



## RQF LEVEL 5



**TRADE: FRONT OFFICE  
OPERATIONS**

MODULE CODE: FOOPM501

**Module name: PROPERTY  
MANAGEMENT SYSTEM**

**TEACHER'S GUIDE**

## Table of content

## Acronyms

1. PMS: Property Management system
2. OS: Operating system
3. PABX: Private Automatic Branch Exchange
4. POS: Point of sale
5. (CRS:A central reservation system)

## Introduction

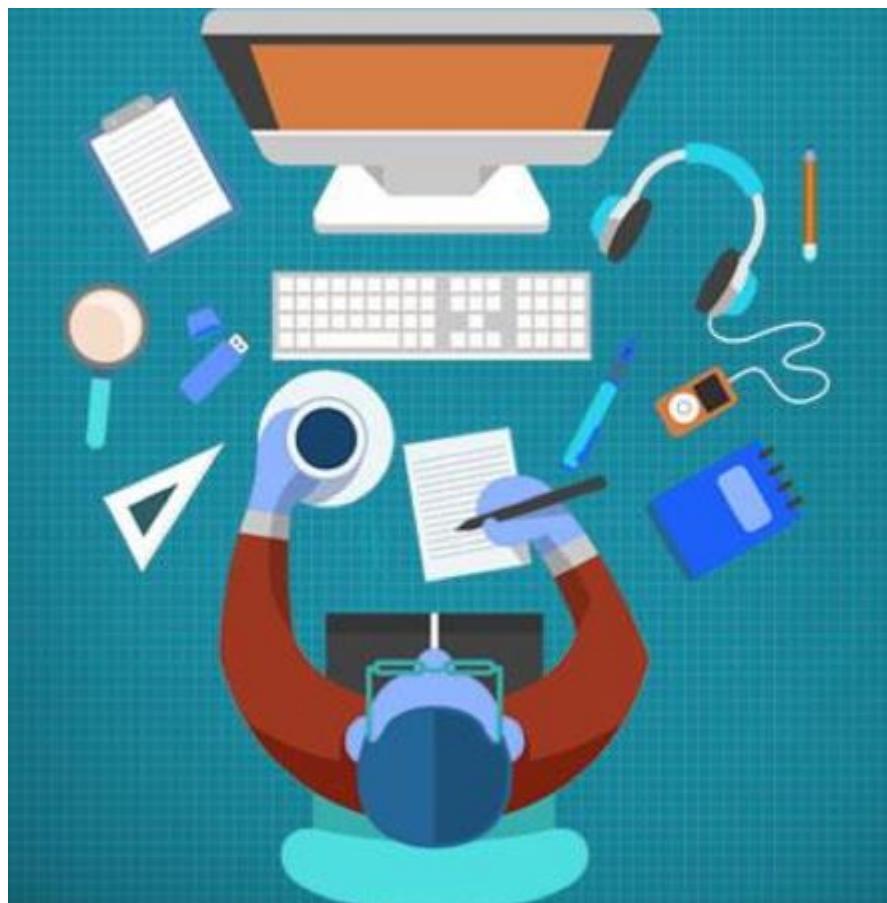
## Module Code and Title: FOOPM 501 Property Management System

### **Learning Units:**

1. Describe Property Management System
2. Determine organizational Outlets Software in Property Management System
3. Use Property Management System

LEARNING UNITY 1: Describe property management system

**Picture/s reflecting the Learning unit 1**



## STRUCTURE OF LEARNING UNIT 1. Describe property management system

### **Learning outcomes:**

**Learning Outcome 1.1:** Describe property management system as per the procedures.

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

**Learning Outcome 1.3:** Determine the functions in property management systems as per the Guidelines.

Learning outcome 1.1 Analyse property management system as per procedures.



**Duration: 25hrs**



### **Learning outcome 1 objectives:**

By the end of the learning outcome, the trainees will be able to:

1. Define property management system.
2. Define different key terms of key term.
3. Different property management systems used in hospitality Properties.



