



Republic of Rwanda
Ministry of Education



RQF LEVEL 5

Property Management System



FRONT OFFICE AND HOUSEKEEPING OPERATIONS

GENMS501

**PROPERTY
MANAGEMENT SYSTEM**

TRAINER'S MANUAL

April 2025



Republic of Rwanda
Ministry of Education



RTB | RWANDA
TVET BOARD

PROPERTY MANAGEMENT SYSTEM



2025

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LIST OF ABBREVIATIONS AND ACRONYMS

CBET: Competence Base Education and Training

RQF: Rwanda Qualification Framework

RTB: Rwanda TVET Board

TVET: Technical and Vocational Education and Training

PPE: Personal Protective Equipment

PMS: Property Management System

FOM: Front Office Manager

ARR: Average Room Rate

REVPAR: Revenue Per Available Room

VIP: Very Important Person

LRA : Last Room Available (rate)

GOPPAR: Gross Operating Profit Per Available Room

FOC - Free of Charge (services provided without cost)

CRM: Customer Relationship Management

CCTV: Closed-Circuit Television

POS: Point of Sale

RFID: Radio-Frequency Identification

AI: Artificial Intelligence

OTA: Online Travel Agency

POE: Power over Ethernet

NAS: Network-Attached Storage

IT: Information Technology

IoT: Internet of Things

2FA: Two-Factor Authentication

RBAC: Role-Based Access Control

ID: Identification

KPIs: Key Performance Indicators

ADR: Average Daily Rate

SLAs: Service Level Agreements

MICE: Meetings, Incentives, Conferences, and Exhibitions

INTRODUCTION

This Trainer's Manual encompasses all methodologies necessary to guide you to properly deliver the module titled **apply property management system**. Students undertaking this module shall be exposed with practical activities that will develop and nurture their competences. The writing process of this training manual embraced competency-based education and training (CBET) philosophy by providing practical opportunities reflecting real life situations.

The Trainer's Manual is subdivided into Learning Outcomes, each learning outcome has got various topics, you will start guiding a self-assessment exercise to help students rate themselves on their level of skills, knowledge and attitudes about the unit.

The Trainer's Manual will give you the information about the objectives, learning hours, didactic materials, and proposed methodologies and crosscutting issues.

A discovery activity is followed to help students discover what they already know about the unit.

This manual will give you tips, methodologies and techniques about how to facilitate students to undertake different activities as proposed in their Trainee's Manuals. The activities in this training manual are prepared such that they give opportunities to students to work individually and in groups.

After going through all activities, you shall help students to undertake progressive assessments known as formative and finally facilitate them to do their self-reflection to identify your strengths, weaknesses and areas for improvements.

Remind them to read the point to remember section which provides the overall key points and takeaways of the unit.

PROPERTY MANAGEMENT SYTEM

Learning Outcomes	Learning Hours	Topics
1. Learning outcome 1: Prepare all necessities for using PMS	15	1.1 Identification of tools, materials and equipment
		1.2 Checking operational condition
2. Learning outcome 2: Handle room division activities using PMS	20	2.1 Creation of guest reservation
		2.2 Performing front desk activities using PMS
		2.3 Processing cashiering activities using PMS
		2.4 Updating room status using PMS
3. Learning outcome 3: Prepare hotel revenue reports using PMS	15	3.1 Generation of room revenue reports
		3.2 Producing food and beverage revenue reports produce
		3.3 Making MICE revenue reports make
		3.4 Generation of miscellaneous revenue reports

LEARNING OUTCOME 1: PREPARE ALL NECESSITIES FOR USING PMS



Learning outcome 1: Self-Assessment

1. Ask trainees to look at the unit illustration in their Trainee's Manuals and together discuss:
 - a. What does the illustration show?
 - b. What do you think will be topics to be covered under this unit based on the illustration?

2. After the discussion, inform students that this unit is intended to provide them with the knowledge, skills and attitudes to perform opening duties. They will cover the identification of tools and equipment used in switchboard activities, checking of tools and equipment status and display of information materials.
3. Ask trainees to fill out the self-assessment at the beginning of the unit in their Trainee's Manuals. Explain that:
 - a. The purpose of the self-assessment is to become familiar with the topics in the unit and for them to see what they know or do not know at the beginning.
 - b. There are no right or wrong ways to answer this assessment. It is for their own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - c. They should think about themselves: do they think they have the knowledge, skills or attitudes to do this? How well?
 - d. They read the statements across the top and put a check in column that best represents their level of knowledge, skills or attitudes.
 - e. At the end of the unit, they will do a self-reflection, which includes re-taking the self-assessment and identifying their strengths, areas of improvement and actions to be taken.



Key Competencies:

Knowledge	Skills	Attitudes
1. Explain PMS	1. Select tools used in application of PMS	1. Be proactive in identifying what features of the PMS will be required.
2. Discuss the historical background to PMS	2. Select materials used in application of PMS	2. Be Open to Change
3. Define PMS keys terms	3. Check core functionalities	3. Pay attention to detail in all PMS-related tasks
4. Explain the impact of PMS in hotel	4. Select equipment used in application of PMS	

Knowledge	Skills	Attitudes
5. Identify types of PMS Subscription Models	5. Verify cost and pricing structures	
	6. Establish a clear timeline for each step of the PMS preparation	



Steps:



Discovery Activity



Task 1

Allow the trainees to open their manuals to Task 1.

Ask the trainees to answer the below questions related to the preparation of all necessities for using PMS. Trainees can work individually, in pairs or in small groups.

1. Discuss the historical background of PMS.
2. Explain the impact of PMS on hotel management.
3. Identify materials tools and equipment used for PMS.
4. Describe tools and equipment which are essential for PMS.
5. Discuss the challenges and limitations of PMS.
6. Role of CRM Tools in PMS

Trainees may present their answers to the whole class and inform them that this activity was not intended to give them a picture of what they will cover in the unit.

Topic 1.1: Identification of tools, materials and equipment



Objectives:

By the end of the topic, trainees will be able to:

- a. Explain clearly historical background of PMS?
- b. Describe properly the impact of PMS in hotel management?
- c. Identify tools, materials and equipment for application of PMS?



Time Required: 15 hours



Learning Methodology:

Small group work, video, brainstorming, field visit, observation, group discussion and presentation



Materials, Tools and Equipment Needed:

- Equipment: Projector, Computer, Blackboard, printer, POS, EBM
- Materials: Internet connection, Markers, Flip Chart, Pens, invoice
- Tools: Reference books, Travel Guide books, Maps, Brochures



Preparation:

- Prepare a computer lab
- Prepare learning environment, materials, tools and equipment
- Check the successfulness of the chosen learning methodology

Cross Cutting Issues:

- ✓ **Gender balance:** Mix girls and boys in order to promote cross-gender interaction. Encourage both genders to take on roles of leadership.
- ✓ **Inclusive education:** Put trainees into different mixed-ability groups. If there are, trainees with disabilities mix them with others. If there are some with hearing disabilities or communication difficulties, you should always get their

attention on before you begin to speak and encourage them to look at your face when you speak.

- ✓ **Peace and value education:** Discourage negative behavior such as booing or laughing at others if they give incorrect answers. Encourage learners to work in peace and harmony in order to avoid conflict.
- ✓ **Critical thinking:** Give activities which enhance critical thinking
- ✓ **Communication:** Encourage every group member to participate in discussions and/or oral presentations
- ✓ **Environment and sustainability:** Ensure environment is maintained clean while disposing waste.



Prerequisites:

- ✓ Applied English
- ✓ Introduction of tourism and hospitality



Activity 1: Problem-Solving

Task 2

Instruct trainees to read the scenario below and discuss in pairs to answer the questions which follows: You are a property management system (pms) supervisor at a hotel, responsible for overseeing the daily operations of the pms to ensure smooth reservation, check-in, check-out, and billing processes. your tasks include identifying the tools, software, and hardware required for efficient property management. you must also ensure that the system is properly maintained, secure, and used effectively by staff to enhance guest experience and operational efficiency

1. Discuss the historical background of PMS
2. Explain the impact of PMS on hotel management
3. Identify materials tools and equipment used for PMS
4. Describe tools and equipment which are essential for PMS?
5. Discuss the challenges and limitations of PMS?
6. Explain the impacts of PMS in hotel management?
7. What challenges and limitations are associated with PMS?

