leads to food offerings that wow your customers and return visits.

3. Keep calm under pressure.

so if you have ever been around a ranting manager in the middle of a rush, you may be wondering about how important this characteristic really is — or how likely it is that any of them have it. Screaming is different than losing it. Better not to scream, but losing it is not an option.

4. Be a detail-oriented perfectionist.

Mistakes happen, and no one can be perfect. Good kitchen managers try anyway. Great ones are personally in everything that comes out of their kitchen.

5. Be experienced in your style of cuisine.

I am repeatedly surprised that even industry professionals fail to differentiate between different types of kitchen operations and the specific skills required of the staff working in them. Cooking banquet, high volume, or fine dining develop unique skill sets among practitioners. Those skill sets don't always readily translate to the other styles. I have been to small banquets at some really fine restaurants that have been a disaster. Be careful not to become infatuated with candidates from establishments with a lot of stars.

6. Be a good teacher.

Cooks take care of their station on the line. They prep their own ingredients and cook what they are responsible for. For kitchen managers, their station is the line and they are ultimately responsible for everything that their kitchen produces. In order to produce what they are responsible for (everything), they need to rely on their team.

That team needs to be able to make what they are responsible for as well and as consistently as your kitchen manager would. They need someone to show them how.

7. Be a hard worker.

This one should go without saying, and I think to some extent it does. At the point of being hired as a kitchen manager, a culinary professional should understand the kind of hours required to do the job. Be careful of managers, especially new managers, who get their first crack at putting a schedule together and load up on staff to get themselves some extra time off. Remind them, if you must, that the responsibilities of management far outweigh the perks.

Store management is concerned with ensuring that all the activities involved in storekeeping and stock **control** are carried out efficiently and economically by the **store** personnel. In many cases this also encompasses the recruitment, selection, induction and the training of **store** personnel, and much more.

Typically a store has a few processes and a space for storage. The main processes of store are (i) to receive the incoming materials (receiving), (ii) to keep the materials as long as they are required for use (keeping in custody), and (iii) to move them out of store for use (issuing). The auxiliary process of store is the stock control also known as inventory control. In a manufacturing organization, this process of receiving, keeping in custody, and issuing forms a cyclic process which runs on a continuous basis. The organizational set up of the store depends upon the requirements of the organization and is to be tailor made to meet the specific needs of the organization.

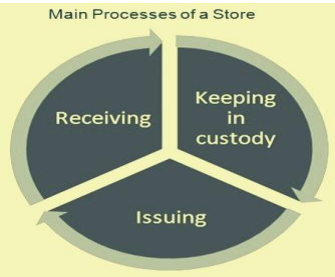


Fig 1 Main processes of a store

Store is to follow certain activities which are managed through use of various resources. Store management is concerned with ensuring that all the activities involved in storekeeping and stock control are carried out efficiently and economically by the store personnel. In many cases this also encompasses the recruitment, selection, induction and the training of store personnel, and much more.

The basic responsibilities of store are to act as custodian and controlling agent for the materials to be stored, and to provide service to users of these materials. Proper management of store systems provide flexibility to absorb the shock variation in demand, and enable purchasing to plan ahead.

Since the materials have a cost, the organization is to manage the materials in store in such a way so that the total cost of maintaining materials remains optimum.

Store needs a secured space for storage. It needs a proper layout along with handling and material movement facilities such as cranes, forklifts etc, for safe and systematic handling as well as stocking of the materials in the store with an easy traceability and access. It is to maintain all documents of materials that are able to trace an item, show all its details and preserve it up to its shelf life in the manner prescribed or till it is issued for use. Store is to preserve the stored materials and carry out their conservation as needed to prevent deterioration in their qualities. Also store is to ensure the safety of all items and materials whilst in the store which means protecting them from pilferage, theft, damage, deterioration, and fire.

The task of storekeeping relates to safe custody and preservation of the materials stocked, to their receipts, issue and accounting. The objective is to efficiently and economically provide the right materials at the time when it is required and in the condition in which it is required. The basic job of the store is to receive the materials and act as a caretaker of the materials and issue them as and when they are needed for the activity of the organization.

Once the material has been received and cleared through inspection and accepted for use, it needs safe custody of the stores. The role of custody is to receive and preserve the material.

A stage comes when the material is needed for use. Store at that time releases the material from its custody to the user department and the process is called 'issue of goods. It might also happen that after partial use, some materials having useable value in future are returned to the store and thus they also become part of the custody again.

Storekeeping activity does not add any value to the materials. In fact it adds only to the cost. The organization is to spend money on space (expenditure on land, building passage and roads), machinery (store equipment), facilities (e.g. water, electricity, communication etc.), personnel, insurance, maintenance of store equipment, stationary etc. All of these get added to the organizational overheads and finally get reflected in the costing of the finished product. However, it is an essential function in any organization.

Objectives of store management

An efficient stores management has normally the following main objectives.

- To ensure uninterrupted supply of materials without delay to various users of the organization.
- To prevent overstocking and under stocking of the materials
- To ensure safe handling of materials and prevent their damage.
- To protect materials from pilferage, theft, fire and other risks
- To minimize the cost of storage
- To ensure proper and continuous control over the materials.
- To ensure most effective utilization of available storage space
- To optimize the efficiency of the personnel engaged in the store

Classification of stores

Store can be of temporary nature which means that it has a limited life. Store can also be of permanent nature. Stores are classified basically in the following broad categories.

- Functional stores

Functional stores are named based on the function of the materials stored. Examples are fuels store, chemicals store, tools store, raw materials store, spare parts store, equipment store, refractories store, electric store, explosives store, and finished goods store etc.

- Physical stores

Physically stores can be centralized stores or decentralized stores. These stores are named based on the size and location of the store. Examples are central store, sub store, department store, site store, transit stores, receipt store, intermediate store, open yard store, and covered store etc.

- Stores are also classified by naming them after the departments to which they serve. Examples are construction stores, operation stores, rolling mill stores, blast furnace stores, and steel melting shop stores etc.
- Stores are sometimes classified based on the nature of materials stored in them. Examples are general store, bonded store, perishable store, and inflammable store, salvage store, reject store, and quarantine store etc.

Centralized storage of materials in a central store has advantages as well as certain disadvantages. The following are the advantages.

- Centralized store can cater to a wider range of materials which is not possible in a smaller store. Hence user department is to look for the material of its need only at one place.
- It contributes to the inventory control in the entire organization since the requirement of all the departments gets clubbed up.
- It makes better control feasible.
- It provides economy in storage space as materials when stored in larger quantities, occupy less specific space.
- Large stores can be provided with better and modern handling facilities. The operation can also be automated.
- Delivery at a single point decreases cost of delivery.

- Receipt and inspection of the materials can be organized more efficiently.
- Improved opportunities are available for the standardization of inventory.
- The turnover of materials is increased because of the maintenance of lower inventory and the probability of deterioration of materials during storage is correspondingly decreased.
- Manpower requirement for managing of stores get reduced. Also the duplication of records which takes place in decentralized store system is avoided.

The disadvantages of a centralized store is as follows.

Distance from the store and the user department gets increased which requires higher transportation needs from the store to the user department.

- If there are slippages or system not being well organized then there can be shortages of the materials which may results into unnecessary interruptions in production.
- There may be necessity of additional internal documentation in the store.
- The risks due to the fire and thefts are higher since the entire stock of the materials are concentrated at one place.
- The variety of materials to be stored can be large and it can create complications in the systematic storage as well as in storage procedures.

Functions of a store

Store personnel are responsible for carrying out the following functions.

- Receipt of incoming materials
- Supervision of unloading of materials and tallying of materials
- Checking for damages or shortages and preparation of the report
- Filling of ‘goods inward’, ‘day book’, or ‘daily collection’ register
- Completion of vendors consignment note (challan)
- Making arrangement for inspection and getting the inspection completed

- Preparation of ‘goods receipt note’ (GRN)
- Preparation of ‘goods rejection memo’ (in case of rejection of materials)
- Sending of materials to the respective stores
- Sending of the relevant documents to the respective departments
- Ensuring all storage and material handling facilities are in proper working order
- Ensuring good housekeeping and cleanliness in the storage space
- Checking, counting and tallying of materials before issue
- Making prompt entries in ‘Bin card’ or stock card
- Ensuring correct documentation of material receipts and material issues
- Ensuring safe and proper handling of materials so as not to damage them
- Ensuring proper record keeping and correct accounting of materials
- Ensuring regular stock verification
- Ensuring that rules and regulations relating to physical custody and preservation of materials are followed
- Ensuring safety of materials and personnel

Food cost: Food cost is the ratio of a restaurant’s cost of ingredients (food inventory) and the revenue that those ingredients generate when the menu items are sold (food sales). Food cost is almost always expressed as a percentage known as food cost percentage, which we’ll cover further below.

Beverages cost: is the **cost** related to alcoholic **beverages** served in restaurants and bars. ... Other **Expenses**– Other **expenses** include all the other **costs** that are incurred while running a restaurant. These can be utilities, rent, kitchen equipment, etc.

Learning Outcome 2.3: Confirm functionality of all organization features in the property management system according to organization standard

- **Topic 1: Test of features in property management system procedures**

Front office:

Check in steps Hotel Check In Procedure Template has been specifically designed to work as a guide for the front of office staff, to standardize the check in process, making the process consistently efficient.

The Hotel Check In Procedure Template has organized the hotel check in process to a series of steps outlined below:

- Greet Guest
- Determine Availability
- Registrations Process
- Collaborate Information
- Enter Details
- Confirm Details
- VIP Guests
- Confirm Baggage
- Assign Mode of Settlement
- Advanced Payment
- Assign Room and Provide Keys
- Wish the Guest an Enjoyable Stay

At the beginning of this checklist, you will be presented with a set of **specialized questions designed to make sure the hotel check in process runs smoothly.** The questions are given as sub checklists, short answers, or yes/no drop-down menus. Certain questions have been conditioned to guide you through the correct process path for the specific circumstance

Check out steps

Hotel Check Out Procedure Template has been specifically designed to work as a guide for the front of office staff, to standardize the check out process, making the process consistently efficient.

The Hotel Check Out Procedure Template has organized check out processes into a series of steps outlined below:

- Ask About Stay
- Enquire Over Additional Charged
- Verify Account Information
- Confirm Payment
- Check Messages
- Final Checks
- Update Room Status
- Guest Fil History
- Request Guest Satisfaction Survey
- Checkout Completion

At the beginning of this checklist, you will be presented with a set of specialized questions designed to make sure the check out process runs smoothly. The questions are given as sub checklists, short answers, or yes/no drop-down menus.

Reservations procedures

A hotel reservation system works by processing secure online reservations made through a hotel's website. The data is then passed onto a backend system which can be accessed by hotels to manage bookings. Other features may come with it – for example, the automation of reservation confirmation emails.

Business center functionality

Business centers are often spaces in hotels that have computers and desks readily available for travelers. However, they have grown and can offer the necessary services and facilities to fulfill any business' needs.

Housekeeping:

- ✓ Check Rooms Management procedures
- ✓ Check Room occupancy
- ✓ Check Rooms status
- ✓ Check Room types
- ✓ Check Room amenities

- ✓ Check laundry services
- ✓ Check room services

Food and beverages:

- ✓ Check Bar management
- ✓ Check Restaurant management
- ✓ Check Coffee shop options
- ✓ Check Banqueting options

Kitchen

- ✓ Check Stores management
- ✓ Check kitchen management
- ✓ Check Food cost
- ✓ Check Beverages cost

LEARNING UNITY 3: Use property management system

Learning Outcome 3.1: Obtain credentials for use in Property management system from your

- **Topic 1: Identification of credential**

Credentials refer to the verification of identity or tools for authentication. They may be part of a certificate or other authentication process that helps confirm a user's identity in relation to a network address.

Buyers Must Be Careful with Choices

When searching for a PMS, one will find numerous vendors who will offer a variety of choices. Unfortunately, many of these products are substandard for a number of reasons. Many were written by novice programmers unfamiliar with hospitality operations and terminology. There is also a high attrition rate; in the last four years, of the 140 suppliers of Property Management Systems, 62 have perished. If a PMS system was purchased from a firm that later declared bankruptcy, the property would be left without any software support unless the sales contract entitled the property to the source code, a sequence of instructions written in either assembly or high-level language by the programmer, In this eventuality, the property would need to hire a programmer for software support, an expensive inconvenience

System Requirements Must Be Identified

In order to understand what PMS will be best suited for a particular property, it is essential to specify system requirements and parameters. To carry out this task, a PMS committee should be formed comprised of representatives from the various departments targeted to be computerized. The findings should be incorporated into a report called a property profile to be distributed to vendors. This will enable the property to clearly define what it desires in a PMS as well as to communicate its needs to vendors.

A problem that often arises is unrealistic expectations concerning the capabilities of a PMS. Many people feel that a computer can do everything. To ensure a pragmatic approach in the development of system requirements, the PMS committee should familiarize itself with products that are currently available on the market by obtaining relevant product literature. The easiest way to secure sales literature is from the vendor by mail or telephone. Other sources of information include industry trade shows, trade journals, and trade associations such as the American Hotel and Motel Association (AH&MA) and the International Association of Hospitality Accountants (IAHA).

A Property Profile report covers a number of details relating to the computing needs of the property. Its development begins with the specification of required reports that are of high value and improve operational performance and decision-making capability. The committee's responsibility will be to vote on the retention and modification of old reports and the creation of new ones. Sample reports should be included in the property profile showing the required information and desired format.

