



HOTEL MANAGEMENT SYSTEM

***BOOKING MENU  
INDIVIDUALS 4***

## MENU SUMMARY FOR BOOKING INDIVIDUALS

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# GUARANTEE → PAYMENT FOLDER

This folder lets you manage guest accounts and invoicing.

The screenshot shows the 'Prenotazione' (Reservation) window. At the top, there is a table with columns: Cliente, Ditta, Gruppo, Arrivo, Part. Q.ta, Tipo, Room Pre., Arr. Num., Stato. The first row contains: VALENTINI MATILD, ALCATEL ITALIA S., 19/11/01, 22/12/01, 1, BIA, i, APP, 144, GA.

Below the table are tabs for Prenotazione, Condizioni, Storia, and Operativo. Under 'Condizioni', there are sub-tabs: Garanzia, Pagamenti, Soggiorno, and Extra. The 'Condizioni per la fatturazione' section contains a table with columns: Ordine, Intestatario Conto, Doc. Pagamento, and Condizioni. The first row shows: 1, VALENTINI MATILD, R, CA, F, SO, A. Below this table are buttons for 'Inserisci' and 'Cancella', and an 'Automatica' checkbox.

Optional functions – defined by system operator when installing software program

This field makes it possible to specify which charges must be inserted in the account.

Numbering of successive accounts in the specific file.

Indicates the billing guest for the file. To change a predefined selection, click the arrow to the left of the name.

IndicateS the type of payment to be used during check-out. To change the predefined selection press F9.

Indicates the type of fiscal document to be issued during check-out. To change the predefined selection press F9.

The program will automatically enter:

➤ **one bill**: when the guest is directly responsible for the booking, or when an agency made the booking without specifying a particular billing conditions<sup>1</sup>:

This guest is directly responsible for all charges relating to the booking and any other in house expenditures.

The screenshot shows the 'Condizioni per la fatturazione' form. The 'Intestatario Conto' field is set to 'Cliente' with the name 'UGOLINI CARLO'. The 'Doc.' field is 'R' and the 'Pagamento' field is 'CA'. The 'Automatica' field is empty, and the 'Escludi' checkbox is unchecked.

➤ **two bills**: when an agency/firm made the booking specifying particular billing conditions<sup>2</sup>:

This account is responsible only for the room and any prearranged hotel plan

The screenshot shows the 'Condizioni per la fatturazione' form. The 'Intestatario Conto' field is set to 'Agenzia' with the name 'TRAVEL OFFICE'. The 'Doc.' field is 'F' and the 'Pagamento' field is 'SO'. The 'Automatica' field is empty, and the 'Escludi' checkbox is unchecked.

This account is responsible only for the charges specified by the codes entered here

Indicates any particular billing conditions specified by the booking agency/firm.

**Attention:** Within the Agency/Firm Index, you can display or enter any particular billing conditions that have been precontracted by the agency/firm making the booking.

Indicates precontracted billing conditions which the program will apply to the guest bill.

The screenshot shows the 'Condizioni per la fatturazione' form. The 'Automatica' field contains the text 'A.C.D. TRAVEL OFF'. The 'Doc.' field is 'F' and the 'Pagamento' field is 'SO'. The 'Automatica' field is highlighted with a red arrow.

You can elect not to apply the precontracted billing conditions by flagging this box.

<sup>1</sup> See *Archive, Agency/Firm, Agency/Firm Index*

<sup>2</sup> Compare note 1.

At any time, you can modify information the program inserts automatically. You can also enter specific billing conditions, assigning to the guest's personal account, whatever charges you wish them to take responsibility for paying.

➡ *If you wish to define a different holder to the account click the Holder field.*

Click the arrow to select the desired holder

In this case, all the charges will be applied to the account of the chosen room.

➡ *In cases where charges must be separated and applied to different accounts, specify in the various fields who will be responsible for which coded charges.*

Press F9 to specify the who will be charged for each charge, or charge grouping code

Enter the sign “+” and press F9 to specify a charge or charges for which the guest account will be directly responsible. (i.e. Mr. Ugolini must pay for his own telephone and bar/minibar bills)

<sup>3</sup> The charge grouping code is defined when software is installed. Applying the code designated **A**, applies a specific set of precontracted billing conditions and **\$E** that groups all the codes from extras.