8. What are the primary functions of a Property Management System?

Ask trainer to share the findings by other pairs

Facilitate the presentation of pair's findings and encourage active class participation



Activity 2: Guided Practice



Task 3

Tell students to visit a nearest hotel where the Property Management System (PMS) software is installed. Use the computers to identification of tools, materials and equipment, observe Technological Milestones in PMS Development and analyse the challenges and Limitations of PMS.



Activity 3: Application



Task 4

Tell students to visit a nearby hotel's front office. Identify tools, materials, and equipment used for enhancing Guest Experience, reservation and Booking Management Tools, Equipment used in application of PMS and Materials used in application of PMS.

This activity requires trainees to work independently with limited support from the trainer.

During the task, trainees should be given a high degree of independence to apply the knowledge, skills and attitudes required for real life situations.

Your role as trainer is to set clear instructions, and evaluating trainee's performance.

Topic 1.2: Checking operational condition

	Objectives: By the end of the topic, trainees will be able to: - Identify types of PMS subscription Models - Describe PMS versions features and core functionalities, - Check operational condition of the PMS.
	Time Required: 15 hours
	Learning Methodology: Small group work, video, brainstorming, field visit, observation, group discussion and presentation
	Materials, Tools and Equipment Needed: Boards, flip charts, markers, pens, session plans, reference books,
	Preparation: - Prepare a computer lab - Prepare learning environment, materials, tools and equipment - Check the successfulness of the chosen learning methodology - Contact hotels to organize field visit
	Cross Cutting Issues: - Gender balance: Mix girls and boys in order to promote cross-gender interaction. Encourage both genders to take on roles of leadership. - Inclusive education: Put trainees into different mixed-ability groups. If there are, trainees with disabilities mix them with others. If there are some with hearing disabilities or communication difficulties, you should always get their attention on before you begin to speak and encourage them to look at your face when you speak. - Peace and value education: Discourage negative behavior such as booing or laughing at others if they give incorrect answers. Encourage learners to work in peace and harmony in order to avoid conflict. - Critical thinking: Give activities which enhance critical thinking

- | | |
|--|---|
| | <ol style="list-style-type: none">5. Communication: Encourage every group member to participate in discussions and/or oral presentations6. Environment and sustainability: Ensure environment is maintained clean while disposing waste. |
|--|---|



Activity 1: Problem-Solving

Instruct trainees to read the scenario below and discuss in pairs to answer the questions which follow:

You are a PMS supervisor at a hotel, ensuring smooth reservation, check-in, check-out, and billing processes. You are the one to check the operational condition for PMS. Show your understanding about checking the operational condition by answering the following



Task 5

1. Describe the types of PMS subscription models
2. Describe the Cost and Pricing Structures
3. Identify evaluation and selection criteria of PMS Subscription Models
4. Explain the evolution of PMS Technology



Activity 2: Guided Practice

Ask students to read the scenario below and answer the questions which follow:

You are the Property Management System (PMS) supervisor at a hotel. Your role includes managing the system's operations for reservations, check-ins, check-outs, and billing. You are responsible for selecting the right PMS subscription model that aligns with the hotel's size, budget, and needs. Additionally, you ensure the PMS integrates well with other hotel systems, remains secure, and is regularly updated to enhance efficiency and the guest experience.

1. Check the PMS subscription models.
2. Calculate the cost and pricing of each model.
3. Create a list of criteria and Compare two PMS models.
4. Review PMS technology evolution.
5. Predict future trends in PMS.
6. Align PMS features with hotel goals.
7. Check the use of core PMS features in daily operations.



Activity 3: Application

Tell students to visit the front office, check if the PMS system is running smoothly, verify PMS subscription models, check cost and pricing structures and check core functionalities.

Check list

Indicators:	Yes or No	Observation/Remarks
1. PMS is running smoothly without crashes or errors?		
2. Reservation details are accurate and up-to-date in the PMS?		
3. Billing information is accurately recorded and reflects actual charges?		
4. PMS allows easy modification of reservations (e.g., date changes, room type adjustments)?		
5. PMS generates accurate invoices and receipts for guests?		
6. Staff can easily navigate the PMS system and retrieve guest information?		
7. PMS is integrated with other hotel systems?		

 Formative Assessment

Instruct trainees to attempt all questions

I. Choose the letter corresponding to the correct answer

1. Which of the following is typically considered as pricing factor when selecting a PMS subscription model?
 - a. The number of rooms managed
 - b. The number of staff members in the hotel
 - c. Guest satisfaction ratings
 - d. Room types offered

II. Answer by True if the statement is correct and, false otherwise.

2. Selecting a PMS subscription model is based solely on the number of rooms in the hotel.
3. A Property Management System (PMS) is used exclusively for managing hotel reservations and does not include other functions like guest check-in or payment processing.
4. PMS was developed in the early 1970s in response to the increasing need for automation in the hospitality industry.

III. Answer to the following questions

5. What are the three major technological advancements that have influenced PMS over the years?
6. Provide examples of how PMS helps hotels improve their daily operations, such as front desk management or housekeeping.
7. Discuss at least two ways PMS improves guest satisfaction and service delivery.
8. How do PMS contribute to managing data, and what role does this data play in making decisions at a hotel?
9. Identify and explain the tools available within PMS that manage reservations and bookings.
10. Discuss the role of CRM tools in PMS and how they help hotels build and maintain relationships with guests.
11. List and briefly describe the essential software components involved in PMS.

12. Name the hardware components required for PMS and explain their role in hotel management.
13. Discuss the subscription models available for PMS. What are the advantages and disadvantages of each model?
14. Explain two emerging trends in PMS and how these trends will impact the future of hotel management.

ANSWER TO THE FORMATIVE ASSESSMENT QUESTIONS

- I. Choose the letter corresponding to the correct answer
 1. **Which of the following is typically considered as pricing factor when selecting a PMS subscription model?**
 - a. The number of rooms managed
- II. Answer by True if the statement is correct and False otherwise.
 2. **Selecting a PMS subscription model is based solely on the number of rooms in the hotel.**

False (While the number of rooms is an important factor, other factors like hotel type, services offered, and required features are also considered.)
 3. **A Property Management System (PMS) is used exclusively for managing hotel reservations and does not include other functions like guest check-in or payment processing.**

False (A PMS includes many functions beyond reservations, such as guest check-in/check-out, payment processing, housekeeping, and reporting.)
 4. **PMS was developed in the early 1970s in response to the increasing need for automation in the hospitality industry.**

True (The first PMS was introduced in the 1970s to address the growing demand for automated hotel management systems.)
- III. **Answer to the following questions**
 5. **What are the three major technological advancements that have influenced PMS over the years?**

Cloud computing: Allows for remote access, scalability, and ease of integration.

Mobile technology: Enables mobile check-ins, mobile key access, and guest service

requests.

Data analytics: Helps in collecting and analyzing data for better decision-making and **personalization**.

6. Provide examples of how PMS helps hotels improve their daily operations, such as front desk management or housekeeping.

Front desk management: PMS automates check-ins and check-outs, reduces human errors, manages room assignments, and tracks guest preferences.

Housekeeping: PMS tracks room status (cleaning, maintenance, etc.), sends tasks to housekeepers, and optimizes cleaning schedules.

7. Discuss at least two ways PMS improves guest satisfaction and service delivery.

Personalization: PMS stores guest preferences (room type, amenities, etc.), enabling personalized service and targeted promotions.

Efficient service: With automated check-ins, quick room assignments, and streamlined communication between departments (e.g., housekeeping and front desk), guest needs are addressed faster.

8. How do PMS contribute to managing data, and what role does this data play in making decisions at a hotel?

Managing data: PMS collects data on bookings, guest preferences, payments, and room occupancy.

Role of data: This data helps managers make informed decisions about pricing strategies, staffing needs, marketing, guest services, and overall hotel performance.

9. Identify and explain the tools available within PMS that manage reservations and bookings.

Reservation management: Tools that allow for online booking, room allocation, rate management, and overbooking prevention.

Booking engine integration: Connects to online travel agencies (OTAs) and the hotel's website to facilitate reservations.

Rate management: Helps in setting dynamic pricing based on demand, seasonality, and competition.

10. Discuss the role of CRM tools in PMS and how they help hotels build and maintain relationships with guests.

Role of CRM tools: CRM tools within PMS store guest contact details, preferences, past stays, and feedback.