### **Resources**

<b>Equipment</b>	<b>Tools</b>	<b>Materials</b>	<b>Human resource</b>
<b>Computer</b>	<b>Modem</b>	<b>Internet</b>	<b>Staff</b>
<b>Deli counter</b>	<b>Key board</b>	<b>wifi</b>	
<b>Chair</b>	<b>Screen</b>	<b>softwares</b>	
<b>Power supplier</b>	<b>mouse</b>	<b>Anti-virus</b>	
	<b>Switchboard</b>	<b>Applications</b>	

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### Advance preparation:

- . Research
- . Selecting the images picture illustrating PMS Resources
- . Planning the groups to be used during class activity
- . Printing the theoretical tasks



### Indicative content 1.1.1: Definition of property

management System.



Summary for the trainer related to the indicative content (key notes using bullets such as ticks etc)

#### ⊕ **Meaning of Property Management system. (PMS)**

- ✓ **Property Management system.** is a software application for the operations of hospitality accommodations and commercial residential rental properties.
- ✓ **Property Management system.** is also the software that facilitates a hotel's reservation management and administrative tasks.

#### ⊕ **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:** A set of things working together as parts of a mechanism or an interconnecting network; a complex whole.  
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 travelers 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 room 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 toggle:** 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.
- ✓ **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.

## **Importance of hotel property management system.**

- ✓ **Efficient Operations:** A PMS streamlines property management tasks, such as managing reservations, guest check-ins and check-outs, room assignments, housekeeping, and maintenance requests. This automation helps in reducing manual errors, improving efficiency, and enhancing the overall guest experience.
- ✓ **Revenue Management:** PMS enables revenue optimization by providing tools for pricing and inventory management. It helps property owners and managers make informed decisions about rates, discounts, and availability based on demand, market trends, and competitor analysis, which can result in increased revenue and profitability.
- ✓ **Guest Relationship Management:** PMS stores guest information, preferences, and history, allowing for personalized service and guest relationship management.

This can lead to enhanced guest satisfaction, repeat business, and positive reviews, which are crucial for reputation management and attracting new guests.

- ✓ **Reporting and Analytics:** PMS generates reports and analytics on various aspects of property operations, including occupancy rates, revenue, guest feedback, and more.

These insights provide property owners and managers with valuable data to assess performance, identify areas for improvement, and make informed decisions.

- ✓ **Integration and Automation:** PMS can be integrated with other systems, such as online booking engines, channel managers, point-of-sale systems, and accounting software, which facilitates seamless data flow and automation of processes.
- ✓ **saving time**, and reducing manual effort, minimizes errors, and improves operational efficiency.
- ✓ **Compliance and Security:** PMS helps property owners and managers comply with legal and regulatory requirements, such as data privacy, accounting standards, and tax reporting. It also provides security features, such as user access controls and data encryption, to protect sensitive information and prevent unauthorized access.

### **General advantages and disadvantages of computerizing the hotel.**

#### **1. 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.

#### **2. 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 does 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. Example: One's credit card number, been cracked.



### Theoretical learning Activity

- ✓ Ask trainees to brainstorm about the key concepts of property management system within groups)
- ✓ Ask trainees to explain the importance of using property management system
- ✓ Ask trainees to discuss the advantages and disadvantages of property management system



### Practical learning Activity

- ✓ (Example: Trainees in pair perform **describes property management system**)



### Points to Remember (Take home message)

- ✓ The meaning of Property management system.
- ✓ The importance of Property management system in hotel and related establishments.
- ✓ The advantages and disadvantages of Property management system.



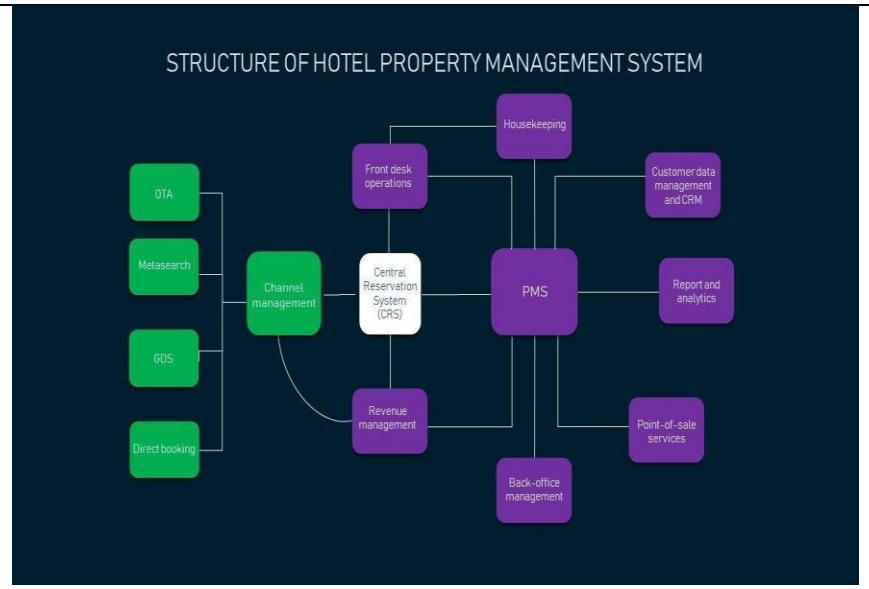
### Indicative content 1. 2: Identify the features in property management systems