## CONDITIONS → STAY FOLDER

This folder allows you to modify the terms of stay for any guest. Once the changes have been entered, the program will automatically apply the new hotel plan charges from this day forward without the operator having to intervene again. Modifications made for an individual stay change only that account file and do not alter any pre-arranged contract.

Enter the starting date for variations in the stay

Enter the new hotel plan which will apply to the guest's stay

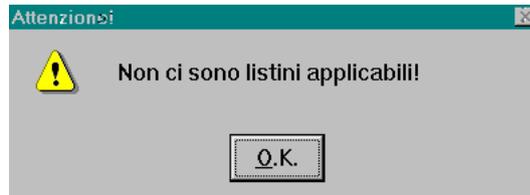
The price field does not have to be filled. The system automatically calculates the new price based on any modifications you make to the account file (i.e. new seasonal price list, type of room, number of guests)

Enter the contract which applies. Press F9 to display options.

Click on Details to make any other modifications to the guest's stay



**Attention: Variations of stay cannot be applied if they violate a prearranged contract. Attempting to enter variations which are not acceptable under an appropriate contract, will result in the following message:**



**Verify<sup>4</sup> and correct the stay modifications to make them acceptable to the contract.**

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<sup>4</sup> See *Contracts*

## CONDITIONS → EXTRA FOLDER

This folder automatically manages any charges for extra services guests may request.

Press F9 to select specific charge

Dal	Al	Addebito	Garage	Totale	Frequenza	Coperti
19/11/2001	21/12/2001	GAR	Garage	50.000,00	01	

Click *Insert/Enter* to add the services requested and the guest will be billed automatically

Indicates how frequently the service will be billed automatically. Press F9 to specify desired frequency

Click *Details* to specify service code number and prices.

Performing the following steps then saving the file information, allows the system to automatically bill guests for any requested services at the correct price and at the correct frequency of use:

1. Enter the period in which the charges will be debited.
2. From the menu of charges and their respective codes displayed by press F9, select which charges you wish to assign for automatic debiting.
3. Enter the number of days to be debited
4. Enter the frequency with which the charges will be made, also using F9.
5. Indicate the number of persons referred to in this specific charge (i.e. number of full-board guests, number of restaurant places).

## HISTORY → HISTORY FOLDER

The *History Folder* contains a record of all the entries, modifications, and cancellations made to the guests file.

**Prenotazione**

▼ Cliente	Ditta	▼ Gruppo	▼ Arrivo	▼ Part.	Q.ta	▼ Tipo	▼ Room Pre.	▼ Arr.	Num.	Stato
VALENTINI MATILI	ALCATEL ITALIA S.		19/11/01	22/12/01	1	BIA	1	APP	144	GA

Prenotazione
Condizioni
Storia
Operativo

Statistica
Storia

**Storia della pratica**

Data	Ora	Stato	Note	Operatore	
19/11/2001	13:39	PFA	Pr. cambio condi	Inserita nuova Condizione fatturazione	33
19/11/2001	11:03	PFA	Pr. cambio condi	Inserita nuova Condizione fatturazione	33
19/11/2001	13:37	PCL	Pr. cambio client	ANNA->VALENTINI MATILDA	33
19/11/2001	15:45	PSE	Pr. cambio serviz	Inserito nuovo servizio	33
19/11/2001	15:45	PEX	Pr. cambio adde	Inserito nuovo servizio extra	33

The left *Status* column gives movement codes. The right *Status* column gives a more comprehensive description of the modification should the operator wish to investigate the file history

To learn more about a particular movement more fully, click the *Search* button or the *Search* icon

## HISTORY → STATISTICS FOLDER

This folder contains a summary of the file's most important information.