Management should specify the tasks that it would like the PMS to perform. A detailed checklist of desired functions should be devised for each affected work area. There should be a description of staffing levels and business volumes for each area under consideration. This will aid in the assessment of hardware and software requirements and also pinpoint opportunities for improvement in labor productivity

The report should familiarize the vendor with the products and services offered. This will educate the vendor as to the desired service levels and the types of service that appeal to the property's clientele. The report should describe the layout of the facility and identify the areas where hardware will be located. This will assist the vendor in determining the hardware configuration.

Table 1 Property Profile Description

Section I: Type of Facility: An overview of the property, products, and services.

Section II: Reports: List report requirements and attach sample copies. For example, possible report requirements for reservations may include advance deposit report, forecast report, blocked rooms report, reservation rate variance report, group activity report, etc.

Section Ill: Desired Functions: Tasks that management would like the PMS to perform for each affected work area. For example, possible tasks for the back office may include accounts payable, accounts receivable, payroll, budgeting, financial reporting, inventory control, etc.

Section IV: Work and Staffing Volumes: Specification of work volumes and current staffing requirements. For example, statistics for reservations may include number of reservation clerks, hours of coverage, average number of calls per hour, average wage rate for reservation clerks, total number of new reservations entered per day, average number of confirmations printed and mailed, etc.

Section V: Layout of Facilities: Blueprints of the work areas affected by automation.

Section VI: Employees: Their level of job knowledge, experience with computers, typing skills, and attitudes toward automation.

Request For Proposal Is Next Step

Once management has completed the fad finding mission, the results should be incorporated into a report, commonly referred to as a request for proposal (RFP). This report should contain the following sections:

Property Profile. A description of the operation and its computing needs.
Solicitation Instructions and Conditions. A guideline for submission of vendor proposals and a description of how vendor responses will be evaluated. Table 2 provides tly-ee approaches that can be used to appraise vendor answers.

System Specifications. A detailed description of desired features and requirements for each of the following areas: system cost, software, hardware, hardware and software support, and training and installation.

- **Topic 2: Procedures to obtain credentials**

PMS system for hotel
Professional hotel property management system (PMS). You can automate many business processes that have taken a lot of your time and attention of the staff before. PMS system for hotel let you concentrate on key points of your business and solve the most important tasks to enhance its effectiveness and increase the income. Moreover, you will be able to run your business from any device anywhere in the world because our program is always accessible online.

Hotel PMS property management system is suitable for hotels, sanatoriums, hostels and any placement point.
And so, our hotel front desk property management system let you automate the following business processes and functions: receptionist; online booking; inventory; rate schedule; storage of clients' history; Reporting.

The main element of PMS front desk for hotel is "chess board" registration table, which consists of a calendar and a category of hotel rooms that can be opened for work with each separate room. Visual reports on availability let you easily get the information on the rooms

available and book a hotel room for desirable period. You can make a reservation for a group of two or more people that arrive together.

General taskbar let you get the information about the state of affairs at the hotel: checks-in and checks out that have been planned, guests who are staying in a hotel and possible mistakes made by the manager (overdue reservation or missed check out). It is important that while using PMS hotel property management system you avoid the mistakes, which a person can make, because of automation of routine operations, reminders and clues, convenient step by step patterns.

The property management system of hotel can control all the data on the hotel, edit the hotel stock, changes in tariffs, additional services in a room, find a guest by name or by calling number. PMS system for hotels let you set up all the details including special conditions for guests with the children, additional beds, limits for each category of hotel rooms when selling online, close some hotel rooms (for example, for technical servicing) and many others.
The price for any category of the rooms can be changed with a few mouse clicks with the help of PMS system. This information will be downloaded on your site and booking modules, the data of available rooms will also be there.

History of booking process changes and total actions logging give the opportunity to control everything that happens in the system. Nothing disappears without a trace, you can look through the cancelled booking and the refund of payment in advance.

- **Topic 3: Reporting**

The information on the hotel will be accumulated in different reports (demographic, financial reports, the audit of the staff, and the assessment of the work in a hotel). PMS front desk for hotel allows finding statistics and traditional reports about the effectiveness of the hotel work (ADR, RevPAR) for any period and compare it with the previous one.

- **Topic 4: Identification of Access level**

Important Property Management Credentials

Want to gain a competitive edge as a property manager? Whether you're an independent manager or you work for a larger company, property management credentials, certifications and designations will help increase your authority, differentiate you from the competition and encourage trust from prospective tenants and owners.

There are a variety of property management designations available. Many are free or inexpensive to get, they just take some time and effort. To save you some research, we made this list of four of our top picks from leading property management associations. Keep reading to learn what they are and how you can get certified.

Identification of Access level

An identity is a set of information that can be used to identify a particular entity. Entities are anything with distinct existence, such as a person, organization, concept, or device. We typically use credentials, or claims made by others about our identities, to authenticate ourselves and ultimately gain access to various services. For example, we use email addresses to identify ourselves to online services, driver's licenses to prove that we are capable of operating a motor vehicle, university degrees to prove we are well-trained and knowledgeable, and government-issued passports to travel between countries or to access financial services. It is the goal of this specification to provide an easy, standard way to express, issue, and consume identity credentials on the Web.

There are a number of desirable capabilities for credentials that have been identified as requirements for this specification:

- Credentials are user-centric. This refers to an architecture where:
  - Credential holders are positioned in the middle between issuers and consumers.
  - Credential holders receive and store credentials from issuers through an agent that the issuer does not need to trust.
  - Credential holders provide credentials to credential consumers through an agent that consumers needn't trust; they only need to trust issuers.

- Credentials are associated with identities, not particular services; credential holders can decide how to aggregate credentials and manage their own identities.
- Credential holders can control and own their own identifiers.
- Credential holders can control which credentials to use and when.
- Credential holders may freely choose and swap out the agents they employ to help them manage and share their credentials.
- Credential holders that share verifiable claims are not required to reveal the identity of the consumer to their agent or to issuers.

- A standard, machine-readable data format for expressing identity credentials that can be extended with minimal coordination.
- Independent issuance, storage, and cryptographic verification of credentials.
- A standard mechanism for requesting credentials.
- The ability to revoke previously issued credentials.
- Web Browser APIs for storing and consuming credentials.

In order to store the unbounded variety of attributes that could be claimed in identity credentials, a simple but extensible data model is utilized. The specification uses a data storage and expression approach called Linked Data. It is a way of expressing information on the Web that is both simple and extensible. Specifically, the Linked Data technology used by this specification is JSON-LD

2. Terminology

This document attempts to communicate the concepts outlined in the Open Credentials space by using specific terms to discuss particular concepts. This terminology is included below and linked to throughout the document to aid the reader:

Claim

A statement made by an entity about the subject defined by an identity profile.

Creator

The identity that is associated with creating a particular resource. For example, the key that created a digital signature.

Credential

A set of claims that refer to a qualification, achievement, personal quality, aspect of an identity such as a name, government ID, preferred payment processor, home address, or university degree typically used to indicate suitability.

Credential inspector

An entity that requests a credential for processing.

Credential service

A program, such as a credential storage vault or personal credential wallet, that stores and protects access to a recipient's credentials.

Credential transport protocol

A set of messages and protocols for issuing, storing, requesting, and transmitting credentials.

Credential validation

The process that demonstrates the information in a credential is well-formed.

credential verification

The process that cryptographically demonstrates the authenticity of a credential.

decentralized identifier

A portable URI-based identifier, also known as a DID, that is associated with an entity. These identifiers are most often used in a credential and are associated with recipients such that the credential itself can be easily ported from one identity provider to another without the need to reissue the credential. An example of a DID is: did:b6922d8e-20df-4939-95cd-f79375979178

Decentralized identifier document

A document that is accessible via the WebDHT and contains information related to a particular decentralized identifier such as the associated identity provider and public key information.

Digital signature

A mathematical scheme for demonstrating the authenticity of a digital message.

Entity

A thing with distinct and independent existence such as a person, organization, concept, or device.

Entity credential

A set of claims made by an entity about an identity profile referred to as the subject of the claims. An entity credential may refer to a qualification, achievement, personal quality, or other information abouth the subject such as a name, government ID, preferred payment processor, home address, or university degree that is typically used to indicate suitability.

Holder

An entity that is in control of a particular credential. Typically a holder's identity is also the primary subject of the information in a credential. A holder is often the entity that initiates the transmission of a credential.

Identity

A set of information that can be used to identify a particular entity such as a person, organization, concept, or device. An entity may have multiple identities associated with it.

Identity document

A Web-based document that contains statements about a particular identity. Identity documents *MUST* be accessible in JSON-LD [JSON-LD] format and *MAY* be accessible in other RDF-compatible formats.

Identity owner

An entity that is in control of a particular identity document.

Identity provider

A software service that manages one or more identities and their associated credentials on behalf of an entity. It typically handles requests to store credentials issued by an issuer and to retrieve credentials when requested by a credential inspector.

Identity profile

A set of information that can be used to identify a particular entity. An entity may have multiple identity profiles associated with it.

Issuer

An entity that creates a credential and associates it with a particular holder.

Subject

An entity which may have multiple identity profiles and about which claims may be made.

User agent

A program, such as a browser or other Web client, that mediates the communication between holders,issuers and credential inspectors.

Expressing Credentials in an Identity

The following example demonstrates how to express one or more credentials along with an identity. This approach allows one to express an identity and some credentials that assert certain properties about it without losing data fidelity. Because Linked Data is a graph-based format and credentials have been digitally-signed as independent graphs of information, they are expressed using the @graph keyword. An application that receives an identity in this format can be ensured that the credential data won't be accidentally mixed with data in any other graphs in the identity document. Once the application has verified the digital signatures in each credential, it can safely merge all of the claim data into a single graph of information about the identity.

Learning Outcome 3.2: Itemize guest accounts and functioning of property management systems features as per the procedures

- **Topic 1: Itemized guest accounts**

✓ posting all deposits,

✓ prepayments,

✓ room charges and extra charges for inclusion in the final bill),

✓ automatic generation of bills,

✓ paying processing, and automatic links through to general accounts functions

- **Topic 2: Database for recording enquiries**

A **database record** is collection of fields about the same person, item, or object in a database. The database record can be thought of as a row of information within a database table.

The Database

A database is a set of data arranged in a way that a computer program can immediately choose required portions of data. It is often called DB.

A common database can be compared to a filing system which is arranged by fields, records and files. A field is a specific piece of data; a record is a total set of fields; and a file is a group of records. For example, a phone book can be considered a file with a list of records. Each record has the following fields: name, address and phone number.

A database management system (DBMS) is used to obtain data from a database. DBMS is a

selection of programs that allows the user to input, arrange, and choose data from a database. There are distinct kinds of DBMS, from small systems that perform on personal computers to large systems that perform on mainframes.

The Record

A record is a group of data saved in a table. It is a set of fields, like an employee's job record as shown below.

Employee ID	Last Name	First Name	Position	Department	Hire Date
00108	Doe	John	Assistant Manager	Human Resources	November 16, 2000
00109	Parker	Anne	Supervisor	Financial Services	May 1, 2003

A record in a database is an object that can have one or more values. Groups of records are then saved in a table; the table determines the data that each record may have. Various tables hold various records in a database.

A new record produces a new row in the table that's why records are oftentimes labeled as rows. Separate fields are referred to as columns because they are identical for every record in the table. Record and row can be utilised mutually, but nearly all database management systems utilise row for error messages and queries.

Records provide a practical way to save and pull out data from the database. Each record

can have diverse types of data, and thus a single row could have several kinds of information.

Records can be easily created, altered and erased without affecting other data in the database.

An ideal database design should have a primary key for the table. A primary key is a unique field in each record in a database. In an employee's job record sample above, the Employee ID is the primary key.

A group of records can be called a file, data set or table.

Advantages of Using a Database

- **Significant time savings** – Fetching a single record can be done in a just a few clicks. Merging database records can be done in an instant.
- **More handy information** – Creating and running a query can be done easily to seek for distinct answer or record from the database.
- **Capacity to connect data** – Different sources of information can be linked together to review performance.
- **Ability to stimulate mail, email and social media** – Mass customisation in terms of specific response to potential customers depending on interpreted customer information. Mail and email operations can be easily driven to customers. Social media feedback can be easily tracked.

Disadvantages of Using a Database

- **Complexity** – Database needs complicated hardware and software systems. Design and development is an intricate endeavour.
- **Cost** – Database requires considerable one-time and continuous financial resources. Database management system customisations would include periodic modifications that has cost implications.
- **Security** – There is a need to ensure that database systems can safely save data including confidential information. High security against viruses and hacking is required.

- **Compatibility** – There is a possibility that a database management system might not be suitable with a company's functional requirements. Scalable database management systems that are being offered nowadays may resolve this issue.

- **Topic 3: Automatic night audit functions (checking and balancing all reports and accounts)**

The **hotel night audit** is a daily review of guest account transactions recorded against Accounting Code (or **Department** Code) transactions. The routine helps guarantee the accuracy, reliability and thoroughness of front office accounting.

What is night audit in hotel and how to do it with a cloud property management system?

Call it the end of day process, or front office night audit process, hotel night audit is a significant part of a hotel's accounting section. This process captures, reviews and collates all financial activities of the hotel that has taken place in one day and posts them on appropriate account heads.

What is night audit in a hotel?

In a hotel's 24/7 business environment, guests check-in and checkout at all hours and pay their bills either through cash or cards. At the end of the business day, hotels need to properly record and reconcile guest folios and their transactions. Purpose of the night audit process is to do the same by collating revenue against various revenue heads. To be precise,

hotel night audit evaluates and closes daily cash flow into and out of the hotel's account. Also referred to as the end-of-day process, it ensures the rollover from one business day to the next day.

