



РАНХиГС

РОССИЙСКАЯ АКАДЕМИЯ НАРОДНОГО ХОЗЯЙСТВА
И ГОСУДАРСТВЕННОЙ СЛУЖБЫ
ПРИ ПРЕЗИДЕНТЕ РОССИЙСКОЙ ФЕДЕРАЦИИ

HOTEL MANAGEMENT

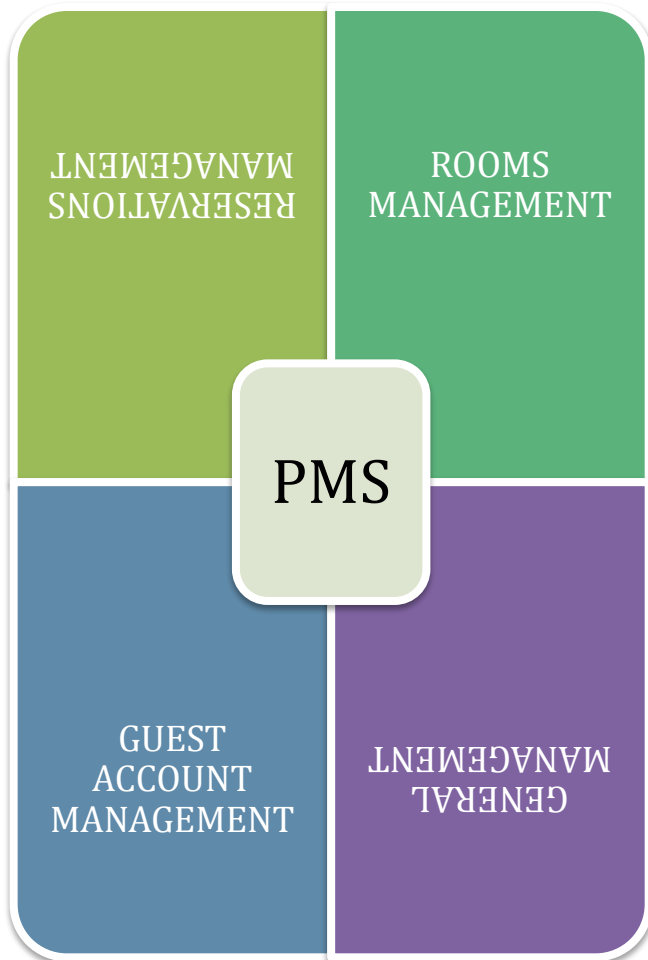
GUEST CYCLE – ARRIVAL



FRONT DESK – Design Alternatives



PROPERTY MANAGEMENT SYSTEM



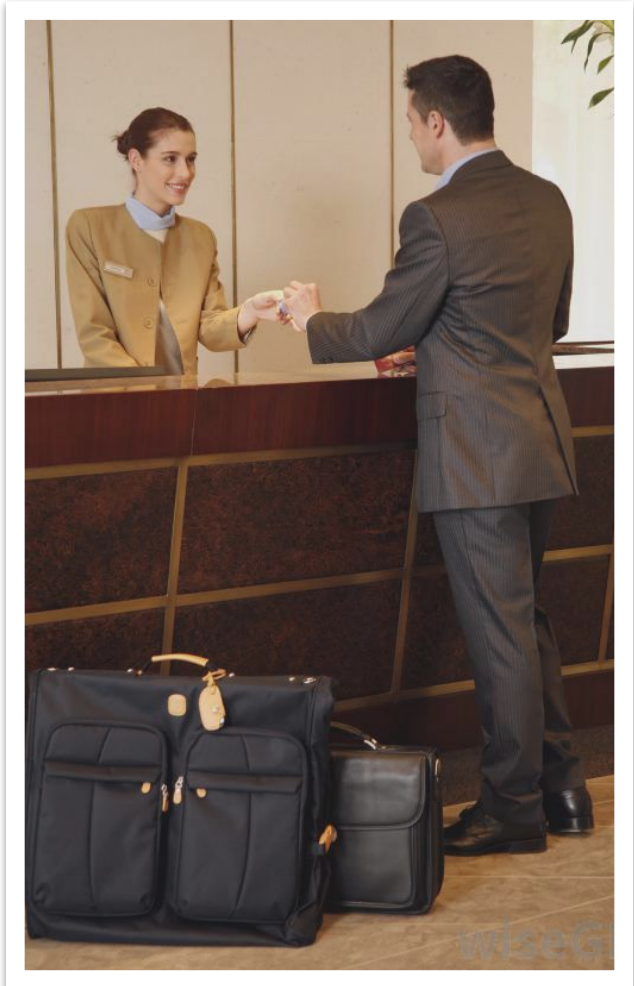
FRONT DESK - SIX STEPS OF REGISTRATION

1	Creating the registration record	4	Establishing MOP
2	Assigning the room	5	Issuing the room key
3	Registering passport	6	Fulfilling special requests



