



Profile
Hotel Pro

HOTEL PRO

Hotel management system (Web based solution)

RESERVATION

New Reservations

(Begin a reservation with a rate and availability search. Complete all the necessary fields that are required to complete the reservation (i.e. Arrival, Departure, Room Type, Rate Code, Res. Type, etc.).

- New Reservation with Rate Query
- Pre-block reservations
- Search and Edit Reservation
- Multiple Rate Reservation
- Fixed Rate Reservation
- Name Change on a Reservation
- Reservation with Multiple Profiles
- Reservation with Negotiated Rate
- Individual Group Reservation
- Cancel a Reservation
- Waitlist a Reservation

Reservation Options

- Agent/ Company
- Reservation type (GTD/6PM)
- Changes Reservation status(No Show / Canceled)
- Confirmation
- Credit Cards
- Deposit/CXL
- Facility Scheduler
- Fixed Charges
- History
- Register Card
- Routing

Additional Reservation Features

- Room Plan
- Batch Confirmations
- Calendar

FRONT OFFICE

Arrivals and Check In

- Searching for Arrivals (Checking In a Guest)
- Placing an Arrival into Queue
- Managing the Queue
- Checking In a Walk-In Guest

In House Guests

- Searching for In-House Guests
- Editing In-House Guest Records
- Canceling a Check-In

Additional Front Desk Features

- Room Assignment
- Room Move
- extended-stay (for long-term guests)
- Wake Up Calls
- Accounts – Posting Masters (PM) for (Complimentary and House Use Check In)

CASHIERING

Cashiering Basics

- Understand Debits and Credits

Debit - a transaction posting that “adds” to the guest’s folio balance where the guest consumes a charge and owes the hotel for the service. For example, when a guest charges an item such as dinner in the restaurant, that charge posts to the guest’s account (Folio) as a debit using a Transaction Code.

Credit - a transaction posting that “subtracts” from the guest folio balance where the guest pays for a charge or service applied to their folio. Another way to credit the guest’s account is posting an adjustment to a guest’s folio. In most cases, credits are payments posted when a guest checks out. For example, when a guest makes a payment, or there is an adjustment or correction to the folio, the payment or adjustment posts to the guest’s account (Folio) as a credit using a Transaction Code (i.e. Cash).

- Navigating Folios
- Posting a Charge
- Transfer Charges to/from Another Room
- Transfer Charges to/from Another Folio Window
- Posting Payments
- Preview, Print, and File a Folio
- Split a Charge
- Adjusting a Charge
- Adjust an Interface or Night Audit Posting
- Correct / Edit a Charge
- Guest Refunds and Paid Outs

Billing Options

- Credit Cards
- Fixed Charges
- Posting History
- Post Rate Code
- Routing

Check Out

- Cash Check Out
- Credit Card Check Out

- Direct Bill Check Out
- Settlement and Early Departure
- Reinstate a Check Out
- Individuals check out

Cashier Functions

- Cashier Reports
- Exchange Rates
- Folio History
- Deposit / CXL
- Receipt History
- Cashier Shift Close
- Reprint Cashier Reports

HOUSEKEEPING

(ROOMS MANAGEMENT)

Hotel Pro's Rooms Management module enables employees to view and control various facets of a room's condition, status, and availability. With housekeeping, room history, occupancy, and maintenance information at their fingertips, Rooms Management and Housekeeping departments work together seamlessly; efficiently addressing areas that need attention thereby better ensuring guests' satisfaction

The Housekeeping option allows guest preferences on turndown service or requests service times for room service. Additionally, any notes that Housekeeping might need for this guest apply using this option and display on the department's Task Assignment sheets

(Input required)

Hotel Chart (organization structure and levels / job titles and levels)

Tasks

Working Shifts

Priorities

- Changing the Status of a Room
- Room Conditions
- Room Discrepancies

- Attendant Points
- Task Assignment
- Turndown Tasks
- Housekeeping Chart

Additional Rooms Management Options

- Out of Order / Out of Service (It is not possible to take an occupied or reserved room to a status of Out of Order)
- Maintenance

NIGHT AUDIT

The business date in HOTEL PRO is automatically changed when the real date changes.

