

# Hospitality Computer Application

# 12

Professor Minjoo Leutwiler Lee



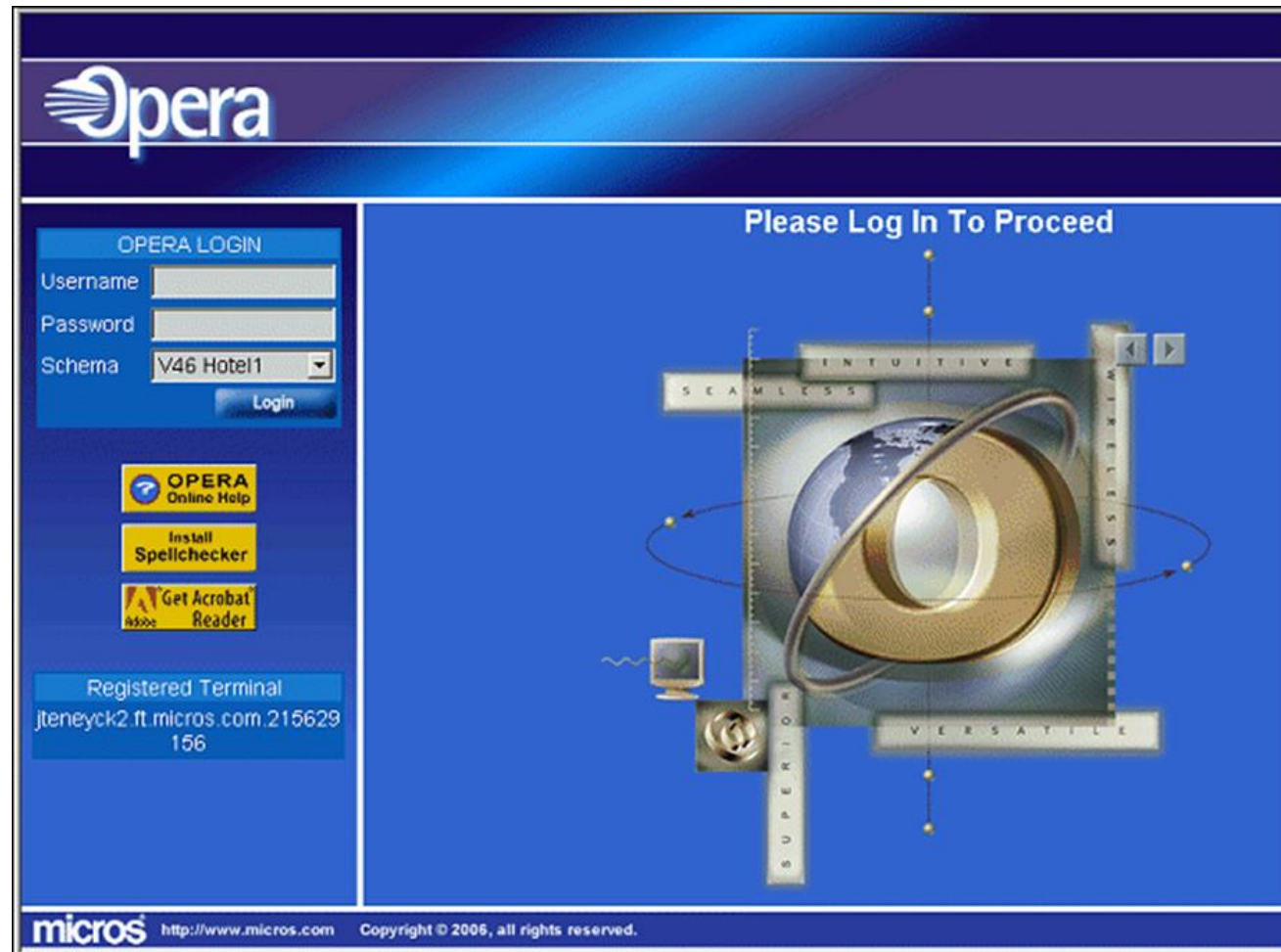
A large 3D graphic on the left side of the slide. It features a bright red, glossy letter 'O' and a white, matte letter 'I' positioned next to it. The letters are three-dimensional and cast soft shadows on the light gray background.

# Agenda

- Miscellaneous
  - Quick keys
  - Occupancy Graph
  - Control Panel
  - House status
  - Dashboard
  - Available Rooms Search
- Night Audit

# Login screen

<https://wicsihotpms/OperaLogin/>



The image shows a web-based login interface for the Opera system. The header features the Opera logo. The main content area is split into two sections. The left section contains a login form with fields for Username, Password, and Schema (set to V46 Hotel1), along with a Login button. Below the form are links for Online Help, Install Spellchecker, and Get Acrobat Reader. The right section displays a large graphic with a globe and the text 'Please Log In To Proceed'. The footer includes the Micros logo, website URL, and copyright information.