How they help: This data helps hotels provide personalized service, send loyalty rewards, communicate special offers, and maintain long-term relationships with repeat guests.

11. List and briefly describe the essential software components involved in PMS.

Reservation module: Handles booking, cancellations, and changes.

Front desk module: Manages check-ins/outs, room assignments, and guest services.

Housekeeping module: Tracks room cleanliness status, assignments, and maintenance requests.

Accounting module: Handles billing, invoicing, and financial reporting.

Reporting module: Provides analytical insights on occupancy, revenue, and guest behavior.

12. Name the hardware components required for PMS and explain their role in hotel management.

Computers/Tablets: Used by staff for accessing PMS.

Printers: For printing guest invoices, registration cards, and reports.

Keycard readers: For guest room access.

POS terminals: Used for guest payments at restaurants, spas, or shops within the hotel.

Room sensors: Track room occupancy and energy usage.

13. Discuss the subscription models available for PMS. What are the advantages and disadvantages of each model?

Cloud-based subscription:

Advantages: Lower upfront costs, scalability, automatic updates, remote access.

Disadvantages: Ongoing subscription fees, dependent on internet connection.

On-premise subscription:

Advantages: Control over system and data, one-time payment.

Disadvantages: High initial setup cost, regular maintenance, and software updates required.

14. Explain two emerging trends in PMS and how these trends will impact the future of hotel management.

AI and automation: AI-driven PMS will automate routine tasks (e.g., check-ins, guest interactions) and predict guest preferences, leading to more personalized service and operational efficiency.

Integration with third-party platforms: PMS will continue to integrate with other tools (e.g., booking engines, CRM, revenue management systems) to streamline hotel operations and create a seamless guest experience.



Points to Remember

- **Subscription Models and Their Costs:** Different subscription models (cloud-based, on premise, pay-per-use, premium, and enterprise) have unique pricing factors like setup costs, support fees, or usage charges.
- **Future Trends in PMS Technology:** Future PMS systems will incorporate AI, IoT, mobile-first solutions, enhanced data security, and sustainability initiatives to improve guest experiences and operational efficiency.
- **PMS Features and Functionalities:** Key PMS features include reservation management, check-in/check-out, billing, and housekeeping, with advanced options like revenue management, guest relationship management, and mobile access.
- **Customization and Integration Options:** PMS systems offer customization via user interfaces, third-party integrations, modular add-ons, and support for multiple languages and currencies to meet specific hotel needs.
- **Steps for Evaluating PMS Operational Condition:** Regular PMS evaluation involves testing reservations, check-ins, billing, housekeeping, and integrations to ensure the system runs smoothly and accurately.



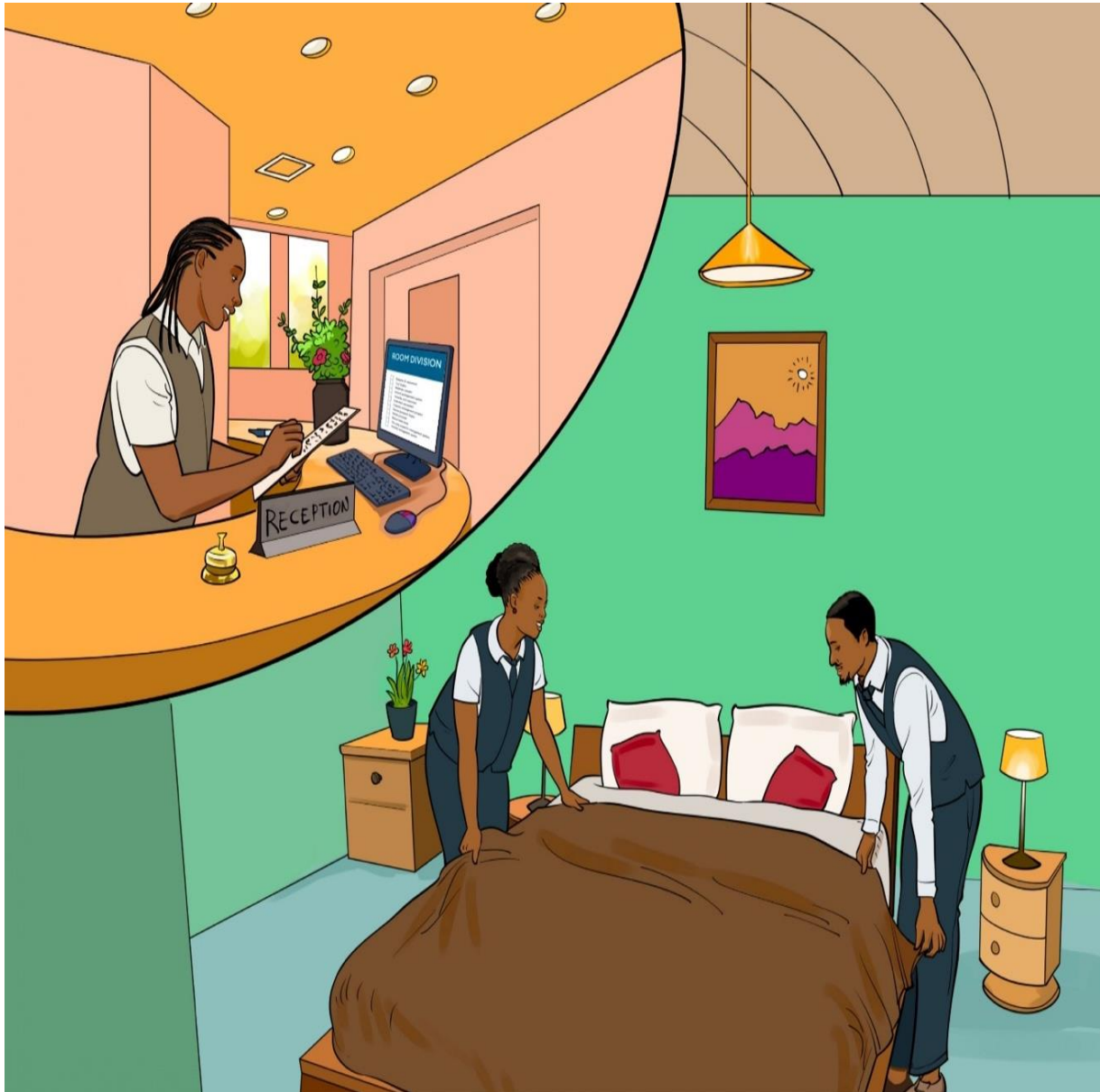
Self-Reflection

Ask learners to re-take the self-assessment at the beginning of the unit. They should then fill in the table in their Trainee's Manual to identify their areas of strength, areas for improvement and actions to take to improve.

1. Discuss trainees' results with them. Identify any areas that are giving many trainees difficulties and plan to give additional support as needed (ex. use class time before you begin the next learning outcome to go through commonly identified difficult concepts).

① Further Information for the Trainer

LEARNING OUTCOME 2: Handle room division activities using PMS



Learning outcome 1: Self-Assessment

1. Ask trainees to look at the unit illustration in their Trainee's Manuals and together discuss:
 - a. What does the illustration show?
 - b. What do you think will be topics to be covered under this unit based on the illustration?
2. After the discussion, inform students that this unit is intended to provide them with the knowledge, skills and attitudes to perform opening duties. They will cover the identification of tools and equipment used in switchboard activities, checking of tools and equipment status and display of information materials.
3. Ask trainees to fill out the self-assessment at the beginning of the unit in their Trainee's Manuals. Explain that:
 - a. The purpose of the self-assessment is to become familiar with the topics in the unit and for them to see what they know or do not know at the beginning.
 - b. There are no rights or wrong ways to answer this assessment. It is for their own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - c. They should think about themselves: do they think they have the knowledge, skills or attitudes to do this? How well?
 - d. They read the statements across the top and put a check in column that best represents their level of knowledge, skills or attitudes.
 - e. At the end of the unit, they will do a self-reflection, which includes re-taking the self-assessment and identifying their strengths, areas of improvement and actions to be taken.



