



HOTEL MANAGEMENT SYSTEM

***BOOKING MENU
INDIVIDUALS 5***

MENU SUMMARY FOR BOOKING INDIVIDUALS

AVAILABILITY	3
<i>AVAILABLE ROOMS WINDOW.....</i>	<i>3</i>
<i>ROOMS OUT OF SERVICE WINDOW</i>	<i>6</i>
<i>DESIGNATING ROOMS OUT OF SERVICE</i>	<i>6</i>
CHECK-IN WINDOW	7
<i>CHECK-IN: PRE-BOOKED INDIVIDUAL</i>	<i>7</i>
<i>CHECK-IN: PRE-BOOKED INDIVIDUAL</i>	<i>8</i>
<i>CHECK-IN: WALK-IN GUEST.....</i>	<i>11</i>
ACCESSORY INFORMATION.....	12
<i>ACCOUNT FOLDER</i>	<i>12</i>
<i>CHARGES FOLDER</i>	<i>13</i>
CHECK-IN GROUP/MEETING	14
➤ <i>Same-day arrivals</i>	<i>14</i>
➤ <i>Arrivals on different days (or at different times of the same day):</i>	<i>15</i>

AVAILABILITY

Functions attached:

- *DISPLAY AVAILABILITY*
- *LIST TOTAL AVAILABILITY*
- *DISPLAY SPECIFIC AVAILABILITY*
- *LIST EXPECTED ACTIVITY*
- *DISPLAY OCCUPIED/CONFIRMED/OPTIONED*
- *ROOMS OUT OF SERVICE*
- *EXHIBITIONS AND EVENTS*

AVAILABLE ROOMS WINDOW

The *Availability* window displays all information necessary to analyze room availability by type. From the opening screen, enter *Front Office*. Here, select the *Bookings* menu and within it, the *Availability* function)

¹ For more information about how to display allotment in the *Availability* window, see **Archive, Firm, Anagrafica Agency/Firm, Allotment**

Click to display occupancy by structure or by market. Click a second time will return to the initial availability

Click this arrow to select the desired structure. This can be *physical* (i.e. Hotel or Residence) or *virtual* (i.e. Allotment¹)

Disponibilità

Residence

			Total			MON		BIA		BIB		TRI	
			All	Opz	Lib	OPZ	LIB	OPZ	LIB	OPZ	LIB		
Lu	19.11.2001	FIERA	0	0	52	0	3	0	39	0	4	0	6
Ma	20.11.2001	FIERA	0	0	52	0	3	0	39	0	4	0	6
Me	21.11.2001	FIERA	0	0	52	0	3	0	39	0	4	0	6
Gi	22.11.2001	FIERA	0	0	52	0	3	0	39	0	4	0	6
Ve	23.11.2001		0	0	52	0	3	0	39	0	4	0	6
Sa	24.11.2001	MEETI	0	0	52	0	3	0	39	0	4	0	6
Do	25.11.2001	MEETI	0	0	52	0	3	0	39	0	4	0	6
Lu	26.11.2001	MEETI	0	0	52	0	3	0	39	0	4	0	6
Ma	27.11.2001	MEETI	0	0	52	0	3	0	39	0	4	0	6

19-11-2001

Displays the particular terms of availability by room type. Click on the abbreviation of a particular room type to see details and analyze by room sub-type.

Days of the week are displayed in different colors representing holidays or pre-holiday periods. Color can also indicate an upcoming particular exhibition or event.

Displays absolute terms of availability by rooms allotted, optioned, and free²

Double click on the date for which you would like to display availability, subdivided by guests in house and guests due to arrive as shown in the following window

² Rooms that have been allotted are considered rooms sold and are therefore part of unavailable rooms total.