**Opera**

**OPERA LOGIN**

Username

Password

Schema

Login

**OPERA**  
Online Help

Install  
Spellchecker

Get Acrobat  
Reader

Registered Terminal  
jteneyck2.ft.micros.com.215629  
156

**Please Log In To Proceed**

SEAMLESS

INTUITIVE

VERSATILE

SUPERIOR

**micros** <http://www.micros.com> Copyright © 2006, all rights reserved.

# OPERA System Access



- Username: USER01
- Password:

OPERA 001							
번호	이름	User ID	Password	번호	이름	User ID	Password
1	김종민	USER 01	a112233	18	Khan Email	USER 18	a112233
2	Tsoy Dmitriy	USER 02	a112233	19	Mohammed Adnan Baig	USER 19	a112233
3	서문경	USER 03	a112233	20	Rana Magar Ashik	USER 20	a112233
4	Uddin Shofe	USER 04	a112233	21	Enan Aminul Islam	USER 21	a112233
5	강수지	USER 05	a112233	22	Sajib Mahedi Hasan	USER 22	a112233
6	강정현	USER 06	a112233	23	Monijanur	USER 23	a112233
7	김민석	USER 07	a112233	24	Lebedeva Lada	USER 24	a112233
8	박가영	USER 08	a112233	25	Ravshanbekova Azizakhon Akbarjon Kizi	USER 25	a112233
9	박범석	USER 09	a112233	26	Sadikova Sokhibakhon Umorbek Kizi	USER 26	a112233
10	박세한	USER 10	a112233	27	Ranasinghe Homa Watte Nethmi Maneesha Parami	USER 27	a112233
11	이성지	USER 11	a112233	28	Shin Thant Min	USER 28	a112233
12	이제하	USER 12	a112233	29	Islam Md Raisul	USER 29	a112233
13	조인택	USER 13	a112233	30	Aristova Mariia	USER 30	a112233
14	황현	USER 14	a112233	31	Foysal Md Zahidul Islam	USER 31	a112233
15	Nathaniel Theodora Armstrong	USER 15	a112233	32	Bari Rahimul	USER 32	a112233
16	Eaint Kyar Phyu	USER 16	a112233	33	Gurung Bishal	USER 33	a112233
17	Rashid Jawad Bin	USER 17	a112233				