Here are some of the major functions of night audit

- Ensures rollover from one business day to the next day
- Reconciles all front office cash counters/accounts
- Verifies posted entries to guest/non-guest accounts
- Resolves room status and rate discrepancies
- Most importantly, generates several MIS reports called night audit reports

How to do night audit in a hotel?

Night audit is a mandatory process for hotels of all sizes, categories and services. The most convenient time to perform night audit is between the late evening and early morning – just after the business day closes. This is the time when most revenue centers and POS outlets at a hotel are closed, making it the ideal time to perform night audit. This helps the front office personnel, also called night auditor to initiate and finish the night audit process with minimal interruption.

For the night auditor, some of the steps in the night audit process are Total outstanding charge posting

Hotel night auditor needs to ensure that all guest transaction happened in a day are correctly captured, charged and posted to guest accounts.

Reconcile room status

The night auditor must evaluate and analyze a particular day's occupancy report and the housekeeping room status report to find out the correct occupancy status of a hotel.

Verify room rates

It is mandatory to compare guest registration records with room reports to ensure rack rate and actual rates are the same.

Verify no-shows of the day

By verifying no-shows of the day in the front office console, the night auditor ensures that the no-show bills are duly charged, and the rooms are marked as ‘available’ for future dates.

Balance all departmental accounts

This process of balancing all revenue center accounts is called ‘Trial Balance’ that helps in accurately posting the day’s room and tax charges.

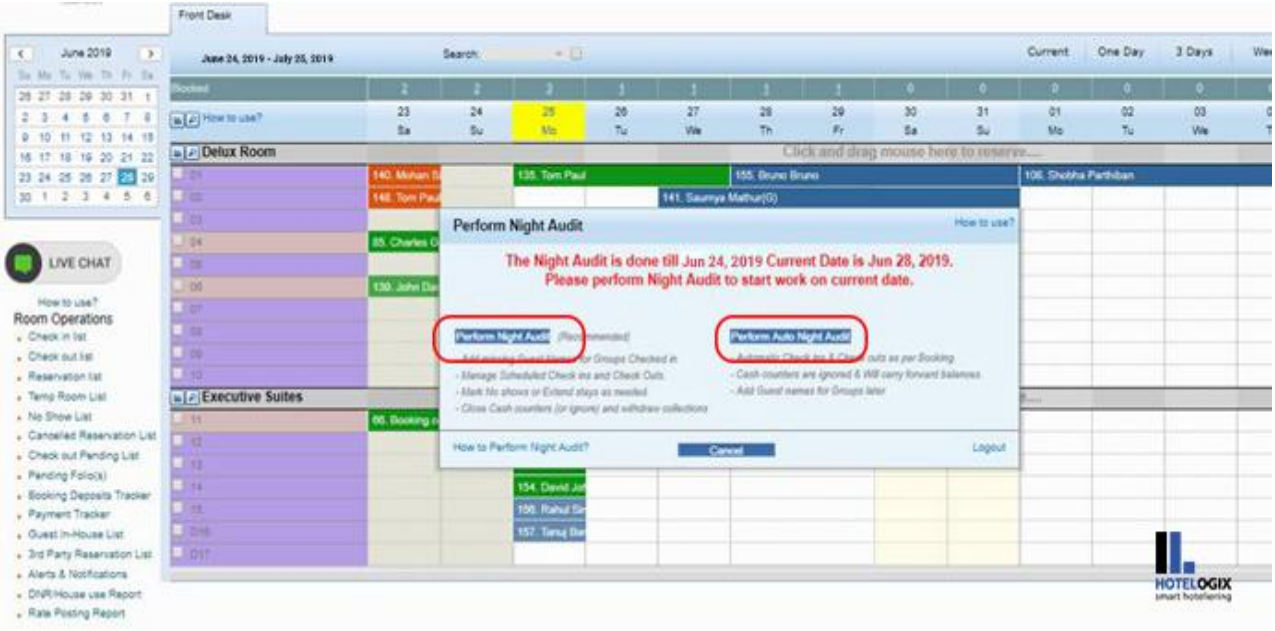
The night audit process can be done manually – by pen and paper, or by using a hotel property management system (Hotel PMS). While doing the same by pen and paper is a time-consuming and tedious process that leads to multiple errors, a Hotel PMS efficiently automates the whole process. Take Hotelogix cloud-based Hotel PMS for example that helps you with an efficient night audit so that you can establish 100% accuracy of the process while cutting down heavily on manual intervention that may lead to errors.

Hotel night audit procedure with Hotelogix cloud Hotel PMS

Hotelogix PMS users can perform night audit with just a few clicks. This works in 2 ways –

1. Click on the drop-down button ‘Frontdesk’ on the top left corner and then click on ‘Perform Night Audit’. The system will finish the process in no time.

2. If you have missed the night audit for the last business day, the Hotel PMS will prompt you to do so with a pop-up box. You just need to click on 'Perform Night Audit' and the system will do it for you.



Moreover, with Hotelogix PMS in place, you can also automate the whole process. You can run auto night audit without even logging into your Hotelogix account. In this, Hotelogix PMS will do the automatic check-in and no-shows to the reservations, based on the setup in the Admin Console.

Now let's look at some of the important reports, known as Night Audit Reports

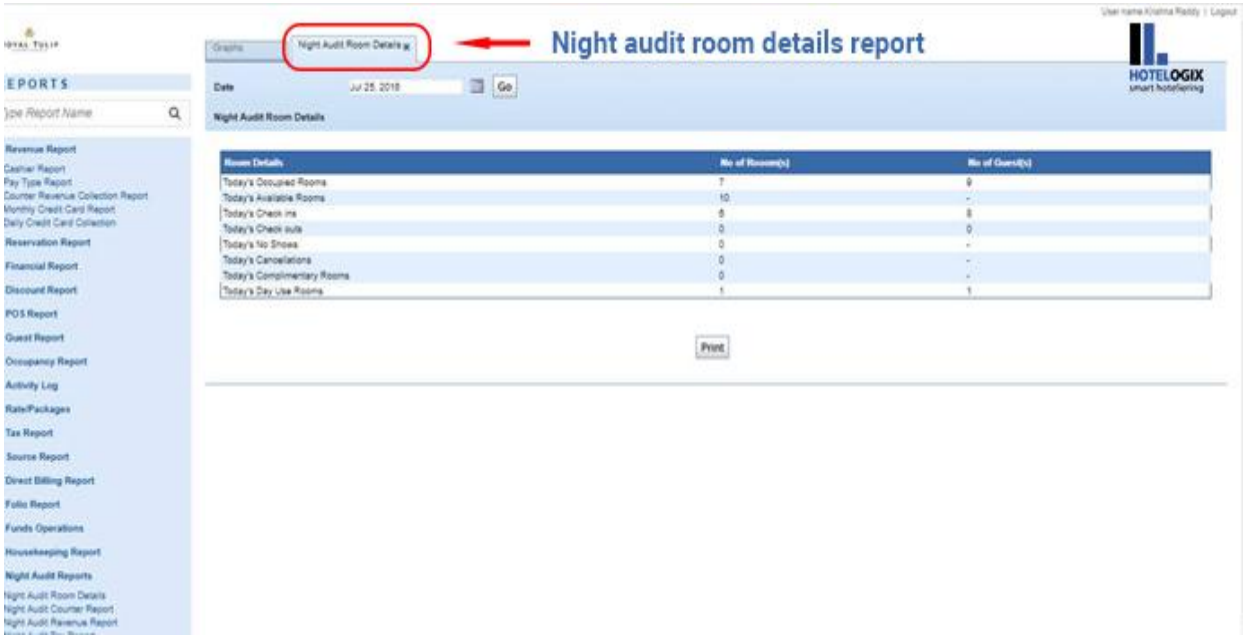
The Hotelogix PMS helps generate several insightful reports on hotel business via the night audit process. Known as Night Audit Reports, these insights help you review your hotel's operational effectiveness so that you can keep costs under control while making profit.

Night audit room details report

This report captures the total number of rooms and their total guests under each category such as occupied rooms, available rooms, day use rooms, etc. for the day. It helps you to understand a particular day's occupied rooms, available rooms, check-ins, checkouts, no-shows, cancellations, complimentary rooms, day use rooms, etc.

To access this report: Go to Report Console >> Night Audit Reports >>

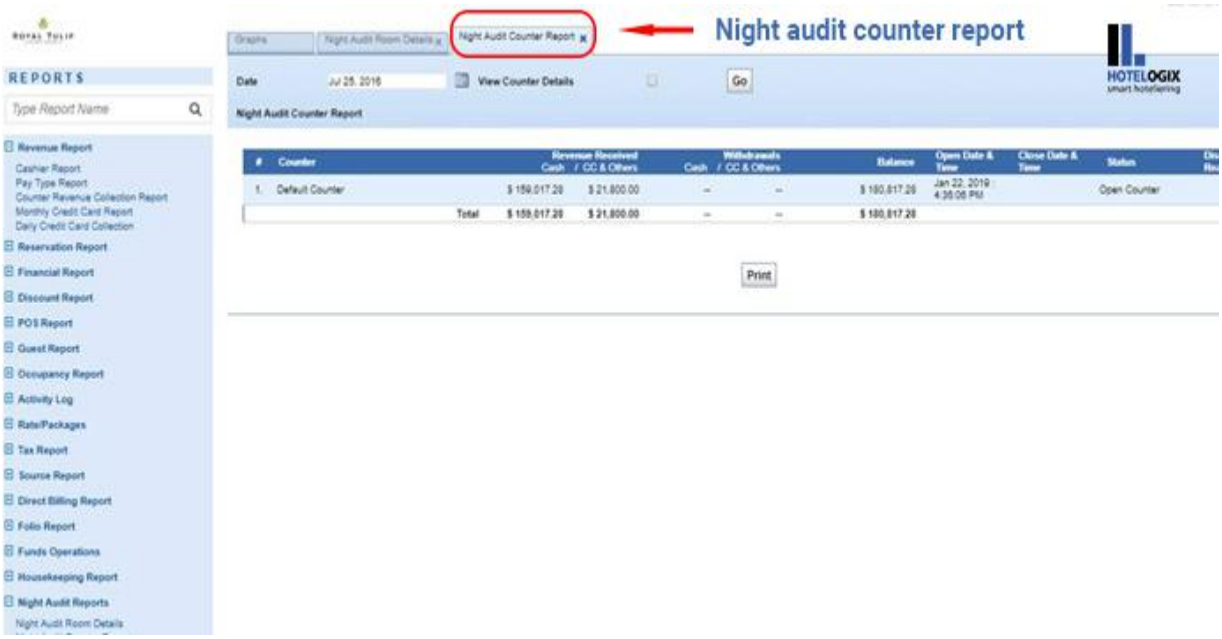
Night Audit Room Details



Night audit counter report

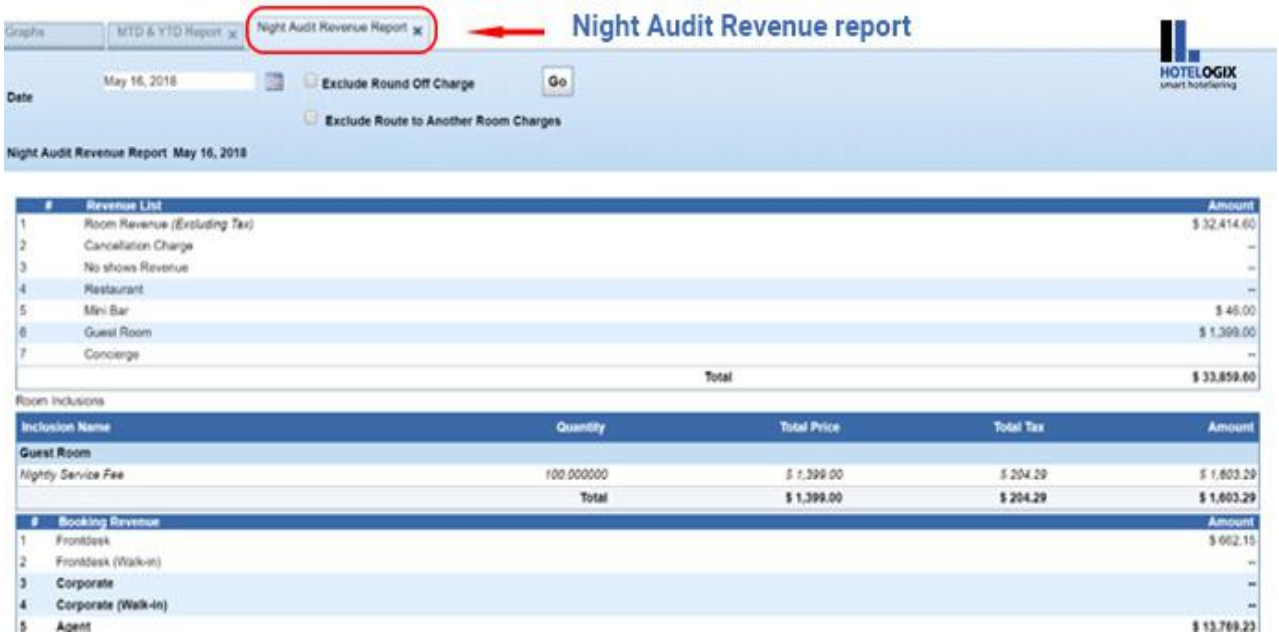
This report captures the revenue details of each counter for the day. This also shows each counter with details of revenue received and withdrawal by the counter for the selected day. By selecting the 'View Counter Details' checkbox, you can track all the changes occurred in each counter before night audit.