as per the Procedures



Summary for the trainer related to the indicative content  
(key notes using bullets such as ticks etc)

### **A general structure of property management system**



❖ Features in property management systems as per the Procedures

✓ **Front office:**

Check in

Registration card/form

✓ **Night audit**

Check out

Extra charges payment

Departure use

✓ **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/clerk

✓ **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 payments



### Theoretical learning Activity

- ✓ Ask trainees to identify the functions of property management system within groups)
- ✓ Ask trainees to discuss the functions of property management system within groups)
- ✓ .....
- ✓



### Practical learning Activity

- ✓ **Ask the trainees to perform hotel guest reservation** (Example: Trainees in pair perform .....
- ✓ **Ask the Trainees to process check in the guest as per procedures**
- ✓ **Ask the Trainees to process check out the guest as per procedures**



### Points to Remember (Take home message)

- ✓ The features of Hotel operating system.



Indicative content 1.1.3: Identification of functions of property management system as per the guidelines.



Summary for the trainer related to the indicative content (key notes using bullets such as ticks etc)

### **The functions in property management systems**

- ✓ The most important functions include:
- **Front-desk operations:**
  - **Reservation management** including **individual reservation** and **group reservation**,
  - **Check in**,
  - **Room occupancy**,
  - **Check out**
- **Channel management:** booking engine integration.
- **Housekeeping:** Room management and security.
- **Rate management:** and accurate payment processing.
- **Cashiering: Posting charges:**
  - Point of sale (POS) integration
  - Event planning
- Food and beverage costing
- Hotel inventory supply management
- Reporting of key performance indicators (KPI)
- **Human resources management** as well.
- **Global distribution**

**In general**, PMS facilitates the main processes in a hotel related to internal and external operations



Theoretical learning Activity

- ✓ ..... (example: ask trainees to brainstorm about.....  
within groups)
- ✓ .....

✓ .....



### Practical learning Activity

✓ ..... (Example: Trainees in pair perform .....)



### Points to Remember (Take home message)



### Learning outcome 1 formative assessment

#### Written assessment

- Assessment tools
  - ✓ True or false questions
  - ✓ Multiple choice
  - ✓ Open ended questions
  - ✓ Case studies



**Please mix different assessment tools for triangulation and relevancy of assessment**

#### Practical assessment

- Assessment tools
  - ✓ Assay
  - ✓ Task to be performed
  - ✓ Observation checklist

**References:**

# **Module Code and Title: FOOPM501 PROPERTY MANAGEMENT SYSTEM**

## **Learning Units:**

1

2

3

n

## **Learning Unit 2: DETERMINE ORGANIZATION OUTLETS SOFTWARE IN PROPERTY MANAGEMENT SYSTEM**



### **STRUCTURE OF LEARNING UNIT**

#### **Learning Outcomes:**

- 2.1.** Identify organization software in the property management systems according to the operating procedures
- 2.2.** Identify and analyse organization features as per the procedures
- 2.3.** Confirm functionality of all organization features in the property management system according to organization standard

Learning outcome 2.1. Identify organization software in the property Management systems according to the operating procedures



**Duration: 35hrs**



**Learning outcome 2 objectives:**

**By the end of the learning outcome, the trainees will be able to:**

1. Identify Property management systems used in organizations
2. Identify and analyse organization features as per the procedures
3. Confirm functionality of all organization features in the property management system according to organization standard