Key Competencies:

Knowledge	Skills	Attitudes
1. Identify respected features	1. Create guest reservation	1. Pay attention to detail in room assignment and status updates
2. Describe steps of creating reservation in PMS	2. Perform front desk activities	2. Be team member - oriented and supportive in room division activities
3. Describe steps for recoding guest request into PMS	3. Process cashiering activities using PMS	3. Pay attention to detail in all room-related tasks within PMS
4. Describe steps for assigning Room	4. Update room status using PMS	4. Be strong in customer service orientation when managing room requests
5. Describe steps for creating guest folio	5. Use designated credentials	5. Be organized and methodical in executing room assignments and updates
		6. Pay attention to detail in room assignment and status updates



Steps:



Discovery Activity



Task 1

Tell students to seat in pairs and read the scenario careful and then after answer the questions below:

Property Management System (PMS) plays a critical role in handling room division activities within a hotel. The system streamlines processes related to reservations, guest check-ins, room assignment, and more. As a front desk manager or room division manager, understanding how to use the PMS effectively to manage these activities is essential for providing smooth guest service and operational efficiency. Answer the following questions:

1. How do PMS assist in the creation of guest reservations?
2. What are the key features of PMS when making a guest reservation?
3. How does the system handle reservation changes, such as date or room type adjustments?
4. What benefits do PMS offer when creating guest reservations?
5. What potential issues might arise during the creation of guest reservations in PMS?

Topic 2.1: Creation of guest reservation



Objectives:

By the end of the topic, trainees will be able to:

- A. Use correctly the designed credentials
- B. Identify properly respected features and assign appropriate user roles and permissions
- C. Create properly reservation in PMS
- D. Record correctly guest requests in PMS



Time Required: 20 hours



Learning Methodology:

Small group work, video, brainstorming, field visit, observation, simulation, group discussion and presentation



Materials, Tools and Equipment Needed:

Boards, flip charts, markers, pens, session plans,



Preparation:

- Prepare a computer lab
- Prepare learning environment, materials, tools and equipment
- Check the successfulness of the chosen learning methodology
- Contact hotels to organize field visit

Cross Cutting Issues:

1. Environment and sustainability: Ensure environment is maintained clean while disposing waste.
2. Gender balance: mix girls and boys in order to promote cross-gender interaction. Encourage both genders to take on roles of leadership.
3. Comprehensive sexuality education (HIV/AIDS, STI, Family planning, Gender equality and reproductive health)

4. Peace and value education: discourage negative behavior such as booing or laughing at others if they give incorrect answers. Encourage learners to work in peace and harmony in order to avoid conflict.
5. Inclusiveness: put apprentices into different mixed-ability groups. If there are learners with disabilities mix them with others. If there are some with hearing disabilities or communication difficulties, you should always get their attention on before you begin to speak and encourage them to look at your face when you speak.



Prerequisites:

- ✓ Applied English
- ✓ Introduction to tourism and hospitality



Activity 1: Problem-Solving

Tell students to read the scenario and answer the questions which follows:

As a room division manager, you need to efficiently handle room assignments, manage guest requests, and maintain room status using the Property Management System (PMS). You will guide your team on how to use the system for smooth and effective operations. and to show that you are able to guide them, answer the following questions:

1. What are the steps for verifying room status?
2. What are the types of Credentials?
3. Explain the steps for changing room status?
4. Discuss the Process the payment and issue a receipt.
5. Describe steps for assigning room to the guest using PMS?
6. What do you understand by recording guest request into PMS?



Activity 2: Guided Practice



Task 3

To show your understanding of the application of PMS, visit a nearby hotel and work on the following tasks:

1. Create a reservation for a guest with a king-sized bed for three nights and a late check-in use PMS.
2. Book two rooms for a family of four, linking them under one reservation, with one room having two queens and the other a king using PMS
3. Extend a guest's reservation by one night and adjust the rate and availability in the PMS.
4. Confirm a reservation from an OTA for a standard double room, checking availability in the PMS.



Activity 3: Application



Task 4

Property Management System (PMS) is an essential tool for modern property management, this is a solution used by property managers to handle various tasks related to managing a property or a portfolio of properties. To further understand the application of PMS, visit a nearest hotel front office and perform the following tasks:

1. Record a guest's request for a room near the elevator and notify the front desk or housekeeping.
2. In a workshop, modify a guest's reservation to change the room type from a queen to a king-sized bed.
3. Handle a last-minute cancellation and update the room availability in the PMS.
4. Create a reservation for a guest booking a room through a walk-in process and confirm the details in the PMS.

Checklist

Indicators:	Yes or No	Observation/Remarks
1. PMS can record guest's request for a room near the elevator?		
2. PMS notifies the front desk or housekeeping about room requests?		
3. PMS allows modification of guest reservations (e.g., room type change from queen to king-sized bed)?		
4. PMS updates room availability after a last-minute cancellation?		
5. PMS can handle walk-in reservations and confirms guest details?		
6. PMS generates confirmation emails or notifications to guests for reservation updates?		
7. PMS displays real-time room availability and pricing?		
8. PMS records payment information and processes transactions?		
9. PMS integrates with other hotel systems (e.g., POS, housekeeping, and accounting)?		

Topic 2.2: Performing front desk activities using PMS



Objectives:

By the end of the topic, trainees will be able to:

- a. Assign room to the clients
- b. Create correctly a new guest folio or guest account and link it to the reservation
- c. Manage properly guest account by updating charges and payments
- d. Checkout guest and finalize guest's bill



Time Required: 20 hours



Learning Methodology:

Small group work, video, brainstorming, field visit, observation, simulation, group discussion and presentation



Materials, Tools and Equipment Needed:

Boards, flip charts, markers, pens, session plans, chalks books,



Preparation:

- Prepare a computer lab
- Prepare learning environment, materials, tools and equipment
- Check the successfulness of the chosen learning methodology
- Contact hotels to organize field visit



Cross Cutting Issues:

1. Environment and sustainability: Ensure environment is maintained clean while disposing waste.
2. Gender balance: mix girls and boys in order to promote cross-gender interaction. Encourage both genders to take on roles of leadership.
3. Comprehensive sexuality education (HIV/AIDS, STI, Family planning, Gender equality and reproductive health)

4. Peace and value education: discourage negative behavior such as booing or laughing at others if they give incorrect answers. Encourage learners to work in peace and harmony in order to avoid conflict.
5. Inclusiveness: put apprentices into different mixed-ability groups. If there are learners with disabilities mix them with others. If there are some with hearing disabilities or communication difficulties, you should always get their attention on before you begin to speak and encourage them to look at your face when you speak.



Activity 1: Problem-Solving

You are a PMS supervisor at a hotel, overseeing front desk operations. Your role is to ensure the PMS handles reservations, check-ins, check-outs, guest inquiries, and billing efficiently. You must ensure the system is maintained, secure, and used effectively by staff to enhance guest experience.



Task 5

1. What are the steps for assigning room?
2. Discuss the steps for creating guest Folio?
3. Explain steps for managing guest account?
4. Discuss the steps for checking out guest?



Activity 2: Guided Practice

Ask students to work individually and answer the following questions

In the visited hotel and ask a computer where the Property Management System (PMS) software is installed and perform the following tasks:



Task 6

1. Assign rooms as per guest preferences
2. In the hotel, check in a guest who arrives with a reservation,
3. Check available rooms.
4. Create a new guest folio.

5. Link the folio to the reservation.
6. Finalize the guest's bill.
7. Close the account and update room status



Activity 3: Application

Ask students to practice the following tasks:

1. Check available rooms
2. Assign rooms as per guest preferences
3. Create a new guest folio.
4. Link the folio to the reservation
5. Update charges and payments.
6. Adjust discounts or transfers. Finalize the guest's bill.
7. Close the account and update room status.

Checklist

Indicators:	Yes or No	Observation/Remarks
1. Students can check available rooms using PMS?		
2. Students can assign rooms as per guest preferences?		
3. Can students create a new guest folio?		
4. Can students link the folio to the reservation?		
5. Students can update charges and payments?		
6. Students adjust discounts or transfers. Finalize the guest's bill?		
7. Students can close the account and update room status?		
8. Can students check available rooms		
9. Can students assign rooms as per guest preferences?		