CHECK - IN PROCEDURE (continued)

- 9
- 10
- 11
- 12
- 13
- 14
- 15
- 16



ROOM ASSIGNMENT - Room Statuses

HSK STATUS	FRONT DESK STATUS	RESERVATION STATUS
CLEAN	VACANT	ARRIVAL
DIRTY	OCCUPIED	ARRIVED
OUT OF ORDER		STAYOVER
OUT OF SERVICE		DUE OUT
		CHECK OUT
		DAY USE

Room Status Report – Sample

DOCUMENT - Housekeeping

Room Status:
 Clean Pickup
 Dirty Inspected
 Out of Order Out of Service

FO Status:
 Vacant
 Occupied

Reservation Status:
 Arrivals Due Out
 Arrived Departed
 Stay Over Not Reserved
 Day Use

From Room: Room Type: Room Class:

Floor: AM: PM:

X	Room	Rm. Type	Room Status	FO Status	Reservation Status	Floor	Room Class	AM/PM	Features
	101	DLX	Inspected	OCC	Arrived		TOWER	EAST / EAST	NS
	103	DLX	Clean	OCC	Stay Over		TOWER	EAST / EAST	NS P DI
	105	DLX	Clean	OCC	Stay Over		TOWER	1 / 2	NS P
	1053	TK	Dirty	OCC	Stay Over		DEF		
	1054	TK	Clean	OCC	Stay Over		DEF		
	107	DLX	Dirty	OCC	Due Out/ Arrival		TOWER		
	109	DLX	Clean	OCC	Due Out/ Arrival		TOWER		
	111	DLX	Clean	VAC	Arrival		TOWER		
	113	DLX	Inspected	VAC	Arrival		TOWER		
	115	DLX	Clean	VAC	Arrival		TOWER		
	117	DLX	Clean	VAC	Arrival		TOWER		
	119	DLX	Dirty	OCC	Stay Over		TOWER		
	11919	DLX	Dirty	VAC	Arrival		TOWER	EAST / EAST	NS P TILE FLOOR
	11920	DLX	Clean	OCC	Due Out		TOWER	EAST / EAST	NS
	121	DLX	Dirty	OCC	Due Out		TOWER		

Search
 Advanced
 Select All
 Clear All
 Resv.
 Report
 Statistics
 Change
 Close

RegCard - Sample

REGISTRATION		
Title	Family/Surname*	First Name*
_____	_____	_____
Arrival Date	Departure Date	Daily Rate/Guests
16/05/18	21/05/18	181.00 / 1
Room No.	Membership	Company Name
1016	_____	www.samplehotel.com
American Express <input type="checkbox"/>	JCB <input type="checkbox"/>	Credit Card Number & Expiry Date
Diner's Club <input type="checkbox"/>	Visa <input type="checkbox"/>	
Euro/MasterCard <input type="checkbox"/>	Other <input type="checkbox"/>	
VA XXXXXXXXXXXXXXX1111 XX/XX		_____
Business Address <input type="checkbox"/>	Private Address <input type="checkbox"/>	_____
Street	State/Postal Code	City
_____	_____	_____
Country*	Telephone	E-Mail
United States	_____	_____
Date & Place of Birth*	Nationality*	Passport/ID Number*
_____	_____	_____
Issue Date*	Place of Issue*	Expiry Date*
_____	_____	_____
<p>Important: Money, jewels and other valuables are brought to the Property 1 Opera Demo Multi Hotel premises at the guest's sole risk. The Property (Mention your hotel name) and / or the management accept no liability and shall not be responsible for any loss or damage thereto and guests remain solely responsible for the safekeeping of any such items.</p>		
<p>Notwithstanding any method of payment, I agree that I am personally liable for all costs and charges incurred in the event that any such costs and charges are not paid in full and confirm that my responsibility and liability in that regard is not waived or released in any way.</p>		
<p>I consent to the usage of my personal information for administrative and marketing purposes. The hotel guarantees not to disclose information to third parties other and affiliated companies.</p>		
<p>By signing this form, I consent to the use of my personal information for the purpose described above</p>		
Guest Signature	Date	Checked In By
_____	_____	_____
<p>We respectfully remind you that check-out time is 12 noon</p>		

ROOM RATE STRUCTURE

- OPEN RATES
 - RACK RATES
 - BEST AVAILABLE
 - DAY RATES
- CONFIDENTIAL RATES
 - CORPORATE
 - GROUP
 - PACKAGES

CHECK IN PROCEDURE - Method of Payment

CREDIT CARD

(get authorization)

CASH

(get prepayment)

DIRECT BILLING

(check routing instructions)

SPECIAL PROGRAMS

(check MOP for extras)