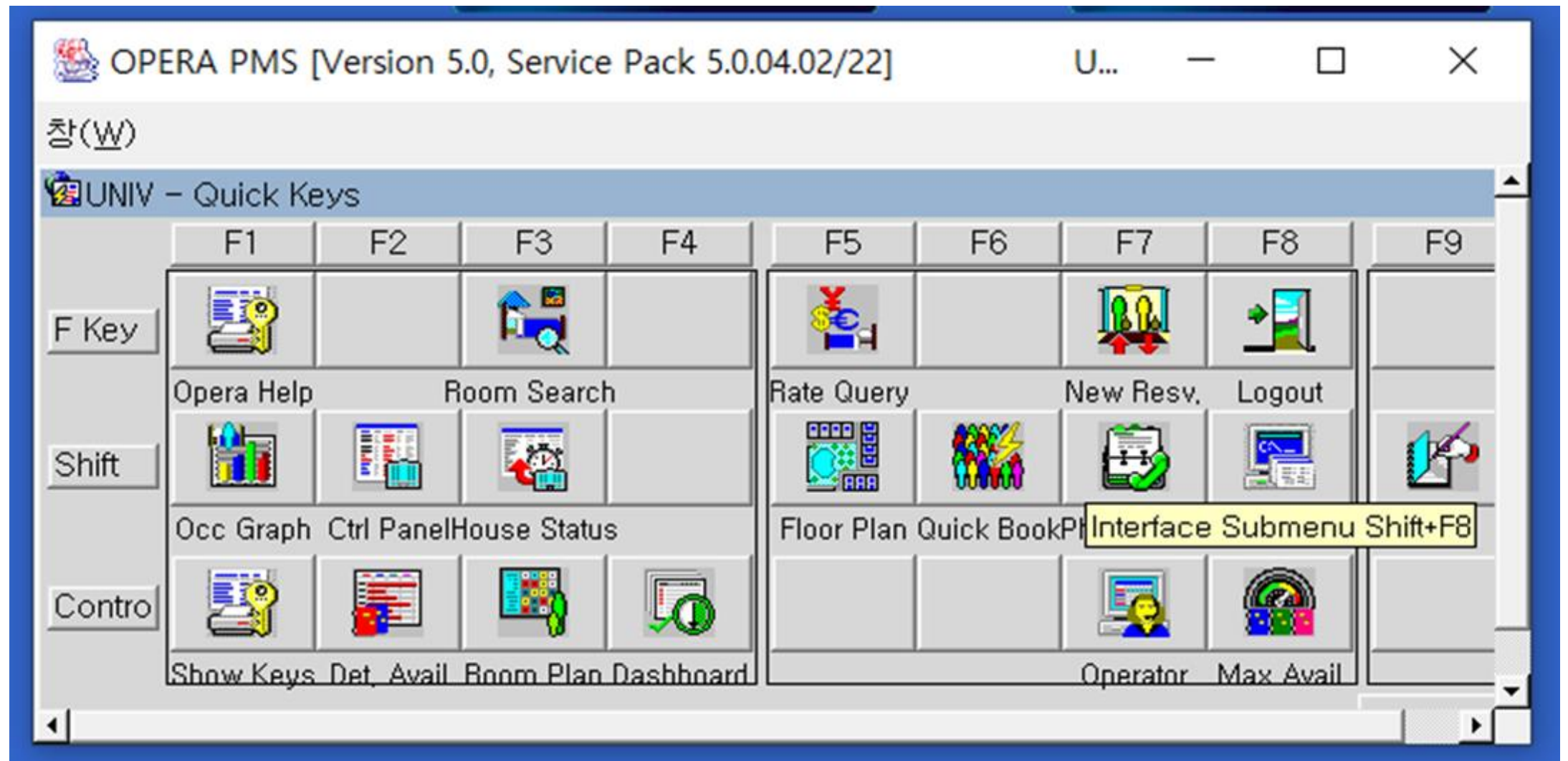
# Class 002

	Name	User ID	Password		Name	User ID	Password
1	이승원	USER 01	a112233	18	Tamang Manisha	USER 18	a112233
2	박종하	USER 02	a112233	19	Dewan Auhona	USER 19	a112233
3	손성진	USER 03	a112233	20	Sherpa Sonam	USER 20	a112233
4	안영준	USER 04	a112233	21	Rafath Mahbubur Rahman	USER 21	a112233
5	윤정민	USER 05	a112233	22	CHEN RUIJIAO	USER 22	a112233
6	정우석	USER 06	a112233	23	Sikdar Md Siam	USER 23	a112233
7	Mim Sanjeda Islam	USER 07	a112233	24	Odu Kalu Emmanuel	USER 24	a112233
8	Shahriar Fahim	USER 08	a112233	25	Hasan Md Mehedi	USER 25	a112233
9	Hossain Farhad	USER 09	a112233	26	Agzamova Jannat Dilshodovna	USER 26	a112233
10	김경남	USER 10	a112233	27	Rohan Mutaseem	USER 27	a112233
11	김유민	USER 11	a112233	28	Saila Khadiza Akter	USER 28	a112233
12	Lew Md Walid Mohammad	USER 12	a112233	29	Abdullah Mir	USER 29	a112233
13	Momo Jannatul Mawa	USER 13	a112233	30	Hasan Muhammad	USER 30	a112233
14	Shanto Md	USER 14	a112233	31	Setu Selina Akter	USER 31	a112233
15	Khan Faysal	USER 15	a112233	32	Rumon Saifur Rahman	USER 32	a112233
16	Tonmoy Md Sharif Ullah	USER 16	a112233	33	Bhandari Deepak Singh	USER 33	a112233
17	Tamang Ramesh	USER 17	a112233				