Topic 2.3: Processing cashiering activities using PMS

	Objectives: By the end of the topic, trainees will be able to: - Prepare properly guest bill - Process the Payment and Issue a Receipt - Close the guest account in PMS after verifying the balance
	Time Required: 20 hours
	Learning Methodology: Small group work, video, brainstorming, field visit, observation, simulation, group discussion and presentation
	Materials, Tools and Equipment Needed: Boards, flip charts, markers, pens, session plans, chalks books,
	Preparation: - Prepare a computer lab - Prepare learning environment, materials, tools and equipment - Check the successfulness of the chosen learning methodology - Contact hotels to organize field visit
	Cross Cutting Issues: - Environment and sustainability: Ensure environment is maintained clean while disposing waste. - Gender balance: mix girls and boys in order to promote cross-gender interaction. Encourage both genders to take on roles of leadership. - Comprehensive sexuality education (HIV/AIDS, STI, Family planning, Gender equality and reproductive health - Peace and value education: discourage negative behavior such as booing or laughing at others if they give incorrect answers. Encourage learners to work in peace and harmony in order to avoid conflict.

5. Inclusiveness: put apprentices into different mixed-ability groups. If there are learners with disabilities mix them with others. If there are some with hearing disabilities or communication difficulties, you should always get their attention on before you begin to speak and encourage them to look at your face when you speak.



Activity 1: Problem-Solving

Tell students to read this scenario in pairs and answer the questions which follow:

As a student studying Front Office operations in your school's workshop, you are tasked with using a Property Management System (PMS) to process cashiering activities. During the session, your instructor presents problems like incorrect guest billing, pending payments, split payment requests, and errors in posting charges. You need to use the PMS to resolve these issues and ensure accurate and efficient cashiering processes.

- 1) How will you use the PMS to assign room to the guest?
- 2) What steps will you take to process a pending payment using the PMS?
- 3) How can you handle a guest's request for split payment through the PMS?
- 4) What methods will you use to ensure all charges are posted accurately in the PMS?
- 5) How will you update the guest's account after processing payments in the PMS?



Activity 2: Guided Practice

Ask students to Visit a nearby hotel and assume you are the Property Management System (PMS) supervisor at a hotel.

Your role includes performing front desk activities. Assign room to the guest using PMS, Creating Guest Folio (Guest Account), Link the folio to the reservation, Managing Guest Account, Update charges and payments and Adjust discounts or transfers.



Activity 3: Application

In a nearby hotel and assume you are the Property Management System (PMS) supervisor at a hotel. Check in and check out guest, prepare their bill, process payment, issue a receipt, and close their account.

Topic 2.4: Updating room status using PMS

	Objectives: By the end of the topic, trainees will be able to: - Verify room status using PMS - changing room status - update room information using PMS
	Time Required: 20 hours
	Learning Methodology: Small group work, video, brainstorming, field visit, observation, simulation, group discussion and presentation
	Materials, Tools and Equipment Needed: Boards, flip charts, markers, pens, session plans,
	Preparation: ▪ Prepare a computer lab ▪ Prepare learning environment, materials, tools and equipment ▪ Check the successfulness of the chosen learning methodology ▪ Contact hotels to organize field visit
	Cross Cutting Issues: 1. Environment and sustainability: Ensure environment is maintained clean while disposing waste. 2. Gender balance: mix girls and boys in order to promote cross-gender interaction. Encourage both genders to take on roles of leadership. 3. Comprehensive sexuality education (HIV/AIDS, STI, Family planning, Gender equality and reproductive health)

4. Peace and value education: discourage negative behavior such as booing or laughing at others if they give incorrect answers. Encourage learners to work in peace and harmony in order to avoid conflict.
5. Inclusiveness: put apprentices into different mixed-ability groups. If there are learners with disabilities mix them with others. If there are some with hearing disabilities or communication difficulties, you should always get their attention on before you begin to speak and encourage them to look at your face when you speak.



Prerequisites:

- ✓ Applied English
- ✓ Introduction to tourism and hospitality



Activity 1: Problem-Solving

Tell students to read the scenario and answer the questions which follows:

Assume you work in the housekeeping department of a 5-star hotel. A guest has checked out, and you need to update the room status to "vacant" in the PMS. However, the room requires extra cleaning due to a maintenance issue. You must coordinate with the front office and housekeeping teams to ensure the room is ready for the next guest and the PMS reflects the accurate room status.

- 1) How will you update the room status to "vacant" in the PMS after check-out?
- 2) What are the steps for verifying room status using?
- 3) Discuss on how you can change room status
- 4) How will you save the updated information in PMS?
- 5) What steps will you take to ensure the room is ready on time for the next guest?



Activity 2: Guided Practice



Task 3

Tell students Visit the school computer lab where the Property Management System (PMS) software is installed. To show your understanding on the application of PMS, visit a school workshop work on the following tasks:

1. Verify the current room status in the PMS before updating it?
2. Confirm room condition with house keeping
3. Edit room Details using PMS
4. Save the updated information in PMS
5. Handle a room status discrepancy between the PMS and actual room condition?
6. Updated guest details in the PMS when a guest checks out?



Activity 3: Application



Task 4

Ask students to visit nearest hotel and do the following tasks:

1. Using a computer which has application of PMS update room status using PMS
2. Verify the room status in the PMS before making any updates?
3. Edit room details
4. Make a report that a room is not yet cleaned
5. Handle a discrepancy in room status between the PMS and the actual condition?

Check list

Indicators:	Yes or No	Observation/Remarks
Room status is updated using PMS?		
Room status is verified using PMS?		
Room details are edited using PMS?		

Indicators:	Yes or No	Observation/Remarks
Report for room which is not yet cleaned is created?		
Is handling a discrepancy in room status between the PMS and the actual condition done effectively?		
Guest's account is closed properly in the PMS		
Transaction and payment details are logged for auditing purposes		



Formative Assessment

Instruct trainees to attempt all questions

I. To the following questions answer by True or False

1. You should check the current room status in the PMS before making any updates.
2. You can update room status using PMS from a computer that has the PMS application installed.
3. It is necessary to verify the room status in the PMS before making any updates.

II. Match the statement in column A with the correct action in column B by writing its corresponding number in the provided space

Answer	Statement	Action
.....	A. Update room status using PMS	I. This step is required before making any updates to ensure accuracy.
.....	B. Verify room status before updating in PMS	II. This action can be performed from a computer with the PMS application installed.

III. Choose the letter corresponding to the correct answer

4. What is the first step when checking a guest's reservation in the PMS?
 - a. Assign rooms as per guest preferences
 - b. Check available rooms
 - c. Create a new guest folio
 - d. Close the account and update room status
5. What is the purpose of creating a new guest folio?
 - a. To track payment methods
 - b. To record guest preferences
 - c. To generate a bill for the guest
 - d. To assign rooms to guests

IV. Answer the following questions

6. What is the process for confirming room conditions with housekeeping?
7. After verifying the room condition, what steps should you take to change the room status in the PMS?
8. How do you select the correct room to update in the PMS?
9. What information should you edit in the PMS when updating room status?
10. How do you ensure that the room status update is accurately reflected in the PMS?
11. What is the procedure for saving updated room information in the PMS after making changes?
12. How would you resolve a discrepancy between the room status in PMS and the actual condition reported by housekeeping?

ANSWERS FOR FORMATIVE ASSESSMENT

I. Answer true or false

1. **You should check the current room status in the PMS before making any updates.**
True (It is important to check the room status before making updates to ensure accuracy and avoid conflicts with other tasks or bookings.)
2. **You can update room status using PMS from a computer that has the PMS application installed.**

True (As long as the PMS software is installed on the computer, room status can be updated from that device.)

3. **It is necessary to verify the room status in the PMS before making any updates.**

True (Verifying the room status ensures that updates are accurate and reflect the actual room condition.)

II. Match the statement in column A with the correct action in column B by writing its corresponding number in the provided space

Answer:

- a. **Update room status using PMS**

This action can be performed from a computer with the PMS application installed.

- b. **Verify room status before updating in PMS**

This step is required before making any updates to ensure accuracy.

III. Choose the letter corresponding to the correct answer

4. **What is the first step when checking a guest's reservation in the PMS?**

B) Check available rooms (Before assigning a room to a guest, the availability of rooms must be confirmed.)

5. **What is the purpose of creating a new guest folio?**

C) To generate a bill for the guest (A guest folio is used to track charges and generate the final bill for the guest.)