### **Resources**

<b>Equipment</b>	<b>Tools</b>	<b>Materials</b>
<ul style="list-style-type: none"> <li>• Software</li> <li>• Computer</li> <li>• Printer</li> <li>• Photocopy Machine</li> <li>• Fax machine</li> <li>• Room Rack</li> <li>• Mail, Message, and Key Rack</li> <li>• Folio Trays</li> <li>• Account Posting Machine</li> <li>• Voucher Rack</li> <li>• Cash Register</li> <li>• Switchboard /EPAB</li> </ul>	<ul style="list-style-type: none"> <li>• Paper Shredder</li> <li>• Ruler</li> <li>• Paper clips</li> <li>• Push pins</li> <li>• Scissors</li> <li>• Stapler</li> <li>• Bulldog clip</li> <li>• Rubber bands</li> <li>• Pencil</li> <li>• Pencil sharpener</li> <li>• Staples</li> <li>• Modem</li> </ul>	<ul style="list-style-type: none"> <li>• Wi-Fi</li> <li>• Rim of paper</li> <li>• Calendar</li> <li>• Watches</li> </ul>



**Advance preparation:**

.Making research

.Having software or descriptive pictures

.Preparation of printed conventional chart.

.Having Registration and reservation form

.Learning about different type of room and room status



Indicative content 2.1: Identification of softwares used in  
hotel Property Management System



Summary for the trainer related to the indicative content (key notes using bullets such as ticks etc)

- ✓ Identification of Property management systems used in organizations.

Your front desk often makes the difference between 'never again' 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 inhouse 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.

- ✓ **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 bestselling 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.
- ✓ **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
- King Smart
- PA Bx

#### **Key Features of property management system**

- ✓ **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 enrolments, 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, and 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 behaviours 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



#### Theoretical learning Activity

- ✓ Ask trainees to brainstorm about the function of front office within groups.
- ✓ Watching the pictures of property management system software
- ✓ Ask the trainee to brainstorm about room types and codes.



#### Practical learning Activity

- ✓ The trainees enter the reservation information in PMS software.
- ✓ The trainees perform the colour shading in a software conventional chart.



#### Points to Remember (Take home message)

Room types and codes

Front office functions

Shading of conventional chart in PMS

### **Formative assessment on learning outcome 1**



**Indicative content 2.2: Identify and analyse organization features**

**As per the procedures**



Summary for the trainer related to the indicative content (key notes using bullets such as ticks etc)

#### **Front office**

##### **Check in format**

Date		Confirmation No	
	Famil y First	Rate	BB
Guest name		RO	

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
<ul style="list-style-type: none"> <li>* Breakfast AED 55per person per day + children below 12 years 50% discount for meals</li> <li>* Cancellation policy / 24hrs prior to arrival / after 24hrs or NO show 1 night charges will be applicable</li> <li>* Hotel check in at 2p.m./ Check out time is at 12noon</li> </ul>		
<p>Reservation Contact details</p> <p>Tel: + 971 4 5156868</p> <p>Fax: + 971 4 5156877</p> <p>Email: H6540-RE@accor.com</p>		
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](http://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

\_\_\_\_\_

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.

### Signature

\_\_\_\_\_

## **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

<b>Last Name</b>			<b>First Name</b>	
<b>Check-in Date</b>			<b>Check-out Date</b>	
<b>Accompanying Person</b>	<b>No. of persons:</b>			
	<b>Name1:</b>			
	<b>Name2:</b>			
	<b>Name3:</b>			
	<b>Name4:</b>			

<b>Flight information</b>	<b>Arrival Flight No.</b>		<b>Depart Flight No.</b>		Business hours: Monday to Friday 10:00 to 18:00, excluding
	<b>Arrival date</b>		<b>Departure date</b>		
	<b>Arrival time</b>		<b>Departure time</b>		
	Please tick <input type="checkbox"/> if you have not decided your flight yet.				

Saturdays, Sundays and holidays (JST)

#### 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.)  Early check-in is subject to availability and the policies of each hotel. To request early checkin, 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.  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:

<b>Period</b>	<b>Cancellation Charge</b>
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
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### **Payment Method**

Bank transfer      Credit Card

<b>Credit Card Information</b>															
<b>Credit Card*</b>	VISA      MasterCard      Diners Club      JCB American Express														
<b>Credit Number</b>															
<b>Name of Card Holder</b>															
<b>Expiry Date (mm/yy)</b>				<b>Three digit</b>				<b>Four digit</b>				<b>Verification Code</b>			
<b>Authorized Signature</b>				<b>Date (yyyy)</b>				<b>(dd/mm/</b>							

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 two parties i.e. one guest or customer and next one is hotel reservation section.