# Miscellaneous

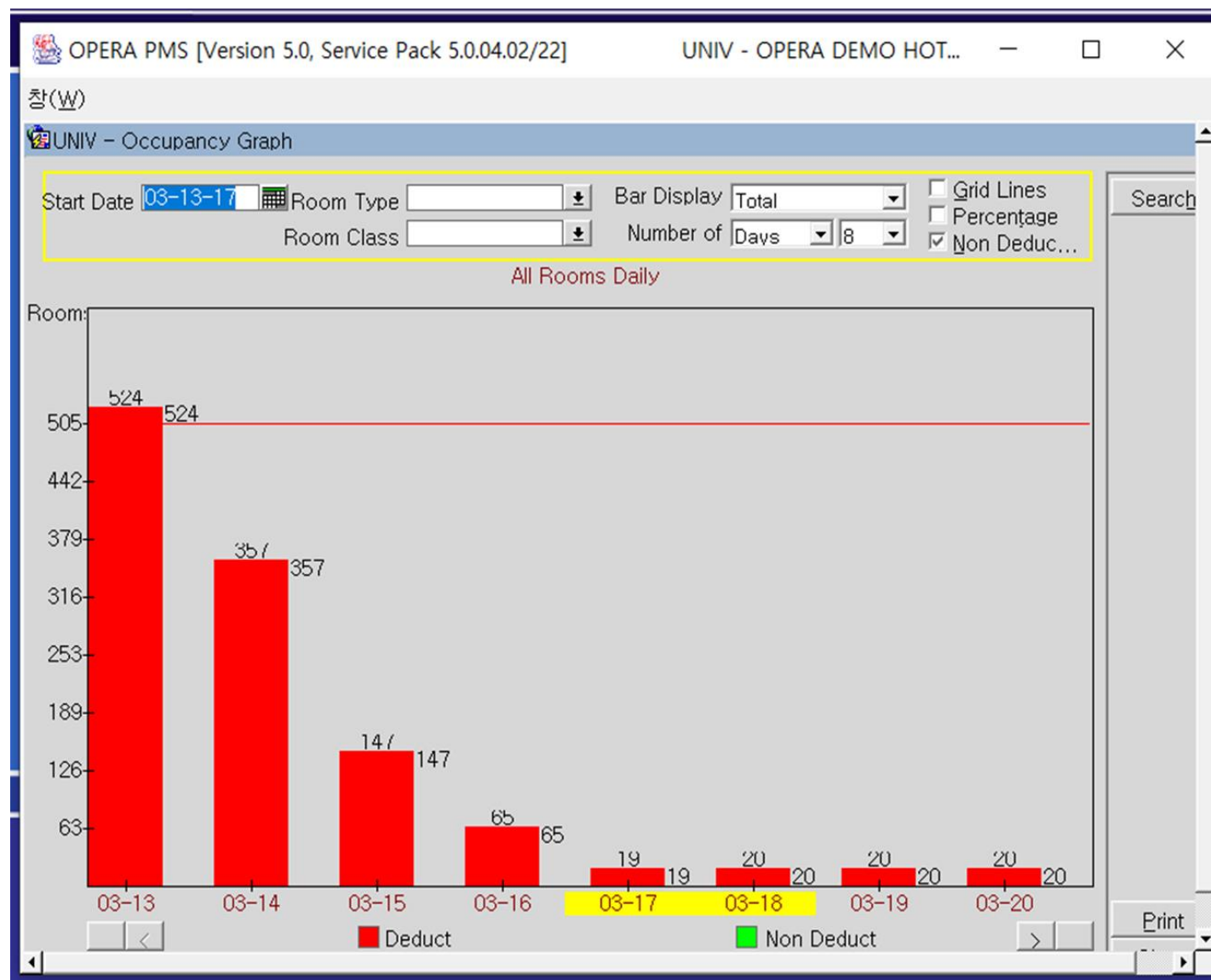
A solid orange horizontal bar is positioned below the title, spanning most of the width of the slide.







## Occupancy Graph: Shift, F1



## Control Panel : Shift, F2

OPERA PMS [Version 5.0, Service Pack 5.0.04.02/22] UNIV - OPERA DEMO HOTEL, ME...

창(W)

UNIV - Control Panel

Start Date 03-13-17 Room Class

	Mon 03-13-17	Tue 03-14-17	Wed 03-15-17	Thu 03-16-17	Fri 03-17-17	Sat 03-18-17	Sun 03-19-17
Total Physical Rooms	505	505	505	505	505	505	505
Out of Order	10	3	4	3	1	1	1
Inventory Rooms	495	502	501	502	504	504	504
Overbooking	0	0	0	0	0	0	0
Sell Limits	495	502	501	502	504	504	504
Deducted Blk. Rooms Not F	249	263	100	40	9	9	9
Deducted Block Rooms P/U	15	0	1	1	1	0	0
Total Deducted Rooms	524	357	147	65	19	20	20
Non Deducted Blk. Rms No	0	0	0	0	0	0	0
Non Deducted Blk. Rooms	0	0	0	0	0	0	0
Total Non Deducted Rooms	0	0	0	0	0	0	0
Out of Service	116	3	1	0	0	0	0
Available Physical Rooms	-29	145	354	437	485	484	484
Maximum Availability	-29	145	354	437	485	484	484
Minimum Availability	-29	145	354	437	485	484	484
Min. Occupancy %	105.86	71.12	29.34	12.95	03.77	03.97	03.97
Max. Occupancy %	105.86	71.12	29.34	12.95	03.77	03.97	03.97
Total Rooms Reserved	275	94	47	25	10	11	11
Event	>>	사우나휴무	사우나휴무	사우나휴무	사우나휴무	사우나휴무	사우나휴무
Adults In-House	2136	526	247	205	49	201	201
Children In-House	2	1	1	1	0	0	0
People In-House	2138	527	248	206	49	201	201
In-House Males/Females	31/25	10/9	8/6	5/3	3/2	0/1	0/1
Arrival Rooms	253	0	3	1	3	10	0
Arrival Persons	2126	0	4	1	3	200	0

Search

Waitlist

Blocks

Details

Cat. E...