Night Audit Counter Report



Night audit revenue report

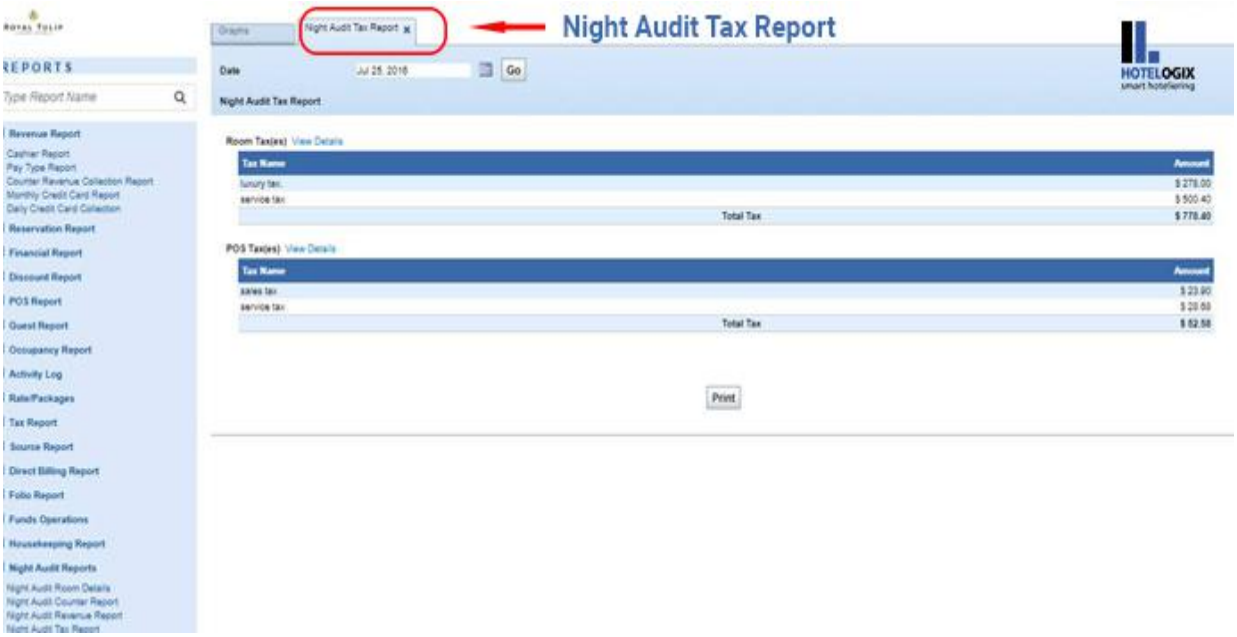
This report captures income generated from Rooms and all other POS outlets for the day. The report also shows room inclusion details (if available) along with the source of revenue collected. It also shows booking revenue amount generated via walk-ins, corporates, travel agents, website, etc. Night Audit Revenue Report



Night audit tax report

This report captures shows the total amount of tax collected from room taxes and POS taxes for the day.

Night Audit Tax Report



MTD & YTD report

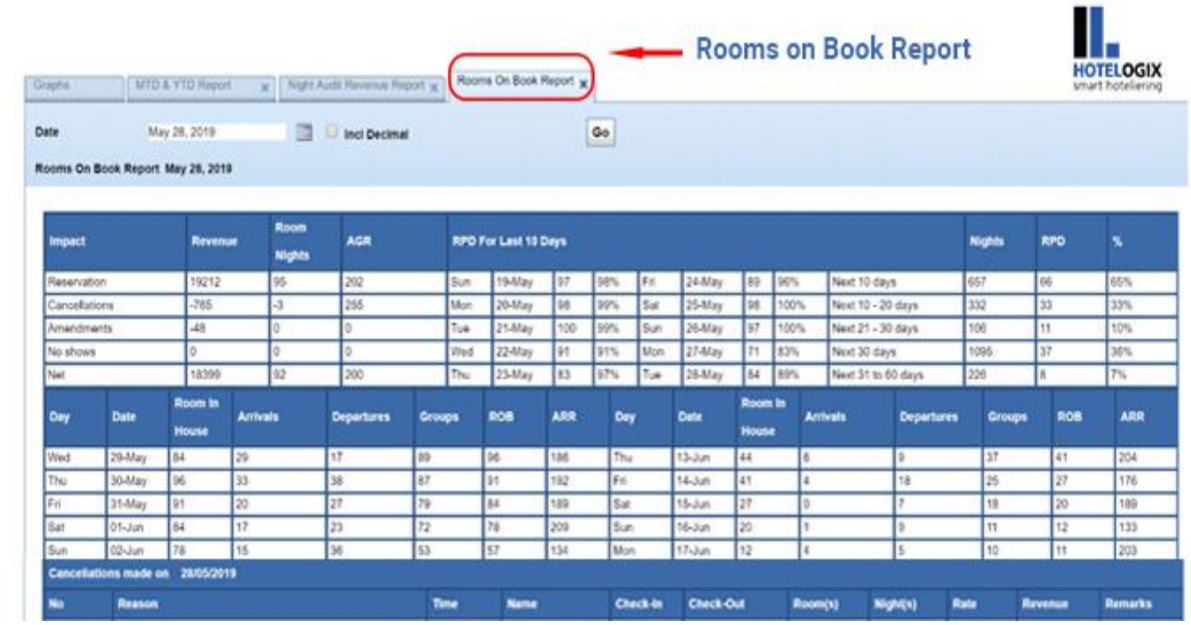
These two important hotel reports for management show the month-wise and year-wise data for a selected day, for which night audit has been performed. They help you understand the percentage of rooms occupied, the percentage of rooms occupied minus complementary and house use, average daily rate and total revenue of your hotel including POS, other charges, etc.

MTD & YTD Report

Rooms on book report

This report helps you with a snapshot of room revenue, room nights and ARR for a specific search date. Plus, it also provides you with information on rooms per day (RPD) and occupancy percentage for the past 10 days and its forecast for the next 30 days.

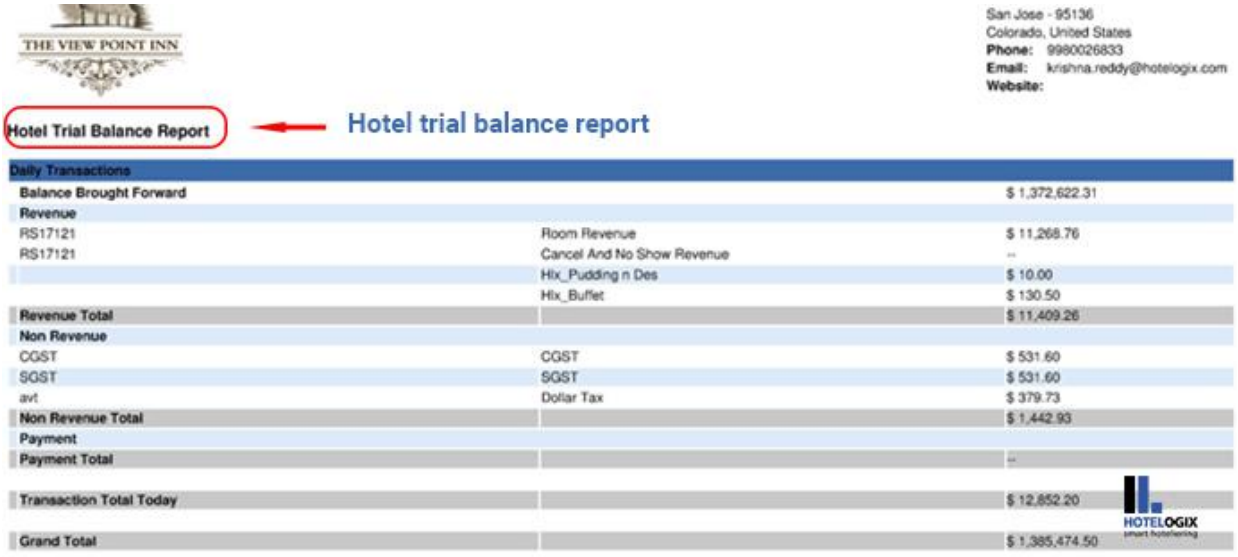
Rooms On Book Report



Hotel trial balance report

As one of the most important hotel management system reports, it offers you insights into your hotel's financial status for a specific date. This includes all transactions posted, and then a breakdown of business within each of 3 ledgers – guest, accounts receivable and deposits.

Hotel Trial Balance Report



When performed with a smart Hotel PMS like Hotelogix, night audit process offers a massive amount of feedback on your hotel's operational and financial aspects. You should consider leveraging a cloud-based hotel property management system to perform daily night audit at your hotel to reduce your workload while ensuring accuracy of the whole process that is critical to your daily operations.

- **Topic 4: Computer-aided housekeeping and maintenance scheduling**

Computers are now being used in many housekeeping departments for rooms management, inventory control, linen management, and so on, to varying extents.

Many software packages are now available in India that provides specific applications for housekeeping operations.

Computers can now be linked to the telephone system in each guestroom.

This technology greatly reduces the cost of individual wiring in each guestroom.

Computers are being used in housekeeping for:-

1. Rooms Management
2. Forecasting GRA Requirement
3. Housekeeping History & GRA Performance
4. Stock Control
5. Housekeeping Records
6. Work Methods
7. Files
8. Word-Processing
9. Planning System
10. Energy Saving

1. Rooms Management

- Arrival and departure as well as occupancy figures.
- Occupancy Forecast
- V.I.P. and other special arrivals.
- Guest history and other special requests (e.g Bed boards, vases, flower arrangement, disabled facilities, etc.
- Out of order record giving reasons(e.g. redecoration, maintenance problem, etc.)

- Room change (when a guest moved from one room to another) and also the room type change.
- Complimentary or staff room.
- Rooms sold for various purposes (special) and room arrangement thereof e.g. interview rooms.
- Inter-Connecting rooms sold for friends or in a family plan.
- Sleep-out (where the guest has slept out).
- Walk-out (confirmed reservation guests walk out to other hotels).
- Overstays (where the guest who was supposed to be leaving has decided to stay on).
- Occupancy status of the room and the number of persons in the room.
- V.I.Ps' in the house.
- Clear rooms required on priority.
- Sick guests if any.
- This information will mostly be in a two-way flowing from the reception to the housekeeping and vice Versa.
- From the housekeeping side, the information may be fed into the computer from the keyboard.
- If the computer is linked to the telephone system, information on room status may be dialed indirectly by the floor supervisor.

2. Forecasting GRA Requirement

Computers may be used to forecast the total number of GRAs needed each day in the future, based on the current in-house occupancy and staffing and the expected arrivals/departures over the forthcoming period. These can forecast staffing requisites up to 365 days in advance, given the right inputs.

3. Housekeeping History & GRA Performance

It is possible to measure the performance of each GRA by tracking the estimated clean time' and the 'actual clean time', as well as the variances. Since supervisors use the intercom in the room to mark the room as 'ready for guests', the computer can also store the time at which the supervisor finished the inspection.

4. Stock-Control

All types of housekeeping stocks may be controlled by a computer including:

- Linen Inventories

- Cleaning Agents
- Cleaning Equipment
- Uniforms
- Guest Supplies
- Soft Furnishing
- Bedding
- Spare carpets and curtain/upholstery fabric etc.
- By keeping efficient stock control, purchases and budgeting will be made easier and information on stock levels etc. will be readily available.

5. Housekeeping Records

- All the housekeeping records may be kept on the computer. For example,
- Room type with standard content design and color scheme;
- Housekeeping Items' purchase details like
- Name of supplier
- Date of purchase
- Cost of Item,
- Problems if any,
- Method of cleaning, and
- Maintenance.

6. Work Methods

These should be identified for use in training periods or where special cleaning operations are carried out.

7. Files

Computer files take the place of traditional files reducing the need for filing cabinets.

8. Word-Processing

The computer used as a word processor takes the place of a traditional typewriter, so all correspondence could be prepared in this way. A standard letter could also be kept in memory.

9. Planning System

A well-organized housekeeping department has a planning system in operations.
The computer is ideal for keeping such records and preparing forecasts for example, on window cleaning, redecoration, etc.

10. Energy Saving

Computers can be used to control heat, light, power, and telephone usage.

Other IT Applications in H/K

Some companies also offer tray detection technology.

When a guest puts a tray outside of the door, housekeeping is alerted from a triangle sensor on the tray that triggers another sensor in the doorway.

This immediately alerts the staff to the waiting tray by way of a blinking light.

The housekeeping staff can also be alerted when a room is available for cleaning by the guests.

In this application, guests click a button, which sets off another sensor, to indicate they are gone and the room can be cleaned.

Use of Computers in housekeeping

Many hotels have invested heavily in information technology infrastructure and networking that deploy the latest technical advances in their operations. The new technologies which are gaining entry into the hospitality segment are Wi-Fi (wireless fidelity), radio frequency identification, and the possibility of tracking inventory and guest data through the convergence of cellular and wireless technologies, GPS (Global Positioning System), VoIP (Voice over Internet Protocol), handheld communication devices and so on. Hotels either provide Wi-Fi as a value-added amenity to the guest or offer the service at a cost to their guest. Wi-Fi is provided in guest rooms as well as public areas, lobbies, meeting rooms, lounges, and so on.

In The House-Keeping Department

- WLAN (Wireless Local Area Network) technology is enabling a wide range of hospitality applications in the housekeeping department. Housekeeping staff can now conduct room checks after a guest vacates the room through the handheld Wi-Fi enabled device to report the status of the room.
- They also communicate with security personnel instantly over e-mail in case of an emergency.
- Staff can also ensure from a remote spot that fire extinguishers are charged, emergency lights are functioning, and so on.
- Check and communicate inventory invention for guest room supplies and the stocking of minibars in order to ensure that provisions are replenished in an efficient manner.