The screenshot shows a software interface for booking management. At the top, there is a table with columns: Cliente, Ditta, Gruppo, Arrivo, Part., Q.ta, Tipo, Room Pre., Arr. Num., and Stato. The first row contains: VALENTINI MATILI, ALCATEL ITALIA S., 19/11/01, 22/12/01, 1, BIA, 1, APP, 144, and CA. Below the table are tabs for Prenotazione, Condizioni, Storia, and Operativo. Under the 'Storia' tab, there is a 'Statistica' section with the following fields:

Data inserimento	19/11/2001	Operatore	33	Data modifica	19/11/2001	Operatore	33
Data annullamento		Operatore		Motivo			
Data ultimo trasferimento Booking		Codice centro		Struttura		Allotment	
Trattamento addebitato fino al giorno		compreso					

If a booking originated from a booking center, this box will display the date of the last transfer

When more than one structure is under management, this box will indicate which structure applies to the file.

When canceling a booking, press F9 to indicate motive<sup>5</sup>.

<sup>5</sup> See **Canceling Bookings**

## OPERATIONS → ACTIVITIES FOLDER

This folder holds reservations for activities offered by the hotel which a guest may request.

Data	Ora	Attività	Descrizione	Operatore	Prezzo	
13/10/1999	12:00	TRVL	VOLO DI LINEA			<input type="checkbox"/>
14/10/1999	15:00	FIS	Fisioterapia		50,000	<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>

Here, the guest requested a flight reservation and the date was noted in the appropriate field. Click *Details* to enter any specifics necessary

Press F9 to enter the code of the activity the guest wished to book

Prices entered for reserved activities are not automatically charged to the guest account but are noted as information.

Click *Cancel* to cancel an activity already reserved and the program automatically inserts a confirmation flag

Operatore inserimento  Data  Ora

Operatore annullamento  Data  Ora

Compagnia Aerea  Pag.

Volo

Luogo Partenza

Accompagnatore

Note

Esci

## OPERATIONS → SERVICES FOLDER

This folder manages any special provisions the guest might request.

Information supplied by guest

Click on this arrow to see details of services entered

Click *Enter/Insert* to enter any services requested by the guest

Information supplied by other interested party on behalf of the guest'

When a guest requests a service, enter the date of execution. At the time the new data is saved, the program will automatically store the code of the operator entering the data

**Services requested by Guests** must contain the following information:

1. Press F9 to select Department.
2. Press F9 to select service *Code*.

**Services by Department** For services requested by the guest you must enter:

1. The *Date* the service is delivered. The system automatically enters today's date.
2. Press F9 to select Department.
3. Press F9 to select service *Code*.

## OPERATIONS → VARIOUS FOLDER

In this folder you can enter other information regarding the guest file.

Prenotazione											
▼ Cliente	Ditta	▼ Gruppo	▼ Arrivo	▼ Part.	Q.ta	▼ Tipo	▼ Room Pre.	▼ Arr.	Num.	Stato	
VALENTINI MATILI	ALCATEL ITALIA S.		19/11/01	22/12/01	1	BIA	1	APP	144	GA	

Prenotazione	Condizioni	Storia	Operativo
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Varie	Servizi	Attività
Prenotato da <b>SIG.RA BIANCHI</b>		
Ora arrivo	<b>14.00</b>	Mezzo di Arrivo <b>AUTO</b>
Aliquota IVA	<b>10</b>	
Tipo esenzione		
Tipo sconto	<b>L</b>	10% su arrangiamento e 5% ristorante/bar
Tipo telefono		
Tipo pulizia	<b>5</b>	PULIZIA GIORNALIERA
Ultimo Contratto		
Data modulo regolamento		

Mail	
Giornali	<b>IL GIORNALE</b>
Transfert	<b>NO</b>
Corsi	<b>NESSUNO</b>
Tav. Ristorante	<b>24</b>
Tav. Ristorante	

When an agency makes a booking, enter the name of the representative making the contact.

In this field you can reserve a specific restaurant table by simply entering table number

Entering the guest's expected arrival time and means of transport makes it possible to arrange a possible transfer or a garage parking place

**N.B.** Information entered in the fields of the operations folder in no way affects guest folders and is maintained by the program as merely records.