Turnaw...

## Room Plan: Control, F3

OPERA PMS [Version 5.0, Service Pack 5.0.04.02/22]      UNIV - OPERA DEMO HOTEL, MEDIUM      03-17-17

창(W)

UNIV - Room Plan for 2017

Date: 03-17-17      Room Type:      Floor:      ☒ Assigned Rooms      ☐ Vertical Zoom  
 Room Class:      Features:      ☒ Unassigned Rooms      ☐ Horizontal Zoom  
 Rooms:      Smoking:     

Room	Status	Rm. Type	Fri 03-17-17	Sat 03-18-17	Sun 03-19-17	Mon 03-20-17	Tue 03-21-17	Wed 03-22-17	Thu 03-23-17	Fri 03-24-17	Sat 03-25-17	Sun 03-26-17
0532	Inspected	KSA										
0533	Inspected	XOA										
0534	Inspected	XOA										
0535	Inspected	XOA	! [Day] Javlo									
0536	Inspected	XOA										
0537	Inspected	XOA						OO BATH				
0538	Inspected	XOA										
0539	Inspected	KSA										
0541	Inspected	POA										
0542	Inspected	POA										
0543	Inspected	POA										
0552	Inspected	POA										
0553	Inspected	POA	or									
0554	Inspected	POA	or									
0601	Inspected	TDM	!02 Khabibu >>									
0602	Pickup	XDM	!01 Oh, Miri >>						Pradhan, Pr	Bts, Florence		>>
0603	Inspected	TDM										
0604	Inspected	XTM	!Kim, Hyeok >>									
0605	Pickup	XTM										
0606	Pickup	XDM				Kim, Do Hee						>>
0607	Inspected	TDM	! [Day] Cho,									
0608	Inspected	XTM	!03 Eom, Jiu >>			OO SAM						
0609	Inspected	TTM										
0610	Out of Order	XTM	OO ELR									
0611	Inspected	TTM										

<< < > >>


Search  
Advanced  
Statistics  
New  
Rm Assign  
Walk In  
Options  
OOO / O..  
Calendar  
Close


## Detailed Availability: Control, F2

OPERA PMS [Version 5.0, Service Pack 5.0.04.02/22] UNIV - OPERA DEMO HOTEL, MEDIUM 03-17-17

창(W)

UNIV - Detailed Availability as of 03-17-17

Start Date: 03-17-17 

Room Class: 

☒ Availability  
☐ Occupancy

☒ Include Non Deducted  
☒ Include Overbooking  
☒ Include 000

Search

Date	Total	ND Total	XDM	XTM	XDA	PDT	ETT	EPT	EXD	EPD	ETD
Fri 03-17-17	334	0	19	36	18	12	2	2	3	-1	1
Sat 03-18-17	464	0	38	56	46	16	2	12	10	14	13
Sun 03-19-17	467	0	44	56	46	16	2	12	10	14	13
Mon 03-20-17	385	0	31	52	37	5	-2	6	7	9	11
Tue 03-21-17	457	0	32	52	44	16	2	9	10	17	11
Wed 03-22-17	447	0	31	51	44	15	1	9	10	16	11
Thu 03-23-17	403	0	40	43	42	14	1	9	3	10	4
Fri 03-24-17	379	0	48	-38	34	16	1	9	10	17	11
Sat 03-25-17	480	0	52	42	46	16	1	9	10	17	11
Sun 03-26-17	483	0	54	42	46	16	1	9	10	17	11
Mon 03-27-17	479	0	57	42	43	16	1	9	10	17	11
Tue 03-28-17	448	0	57	42	43	16	1	9	10	10	11
Wed 03-29-17	422	0	50	40	42	16	1	7	5	10	5
Thu 03-30-17	379	0	35	25	42	13	-2	4	1	13	1

사우나휴무

Zoom In Turnaway Blocks Room Plan Details Close

House status: Shift, F3

OPERA PMS [Version 5.0, Service Pack 5.0.04.02/22] UNIV - OPERA ...