Guest Profile

The screenshot displays the SUPERVISOR software interface. The main window is titled "Individual" and contains a form for guest information. The form is divided into several sections: Address Information, Internal Information, and Communications. The Address Information section includes fields for Last Name (Jones), First Middle (Smith), Language / Title (en), Address (Europadamm 2-6), Billing Address, City (Munich), Postal Code / Ext. (81460), and Country / State (DE / BW). The Internal Information section includes fields for Salutation (Dear Mr. Jones), VP (VP2), Nationality (GB), Ref. Curr. (EUR), Bus. Seg. (CORP), Mail Action (CC), Mailing List (unchecked), and Keyword (CORP). The Communications section includes fields for Date of Birth (06.06.54), Passport (0000000000), Client ID (115774), Preferred Rooms, and phone numbers for BUSINESS (+1 23278737) and HOME (+4913155673). There are also checkboxes for Active, Contact, and History. A Notes field contains the text "Please note that guest is allergic to feathers". The form also includes a "Select Another Profile" button and a "History Information" section with fields for Member Level, Member Status, Member No., Last Room (249), Last Rate (85.00), and Last Visit (12.12.11). The interface includes a top menu bar with options like "Reservations", "Front Desk", "Check-in", "Rooms Management", "AP", "Commissions", "Front Office", and "Miscellaneous". A left sidebar contains icons for various functions like "New Reservation", "Update Reservation", "Visits", "Blocks", "Profiles", "Room Plan", "Floor Plan", "Confirmation", "Registration Card", "Cross-Selling", and "Calendar". The bottom of the window shows a status bar with "Created By: SUPERVISOR On: 26.10.11 12:36 At: AF" and "Updated By: SUPERVISOR On: 07.06.11 08:23 At: BJ".

Individual

More Fields | Style & Info | Details

Address Information

Last Name: Jones | First Middle: Smith | Language / Title: en | Address: Europadamm 2-6 | Billing Address: | City: Munich | Postal Code / Ext.: 81460 | Country / State: DE / BW

Internal Information

Salutation: Dear Mr. Jones | VP: VP2 | Nationality: GB | Ref. Curr.: EUR | Bus. Seg.: CORP | Mail Action: CC | Mailing List: | Keyword: CORP

Date of Birth: 06.06.54 | Passport: 0000000000 | Client ID: 115774 | Preferred Rooms: | Communications: BUSINESS: +1 23278737 | HOME: +4913155673 | EMAIL: Jones@demo.co | Active: | Contact: | History:

Notes: Please note that guest is allergic to feathers

Select Another Profile

Attributes | Stay Statistics | History Information

Member Level: | Last Room: 249 | Member Status: | Last Rate: 85.00 | Member No.: | Last Visit: 12.12.11

Created By: SUPERVISOR On: 26.10.11 12:36 At: AF | Updated By: SUPERVISOR On: 07.06.11 08:23 At: BJ