The operations folder contains all information relative to the guest as below

- ⇒ Any discount agreements linked to the firm/guest
- ⇒ mailing address
- ⇒ guest's preferred newspaper
- ⇒ if a transfer service has been requested

## MODIFYING BOOKING: INDIVIDUAL OR GROUP/MEETING

1. From the opening screen, enter *Front Office*. Here, select the *Bookings* menu and within it, the *Booking* function.)
2. Select either the *Booking* or *Group/Meeting* window. Files for guests due to arrive today (current day) are found by clicking *Search Arrivals* . For guests arriving on any day other than today, click *Search Booking* . The following search method is the same for either case:

**Execute** (to search specific database)



**Cancel** (to end search and return to previous screen)

Position cursor over the field in which you'd like to search<sup>6</sup> (If you do not enter data into one of the fields, the system will search all bookings) and click *Execute* (or press F8) to search the database. To end search and return to the previous screen click *Cancel* or (or press CTRL+q).

Follow these steps:



**BEGIN SEARCH**

Arrivo	13/10/99
Notti	<input type="text"/>
Partenza	
Quantita	<input type="text"/> All. <input type="checkbox"/>
Tipologia	<input type="text"/> <input type="button" value="v"/>

ENTER INFORMATION TO DEFINE SEARCH PARAMETERS



**CONTINUE SEARCH**

Prenotazione												
	Cliente	Ditta	Gruppo	Arrivo	Part.	Q.ta	Tipo	Room	Pre.	Arr.	Num.	Stato
	UGOLINI CARLO			13/10/99	20/10/99	1	CD	110	2	BB	16625	GA

<sup>6</sup> To make a search, indicate one or more letters followed by the % (percent) sign. For example, in the *Guest Name* field, typing ALPI% will show ALPITOUR, ALPIEAGLES, and even ALPINESTARS

4. The program will allow you to modify any information previously entered by simply clicking on the required field and entering new data.

**Attention: The system will not allow you to enter arrival dates which have already past. This can be managed using the *no show*<sup>7</sup> program.**

5. To save the modified information, click  or press F10.

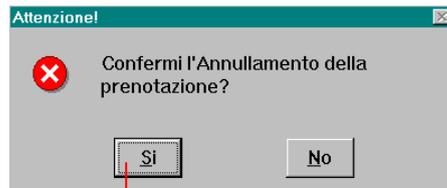
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<sup>7</sup> See *Closure, No Show*