창(W)

UNIV - House Status - 03-13-17

### Room Summary

Total Physical Rooms	505
Out of Order	10
Total Rooms to Sell	495
Out of Service	116

### Activity

	Room	Persons	VIP
Stayovers	44	167	124
Departures Expected	30	165	140
Departures Actual	74	442	392
Arrivals Expected	104	1610	1544
Arr. Exp. Made Today	104	1609	1543
Arrivals Actual	149	516	374
Extended Stays	1	1	0
Early Departures	42	223	196
Day Use Rooms	45	294	243
Walk Ins	38	38	15
Day of Arrival Cancels	22	224	211

### Complimentary and House Use

	Room	Persons	VIP
Complimentary Arrivals	0	0	0
Stayovers	0	0	0
Departures	0	0	0
House Use Arrivals	0	0	0
Stayovers	0	0	0
Departures	0	0	0

### End of Day Projection

Min. Available Tonight	-29		
Max. Occupied Tonight	524	2138	1912
Max. % Occupied Tonight	105.86	<input type="checkbox"/> Include Day...	
Blocks not Picked Up	249		
Individuals	260	1900	1694
Groups & Blocks	15	238	218
Room Revenue	61,398,725		
Room Revenue Avg.	117,173		

### Housekeeping Room Status

	Vacant	Occupied
Inspected	131	36
Clean	43	144
Dirty	6	2
Pickup	5	12
Out of Order	6	4
Out of Service	113	3
Queue	0	

### Turndown Status

Required / Not Required	1	0
-------------------------	---	---

Room Class  Date 03-13-17 Room Type

Search Close

Dashboard: Control, F4

OPERA PMS [Version 5.0, Service Pack 5.0.04.02/22]

UNIV - OPERA DEMO HOTEL, MEDIUM

03-... - □ ×

창(W)

UNIV - Dashboard

Search

Name

Room Number

Conf/Cxl No.

Postal Code

Communication

Search

Advanced

Clear

Reports

Housekeeping

Quick Keys

Name	Room	Status
grg, reema		NO SHOW
guest2, Tom		NO SHOW
Macao Patrick		NO SHOW
* name1, sona	0829	NO SHOW
* name1, sona	0829	NO SHOW
Avazbek, Kosimov		CANCELLED
Oxunion, Hofizov		NO SHOW
Zubaira, Tukhugov		NO SHOW
Guest #7, Kelly		NO SHOW
JU, Amber	1600	NO SHOW
KIM, Suesue		NO SHOW
Sabbir1996, Ahmed2		CANCELLED
Sabbir1996, Ahmed2		CANCELLED
Shakil Rana, Muham		NO SHOW
Ye Eun Choi		NO SHOW
Beatrice, JU	1111	CANCELLED
Choi, JaeKwon		CANCELLED
Grooms party		CANCELLED
Jaehyun		CANCELLED

03-13-17

Reservation

Confirmation No. 169

Name

grg, reema

Res. Type

NO SHOW

VIP

Arrival

03-02-17

Thursday

Rate Code

BAR2

Nights

13

Rate

240,000

KRW

Departure

03-15-17

Wednesday

Packages

Adults

1

Children

0

View Reservation

Reinstate

Profile

Additional Information

Name

grg, reema

Address

Home

City

Country/State

KR

Postal

Comm.

HOME

0102435621

Change Profile

Reservation O..

<< < March 2017 > >>

Cashiering

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			01 492	02 337	03 402	04 442
05 483	06 352	07 361	08 50	09 305	10 416	11 462
12 400	13 -29	14 145	15 354	16 437	17 485	18 484
19 484	20 484	21 480	22 461	23 411	24 485	25 494
26 495	27 488	28 457	29 431	30 387	31 446	

Balance

0

KRW

Payment

Master Card

Billing



## Available Rooms Search: F key, F3

OPERA PMS [Version 5.0, Service Pack 5.0.04.02/22] UNIV - OPERA DEMO HOTEL, M...

창(W)

UNIV - Available Rooms Search

Date: 03-13-17  
 Nights: 1  
 Room Class:   
 Room Type:   
 Floor:   
 Smoking:   
 Features:   
 Incl. Pseudo ...   
 Connecting Ro...   
 Room Condi...

FO Statu  
☐ Due Out  
☒ Checked...  
☒ Vacant

Room Statu  
☐ Clean  
☐ Dirty  
☐ Out of ...  
☐ Pickup  
☒ Inspected  
☐ Out of Se...