The procedure of reservation are:

### **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:

#### **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:

- ✓ Name of the guest
- ✓ Date of arrival
- ✓ Date of departure
- ✓ Desired room type
- ✓ Desired room rate
- ✓ Required number of rooms
- ✓ Desired room plan
- ✓ Number of pare.
- ✓ Contact address and number  
(details)
- ✓ Special recommendation

#### **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

#### **Excepting or dying the request:**

January						
S	M	T	W	T	F	S
			1	2	3	4
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

February						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
					31	



Fully Booked Blocked



90% Booked Blocked



More than 50 Booked Blocked



Very Minimum Booked Blocked

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.

#### 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.

#### 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.

#### 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:

#### **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.

#### **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.

#### **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

<input type="button" value="Send"/>	<input type="button" value="To..."/> hiringmanager@company.com
<input type="button" value="Cc..."/>	
<input type="button" value="Account ..."/>	
<input type="button" value="Bcc..."/>	
Subject: Job Application: Susan Smith	

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**



### Theoretical learning Activity

- ✓ ..... (example: ask trainees to brainstorm about.....  
within groups)
- ✓ .....
- ✓ .....



### Practical learning Activity

✓ ..... (Example: Trainees in pair perform .....)



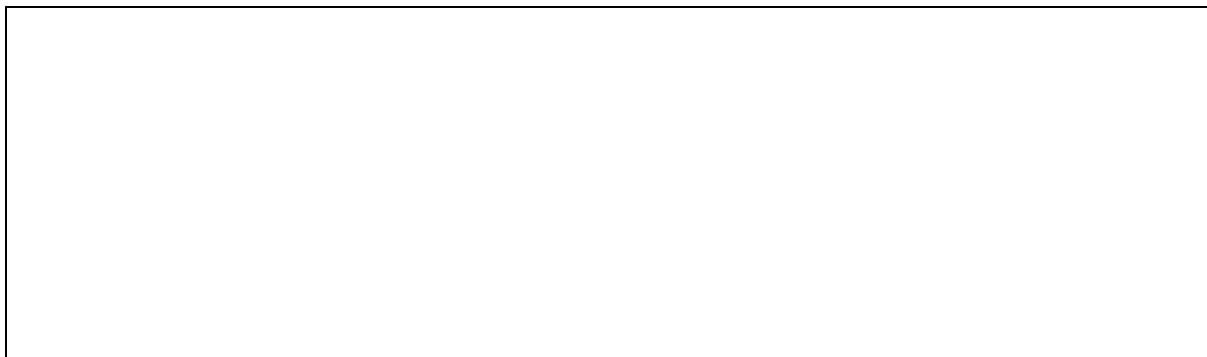
Points to Remember (Take home message)



Indicative content 1.1: .....



Summary for the trainer related to the indicative content (key notes using bullets such as ticks etc)



### Theoretical learning Activity

- ✓ ..... (example: ask trainees to brainstorm about..... within groups)
- ✓ .....
- ✓ .....

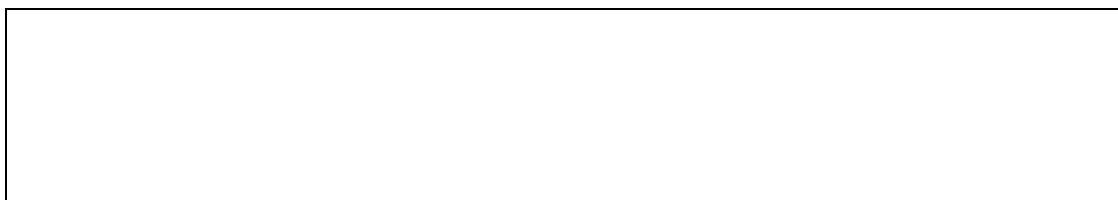


### Practical learning Activity

- ✓ ..... (Example: Trainees in pair perform .....)



### Points to Remember (Take home message)



### Learning outcome 1 formative assessment

#### **Written assessment**

- Assessment tools
  - ✓ True or false questions
  - ✓ Multiple choice
  - ✓ Open ended questions
  - ✓ Case studies



**Please mix different assessment tools for triangulation and relevancy of assessment**

### **Practical assessment**

- Assessment tools
  - ✓ Assay
  - ✓ Task to be performed
  - ✓ Observation checklist

### **References:**