



HOTEL MANAGEMENT SYSTEM

***CLOSE DAY
MENU***

SUMMARY CLOSE DAY MENU

AUTOMATIC CHARGES.....4
HANDLING NO-SHOWS.....5
CLOSE DAY6

CLOSE DAY MENU

Functions attached:

- *AUTOMATIC CHARGES*
- *CLOSE DAY*
- *NO SHOW*

List attached:

- *AUTOMATIC CHARGE CONTROL*

AUTOMATIC CHARGES

Automatic debiting can be used for applying hotel plan arrangement charges, and can be used for assigning charges for any extra services specified in the *Extra* folder within the *Booking* file.

Define the execution for an automatic charge for the current day

Define an automatic charge for the preceding day. In some cases (i.e. night arrival) it may be necessary to re-enter automatic charges from the preceding day

camera	cliente	contratto	arrang.	partenza

Automatic charges can be debited more than once in a given day without compromising in any way the production breakdown data for that day. If a room is debited automatically for a charge that has also been effected manually, the automatic charge will be cancelled.



IN-DEPTH OPERATION:

The procedure allows you to debit a single group (position the cursor over the *Group* field and press F9 to display the groups in-house which have not already been debited automatically for the day) or for a single room, (position the cursor over the *Room* field and press F9 to display the individual guests in-house who have not already been debited automatically for the day)

HANDLING NO-SHOWS

The No-Show (Arrival-Date Past) window displays all the bookings for which the expected date of arrival has passed (as defined by the computer system date).

These buttons allow you to select one or all of the displayed *Arrival-Date-Past* bookings.

If a guest appears here because an operator forgot to effect a requested cancellation, this change can be made even the day after the booking was cancelled.

Nome	Ditta	Arrivo	Partenza	Tipologia	Room	Pr.	Arr.
CAMPELLI/LUGLI		23-05-2001	06-06-2001	CS	574	2	FB GA
CARBOGNANI/FRASSIN		23-05-2001	06-06-2001	CS	575	2	FB GA
FRASSINETI/CARBOGN		23-05-2001	06-06-2001	CS	576	2	FB GA
BENASSI/COLAGLIA		23-05-2001	06-06-2001	CS	577	2	FB GA
VARINI/VACONDIO		23-05-2001	06-06-2001	CS	578	2	FB GA
TORELLI/GIGLIOLI		23-05-2001	06-06-2001	CS	579	2	FB GA
BALDI/FORMENTINI		23-05-2001	06-06-2001	CS	583	2	FB GA
UGOLETTI/MANELLI		23-05-2001	06-06-2001	CS	584	2	FB GA
TORELLI/RONCAGLIA		23-05-2001	06-06-2001	CS	591	2	FB GA
INCERTIVECCHI/BAGNO		23-05-2001	06-06-2001	CS	740	2	FB GA
ALBARELLI/VEZZANI		23-05-2001	06-06-2001	CS	593	2	FB GA
BASSI/FRANCIA		23-05-2001	06-06-2001	CS	599	2	FB GA
LAZZARETTI/GIULIANI		23-05-2001	06-06-2001	CS	585	2	FB GA



IN-DEPTH OPERATION:

- ✓ The booking remains in the *No Show* archive until the operator changes its status manually to *No-Show* or *Cancelled*. The system will *not* redefine a guaranteed booking to *No-Show* status automatically.
- ✓ If after 2 days a booked guest has not arrived, you must redefine the file as *No-Show*, or the system will *not* be able to effect its *Close Day* procedure

CLOSE DAY

Front Office operators must perform the Close Day procedure daily. This end-of-day operation consolidates all the day's data relative to accounts issued, which cannot again be modified after the Close Day procedure has been completed. It also compiles all production breakdown information and updates the system's statistics tables. Effecting the *Close Day* procedure initiates the change of date for the computer system.

camera	cliente	contratto	arrang.	arrivo	partenza	
						fatturato
						produzione

The Close Day procedure can NOT be effected before 23:30 (11:30pm) of the day in progress. If for some reason the system is off during the night hours, the date will be advanced automatically at 4:00am. In this case, statistics will be updated with the succeeding day's Close Day procedure.



IN-DEPTH OPERATION:

- ✓ When performing *Close Day* procedure, you must verify problems that are normally signalled on the lower left corner of the screen indicating a phrase followed by a number, which does not compromise front office operations. Note the error number and contact service assistance the next day for further information.
- ✓ The Close Day procedure does not initiate printing automatically