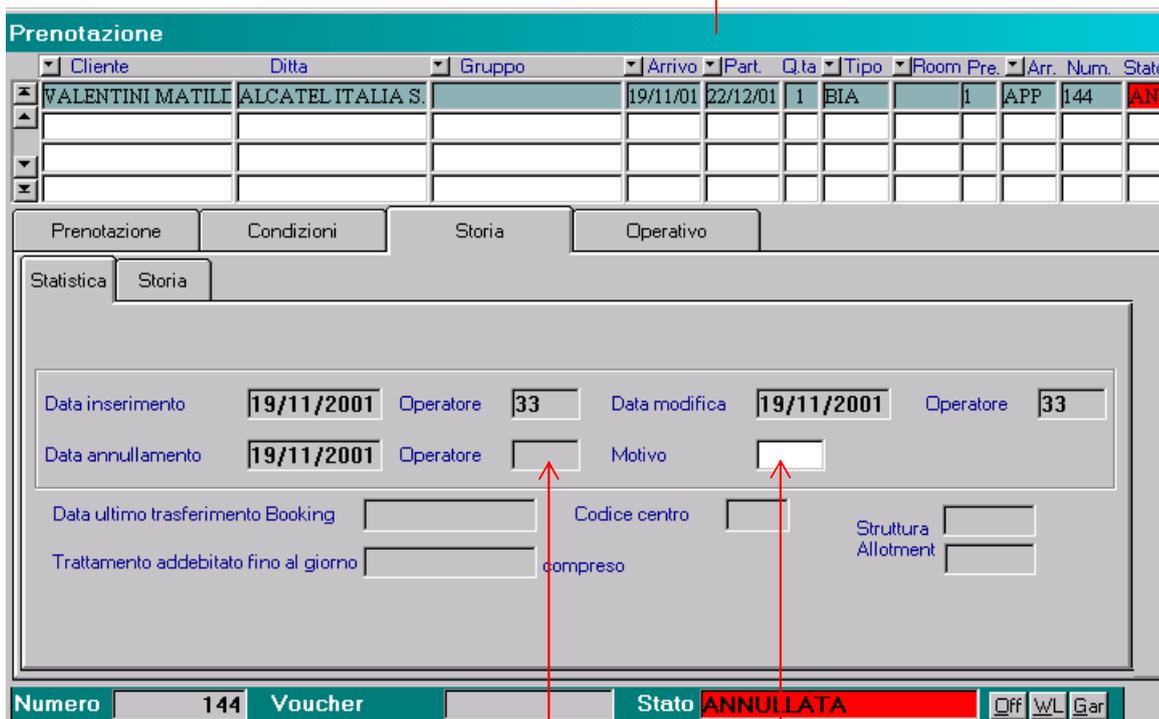
## CANCELING BOOKING: INDIVIDUAL OR GROUP/MEETING

1. Search the booking you wish to cancel in the manner described above.

2. Click *Cancel Booking* . The program automatically requests confirmation.



When you click Yes, the system requests a reason for cancellation.



**Prenotazione**

Cliente	Ditta	Gruppo	Arrivo	Part.	Q.ta	Tipo	Room Pre.	Arr.	Num.	Stato
VALENTINI MATILI	ALCATEL ITALIA S.		19/11/01	22/12/01	1	BIA	1	APP	144	AN

Prenotazione    Condizioni    Storia    Operativo

Statistica    Storia

Data inserimento: 19/11/2001    Operatore: 33    Data modifica: 19/11/2001    Operatore: 33  
Data annullamento: 19/11/2001    Operatore:     Motivo:

Data ultimo trasferimento Booking:     Codice centro:     Struttura Allotment:   
Trattamento addebitato fino al giorno:  compreso

Numero: 144    Voucher:     Stato: ANNULLATA    Off    WL    Gar

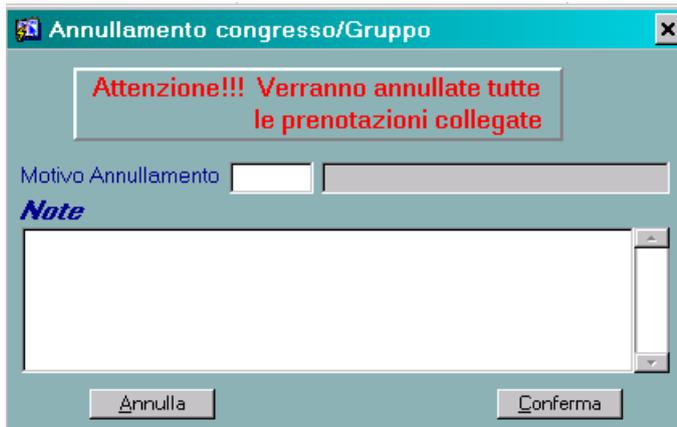
The system automatically marks the booking canceled

When a cancellation is made, the system automatically stores the code of the operator making the cancellation.

Press F9 to specify the reason for cancellation

3. Save the information. 

When canceling a booking linked with a group/meeting the following window appears:



When canceling group/meeting bookings, it is also necessary to indicate a reason for the cancellation. You may also enter any extra information relative to that cancellation

The window displays a reminder that clicking *Confirm* will cancel all bookings for rooms entered in this room folder

When the operator wishes to cancel some, but NOT all of the bookings contained within the room folder follow these steps:

**METHOD A:**

- ⇒ In the *Group/Meeting* window, search for the specific event.
- ⇒ Click on the *Room* folder
- ⇒ Click to highlight the line corresponding to the room you wish to cancel

Evento	Camere	Condizioni	Storia	Addebiti	Meeting	Totale
Contratto <b>H01</b>		Arr. <b>AP</b>		Allotment		
<b>Camere</b>						
Propaga						
Arrivo	Partenza	Nr.	Tipo	Pres.	Cliente Hotel	Room
23/12/2001	24/12/2001	3	BIA	6	CNV. NATALE	
23/12/2001	24/12/2001	2	MON	4	CNV. NATALE	
					Prezzo	Gr.All. Sts
					260.000,00	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> P/L
					260.000,00	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> P/L



⇒ Click *Open File*

⇒ You can now treat the file as an individual booking and cancel by clicking 

**METHOD B:**

⇒ Even when the guest booking is part of a group, you can search their individual booking directly by selecting Bookings → Booking

⇒ You can now treat the file as an individual booking and cancel by clicking 