Double-click a highlighted line to open the **Booking** window for this specific booking

Cilente	Ditta	Gruppo	Arrivi	Partenze	Qtà	Tipo	Camera	Pre.	Arrivi	Num.	Stato	
GRUPPONE	3COM	GRUPPONE	18/10/99	20/10/99	6	**		10	BB	16635	GC	<input checked="" type="checkbox"/> Pre.
VACANZE	A.C.D. TRAVEL OFFI	VACANZE	15/10/99	22/10/99	21	**		30	BB	16629	GG	<input checked="" type="checkbox"/> Opz.
VACANZE	A.C.D. TRAVEL OFFI	VACANZE	14/10/99	21/10/99	21	**		30	BB	16626	GG	<input checked="" type="checkbox"/> Pr.F.
GRRPP		GRRPP	25/08/99	08/12/99		**		10	BB	16508	GG	<input checked="" type="checkbox"/> In C.
UGOLINI CARLO AL.	A.C.D. TRAVEL OFFI		15/10/99	22/10/99	1	CD	102	2	BB	16630	GA	<input checked="" type="checkbox"/> Off.
UGOLINI CARLO	A.C.D. TRAVEL OFFI		18/10/99	25/10/99	1	CD	104	2	BB	16631	CK	<input type="checkbox"/> Wai.
UGOLINI CARLO	A.C.D. TRAVEL OFFI		18/10/99	25/10/99	1	CD	105	2	BB	16632	CK	<input type="checkbox"/> Pre.
DDT			18/10/99	20/10/99	1	CD	108	2	BB	16633	CK	<input type="checkbox"/> Ana.
DDTO			18/10/99	20/10/99	1	CD	112	2	BB	16634	CK	<input type="checkbox"/> Anni.

C. Tipologia	Quantità	C. Mercato	Quantità
A1	0	G	27
DBE	0	PKG	0
12345	0	I	5
13245	0	DIV	0

Click arrow to scroll either forward or back through dates

Displays the total number of rooms both occupied and booked.

Displays subtotals of rooms occupied divided by room type and by market

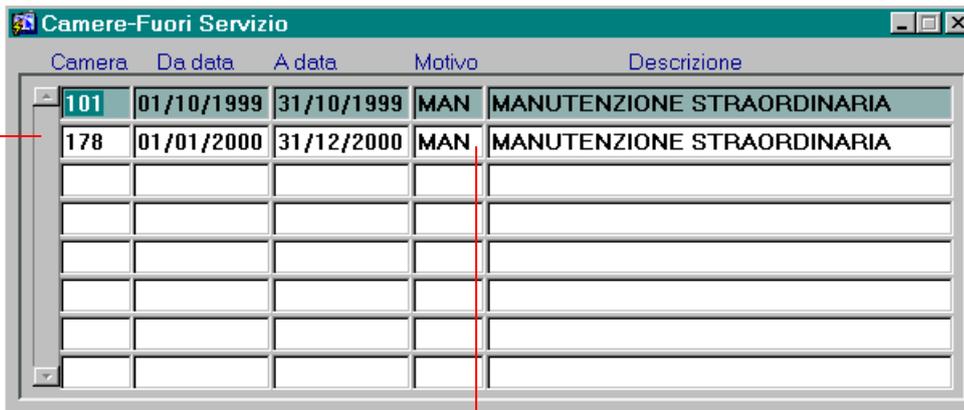
Click desired check-boxes to display only the rooms within specific parameters.

ATTENTION: In this program, the *Availability* window displays the types of rooms sold. Double-click on the date for a more detailed display. The *Tables* window will specify room numbers sold (where assigned). Open *Tables* from Windows desktop by clicking the *Tables* icon³.

³ See *Tables*

ROOMS OUT OF SERVICE WINDOW

Use the *Rooms out of Service* window to define which rooms cannot be occupied or sold.



Camera	Da data	A data	Motivo	Descrizione
101	01/10/1999	31/10/1999	MAN	MANUTENZIONE STRAORDINARIA
178	01/01/2000	31/12/2000	MAN	MANUTENZIONE STRAORDINARIA

Press the F9 key to select and enter the room number desired

Press the F9 key to display and select the correct code to explain why the room cannot be occupied

DESIGNATING ROOMS OUT OF SERVICE

1. From the opening screen, enter *Front Office*. Here, select the *Bookings* menu and within it, the *Availability* function followed by *Rooms out of Service*.
2. In the *Rooms out of Service* window, click enter/insert  .
3. Position the cursor on the *Room* field and enter the desired room number.
N.B. If you wish to see a list of available rooms press the F9 key.
4. Enter in the appropriate boxes all details necessary to designate this room out of service.
5. To save the changes click  or press F10.