IV. Answer the following questions

6. **What is the process for confirming room conditions with housekeeping?**

The process typically involves checking the room condition after it has been cleaned or maintained by housekeeping. This can include physical inspection, ensuring the room is ready for check-in, and verifying the cleanliness and readiness status in the PMS system.

7. **After verifying the room condition, what steps should you take to change the room status in the PMS?**

After verifying the room condition, the room status in the PMS should be updated to reflect its condition (e.g., "Clean," "Occupied," "Out of Order") based on the

inspection. This update can be done directly in the PMS software under the room status section.

8. How do you select the correct room to update in the PMS?

You can search for the room by its unique identifier (room number, type, or location) within the PMS system. Make sure the room status aligns with the current condition before making any changes.

9. What information should you edit in the PMS when updating room status?

The room status should be updated (e.g., Clean, Dirty, Occupied, Vacant, Out of Order). You may also need to update any specific remarks or details like maintenance needs or guest preferences.

10. How do you ensure that the room status update is accurately reflected in the PMS?

After making changes to the room status, verify the update in the system. Ensure that the status reflects correctly in the system and communicate any changes to relevant departments (e.g., housekeeping, front desk).

11. What is the procedure for saving updated room information in the PMS after making changes?

Once the room status or details are updated in the PMS, save the changes by clicking the "Save" or "Update" button within the application. Ensure that the update is confirmed with a notification or visual indicator in the system.

12. How would you resolve a discrepancy between the room status in PMS and the actual condition reported by housekeeping?

First, double-check the room status in the PMS and verify it with housekeeping's report. If there is a discrepancy, correct the room status in the PMS to reflect the actual condition, and inform the relevant teams of the update to avoid confusion.



Points to Remember

- Always verify the current room status in PMS before making any changes.
- Confirm room condition with housekeeping to ensure accuracy before updating the status.
- Select the correct room number in PMS to update its status.
- Change the room status (e.g., from "dirty" to "clean") based on housekeeping's report.
- Edit room details such as guest name, check-out date, or special requests when needed.
- Ensure that any updates made are saved in the PMS to reflect the most current information.
- Double-check the updated information before finalizing changes in the system.
- Always follow proper procedures to handle discrepancies between PMS status and room condition.
- Keep clear communication with housekeeping to avoid miscommunication about room readiness.
- Regularly update room statuses to maintain accurate guest check-in/check-out processes.



Self-Reflection

Ask learners to re-take the self-assessment at the beginning of the unit. They should then fill in the table in their Trainee's Manual to identify their areas of strength, areas for improvement and actions to take to improve.

1. Discuss trainees' results with them. Identify any areas that are giving many trainees difficulties and plan to give additional support as needed (ex. use class time before you begin the next learning outcome to go through commonly identified difficult concepts).



Further Information for the Trainer

LEARNING OUTCOME 3: Prepare Hotel Revenue Reports Using PMS



Learning outcome 1: Self-Assessment

1. Ask trainees to look at the unit illustration in their Trainee's Manuals and together discuss:
 - a. What does the illustration show?
 - b. What do you think will be topics to be covered under this unit based on the illustration?
2. After the discussion, inform students that this unit is intended to provide them with the knowledge, skills and attitudes to perform opening duties. They will cover the identification of tools and equipment used in switchboard activities, checking of tools and equipment status and display of information materials.
3. Ask trainees to fill out the self-assessment at the beginning of the unit in their Trainee's Manuals. Explain that:
 - a. The purpose of the self-assessment is to become familiar with the topics in the unit and for them to see what they know or do not know at the beginning.
 - b. There are no rights or wrong ways to answer this assessment. It is for their own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - c. They should think about themselves: do they think they have the knowledge, skills or attitudes to do this? How well?
 - d. They read the statements across the top and put a check in column that best represents their level of knowledge, skills or attitudes.
4. At the end of the unit, they will do a self-reflection, which includes re-taking the self-assessment and identifying their strengths, areas of improvement and actions to be taken.



Key Competencies:

Knowledge	Skills	Attitudes
1. Explain the process of generating room revenue reports	1. Gather data on room bookings and rates	1. Pay attention to detail in compiling information
2. Describe food and beverage revenue report production	2. Compile payment and consumption details	2. Be analytical in reviewing sales trends
3. Explain the steps in preparing MICE revenue reports	3. Gather data on events and bookings	3. Be organized in task execution
4. Discuss the generation of miscellaneous revenue reports	4. Compile payments and transaction details	4. Be proactive in identifying additional revenues
5. Highlight the importance of reviewing revenue trends	5. Generate reports using PMS or POS tools	5. Pay attention to detail in reviewing summaries
6. Identify the use of PMS in revenue report preparation	6. Analyze revenue and sales trends	6. Be team-oriented and supportive
7. Explain the process of generating room revenue reports	7. Gather data on room bookings and rates	7. Pay attention to detail in compiling information



Steps:



Discovery Activity



Task 1

Tell students to refer to this scenario and answer the following questions.

Act as Front Desk Manager at a nearby hotel, use the Property Management System (PMS) to Collect Information for Making Reports, Generate reports using PMStools including room bookings. How do you collect data on room bookings and rates for revenue reports?

Ask trainees to refer to the scenario 1 to help to perform the following

1. How do you collect data on room bookings and rates for revenue reports?
2. What information do you need to compile for generating food and beverage revenue reports?
3. How do you gather data for MICE revenue reports?
4. What steps do you follow to collect data on miscellaneous revenue sources?
5. How do you use PMS tools to generate and review revenue reports?
6. What role does data analysis play in reviewing revenue trends for reports?

Topic 3.1: Generation of room revenue reports

	Objectives: By the end of the topic, trainees will be able to: - Gathering Data on Room Bookings and Rates. - Compiling Payment and Occupancy Details. - Generating Reports Using PMS Tools
	Time Required: 15 hours
	Learning Methodology: Small group work, video, brainstorming, field visit, observation, simulation, group discussion and presentation
	Materials, Tools and Equipment Needed: Boards, flip charts, markers, pens, session plans,
	Preparation: - Prepare a computer lab - Prepare learning environment, materials, tools and equipment - Check the successfulness of the chosen learning methodology - Contact hotels to organize field visit
	Cross Cutting Issues: - Environment and sustainability: Ensure environment is maintained clean while disposing waste. - Gender balance: mix girls and boys in order to promote cross-gender interaction. Encourage both genders to take on roles of leadership. - Comprehensive sexuality education (HIV/AIDS, STI, Family planning, Gender equality and reproductive health)

4. Peace and value education: discourage negative behavior such as booing or laughing at others if they give incorrect answers. Encourage learners to work in peace and harmony in order to avoid conflict.
5. Inclusiveness: put apprentices into different mixed-ability groups. If there are learners with disabilities mix them with others. If there are some with hearing disabilities or communication difficulties, you should always get their attention on before you begin to speak and encourage them to look at your face when you speak.



Prerequisites:

- ✓ Applied English
- ✓ Introduction to tourism and hospitality



Activity 1: Problem-Solving

Tell students to read the senario and answer the questions which follow:

As the Front Desk Manager at a hotel, you are responsible for generating the Room Revenue Report using the Property Management System (PMS). After gathering data on room bookings, rates, payments, and occupancy,

1. How can you generate the room revenue report?
2. What is the primary purpose of generating room revenue reports in a hotel?
3. Which key data points are typically included in a room revenue report?
4. How can you gather all the required data (room bookings, rates, payments, occupancy details) correctly and completely?
5. Identify errors in inputting guest bookings, room rates, or payments into the PMS system?
6. What are the Steps of Collecting Information for Making Reports?



Activity 2: Guided Practice



Task 3

Ask students to read this scenario and answer these questions

A hotel front desk manager generates a room revenue report for the past month using the PMS, collecting data on bookings, rates, occupancy, payments, and discounts. To show that you understand a room revenue report is generated answer the following questions.

1. Gather room booking and rate data in the PMS?
2. Collect information for making report
3. Categorize room rates in the PMS?
4. Calculate occupancy rate in the PMS?
5. Track special rates and discounts?
6. Link payments to bookings in the PMS?



Activity 3: Application



Task 4

Ask students to Visit a nearby hotel's front office and perform the following:

1. Collect data from all booking channels (website, OTA, phone)?
2. Pass through the appropriate steps to track and verify room rate data?
3. Calculate occupancy rate and its effect on revenue?
4. Work on additional charges (like upgrades) and include them in the report?
5. Apply filters to generate the room revenue report?
6. Analyze revenue trends using occupancy and room rates?