- Computers are now being used in many housekeeping departments for room management, inventory control, and linen management.
- Computers can now be linked to the telephone system in each individual guest room. This technology greatly reduces the cost of individual wiring in each guest room. For e.g. an interface can be created between the telephone systems of the hotels' computer network by the guest room attendant dialing a specific sequence of numbers on the phone from the specific guestroom. Once connected the computer immediately recognizes room no. to which it is being connected.
- Housekeeping operations modules are widely available such as forecasting attendant requirements, daily housekeeping scheduling, tracking housekeeping history, and monitoring room attendant's performance.
- There is also a module to track the status from dirty room to ready room for inspection and a cleaned room that is ready for the guest.
- Many hotels also offer a detection technology when the guest puts the tray outside the door, housekeeping is alerted from a triangle sensor on the tray that triggers another sensor in the doorway. This immediately alerts the staff to the waiting tray with a blinking light.
- The housekeeping staff can also be alerted when the room is available for cleaning by the guest. In this application, the guest clicks a button, which sets off another sensor to indicate they are gone and the room can be cleaned.
- Occupancy report, discrepancy report, list, or under repair rooms can be sent to the front office through the WLANs system by which manual work can be avoided.
- The housekeeping module can also schedule the servicing of guest request, for e.g. if a guest calls the front desk and request for a crib or extra towels, the front desk can simply input this request into the computer and it then appears on the main housekeeping monitor screen. A guest request notification can also be sent to the room attendants automatically to the handheld wireless PDA (Personal Digital Assistant) or cell phone by way of text message or e-mail.
- WLANs allow guest to share hi-speed internet connections, browse the web, access their corporate networks, remotely yet securely, access the business center from their rooms, organize video conference, play games online, and use multiplayer gamin options.

Topic 5: Management information system

A management information system (MIS) is a computer system consisting of hardware and software that serves as the backbone of an organization's operations. An MIS gathers data from multiple online systems, analyzes the information, and reports data to aid in management decision-making.

The purpose of an MIS is improved decision-making, by providing up-to-date, accurate data on a variety of organizational assets, including:

- Financials
- Inventory
- Personnel
- Project timelines
- Manufacturing
- Real estate
- Marketing
- Raw materials
- R&D

The MIS collects the data, stores it, and makes it accessible to managers who want to analyze the data by running reports.

Definition: A Management Information System is a set of combined procedures that gathers and produces reliable, relevant, and properly organized data that supports the decision making process of an organization. To sum up, it is a group of processes through which data is obtained, sorted, and displayed in a useful way for decision-making purposes.

The organization and coordination of the activities of a business in order to achieve defined objectives.

Management consists of the interlocking functions of creating corporate policy and organizing, planning, controlling, and directing an organization's resources in order to achieve the objectives process form of data is called information.

A **system** is a collection of elements or components that are organized for a common purpose.

MIS:

Right information

To the right person

At the right place

At the right time

In the right form

At the right cost

What does management information system mean?

What is the definition of MIS? Management Information Systems are very useful tools for the purpose of reviewing and controlling company's operations. The main goal of these systems is to organize all data collected from every level of the company, summarize it, and present it in a way that facilitates and improve the quality of the decisions being made to increase the company's profitability and productivity.

These systems are typically are computer-based including either simple excel sheets or more complex platforms. The information being collected and gathered for the system normally comes from both inside and outside sources.

An information system is described as having five components.

- Computer hardware. This is the physical technology that works with **information**. ...
- Computer software. The hardware needs to know what to do, and that is the role of software. ...
- Telecommunications. ...
- Databases and data warehouses. ...
- Human resources and procedures.

The computer age introduced a new element to businesses, universities, and a multitude of other organizations: a set of components called the information system, which deals with collecting and organizing data and information. An information system is described as having five components.

Computer hardware

This is the physical technology that works with information. Hardware can be as small as a smartphone that fits in a pocket or as large as a supercomputer that fills a building. Hardware also includes the peripheral devices that work with computers, such as keyboards, external disk drives, and routers. With the rise of the Internet of things, in which anything from home appliances to cars to clothes will be able to receive and transmit data, sensors that interact with computers are permeating the human environment.

Computer software

The hardware needs to know what to do, and that is the role of software. Software can be divided into two types: system software and application software. The primary piece of system software is the operating system, such as Windows or iOS, which manages the hardware's operation. Application software is designed for specific tasks, such as handling a spreadsheet, creating a document, or designing a Web page.

Telecommunications

This component connects the hardware together to form a network. Connections can be through wires, such as Ethernet cables or fibre optics, or wireless, such as through Wi-Fi. A network can be designed to tie together computers in a specific area, such as an office or a school, through a local area network (LAN). If computers are more dispersed, the network is called a wide area network (WAN). The Internet itself can be considered a network of networks.

Databases and data warehouses

This component is where the "material" that the other components work with resides. A database is a place where data is collected and from which it can be retrieved by querying it using one or more specific criteria. A data warehouse contains all of the data in whatever form that an organization needs. Databases and data warehouses have assumed even greater importance in information systems with the emergence of "big data," a term for the truly massive amounts of data that can be collected and analyzed.

Human resources and procedures

The final, and possibly most important, component of information systems is the human element: the people that are needed to run the system and the procedures they follow so that the knowledge in the huge databases and data warehouses can be turned into learning that can interpret what has happened in the past and guide future action.

Information systems role in business

The environment in which organizations operate has changed dramatically over the last few years. Increased competition, globalization, the influence of the Internet and international events affect the performance and survival of organizations on a world-wide scale. The Internet has changed the way organizations do business, from the acquisition and servicing of customers to the management of their relations with suppliers. This is not only revolutionizing the way people access information, communicate, shop and entertain themselves, but also the way organizations compete and operate. With the extensive use and familiarity of the Internet, a trend has developed where organizations are moving their information systems to Web-centered information systems. A Web-centered information system interrelates all the different information systems in an organization using Web-based technologies and interfaces. Organizations also use the Internet to electronically provide innovative products and services. Users in organizations are demanding that the information systems used by the organization should become more efficient and effective. Therefore, organizations are forced to invest heavily in the deployment of information systems to obtain value and benefit, and to stay competitive in this new environment.

As the cloud continues to gain momentum, companies worldwide are increasing their spending towards the IT sector. Traditional IT systems are declining as modern digital technologies like AI and virtual reality are proving to be strong business driving forces. Indeed, the IT sector is being dominated by emerging cloud infrastructure, AI, VR, block chain, and other modern technologies.

world's leading IT research and advisory company, Gartner, found that worldwide IT spending is projected to touch $3.5 trillion in 2017, a 2.7 percent increase from 2016.

94 million people read at least some of their news online. 60 million bank online, and 55 million now read blogs.

Operations

A business information system carries out specific functions in support of operations, including payroll, employee record storage, preparing and storing company documents and credit card processing. If your company operates a manufacturing line, the information system can schedule tasks and processes while keeping quality records. Some companies, such as graphic designers or advertising companies, use the information system to produce

their products and services. In supporting operations, the information system can increase efficiency and improve employee productivity.

Controls

Monitoring and controlling the activities of employees is a core function of information systems. This is especially true of financial transactions in which management has a duty to prevent fraud and theft. In this role, the security of the information system is critical, as managers rely on it to track payments received from customers and invoices from suppliers. The system imposes its control functions by allowing only authorized employees to log in and access the relevant functions. For example, only a few employees may be authorized to generate a company check. In addition to limiting who can perform such functions, the system keeps track of who logged in and carried out the task.

Decisions A third fundamental role for information systems is management support in making decisions. Managers can get all the information they need about company activities from the system. Complete, accurate information means management decisions are more effective. More sophisticated systems can go beyond supplying data to running scenarios:

Central Information System

The goal of an MIS is to be able to correlate multiple data points in order to strategize ways to improve operations. For example, being able to compare sales this month to sales a year ago by looking at staffing levels may point to ways to boost revenue. Or being able to compare marketing expenditures by geographic location and link them to sales can also improve decision-making. But the only way this level of analysis is possible is due to data that is compiled through an MIS.

Running reports that pull together disparate data points is an MIS' key contribution. That feature, however, comes with a significant cost. MIS implementation is an expensive investment that includes the hardware and software purchases, as well as the integration with existing systems and training of all employees.

- **Topic 6: Electronic Point of sale (EPOS) links**

What is point-of-sale (POS) software?

Point of sale software is what brick-and-mortar retailers use to conduct sales in person. It's sometimes a cash register, computer, or even a tablet where cashiers input products, tally the cost, and conduct the financial transaction. Most POS software will also communicate with inventory levels to keep everything in balance.

A lot of big-box stores have wildly complex and expensive POS solutions, some of which were custom built for their needs. Independent retailers are moving away from these traditional POS systems and toward cloud-based point-of-sale solutions.

Types of POS software

There are two main types of POS software: on-premise and cloud-based. On-premise POS software requires you to be on location to use it. Terminals are the most common on-premise POS. Cloud-based POS software offers more flexibility, as you can use any connected, compatible device to access the dashboard. Cloud-based POS software is becoming more mainstream—the market was valued at around $1.29 billion for 2019, with an expected growth rate of more than 21.38% through 2026.

A cloud-based POS allows you to conduct sales and check in on your business even when you're not at the store. You access it directly from the internet, and it's often compatible with most POS hardware (cash drawers, printers, etc.) and other tools in your tech stack. This is great if you're a small business that sells in a store and online along with the occasional in-person event.

When you use a cloud-based POS and link it to your Shopify store, your inventory automatically adjusts, helping you mitigate costly problems like stockouts. Cloud-based POS systems are also typically less expensive and more convenient than a tethered on-premise solution. There are other types of POS software that fall into one or both of the above categories:

- **Mobile POS (mPOS):** A mobile point-of-sale can move around inside or outside a store. Store owners can take transactions from a central point of purchase, like a traditional checkout counter or cash register, or wherever they need it to be. To take transactions on

the go, retailers often use hardware like a tablet or smartphone to process transactions. ***Best for:*** Pop-up shops; increasing in-store conversion rate

- **Tablets**: A tablet POS can be both mobile and docked to a station. These POS systems run on Android tablets or iPads, acting as either the main POS or supplementing your central POS station. This is also a mPOS. ***Best for:*** Selling products with lots of details, features, and/or use cases; collecting lots of customer data at the point of purchase; self-serve options; pop-up shops and event sales
- **Desktop**: POS systems that run on a desktop computer are typically on-premise solutions docked to a checkout station. They're bulky but often more powerful and reliable, depending on the hardware you choose.
  The main POS station in a permanent brick-and-mortar store; businesses that want to add mPOS in addition to their desktop setup
  Self-serve kiosks: Self-serve kiosks are common in food-based businesses, especially for quick-service restaurants and fast casual dining. This type of POS can drive a 15%–30% increase in average check size. They also work in retail environments. ***Best for:*** Food-based businesses; reducing lines and wait times; digitally savvy customers
- **POS apps**: Depending on the POS, there are a few point of sale apps to choose from. POS apps work with your hardware and other compatible devices to enable you to access your data and manage business operations. ***Best for:*** Businesses that want flexibility and customizability without needing lots of technical resources or budget
- **Open-source POS:** Open-source software allows companies to use their source code to build custom solutions with their platform. You can build your open-source POS system internally or with external collaborators. ***Best for:*** Enterprises with lots of technical resources; highly unique POS needs
- **Multichannel POS**: A multichannel POS can integrate with various commerce channels, an increasingly important capability. These channels include your own website, third-party online marketplaces, your store, pop-up shops, event sales, wholesale, social media, and more. ***Best for:*** Ecommerce merchants who do or plan to sell in-person; multichannel online brands

- **Retail POS**: A retail POS has features tailored to a brick-and-mortar business selling products. These features could include inventory management, forecasting, and multichannel selling. ***Best for:*** Pop-up shops; permanent brick-and-mortar stores in a traditional retail environment
- **Restaurant POS**: Restaurant POS systems are designed with food-based businesses in mind. Specific features might include menu planning and costing, ingredient-level tracking, dish customizations, and self-serve ordering. ***Best for:*** Food-based businesses (fast food, casual, quick-serve, sit-down, etc.)

● **Topic 8: Internal and external telephone call handling (switchboard)**

An electric switchboard is a device that directs electricity from one or more sources of supply to several smaller regions of usage. It is an assembly of one or more panels, each of which contains switches that allow electricity to be redirected.

What is the purpose of a switchboard?

An electric switchboard is an electrical device that distributes electricity from one electrical source to another electrical source. It is a major component used in **power** distribution process. It is made up of several electric panels. Each electric panel contains switches that redirect electricity.

How does a telephone switchboard work?

If the number was on the operator's switchboard, they would connect the call by plugging the ringing cable into the relevant jack. If not, they would transfer the call to the correct exchange, where another operator would be able to connect the caller.