Description: Deluxe Double Twin Sea View

Room	Room Type	HK Status	FO	Status	Floor	Features	Remarks
0631	XDT	Inspected	VAC		A6	O1,L1,S2,AA	
0637	XTA	Inspected	VAC		A6	O1,L1,S2,SB,E1,AA	
0645	TTA	Inspected	VAC		A6	M1,L1,C1,S2,AA	
0646	TDA	Inspected	VAC		A6	M1,L1,C1,D1,S2,E1,	
0647	TDA	Inspected	VAC		A6	M1,L1,C1,D1,S2,E1,	
0648	TTA	Inspected	VAC		A6	M1,L1,C1,S2,AA	
0649	TTA	Inspected	VAC		A6	M1,L1,S2,AA	
0650	TTA	Inspected	VAC		A6	M1,L1,S2,AA	
0652	PTA	Inspected	VAC		A6	P1,L1,S2,SB,AA	
0653	PTA	Inspected	VAC		A6	P1,L1,S2,SB,AA	
0654	PTA	Inspected	VAC		A6	P1,L1,S2,AA	
0701	TDM	Inspected	VAC		M7	M1,L1,L2,E1,MM	

Floor P...  
 Close

Maximum Availability: Control, F8

OPERA PMS [Version 5.0, Service Pack 5.0.0...]

창(W)

UNIV - Maximum Availability

Start Date: 03-17-17 Days: 1

Room Class:  Include Overbooking: ☒

Room Type	Hotel Availability	Maximum Availability	Minimum (Tentative)
XDM	19	19	19
XTM	36	36	36
XDA	18	18	18
PDT	12	12	12
ETT	2	2	2
EPT	2	2	2
EXD	3	3	3
EPD	-1	-1	-1
ETD	1	1	1
EDT	3	3	3
RC Total:	334	334	334
Total:	334	334	334

Turnaways Search Close

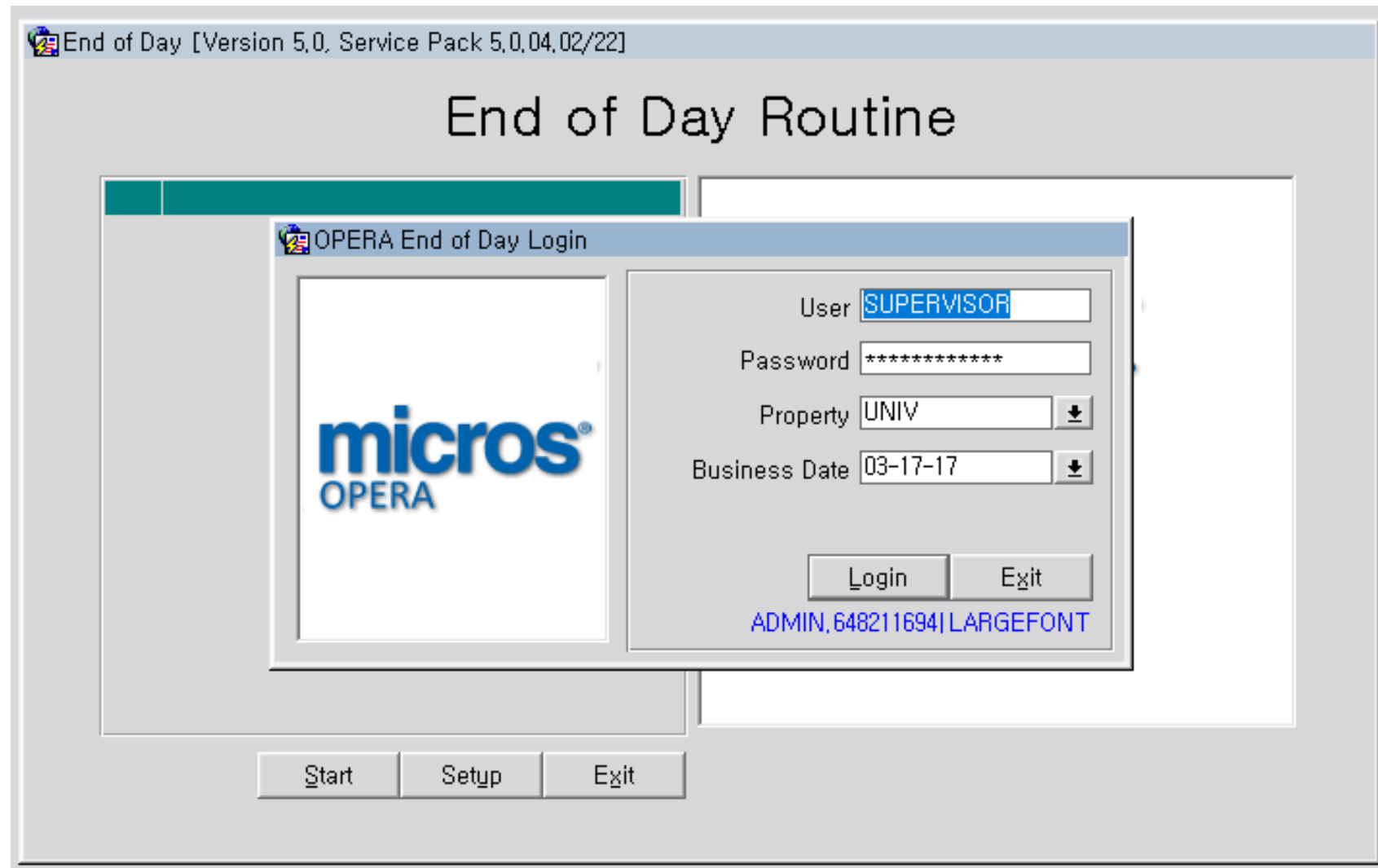
# Night Audit Process

A solid orange horizontal bar is positioned below the title, spanning most of the width of the slide.

