HOTEL++

HOTEL MANAGEMENT SYSTEM

BOOKING MENU
INDIVIDUALS 4

MENU SUMMARY FOR BOOKING INDIVIDUALS

GUARANTEE ➔ PAYMENT FOLDER

This folder lets you manage guest accounts and invoicing.

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[1]:

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

Condizioni per la fatturazione

Ordine	Intestatario Conto		Doc.	Pagamento	Condizioni					
1	Cliente	UGOLINI CARLO	R	CA						

Inserisci   Cancella

Automatica   Escludi ☐

➲ *two bills*: when an agency/firm made the booking specifying particular billing conditions[2]:

Condizioni per la fatturazione

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

Ordine	Intestatario Conto		Doc.	Pagamento	Condizioni					
1	Cliente	UGOLINI CARLO	R	CA						
	Agenzia	TRAVEL OFFICE	F	SO	A					

Inserisci   Cancella

Automatica   Escludi ☐

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.

Condizioni per la fatturazione

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

Ordine	Intestatario Conto		Doc.	Pagamento	Condizioni					
1	Cliente		R	CA						

Inserisci   Cancella

Automatica A.C.D. TRAVEL OFF F SO   A   Ins   Escludi ☐

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

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[1] See *Archive, Agency/Firm, Agency/Firm Index*
[2] 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 choosen room.

➲ *In cases where charges must be seperated 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*

3

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)

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3 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:

Attenzione!

Non ci sono listini applicabili!

O.K.
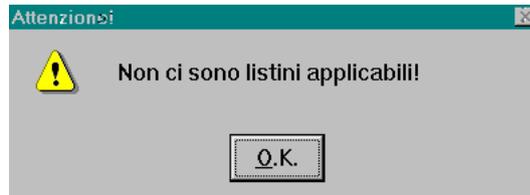
Verify[4] and correct the stay modifications to make them acceptable to the contract.

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[4] See *Contracts*

CONDITIONS ➔ EXTRA FOLDER

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

Press F9 to select specific charge

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

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

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).

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

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

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

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[5].

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[5] See **Canceling Bookings**

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

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

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

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

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

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

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

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*.

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

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[6] (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	
Partenza	
Quantita	All. ☐
Tipologia	

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

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[6] 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*[7] program.

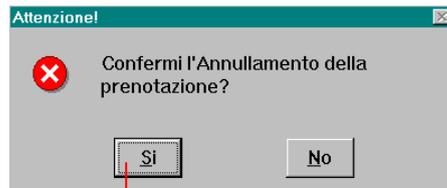5. To save the modified information, click or press F10.
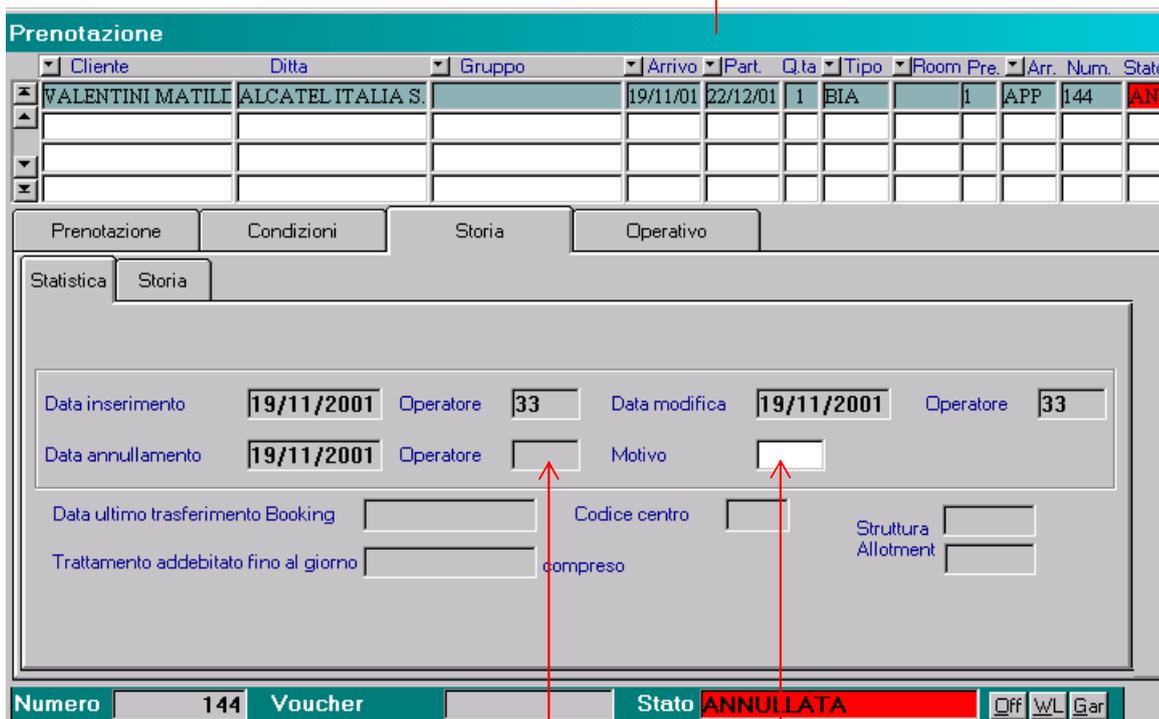
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[7] See ***Closure, No Show***

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.

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:
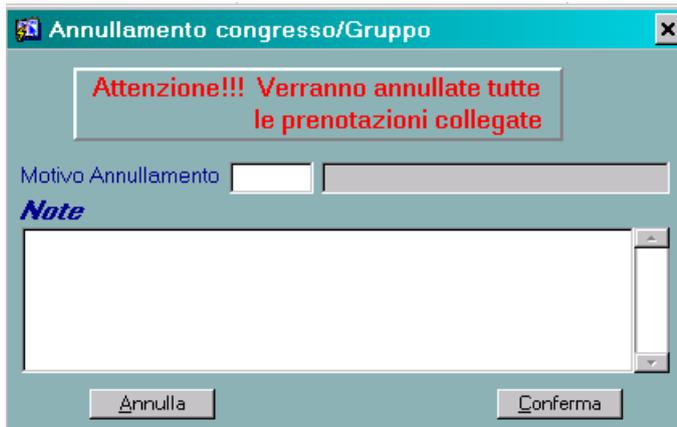
> When canceling group/meeting bookings, it is also necessary to indicate a reason for the cancellation. You may also enter any extra information relative to that cancellation
>
> The window displays a reminder that clicking *Confirm* will cancel all bookings for rooms entered in this room folder

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

⇒ 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