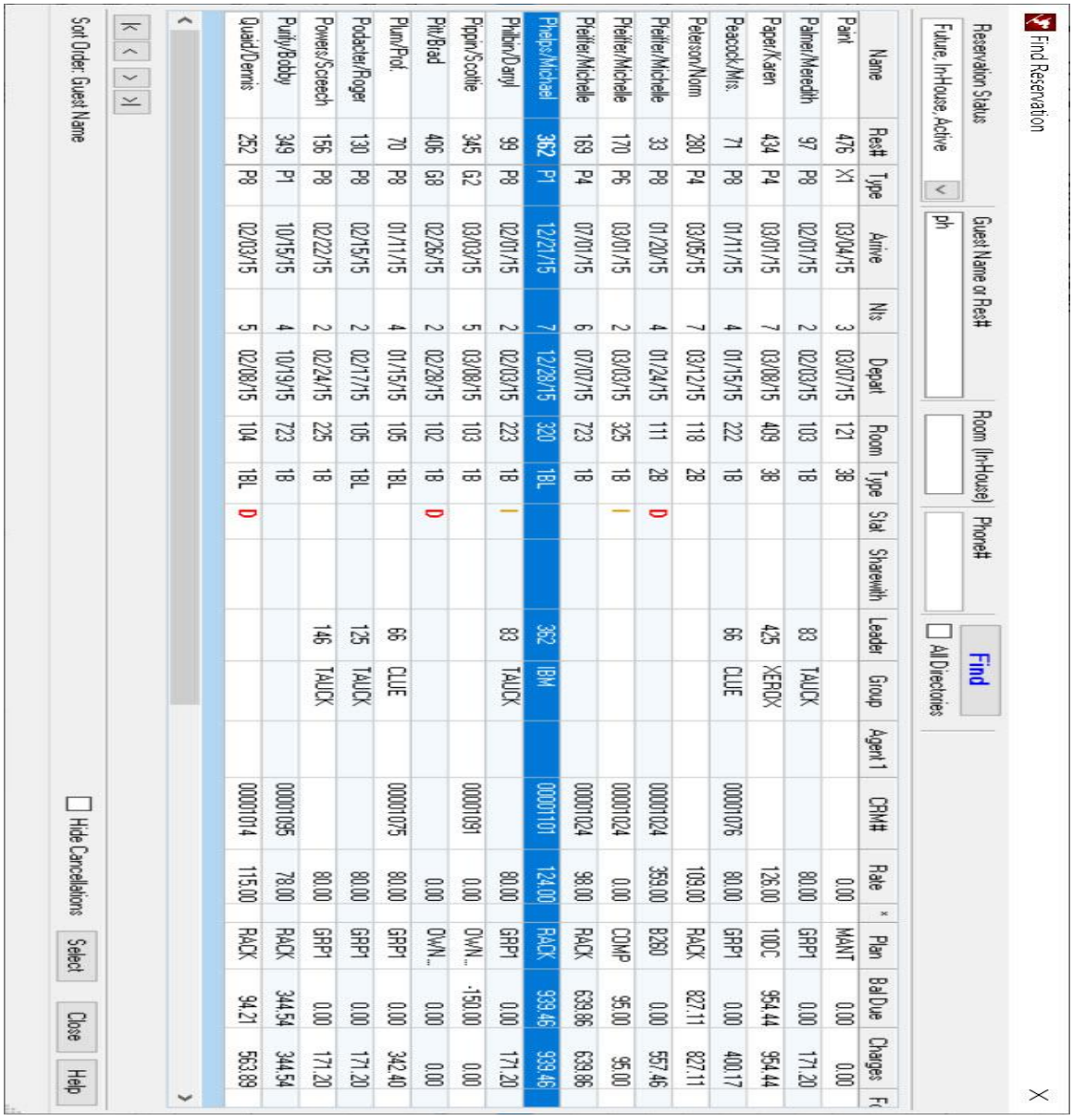
L earning Outcome 3.3: Result Maintain cleanliness and tidiness of work areas following company guidelines

●**Topic 1: Information should be kept in guest history records**

- ✓ Name
- ✓ contact and registration details of the guest
- ✓ Date of arrival
- ✓ Room occupied
- ✓ Number of nights

- ✓ Room rate
- ✓ Amount spent in total during the stay
- ✓ Special requests/preferences noted (e.g.. newspaper taken, view requested

Sample of guest history in hotel industry



Learning Outcome 3.4: produce and provide relevant reports with accurate information as per the guidelines

- **Topic 1: Types of report**

Reservations Report

This report shows all the reservations that have been created on the dates chosen. They include wait list and cancelled reservations, along with arrivals. This report can be run for past and present dates, up to a maximum of 31 days. The Reservations Report can be run two ways: The report includes

- Guest Name
- Res ID
- Date Res (Reservation Date)
- Date In (Arrival Date)
- Date Out (Departure Date)
- Adults
- Children
- Room Number
- Room Type
- Rate
- Rate Name
- Group/Corporate Name

Reservations Made Today

Sorted by Entry Date, Login, Group & Guest Name
Cancelled Res and Maintenance Res excluded

Starting Entry Date Chosen **Sun, 3/1/98**
Ending Entry Date Chosen **Sun, 3/1/98**

Reservations Made On: March 01, 1998

Guest Name	Res#	Type	Room Type	Room#	Arrival	Nts	Depart	Group	Share#	Rate Plan	# of People - All				Room Charge	Paid Deposit	Guar
Reservations Made By Admin																	
Cogut/Craig	473	P4	2B	206	3/15/98	4	3/19/98			SKIR	2	0	1	0	3,465.15	0.00	Y
Csete/Bill	472	P1	2B	113	3/3/98	2	3/5/98			RACK	1	0	0	0	240.00	0.00	Y
Lithgow/John	306	S4	1BL	104	3/3/98	5	3/8/98			3AAA	2	1	0	0	530.00	94.50	Y
Tomlin/Lily	468	P4	1B	515	5/22/98	7	5/29/98			RACK	2	0	0	0	549.00	150.00	N

Totals For: ADMIN			
Room Charge	4,784.15	Reservations	4
Other Charges	1,303.35	Room Nights	18
Security Deposit	110.00	T.A. Commission	0.00
Tax	385.08	Deposits	244.50
Total Charges	6,763.90		

Reservations Made By RDP																	
Barnett/Gary	351	O1	1B	723	5/1/98	7	5/8/98			OWNO	2	0	0	0	0.00	0.00	N
Barnett/Gary	350	O4	1B	723	8/17/98	5	8/22/98			OWNO	2	0	0	0	0.00	0.00	N
Bieniemy/Eric	355	G4	1B	723	4/22/98	8	4/30/98			OWNG	2	0	0	0	0.00	0.00	N
Birch/Kenny	357	P6	1B	412	3/1/98	1	3/2/98			RACK	1	0	0	0	100.00	77.00	N
Birch/Kenny	358	P1	1B	110	5/3/98	4	5/7/98			RACK	2	1	0	0	320.00	0.00	N
Birch/Kenny	359	P1	1B	322	8/17/98	8	8/25/98			RACK	2	0	0	0	1,330.00	0.00	N
Bloom/Jeremy	347	P1	1B	723	12/1/98	2	12/3/98			RACK	3	0	0	0	156.00	0.00	N
McCartney/Bill	352	G1	1B	723	8/2/98	5	8/7/98			OWNG	2	0	0	0	0.00	0.00	N
Purify/Bobby	349	P1	1B	723	10/15/98	4	10/19/98			RACK	2	1	0	0	322.00	0.00	N
Salaam/Rashaan	346	P4	1B	723	9/4/98	2	9/6/98			RACK	1	0	0	0	206.00	0.00	N
Stewart/Kordell	348	P1	1B	723	9/18/98	4	9/22/98			RACK	2	0	0	0	322.00	0.00	N
Williams/Alfred	356	G1	1B	723	12/15/98	4	12/19/98			OWNG	2	0	0	0	0.00	0.00	N
Emmons/Mathew	364	P1	1BL	805	2/15/99	7	2/22/99	IBM		RACK	2	0	0	0	675.00	0.00	N
Gatlin/Justin	363	P1	3B	216	1/13/99	8	1/21/99	IBM		RACK	2	0	0	0	1,130.00	0.00	N
Hamm/Paul	360	P1	1B	110	9/10/98	5	9/15/98	IBM		RACK	2	0	0	0	485.00	0.00	N
Lilly/Kristine	361	P1	2B	118	9/18/98	4	9/22/98	IBM		RACK	2	0	0	0	406.00	0.00	N
Phelps/Michael	362	P1	1BL	320	12/21/98	7	12/28/98	IBM		RACK	2	0	0	0	878.00	0.00	N

Reservations

06-May-2016 - 06-May-2016

Guest	Res. ID	Date Res	Date In	Date Out	Adults	Child.	Room	Room Type	Rate	Rate Name	Group/Corporate Name
Boyd, Donna	1813	06-May-2016	08-May-2016	09-May-2016	2	0	111	OVQQ	$500.00	*Best Available Rate /	
Clevenger, Anthony	1817	06-May-2016	14-May-2016	15-May-2016	2	0	201	OVK	$550.00	*Best Available Rate	
Edwards, Thomas	1799	06-May-2016	06-May-2016	11-May-2016	2	0	501	OVSK	$873.00	3FOR2	
Ewing, Janice	1816	06-May-2016	08-May-2016	09-May-2016	2	0	108	CVK	$450.00	*Best Available Rate	
Exley, Christopher	1798	06-May-2016	24-May-2016	27-May-2016	2	0	114	OVQQ	$500.00	3FOR2	
Fry, Jason	1815	06-May-2016	09-May-2016	12-May-2016	2	0		OVSK	$455.00	Preferred Corporate Rate	Audi Motorsports
Gaston, Daniel	1797	06-May-2016	10-May-2016	11-May-2016	2	0	104	OVK	$500.00	*Best Available Rate	
Greg, Tolmie	1804	06-May-2016	06-May-2016	09-May-2016	2	0	101	OVK	$533.33	3FOR2	
Grey, Rose	1803	06-May-2016	06-May-2016	11-May-2016	2	0	507	OVSK	$569.50	Apple	Apple
Johnson, Kristin	1811	06-May-2016	08-May-2016	09-May-2016	2	0	102	OVK	$520.00	*Best Available Rate /	
Mills, Sandra	1812	06-May-2016	09-May-2016	12-May-2016	2	0	303	OVK	$535.00	Breakfast Package	
Oldham, Robert	1810	06-May-2016	06-May-2016	11-May-2016	2	0	116	CVQQ	$420.00	MORE4	
Orange, Mark	1814	06-May-2016	24-May-2016	27-May-2016	2	0	315	OVQQ	$400.00	Microsoft	Microsoft Corporation
Ortega, Brad	1809	06-May-2016	06-May-2016	11-May-2016	2	0	107	CVK	$459.20	Breakfast Package	
Quinn, Kia	1806	06-May-2016	10-May-2016	12-May-2016	2	0	209	CVK	$400.00	*Best Available Rate	
Randolph, Charles	1800	06-May-2016	06-May-2016	10-May-2016	2	0	502	OVSK	$675.00	*Best Available Rate	
Reid, Eva	1800	06-May-2016	06-May-2016	10-May-2016	2	0	502	OVSK	$675.00	*Best Available Rate	
Rist, Tara	1801	06-May-2016	06-May-2016	12-May-2016	2	0	602	PS2B-K/QQ	$2,416.67	3FOR2	
***** VIP Guest: Corsair Yachts CEO *****											
Russell, Karen	1802	06-May-2016	06-May-2016	11-May-2016	2	0	510	OVSK	$469.00	Preferred Corporate Rate	Brookfield Fund Management

When would I use this report?

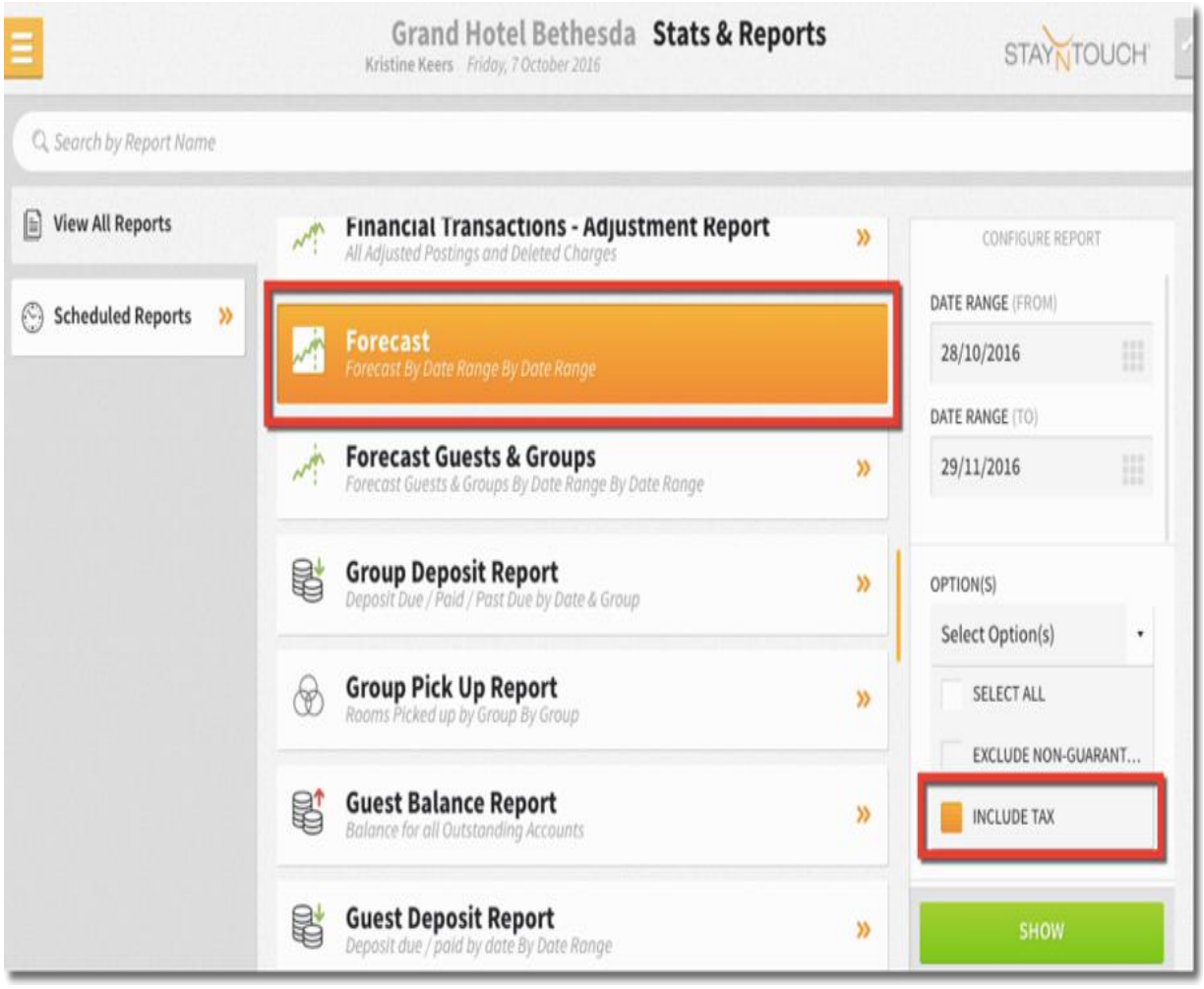
- Can be used to track what reservations were made on any given date. If unable to locate a guest reservation, and the guest remembers which date they called & made the reservation, this report can help streamline the search.