CHECK-IN WINDOW

The **Check-in** window is composed of several folders/files and contains all the information entered during booking. The part of the window immediately under the upper toolbar gives a general summary of the folders in the database. Highlighting a booking in this section displays that guest's details in lower half of the window.

Summary window where you can scroll up or down the list using the arrows on the left side

Status of booking abbreviation

This highlighted line indicates you've selected the Lentini booking. To display the file information, simply click on this line

Arrows allow you to scroll down the bookings

Type of Room

Booking Number

The screenshot shows the HOTEL++ software interface. At the top, there's a menu bar with options like 'Disponibilità', 'Tariffe', 'Depositi', etc. Below the menu is a toolbar with icons for 'SAVE', 'PRINT', 'SEARCH', etc. The main area is titled 'Prenotazione' and contains a table of bookings. The first row is highlighted in green, indicating it's selected. Below the table, there are several tabs: 'Prenotazione', 'Condizioni', 'Storia', and 'Operativo'. The 'Prenotazione' tab is active, showing a detailed form for the selected booking. The form includes fields for arrival date (19/11/2001), departure date (22/12/2001), quantity (1), room type (BIA), and price (4.080.000,00). The client name is VALENTINI MATILDA. At the bottom, there's a status bar showing 'Numero 144 Voucher' and 'Stato Garantita'.

Cliente	Ditta	Gruppo	Arrivo	Part.	Q.ta	Tip	Room Pre.	Arr. Num.	Stato
LENTINI MATILDA	ALCATEL ITALIA S.		19/11/01	22/12/01	1	BIA	1	APP	144 GA

Arrivo: 19/11/2001 **Lu**
Notti: 33
Partenza: 22/12/2001 **Sa**
Quantita: 1 All.
Tipologia: BIA
N.Camera:
Struttura: Residence
Mercato: Individuali Dir
Canale: Privato
Origine: Telefono
Prodotto:
Ditta:
Agenzia: ALCATEL ITALIA S.P.A.
Rappresentante:
Gruppo:
Presenze: 1 Gra/Osp Ris
Contratto: H30 **Arrangiamento:** APP
Prezzo: 4.080.000,00 **Sconto:** .00 % **L** **Check-in:**
Cliente: VALENTINI MATILDA

Numero: 144 **Voucher:** **Stato:** Garantita **Off** **WL** **Gar**

Market through which the client was booked

This lower part of the window displays details for the single booking you have selected and highlighted above.

CHECK-IN: PRE-BOOKED INDIVIDUAL

1. From the opening screen, enter *Front Office*. Here, select the *Bookings* menu and within it, the *Booking* function.

2. In the *Booking* window, find the guest's booking by clicking *Search Arrivals* .

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 search⁴ (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).

3. Verify the information displayed in the folder.

4. Click *Check-in*



Prenotazione											
Cliente	Ditta	Gruppo	Arrivo	Part.	Q.ta	Tipo	Room	Pre.	Arr.	Num.	Stato
UGOLINI CARLO			18/10/99	25/10/99	1	CD		2	BB	16631	GA

To Check-In a guest click this icon

The status of the selected file will change from *Guaranteed* to *Check-in*.



Prenotazione											
Cliente	Ditta	Gruppo	Arrivo	Part.	Q.ta	Tipo	Room	Pre.	Arr.	Num.	Stato
UGOLINI CARLO			18/10/99	25/10/99	1	CD	105	2	BB	16632	CK

5. If the guest was not given a room number during booking, assign a room number now.

6. Enter the names of any accompanying guests.

⁴ 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

Cliente UGOLINI CARLO

Clicking this arrow displays a window where you can enter names of any accompanying guests

Prezenze in Camera

Acc 1

Cliente	Arrivo	Partenza	B.	Int.	Sta.	
ARMANI	28/08/2001			<input checked="" type="checkbox"/>	<input type="checkbox"/>	Check-in
				<input type="checkbox"/>	<input type="checkbox"/>	Intesta
				<input type="checkbox"/>	<input type="checkbox"/>	Sposta
				<input type="checkbox"/>	<input type="checkbox"/>	Partenza
				<input type="checkbox"/>	<input type="checkbox"/>	Ric Accomp

Nuovo Arrivo Cancellata Anagrafica Schedina P.S. Stampa Esci

Click here to print the registration form.