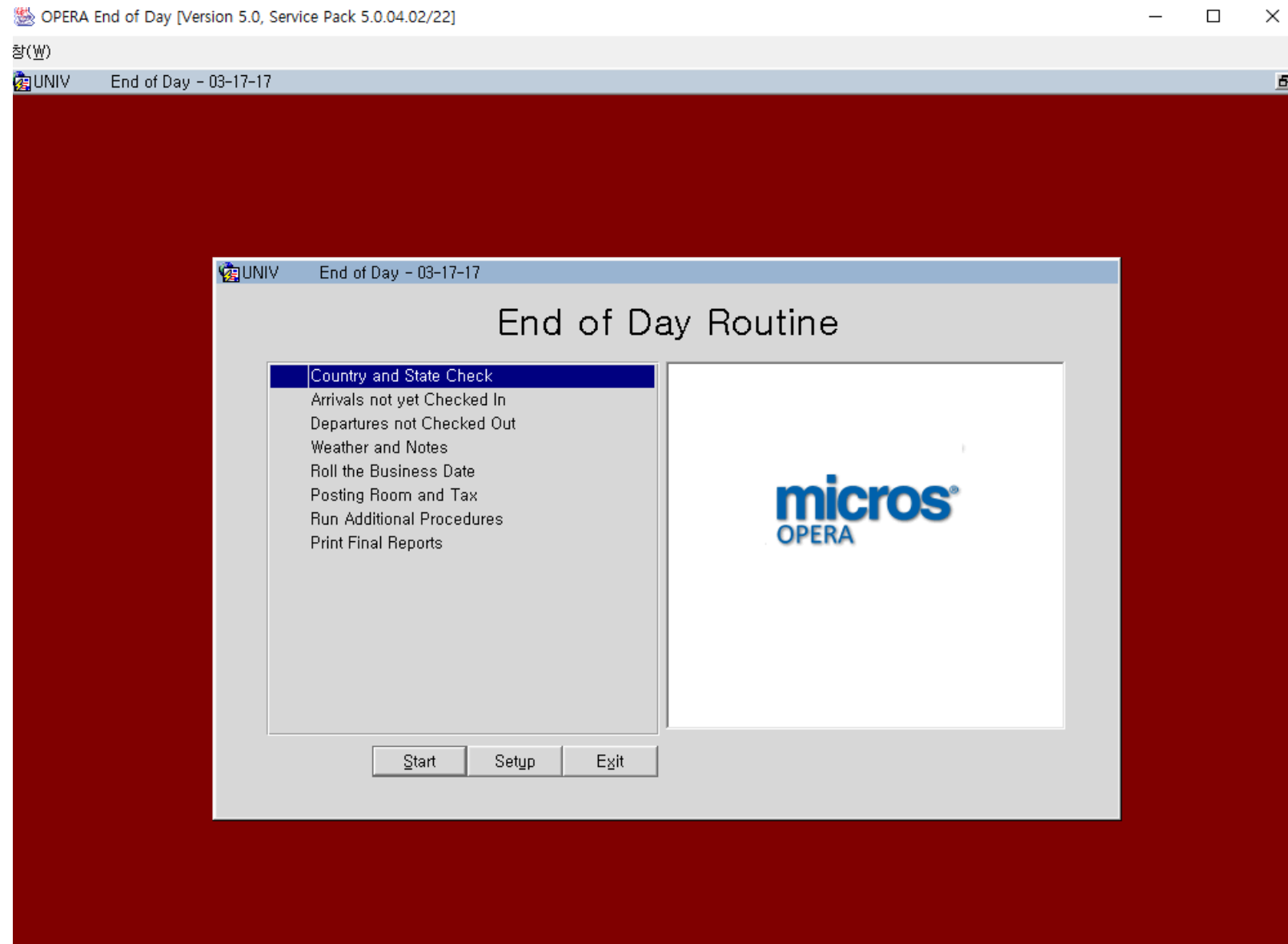
# Night Audit



# Night Audit



# Night Audit





OPERA PMS – Reports and PMS Rooms Division

---

**NEXT CLASS**



Q&A



**THANK  
YOU!**