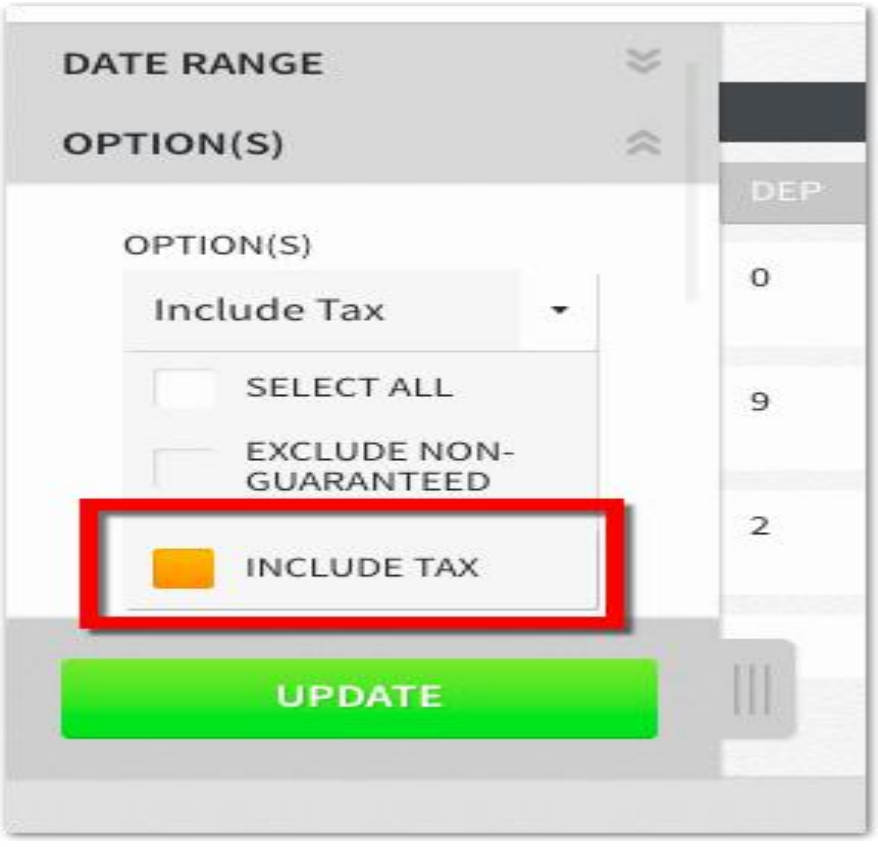
Reservation forecast report: Forecast Report

The Forecast Report displays your property's projected revenue (forecast) and historical revenue (last year) based on confirmed reservation counts for a date or date range. This report does not generate data for cancellations or no show reservations.

Include Tax?

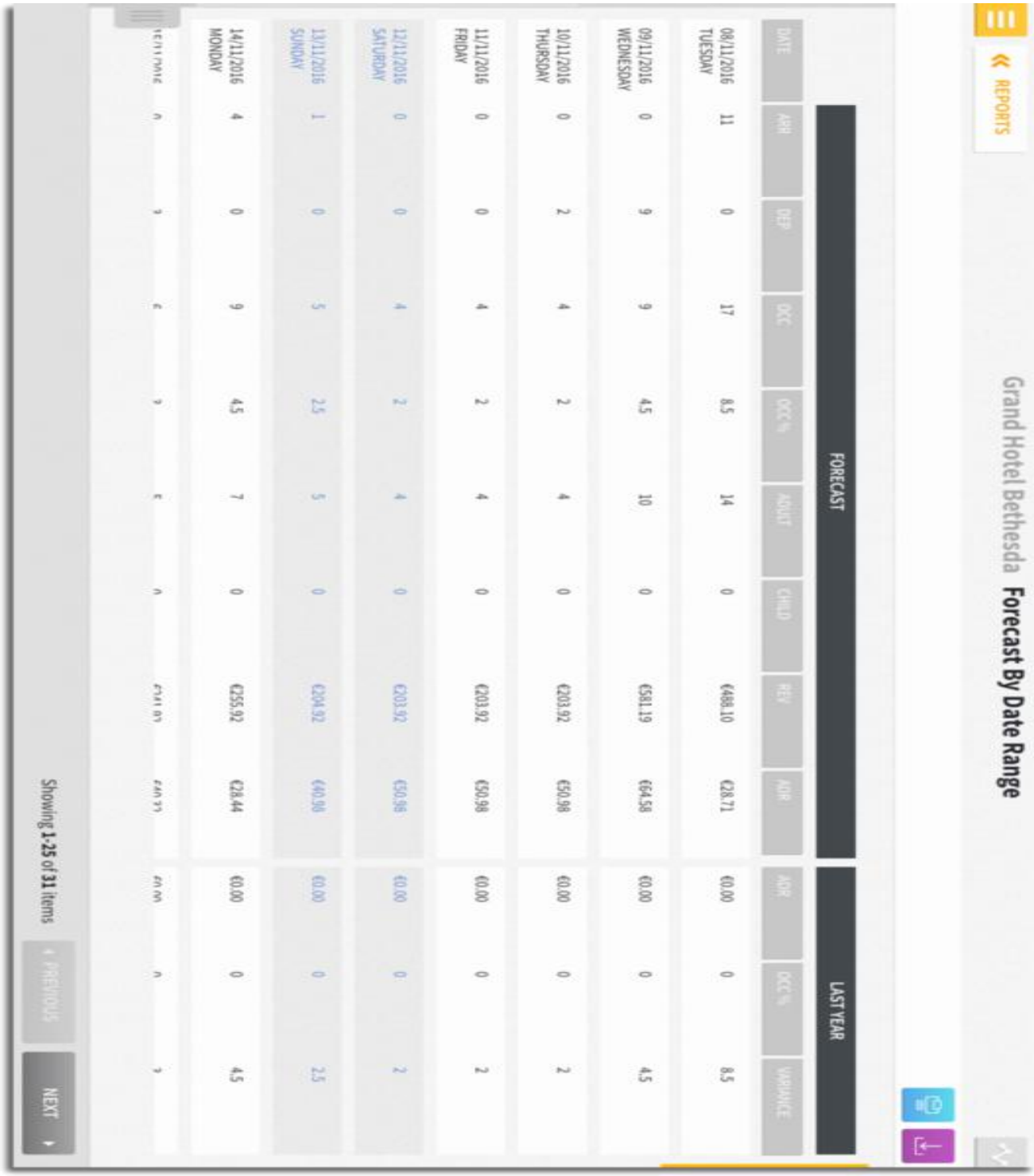
Depending on your forecasting needs, you may want to set your report to include (or exclude) taxes. By default, taxes will not be included. However, to include this parameter, simply (1) select Include Tax from the filter settings on the Reports page, or (2) select the grey tab from the bottom left of Forecasting page to reveal the hidden configuration menu.


Grand Hotel Bethesda Stats & Reports
Kristine Keers Friday, 7 October 2016
STAYNTOUCH
Search by Report Name
View All Reports
Scheduled Reports
Financial Transactions - Adjustment Report
All Adjusted Postings and Deleted Charges
Forecast
Forecast By Date Range By Date Range
Forecast Guests & Groups
Forecast Guests & Groups By Date Range By Date Range
Group Deposit Report
Deposit Due / Paid / Past Due by Date & Group
Group Pick Up Report
Rooms Picked up by Group By Group
Guest Balance Report
Balance for all Outstanding Accounts
Guest Deposit Report
Deposit due / paid by date By Date Range
CONFIGURE REPORT
DATE RANGE (FROM)
28/10/2016
DATE RANGE (TO)
29/11/2016
OPTION(S)
Select Option(s)
SELECT ALL
EXCLUDE NON-GUARANT...
INCLUDE TAX
SHOW


DATE RANGE
OPTION(S)
DEP
OPTION(S)
Include Tax
SELECT ALL
EXCLUDE NON-GUARANTEED
INCLUDE TAX
0
9
2
UPDATE

REPORT STRUCTURE

***Note that the darker gray rows indicate weekend dates (Saturday and Sunday).**



Reservation forecast report will provide statistical data for all types of reservations which shows room revenue and average room revenue.

Done

HOTELKEY ADVANCE TRAINING PROPERTY

Hotel ID : TA02

Date Range : Jun 16, 2020 - Jun 30, 2020

Run Date : Sep 04, 2020

Run Time : 2:31:30 AM

Username : HotelKey Training

HotelKey

Reservation Forecast

Forecast											
Date	Guaranteed	Non Guaranteed	Total	Group not picked	Departures	Reserved Rooms	Adults	Children	Room Revenue	Avg room revenue
Jun 16, 2020	2	9	11	1	8	5	13	0	$326.50	$65.30
Jun 17, 2020	0	3	3	1	1	6	4	0	$366.50	$61.08
Jun 18, 2020	0	6	6	2	1	9	7	0	$196.50	$21.83
Jun 19, 2020	0	5	5	2	1	8	6	0	$120.00	$15.00
Jun 20, 2020	0	4	4	0	4	0	4	0	$0.00	$0.00
Jun 21, 2020	0	0	0	0	0	0	0	0	$0.00	$0.00
Jun 22, 2020	0	1	1	0	0	1	1	0	$80.00	$80.00
Jun 23, 2020	0	2	2	1	1	3	2	0	$0.00	$0.00
Jun 24, 2020	0	1	1	1	0	3	1	0	$0.00	$0.00
Jun 25, 2020	0	1	1	2	0	7	1	0	$0.00	$0.00
Jun 26, 2020	0	1	1	1	1	4	1	0	$0.00	$0.00
Jun 27, 2020	0	0	0	0	0	4	0	0	$0.00	$0.00
Jun 28, 2020	0	0	0	0	0	4	0	0	$0.00	$0.00
Jun 29, 2020	0	0	0	0	0	0	0	0	$0.00	$0.00
Jun 30, 2020	0	0	0	0	0	0	0	0	$0.00	$0.00
Total		**35**	**11**		**54**	**40**	**0**	**$1,089.50**	**$20.18**	

Report terms

FORECAST

Date: The day the report is retrieving historical/forecasted data on.

Arr (Arriving)

- All reservation records with an arrival date that matches the selected date.
- Includes individual reservations, group (picked-up), and allotments (picked-up).

Dep (Departing)

- All reservation records with a departure date that matches the selected date.
- Includes individual reservations, group (picked-up), and allotments (picked-up).

Occ (Occupied)

- All arriving as well as in-house records that fall within the selected date/date range (the date must be on or after the reservation's arrival date AND before the reservation's departure date).
- This report includes individual reservations, group (picked-up), and allotments (picked-up) AND any group block.
- Example (Group): A group block was created requiring 10 Superior King rooms, and only 5 rooms have been picked up. The 5 picked up rooms AND the remaining 5 Superior King rooms will all be calculated into the total occupancy (until the rooms are released back into the hotel's total room inventory).
- Example (Reservation): If a guest were arriving on September 11th and departing on September 15th, only the following dates will be considered for occupancy stats (OCC):
- Sept 11th, Sept 12th, Sept 13th, and Sept 14th
- Here is a breakdown of the totals:
- Sept 11th: 1 count will be figured into the total ARRs and 2 counts for OCCs.
- Sept 12th: 1 count will be included in the total number of OCCs.
- Sept 13th: 1 count will be included in the total number of OCCs.
- Sept 14th: 1 count will be included in the total number of OCCs.
- Sept 15th: 1 DEP count will be figured into the total departures.

Occ 100% (Occupancy Percent)

- Number of rooms occupied (rooms sold) divided by the total number of rooms in the hotel.

Adult:

- The number of adults with matching arrival and stayover dates, including individual, group (picked-up), and allotments (picked-up).
- PLUS, rooms that have been blocked for group/allotments but have not been assigned to a reservation yet.

Child:

- The number of children and infants from all reservation records with matching arrival and stayover dates, including individual, group (picked-up), and allotments (picked-up).

Rev (Room Revenue)

- The projected room revenue pulled from all future reservation records, including individual, group (picked-up), and allotments (picked-up).
- PLUS, rooms that have been blocked for group/allotments but have not been assigned to a reservation yet.

ADR (Average Daily Rate)

- The total room revenue divided by the date's occupied rooms.

LAST YEAR

ADR (Average Daily Rate)

- The total room revenue divided by occupied rooms (based on the same date exactly one year ago).

Occ 100% (Occupancy Percent)

- Number of occupied rooms divided by the number of rooms in the hotel one year ago.

Variance

- Current occupancy percentage minus the occupancy percentage from last year.

REPORT FILTERS

1. Date Range

- Select a date or date range.