There are three components to the audit process:

PRE-AUDIT WORK

- Missing Guest Information Check / Correct (Missing Info. Check)
- Review companies reservation (Companies Reservations Review) and Comp/House – ensure that these are approved by management
- Departure Date – correct departure date for the guest which needed to extend their stay (Departures Not Checked-Out)
- Grantee reservations (GTD) should arrive today, and doesn't make check-in (Arrivals Yet To Check-In)

RUNNING AUDIT

- Review (Deposit/CXL or No Show Revenue) reflects that the cancelled reservation is Paid (Refunded Un-cancelled Reservations Review)
- Review guests departure folios balance (Checked Out Balance Review)
- Credit Limit (all payments/ discount) and Debit Limit (Paid out) for guests (Paid out And Discount Review)
- Audit moving guest rooms with reasons (Room Transfer Review)
- Prepare and distribute a range of reports such as:
(Trial Balance or Room balance sheet / Cashier summary report / Manager report / No Show Report / Companies guests report / Arrivals for new day report / Due Departures)
- Make Night Auditor Observations (Weather And Notes)

POST AUDIT WORK

- Night Audit Posting

REPORTS

The most important types of reports:

- Manager report
 - Daily Sales report
 - Trial balance report
 - Reservations report (No-show / cancellation)
 - Payments and Receipts Reports
 - Revenue report
 - Users report
 - Guest's in house report
 - Chick in report
 - Extended-stay report
 - Services report
 - Taxes report
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- The HOTEL PRO has reports designer to design a new report format according to the requirements of the hotel's administration in its size, format and fields data.

FEATURES

1. Guest profile
2. Guest application
3. SMS messages
4. Wake Up Calls
5. Alerts
6. Interface with back office systems(financial systems)
7. Integrated with electronic doors and TCP / IP-Comport
8. Using the system in mobile tablets from any location for hotels staff

ASSISTANT TOOLS



MODULES OF HOTEL PRO SOFTWARE

Version		Hotel Pro	Cost
Standard	Professional	Profiles	
✓	-	Guest Profile	
-	✓	Advanced Guest Profile	
✘	✓	Registration Cards And Membership	Additional Cost
Standard	Professional	Reservations	
✓	✓	Individual & Group Reservation	
✓	-	Reservations with Plans And Prices	
-	✓	Rate Query- Rate Code	
✓	✓	RESERVATION DEPOSIT PAYMENT	
✓	✓	DEPOSIT CANCELLATION	
✓	✓	Rooms schedule	
Standard	Professional	Front Offices	
✓	✓	Check In a Guests	
✓	✓	Room Move	
✓	✓	extended-stay (for long-term guests)	
✓	✓	Room Plan	
✘	✓	Linking with Electronic Door Locks	Additional Cost
Standard	Professional	Cashier	
✓	✓	Guest Payments	
✓	✓	Paid-out	

✓	✓	Room Services (Cash & Credit)	
✓	✓	Service Confirm(breakfast)	
✓	✓	Routing	
✗	✓	Transfer Charges to/from Another Folio Window	Additional Cost
✗	✓	Transfer Charges to/from Another Room	Additional Cost
Standard	Professional	Reports	
✓	✓	Front Offices & Reservations Reports	
✓	✓	Cashier Reports	
✗	✓	Report Designer	Additional Cost
✗	✓	Dash Board	Additional Cost
Standard	Professional	Nazeel Application	
✗	✓	Request a Service orders	Additional Cost
✗	✓	Invoice Display	
✗	✓	Extension of Stay Request	
✗	✓	View packages	
Standard	Professional	House Keeping	
✗	✓	HK Transactions	Additional Cost
✗	✓	Attendant Points	Additional Cost
✗	✓	HK staff Application	Additional Cost
✓	✓	Laundry	
Standard	Professional	Night Audit	
✗	✓	Night Audit Transactions	Additional Cost
✗	✓	Use Notifications(tracking)	Additional Cost
✗	✓	Use Night Audit's Messages	Additional Cost

Standard	Professional	Accounts	
✓	✓	Ability to Interface with back office systems(financial systems)	
✓	✓	City ledger & Settlements	
Standard	Professional	Communication & Notifications	
✓	✓	Extension Connect	
✗	✓	SMS messages	Additional Cost
✗	✓	Guest Notifications and alerts	Additional Cost
✗	✓	Users messages	Additional Cost