Topic 3.2: producing food and beverage revenue reports



Objectives:

By the end of the topic, trainees will be able to:

- a. Collect all Information for Making Reports
- b. Compiling Payment and Consumption Details
- c. Generate food and beverage revenue reports and identifying the Sources of Information



Time Required: 15 hours



Learning Methodology:

Small group work, video, brainstorming, field visit, observation, simulation, group discussion and presentation



Materials, Tools and Equipment Needed:

Boards, flip charts, markers, pens, session plans, chalks books,



Preparation:

- Prepare a computer lab
- Prepare learning environment, materials, tools and equipment
- Check the successfulness of the chosen learning methodology
- Contact hotels to organize field visit



Cross Cutting Issues:

1. Environment and sustainability: Ensure environment is maintained clean while disposing waste.
2. Gender balance: mix girls and boys in order to promote cross-gender interaction. Encourage both genders to take on roles of leadership.
3. Comprehensive sexuality education (HIV/AIDS, STI, Family planning, Gender equality and reproductive health)

4. Peace and value education: discourage negative behavior such as booing or laughing at others if they give incorrect answers. Encourage learners to work in peace and harmony in order to avoid conflict.
5. Inclusiveness: put apprentices into different mixed-ability groups. If there are learners with disabilities mix them with others. If there are some with hearing disabilities or communication difficulties, you should always get their attention on before you begin to speak and encourage them to look at your face when you speak.



Activity 1: Problem-Solving

Tell students to read careful the scenario in pairs and answer the questions which are under the scenario.

A hotel manager noticed inconsistencies in the food and beverage revenue report. Some sales data from the bar and restaurant are missing, and discounts from promotions are not reflected correctly. The manager must use the PMS to compile accurate data and resolve these issues.

Questions:

1. How do you gather sales data from different outlets?
2. How do you ensure discounts are accurately recorded?
3. What tools in the PMS help produce revenue reports?
4. How do you verify the accuracy of compiled data?
5. What steps do you take to analyze sales trends?



Activity 2: Guided Practice

Ask students to read the scenario below and work on the tasks which follow:

You are working as a front desk manager at a hotel that uses a Property Management System (PMS) to manage reservations, check-ins, room assignments, and billing. The hotel is receiving a high volume of online bookings through different channels, and you must ensure smooth operations by managing room availability, handling guest requests, and resolving any potential double bookings.

1. Integrate an online booking engine with PMS to prevent overbooking issues?
2. Manage guest check-ins and check-outs using PMS?
3. Track guest preferences and personalize their stay USING PMS?
4. What impact does real-time room availability in PMS have on guest satisfaction?
5. Leverage data to improve the hotel's revenue management strategies?



Activity 3: Application

Tell students to visit a hotel front office, and do the following tasks



Task 7

1. Gather sales data from F&B outlets
2. Generate reports using PMS.
3. compile payments and consumption details
4. analyses revenue and sales trends using PMS
5. Create food and beverage revenue report in PMS

Topic 3.3: Making MICE revenue reports

	Objectives: By the end of the topic, trainees will be able to: - Collecting Information for Making MICE Revenue Reports - Gather Data on Events and Bookings - Make MICE revenue report
	Time Required: 15 hours
	Learning Methodology: Small group work, video, brainstorming, field visit, observation, simulation, group discussion and presentation
	Materials, Tools and Equipment Needed: Boards, flip charts, markers, pens, session plans, chalks books,
	Preparation: - Prepare a computer lab - Prepare learning environment, materials, tools and equipment - Check the successfulness of the chosen learning methodology - Contact hotels to organize field visit
	Cross Cutting Issues: - Environment and sustainability: Ensure environment is maintained clean while disposing waste. - Gender balance: mix girls and boys in order to promote cross-gender interaction. Encourage both genders to take on roles of leadership. - Comprehensive sexuality education (HIV/AIDS, STI, Family planning, Gender equality and reproductive health - Peace and value education: discourage negative behavior such as booing or laughing at others if they give incorrect answers. Encourage learners to work in peace and harmony in order to avoid conflict.

5. Inclusiveness: put apprentices into different mixed-ability groups. If there are learners with disabilities mix them with others. If there are some with hearing disabilities or communication difficulties, you should always get their attention on before you begin to speak and encourage them to look at your face when you speak.



Activity 1: Problem-Solving

Tell students to read careful the scenario in pairs and answer the questions which are under the scenario.

A hotel is hosting a corporate conference under its Meetings, Incentives, Conferences, and Exhibitions (MICE) services. The event manager is responsible for booking the event space, while the finance team handles payments for the venue, catering, and other services. The hotel needs to generate accurate revenue reports to track the success of the event and make informed decisions for future bookings. Answer the following questions which are related to the generation of revenue report:



Task 5

1. What are the steps for collecting information to make reports?
2. How do you gather data on events and bookings?
3. What is the process for compiling charges and payments?
4. How do you make MICE revenue reports?
5. How do you generate reports using PMS tools?
6. How do you review revenue and trends?



Activity 2: Guided Practice

Ask students to read the scenario below and work on the tasks which follow in a hotel:

A hotel is hosting a conference with multiple events and sessions. The event team uses the hotel's Property Management System (PMS) to collect data on bookings, services, and payments. They need to generate a MICE revenue report to analyse revenue from venue

rentals, catering, and other services provided during the conference. Respond to the following questions.



Task 6

1. Collect all the required data from the PMS to create an accurate MICE revenue report.
2. Categorize revenue from services. Describe the revenue trends which should be reviewed when creating a MICE revenue report.
3. Use PMS to track payment methods for MICE services.
4. Describe all the steps to ensure that the MICE revenue report is accurate before sharing it with management.



Activity 3: Application

Tell students to visit a hotel front office, and do the following tasks



Task 7

1. Collect Information for Making Reports:
2. Gather data on events and bookings using PMS?
3. Compile charges and payments using PMS?
4. Making MICE Revenue Reports:
5. Generate reports using PMS tools?
6. Review revenue and trends using PMS?

Topic 3.4: Generation of miscellaneous revenue reports

	Objectives: By the end of the topic, trainees will be able to: a. Gathering Data on Room Bookings and Rates. b. Compiling Payment and Occupancy Details. c. Generate miscellaneous revenue reports using PMS tools.
	Time Required: 15 hours
	Learning Methodology: Small group work, video, brainstorming, field visit, observation, simulation, group discussion and presentation
	Materials, Tools and Equipment Needed: Boards, flip charts, markers, pens, session plans,
	Preparation: ▪ Prepare a computer lab ▪ Prepare learning environment, materials, tools and equipment ▪ Check the successfulness of the chosen learning methodology ▪ Contact hotels to organize field visit
Cross Cutting Issues: 1. Environment and sustainability: Ensure environment is maintained clean while disposing waste. 2. Gender balance: mix girls and boys in order to promote cross-gender interaction. Encourage both genders to take on roles of leadership. 3. Comprehensive sexuality education (HIV/AIDS, STI, Family planning, Gender equality and reproductive health) 4. Peace and value education: discourage negative behavior such as booing or laughing at others if they give incorrect answers. Encourage learners to work in peace and harmony in order to avoid conflict.	

5. Inclusiveness: put apprentices into different mixed-ability groups. If there are learners with disabilities mix them with others. If there are some with hearing disabilities or communication difficulties, you should always get their attention on before you begin to speak and encourage them to look at your face when you speak.



Prerequisites:

- ✓ Applied English
- ✓ Introduction to tourism and hospitality



Activity 1: Problem-Solving

Tell students to read the scenario and answer the questions which follows.

A hotel is hosting a corporate conference under its MICE services. The event manager is responsible for booking the event space, while the finance team handles payments for the venue, catering, and other services. The hotel needs to generate accurate revenue reports to track the success of the event and make informed decisions for future bookings.

1. How can the hotel ensure accurate event data is entered into the PMS?
2. What steps can be taken to avoid missing payment records for the MICE event?
3. How can the PMS system help generate detailed MICE revenue reports?
4. What tools can the hotel use to analyze MICE revenue trends over time?
5. How can communication between the event management and finance teams be improved for better reporting?



Activity 2: Guided Practice



Task 3

Ask students to read this scenario and practice the following tasks in the nearest hotel.