2. Options(s)

- Exclude Non-Guaranteed: Check to remove any non-guaranteed (i.e. non picked-up rooms associated with groups/allotments).
- Include Tax: Check to include tax calculations.

3. Company/TA/Group

- Enter a prompt to search for a particular Company, Travel Agent, or Group.

4. Market(s)

- You may choose to sort by market. Markets help your property classify how revenue is generated based on reservation bookings (Settings > Reservations > Markets). The Market toggle needs to be ON or Rover will not collect these details during reservation creation or from the reservation's Stay Card.

5. Sources(s)

- You may choose to sort by sources. Rover will display the different "source" or channel(s) through which reservations are obtained (Settings > Reservations > Source). The Sources toggle needs to be ON or Rover will not collect these details during reservation creation or from the reservation's Stay Card.

6. Origins(s)

- You may choose to sort by origin of booking. Rover will display the different "origins" or avenue(s) through which reservations are booked based on your property's setup (Settings > Reservations > Origin of Booking). The Origin of Booking toggle needs to be ON or Rover will not collect these details during reservation creation or from the reservation's Stay Card

Contingency reports

What Are Contingencies in Accounting Terms?

Contingency means something that could happen or come up depending on other occurrences. An **example of a contingency** is the unexpected need for a bandage on a hike. The definition of a **contingency** is something that depends on something else in order to happen.

A **contingency** plan is a course of action designed to help an organization respond effectively to a significant future event or situation that may or may not happen.
A **contingency** plan is sometimes referred to as "Plan B," because it can be also used as an alternative for action if expected results fail to materialize.

Contingencies exist when a company has an existing circumstance as of the date of the financial statements that may cause a gain or loss in the future, depending on events that haven't yet happened and, indeed, may never happen. You just can't take a quick look into the crystal ball to decide what contingencies to book and for how much.

It seems somewhat of an oxymoron to discuss gains in a chapter about liabilities. Most intermediate accounting textbooks throw in a quick discussion about gain contingencies right before discussing loss contingencies.

GAIN CONTINGENCIES

When you realize that some gain contingencies reduce liabilities, it makes more sense to include the info in a chapter about current liabilities. If you understand just the basic concept of these four gain contingencies, you'll ace any test question on the subject:

- Possible future sources of cash from the sale of assets or other sources, such as gifts.
- Ongoing tax examination that may result in adjustments in the company's favor, resulting in a tax refund. Woo-hoo!
- Ongoing litigation that may result in cash awards in the company's favor.
- Future tax loss carryforwards that may reduce income tax payable in the future.

A loss contingency is incurred by the entity based on the outcome of a future event, such as litigation. Due to conservative accounting principles, loss **contingencies** are **reported** on the balance sheet and footnotes on the financial statements, if they are probable and their quantity can be reasonably estimated.
Loss contingencies hinge on situations that may cost the company money in the future. However, keep in mind that these events haven't yet happened and, indeed, may never happen.

Let's get crackin' on these contingencies:

- **Litigation** occurs when the company either is actively involved in a lawsuit that it hasn't yet settled or knows that a filing of legal action against the company is imminent, a common type of contingent liability. Most publicly traded companies have at least a few litigation disclosures in their footnotes to the financial statements.

  You'll almost never see a legal contingent liability show up on the balance sheet. Until the jury returns with a judgment and award, companies can seldom predict the outcome of litigation with enough certainty to meet the criteria for booking the accrual.

- **Guarantees** occur if a company guarantees the obligation of another. For example, you might have someone with more established credit co-sign on your first auto loan. If you don't make the payments, the lender expects the cosigner to step up to the plate ruining her credit if she doesn't (this is the stuff of Judge Judy!).

- **Warranties** As a consumer, you're probably very familiar with product *warranties.* They cover repairs or replacement if a product fails to work within a certain period of time. Based on what you bought, the warranty may be either an assumed part of the purchase price or something you elect to buy, usually at the time of purchase.

- **Environmental issues and asset retirements** In certain instances, companies have to report a liability when they have a future cost (obligation) associated with its retirement. Most intermediate accounting textbooks mention the following four types of assets that are environment issues: closing landfills, decommissioning nuclear plants, closing down oil and gas wells, and closing down mines.

Room discrepancies report:

What are Room Discrepancies?

Room Discrepancies occur when there is a conflict between the Front Desk and Housekeeping occupancy status of a room.

There are two types of Room Discrepancies, **Sleep** and **Skip:**

1. **Sleep Discrepant** - This occurs when the Front Desk room status shows a room as Vacant, but the Housekeeping room status is marked as Occupied. A common way this can happen is when a guest comes down to the Front Desk to settle their bill, but is not actually checking-out at that time. After settlement, the guest returns to the room. If the Front Desk agent mistakenly checked the room out, and Housekeeping then enters the room, they may change the Housekeeping status back to Occupied until the guest physically departs.
2. **Skip Discrepant -** This occurs when the Front Desk room status shows a room as Occupied, but the Housekeeping room status is marked as Vacant. The most common way this can happen is when a guest may leave on the morning of departure without stopping by the Front Desk to check-out. In properties where payment is taken in full at check-in, or an express check-out folio is delivered over night before departure, guests with no additional charges to pay, or those with credit cards on file may simply leave the keys in the room and depart. Housekeeping may come in to clean the room and mark it as Vacant, while the Front Desk still has the reservation checked-in.

In both situations, the Discrepancy Report indicates issues with the occupancy status of a room, and should be printed and given to the Front Desk to follow up.

Daily operational report

The Room **Discrepancy Report** displays all discrepant rooms - a listing of all room statuses that are inconsistent with **Housekeeping** status and Front office status. The "Sleep" **discrepancy** reflects that **Housekeeping** status is occupied and Front Office status is vacant

Difference between Skipper and Sleeper in Hotel industry

Skipper definition

A room status term indicating that the guest has left the hotel without making arrangements to settle his or her account.

The room is vacant, but believed to be occupied.

Skip is the term used to refer to a hotel guest who vacates a guest room without paying the bill incurred for room charges and extras.

Housekeeping discrepancy report indicates that a room is vacant, but the front office status shows it is occupied then cashier or GSA should search for an active room folio and registration card.

Accidentals - These are guests who simply forget to pay, often their extra bills.

Opportunists - These guests check in with the intention of paying their bill on departure, but when they realise that they can get away without paying their bill or part of the bill.

Premeditators - These are guests who, from the start, have the intention of leaving the hotel without paying.

Skippers often comes with little luggage or no luggage. The bell boys have to be alert to notify the front office about guests with scanty baggage in-order to take necessary advance from them and at the time of check-out.

How to Prevent Skippers?

Make sure you always ask guests to fill in registration cards with all details upon check in.

Preauthorize guests credit cards included deposit of a set amount.

On PMS activate a NO post on reservation to stop any extra charges from other outlets to be charged to the guest room.

Sleeper definition

Room status term indicating that the guest has settled his or her account and left the hotel, but the front office staff has failed to properly update the room's status.

The room is vacant, but believed to be occupied.

Sleep-Out A room status term indicating that the guest is registered to the room, but the bed has not been used.

Housekeeping discrepancy report indicates that a room is vacant, but the front office status shows it is occupied then cashier or GSA should search for an active room folio and registration card.

How to Prevent Sleepers?

Show Checkout on the Front office software and balance all guest folio without fail after guest checkout.

High Balance Guest Report used in hotels

A High balance report / Credit limit report is used to find out all guest who had exceeded the normal credit limit of the hotel.

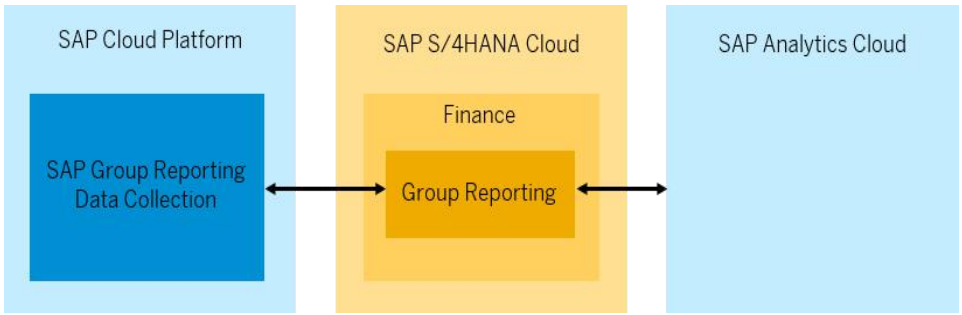
This report is prepared on a daily basis by the Night Auditor and circulated to the management.

Group Reporting

Group reporting supports the computation, creation, and disclosure of consolidated reports that provide information on the performance of a corporate group and consists of topics such as consolidation, reporting and analysis, and plan consolidation.

INTEGRATION

The figure below depicts how group reporting as part of SAP S/4HANA is integrated with SAP Group Reporting Data Collection and SAP Analytics Cloud and is followed by an explanation:



SAP Group Reporting Data Collection

SAP Group Reporting Data Collection helps you gather financial data for your business units. The app is hosted on the SAP Cloud Platform and relies on data such as master data and allowed breakdowns from group reporting within SAP S/4HANA.

Contained within SAP Group Reporting Data Collection are the **Report Designer** and **Data Collection** apps. You can design your own input reports using the **Report Designer** app or use the predefined input reports. You can use these input reports to collect data as part of your data preparation for consolidation.

SAP Analytics Cloud

The integration between SAP S/4HANA and SAP Analytics Cloud creates live data connections and depending on the report enables analysis of periodic or year-to-date (YTD) values of actual, plan, forecast, and variance data. For example, in the reports relevant for planning analysis, the balance sheet statement supports YTD values whereas the profit and loss (P&L) statement and cash flow statement support periodic values. For actual reports, both periodic and YTD values are supported for the P&L statement and the cash flow statement.

VIPs report: VIP Report

The VIP report shows all stays for a specified time period those are considered VIP (have a VIP code attached).

Select one of the available **Report Options**. Your choices include:

- **In House** - Shows the VIP stays that are In House for the specified dates.
- **Reservations** - Shows the VIP stays that have RESV status for the specified dates.
- **All VIPs** - Shows all VIP stays for the selected dates.

Select the **Date Range** for the report.

Select whether to **Show Stay Preferences/Special Requests** for each of the listed VIP stays.

When finished, click **Print VIPs**.

Once generated, the report lists the room number, room type, status (RESV or FOL), guest's name, arrival and departure dates, number of nights, VIP code, room rate, tariff and company name; as well as Preferences/Requests (if selected).

By default, the report is generated in PDF form and opens in a separate browser window. From there you can select to save or print the report, among other options. You can, instead, check the **Generate report to HTML for exporting** checkbox to generate the report in HTML instead of PDF.

ADR (Average daily rate)

What is Flash Reports?

What is flash report? Flash reports represent nothing more than a quick snapshot of critical company operating and financial data, which is then used to support the ongoing operations of the business**.** All types of flash reports are used in business, and they range from a printed circuit board manufacturing company evaluating its book-to-bill ratio on a weekly basis to Wal-Mart reporting daily sales activity during the holiday season to an auto manufacturer evaluating weekly finished goods inventory levels**.**
The goal with all flash reports remains the same in that critical business information is delivered to management for review much more frequently**.** As such,

Flash reports tend to have the following key attributes present:

- **Flash reports tend to be much more frequent in timing**. Unlike the production of financial statements (which occurs on a monthly basis), flash reports are often produced weekly and, in numerous cases, daily. In today's competitive marketplace, management is demanding information be provided more frequently than ever to stay on top of rapidly changing markets.
- **Flash reports are designed to capture critical operating and financial performance data of your business or the real information that can make or break your business**. As a result, sales activities and/or volumes are almost always a part of a businesses' flash reporting effort. Once management has a good handle on the top line, the bottom line should be relatively easy to calculate.
- **Flash reports aren't just limited to presenting financial data**. Flash reports can be designed to capture all kinds of data, including retail store foot volume (or customer traffic levels), labor utilization rates, and the like. While the president of a division

may want to know how sales are tracking this month, the manufacturing manager will want to keep a close eye on labor hours incurred in the production process.

- **Flash reports obtain their base information from the same accounting and financial information system that produces periodic financial statements, budgets, and other reports**. While the presentation of the information may be different, the source of the information should come from the same transactional basis (of your company) A flash report is a summary of the key operational and financial outcomes of a business. It is typically provided by the accounting department to the management team on a frequent basis, perhaps daily or weekly. The report is intended to point out issues that the management team can take action on. The information listed on the report will change over time, since some topics will be settled and no longer require attention, while new areas will crop up that need to be fixed. Literally anything can be listed on the report, such as bottleneck utilization, the status of overdue receivables, the customer order fulfillment rate, and the amount of storage space left in the warehouse.

Handover report

Handover reports are a basic tool used by an outgoing employee to inform a new hire of past work and what needs to happen to ensure a seamless employee transition. This type of report can be used in several different ways. It could include information for a simple shift change or for a permanent replacement employee. The report should include all the essential information the person taking over for you will need to know to ensure that no unnecessary and unforeseen problems arise after you have left your position.

Preparing an Employee Handover Report

Before you begin constructing your handover note, make a list of all information the incoming employee will need to know. Consider what you do on a daily basis, as well as things you do weekly, monthly or yearly. Include information other than your basic responsibilities and duties, such as important contacts, protocol, chain of command, passwords, keys, important dates, training programs and any other job specific information.

Think About Deadlines and Priorities

When you feel like your list is complete, begin breaking the list down by priorities, frequency, type of information and sequence. List current projects, the dates or times they began, how they should progress and their anticipated completion date or time.

The incoming employee needs to know which tasks they will need to prioritize after the handover

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