Click Registration form to compile registration form during check-in⁵

7. To save the file click  or press F10.

N.B. During check-in, the program allows you to enter other information details.

⁵ This part of the program is dedicated to the management of registration forms



PREMISE: Once the date of arrival of a booking has passed, the system will not permit modification of any booking details, however you can check-in a guest arriving the day after his scheduled arrival date by using the following method.

⇒ *Night Arrival*

If the guest arrives very late on their scheduled arrival date, you can check-in the guest by designating the booking file a *Night Arrival*.

Arrivo	17/10/1999	Do
Notti	1	A.N.
Partenza	18/10	A.N. D.U. A.D.
Tipologia		
N. Camera		

Click the arrow to label the file a *Night Arrival (AN)*

When the number of nights for the stay is 1, designate the check-in as night arrival, and the system will automatically debit the appropriate amount for the hotel plan selected. If the guest stay will be for more than one night, the first charge automatically debited will be for the day. The system will inform the operator that the file is lacking an automatic debit for the preceding day. In this case, the operator must first execute an automatic debit for the preceding day and then initiate an automatic debit for the present day.

⇒ *Arriving Tomorrow*

If a guest arrives the day after his scheduled arrival date, you can check-in the guest by designating the booking file an *Arriving Tomorrow*. The file will automatically be debited for the previous night's stay.

Arrivo	18/10/1999	Lu
Notti	1	A.D.
Partenza	19/10	A.N. D.U. A.D.
Tipologia		
N. Camera		

Click this arrow to label the file to A.D. "*Arriving Day After*"

CHECK-IN: WALK-IN GUEST

To check-in a guest who isn't pre-booked, follow the directions given in *Entering Individual Bookings* BUT instead of clicking *Enter Booking* , click instead *Check-in Walk-in* **PASS**.

PASS

Click the *Check-in Walk-in* icon to execute in a single operation, the functions normally processed during booking and check-in.

N.B. While checking in walk-in guests, the system allows you to enter any other guest details that may be relevant.

Day Use

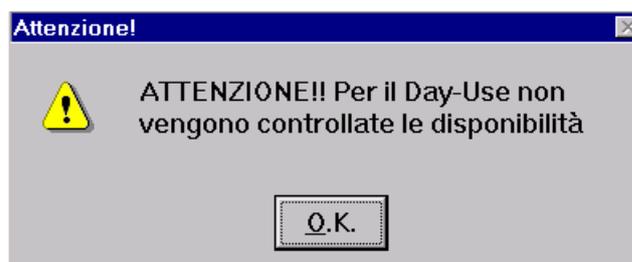
If a guest's stay will begin and end on the same day, designate the file *Day Use* and the guest will automatically be debited for the agreed hotel plan.

The system automatically reduces the number of nights to zero.

Arrivo	18/10/1999	Lu
Notti	1	D.U.
Partenza	19/10	A.N. D.U. A.D.
Tipologia		
N. Camera		

Click this arrow to label the guest file *Day Use*.

The system displays the message that designating a room for Day Use will not affect room availability



ACCESSORY INFORMATION

The central section of the *Check-in* window displays other file details which you can add to at this time.

N.B. Besides the four folders contained in the *Booking* window the *Check-in* window contains two additional folders: *Check-in and Charges*.

ACCOUNT FOLDER

The *Check-in* window, like the *Booking* window, displays all the guest's basic information. Here you can modify the file, as necessary, changing departure dates or assigning room.

When you enter a new departure date the system updates the number of nights the guest will stay

Press F9 to assign a new room number or to change a pre-assigned room number

Notes made in the Booking window are also displayed in this field of the Check-In window

CHARGES FOLDER

This folder details all charges debited to a guest account.