You are the Revenue Manager at a hotel. It's time to prepare the miscellaneous revenue report, which includes revenue from parking, spa services, in-room dining, laundry, and retail. You gather data from the PMS and POS systems to generate the report and review the trends.

1. Collect data for additional revenue in the hotel?

2. Use PMS to compile payments and transaction details
3. Generate reports using PMS tools
4. Review revenue summaries and trends
5. Ensure all payments are correctly recorded for miscellaneous services?
6. Analyzing the revenue from in-room dining help improve future sales?



Activity 3: Application



Task 4

Ask students to Visit a nearby hotel's front office and do the following.

1. Gather data on additional revenue sources?
2. Track payments for miscellaneous services?
3. Compile transaction details into a report?
4. Analyze trends in miscellaneous revenue?

Check list

Indicators:	Yes or No	Observation/Remarks
Did the student collect data on additional revenue?		
Was the data gathered using the PMS?		
Did the student track payments for services?		
Were payments recorded in the PMS?		
Did the student compile transaction details into a report?		
Were the correct data and details included in the report?		
Did the student analyze trends in non-room revenue?		
Were patterns in the revenue identified and reported?		

Formative Assessment

Instruct trainees to attempt all questions

I. To the following statement answer by True or False

1. Integrating an online booking engine with a PMS can prevent overbooking issues.
2. Managing guest check-ins and check-outs is not possible using a PMS.
3. Tracking guest preferences and personalizing their stay is possible using a PMS.
4. Real-time room availability in the PMS does not affect guest satisfaction.

II. Matching Question: Match the statements in column A with its corresponding function in Column B

Answer	A	B
.....	1.PMS	a. Tracks guest bookings and preferences
.....	2.POS	b. Records food and beverage sales
.....	3. Inventory System	c. Monitors inventory usage
.....	4.Barcode Scanners	d. Speeds up transaction processing

III. Multiple Choice Questions:

5. Which system helps prevent overbooking by integrating online booking with hotel management?
 - a. POS system
 - b. PMS system
 - c. Inventory system
 - d. HR system
6. What data is most essential for generating a MICE revenue report in a PMS?
 - a. Employee payroll data
 - b. Event bookings, room reservations, and catering services

- c. Guest satisfaction surveys
 - d. Staff training schedules
7. Which of the following is primarily used to track sales from food and beverage outlets?
- a. PMS
 - b. POS
 - c. Inventory system
 - d. HR management software
8. What is the purpose of using barcode scanners in the hotel's system?
- a. To record guest preferences
 - b. To process payments quickly
 - c. To track food and beverage inventory
 - d. To ensure communication between systems

IV. Answer the following Questions:

9. Why is it important to gather room booking and rate data from the PMS when preparing a revenue report? How does this data help in generating an accurate report for hotel management?
10. When creating MICE revenue report, why is it important to link payments to bookings in the PMS? How does this improve the report's accuracy and help with financial transparency?
11. How do compiling charges and payments using the PMS contribute to overall revenue management? Discuss how this process helps in generating accurate financial reports and understanding revenue trends.
12. What challenges might arise when gathering and categorizing additional revenue sources such as room service or parking fees using the PMS? How can these challenges be addressed to ensure an accurate miscellaneous revenue report?

ANSWERS TO FORMATIVE ASSESSMENT

I. True or False

1. **Integrating an online booking engine with a PMS can prevent overbooking issues.**

True – The integration allows real-time updates on room availability, which prevents overbooking.

2. **Managing guest check-ins and check-outs is not possible using a PMS.**

False – A PMS is designed to handle guest check-ins and check-outs.

3. **Tracking guest preferences and personalizing their stay is possible using a PMS.**

True – A PMS can store guest preferences (e.g., room type, amenities) and help personalize their experience.

4. **Real-time room availability in the PMS does not affect guest satisfaction.**

False – Real-time room availability is crucial for guest satisfaction as it prevents booking conflicts and overbooking.

II. Matching Question:

Answer:

1. **PMS** **A Tracks guest bookings and preferences**
2. **POS** **B Records food and beverage sales**
3. **Inventory System** **C Monitors inventory usage**
4. **Barcode Scanners** **D Speeds up transaction processing**

III. Multiple Choice Questions:

1. **Which system helps prevent overbooking by integrating online booking with hotel management?**

B) PMS system – The PMS integrates with booking systems to manage real-time room availability and prevent overbooking.

2. **What data is most essential for generating a MICE revenue report in a PMS?**

B) Event bookings, room reservations, and catering services – These are the key data points needed for MICE revenue reporting.

3. **Which of the following is primarily used to track sales from food and beverage outlets?**

B) POS – The Point of Sale (POS) system tracks food and beverage sales in the hotel.

4. **What is the purpose of using barcode scanners in the hotel's system?**
C) To track food and beverage inventory – Barcode scanners are used to manage and track food and beverage inventory efficiently.

IV. Answer the following Questions:

1. **Why is it important to gather room booking and rate data from the PMS when preparing a revenue report? How does this data help in generating an accurate report for hotel management?**

Gathering room booking and rate data allows hotel management to understand actual occupancy, room rates, and revenue. It ensures that revenue reports are accurate, providing insights for making informed decisions about pricing strategies and operational adjustments.

2. **When creating MICE revenue report, why is it important to link payments to bookings in the PMS? How does this improve the report's accuracy and help with financial transparency?**

Linking payments to bookings ensures that all payments are tied to the correct event or room reservation. This prevents discrepancies and provides a clear financial record, enhancing the report's accuracy and improving financial transparency for management.

3. **How do compiling charges and payments using the PMS contribute to overall revenue management? Discuss how this process helps in generating accurate financial reports and understanding revenue trends.**

Compiling charges and payments in the PMS helps track all revenue streams accurately. This process generates precise financial reports, showing trends in revenue from different services. It aids in better revenue forecasting and resource allocation.

4. **What challenges might arise when gathering and categorizing additional revenue sources such as room service or parking fees using the PMS? How can these challenges be addressed to ensure an accurate miscellaneous revenue report?**

Challenges may include mis categorizing services or incomplete data entry. These can be addressed by training staff to input accurate information, regularly auditing the system, and setting up clear categories for all revenue sources in the PMS to ensure an accurate miscellaneous revenue report.



Points to Remember

- **Revenue Streams:** Identify various miscellaneous revenue sources like spa, retail, parking, and services.
- **Data Collection:** Use POS systems, guest folios, and accounting systems for accurate transaction recording.
- **Payment Methods:** Track payments via cash, cards, mobile wallets, and direct billing, ensuring reconciliation.
- **Reporting & Analysis:** Use PMS to generate detailed reports and analyze trends for opportunities to increase revenue.
- **Track Booking Channels:** Collect data from various sources like direct bookings, OTAs, and phone reservations to ensure all bookings are accounted for.
- **Monitor Room Rates:** Record dynamic and promotional rates, ensuring accurate pricing data for the revenue report.
- **Gather Payment Data:** Link payments to bookings, including methods like credit cards, cash, and additional charges (e.g., services or upgrades).
- **Analyze Occupancy Rates:** Track room occupancy and cancellations to calculate revenue potential accurately.



Self-Reflection

Ask learners to re-take the self-assessment at the beginning of the unit. They should then fill in the table in their Trainee's Manual to identify their areas of strength, areas for improvement and actions to take to improve.

2. Discuss trainees' results with them. Identify any areas that are giving many trainees difficulties and plan to give additional support as needed (ex. use class time before you begin the next learning outcome to go through commonly identified difficult concepts).



Further Information for the Trainer

1. April 2023: International Journal for Research in Applied Science and Engineering Technology
2. <https://www.amazon.com/Property-Management-Systems-Dick-Jonilonis/dp/1432798316>
3. <https://www.oracle.com/be/hospitality/what-is-hotel-pms/>
4. <https://www.grafiati.com/en/literature-selections/property-management-system/>
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6. <https://www.grafiati.com/en/literature-selections/property-management/>
7. <https://blankethomes.com/property-management-books/>
8. <https://www.amazon.com/Property-Management-System-Complete-Guide/>
9. <https://www.goodreads.com/shelf/show/property-management>
10. <https://www.upkeepmedia.com/property-management-books/>
11. <https://www.everand.com/book/443447945/Property-Management-System-A-Complete-Guide-2020-Edition>



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