EXPRESS CHECK IN



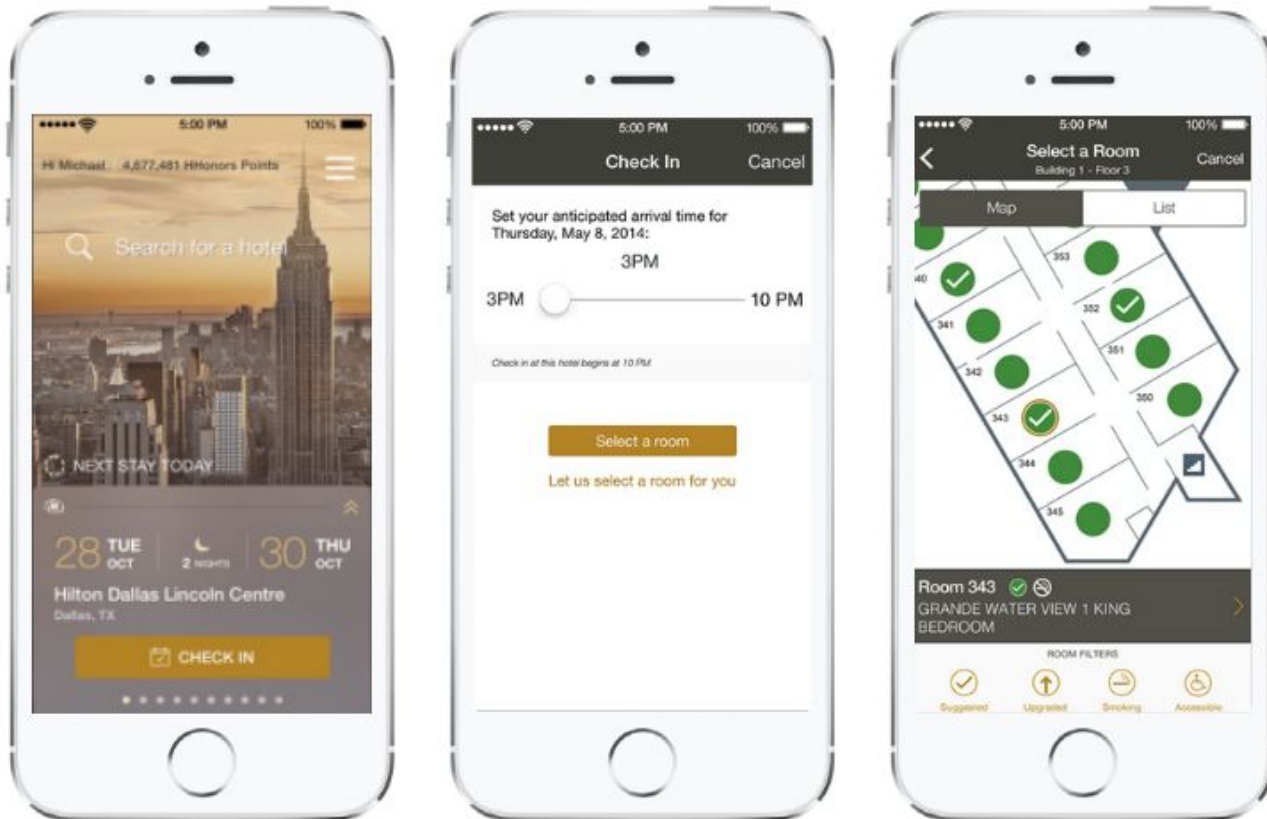
EXPRESS CHECK IN – Henn na Hotel



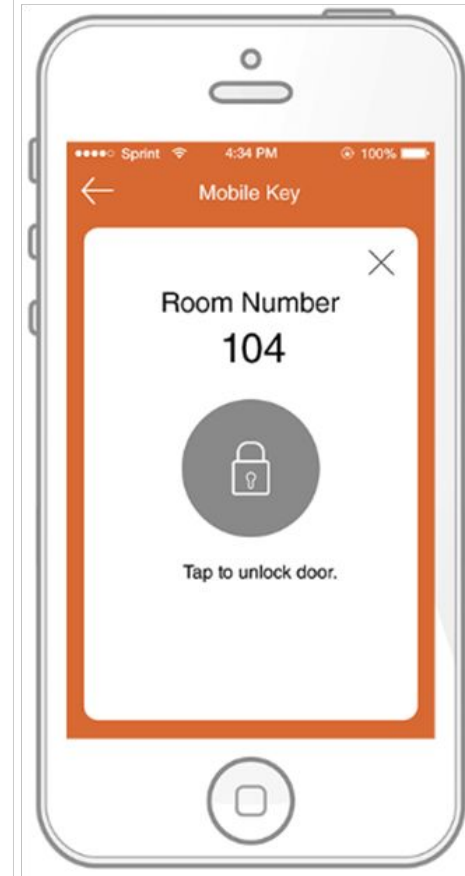
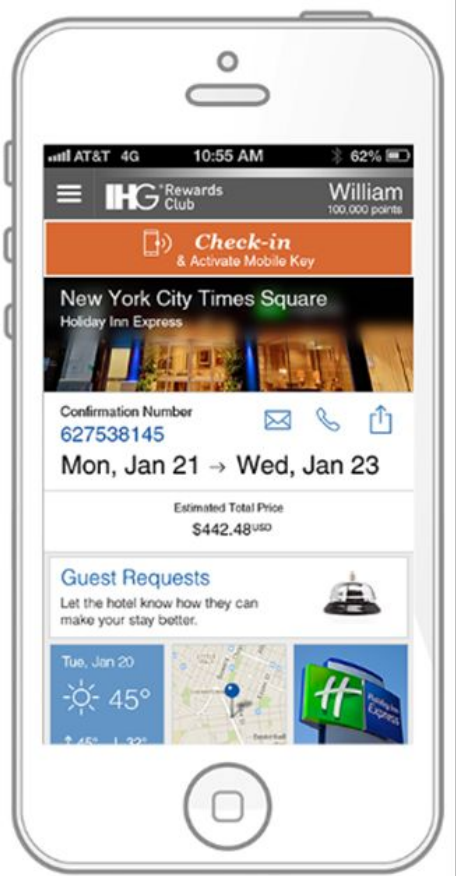
EXPRESS CHECK IN – Henn na Hotel



MOBILE CHECK IN – Room Preference



MOBILE CHECK IN - Digital Key



GUEST ARRIVAL - VIP Check In



ARRIVAL - Group Check In



wiseGEEK

ARRIVAL – If the guest can not be accommodated



RELOCATION PACKAGE

- Room upgrade
- VIP amenity
- VIP status

- One night accommodation
- Hotel transportation
- Long distance call
- Local calls