Click the check-box to display any bills that have been issued

Check-In

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	216	1	APP 144 CK

Prenotazione
Condizioni
Storia
Operativo
Addebiti
Checkin

Estratto conto

Emessi
 In Essere

12.000	1.300.000	50.000
--------	-----------	--------

D.Reg.	D.Rif.	Codice	Descrizione Addebito	Importo
19/11/2001	19/11/2001	FAX	Fax	12.000,00
TOTALE				12.000,00

Dettagli

Numero 144 **Voucher**
Stato Check_in
Off WL Gar

The values displayed in these sub-folders detail charges which have been subdivided and apportioned as per specific billing conditions



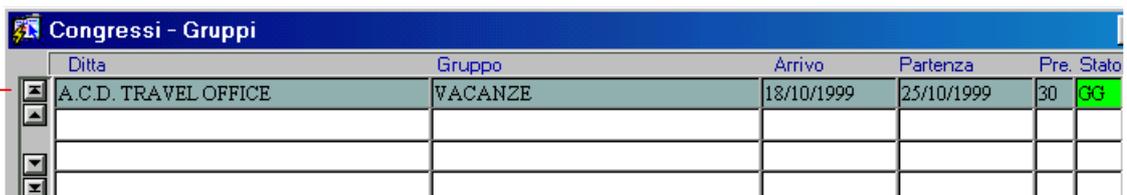
Attention: This window is for display purposes only. Operators cannot modify any information contained here.

CHECK-IN GROUP/MEETING

1. From the opening screen, enter *Front Office*. Here, select the *Bookings* menu and within it, the *Booking* function, and then click *Group/Meeting*
2. In the *Booking* window, find the booking by clicking *Search Arrivals* . When searching within the *Group/Meeting* folder, the search icon does not have two parts but performs only a single function – to display all the groups arriving that day.
3. Verify the information displayed.
4. Checking in same-day arrivals uses a procedure different from the one used to check-in guests arriving on different days.

➤ *Same-day arrivals*

Check-in is effected from the time you click the *Check-in* icon.



Ditta	Gruppo	Arrivo	Partenza	Pre.	Stato
A.C.D. TRAVEL OFFICE	VACANZE	18/10/1999	25/10/1999	30	GG

Simply click the *Check-in* icon and the process is complete



In this manner, the program automatically initializes (or opens) the master account and checks in every room assigned to the party for that day's arrivals.



Ditta	Gruppo	Arrivo	Partenza	Pre.	Stato
A.C.D. TRAVEL OFFICE	VACANZE	18/10/1999	25/10/1999	15	SC

Click *Check-in* to automatically process check-in for the group leader (account holder)...



Arrivo	Partenza	Nr	Tipo	Pres.	Cliente Hotel	Room	Prezzo	Gr.	All.	Stato
18/10/1999	25/10/1999	1	D	2	VACANZE	101	150.000			SC
18/10/1999	25/10/1999	1	D	2	VACANZE	102	150.000			SC
18/10/1999	25/10/1999	1	D	2	VACANZE	103	150.000			SC
18/10/1999	25/10/1999	1	D	2	VACANZE	104	150.000			SC
18/10/1999	25/10/1999	1	D	2	VACANZE	105	150.000			SC
18/10/1999	25/10/1999	1	D	2	VACANZE	106	150.000			SC
18/10/1999	25/10/1999	1	D	2	VACANZE	107	150.000			SC
18/10/1999	25/10/1999	1	D	2	VACANZE	108	150.000			SC

...and all the rooms assigned to the party are marked with the arrival date

➤ **Arrivals on different days (or at different times of the same day):**

This check-in method is used mainly for checking in group/meeting guests, who generally arrive and depart at different times or on different days. This type check-in requires a two-step process:



STEP ONE: Open the master account by clicking

This icon only functions in the *Event* file allowing you to open the master account.

Congressi - Gruppi						
	Ditta	Gruppo	Arrivo	Partenza	Pre.	Stato
▶	A.GI.DI.S.C.A.R.L	CNV. NATALE	19/11/2001	20/11/2001	1	GC
▶						

STEP TWO: Once you have opened the master account, checking in single rooms within the room folder (provided the arrival date is the same as today's date), can be effected in two different ways:



1. In the Rooms folder, find the booking for the guest you are checking in. Click to access the single file for the guest checking in as illustrated in the section for individual check-in.
2. Directly from the individual booking window, you can search bookings that are part of groups without having to enter in the Group/Meeting folder. Bookings which are part of a group are easily recognized by the presence of the same name in the appropriate booking field.

Attempting to check-in a guest booked as part of a group, without first opening the master account, will result in the following message:

