# Front Office

## Make a Reservation

We’ll start learning Visual Matrix by making reservations. Begin by clicking **Front Office**. To make a reservation, enter or select information in each field.

* Not all fields are required, but you need to know even the least-used fields.
* Refer back to reservations as the foundation of Front Office tasks. Each informational field here relates to different areas in Visual Matrix.

### The fields on the reservation screen

[res screen.jpg]

(draw lines from fields to text ?) (put numbers next to each field, definitions have numbers next to them?)

1. **Last Name/First name**: The guest’s name.
2. **Arrival:** Date that a guest arrives and checks into the hotel. Type the date into the blank field, or select it from the calendar.
3. **Departure**: Date a guest checks out of the hotel. Type the date or select it from the calendar.
4. **Night:** The number of overnight stays on a reservation. It’s an alternative to departure -- enter a number of nights instead of a departure date.
   1. If a guest arrives 1/1, and you enter 2 nights = check out date 1/3.
5. **# of Rooms**:
   1. [small table of room types]
6. **Room Type**:
7. **Room #:**
8. **DNM:**
9. **Rate Type:**
10. **Detail:**
11. **Room Rate:**
12. **Discount Code:**
13. **Actual Rate:**
14. **Override Rate:**
15. **Add On PKG:**
16. **Extras**
17. **Tax Status**
18. **Activities**
19. **Balance**
20. **[conf number]**
21. **Method of Payment:**
22. **Address 1**
23. **Address 2**
24. **City:**
25. **State/Prov:**
26. **Zip:**
27. **Country:**
28. **Phone Number:**
29. **Email Address:**
30. **I.A.T.A. No.:**
31. **Market Segment:**
32. **Company:**
33. **Referral Method:**
34. **Reason for Stay:**
35. **Special Request:**
36. **Comments:**
37. **Res Made By**
38. **Telephone:**
39. **Loyalty Club ID:**
40. **Central Conf #:**
41. **3rd Party Conf#**
42. **Group Name**
43. **Language:**
44. **Custom Letter:**
45. **Conf Delivery:**
46. **Guest Profile:**
47. **Rate Private:**
48. **Guarantee Type:**
49. **Comments:**
50. **Internal Use Only:**
51. **HSKP Instruction:**

# Front Office (cont.)

## Reservations (cont.)

That’s all there is to checking a guest in. That was, however, a simple reservation.

Maintain a flexible mindset with Visual Matrix. There are as many ways to make/check in/check out a reservation in Visual Matrix as there are hotel patrons. You’ll run into different things that cause an error, so be patient when you’re troubleshooting. You have to troubleshoot a lot on the phones, so plan to be surprised. This applies to every section in Visual Matrix!

* List the default fields that are required for a reservation:

\_\_\_\_\_\_\_\_\_\_\_  
\_\_\_\_\_\_\_\_\_\_\_  
\_\_\_\_\_\_\_\_\_\_\_

(etc, more lines)

There are exercises at the end of this chapter to help you reserve and check guests in with different requirements.

## Run the Night Audit

When you run the night audit, the property's system date will roll over to the next day.

* If the hotel's system-date is 11/28, running the night audit will change the system date to 11/29.
* Visual Matrix doesn’t run synced to the actual date. It runs on its own “system-date” at the top left of the screen, below the logo. It changes manually by the person running the night audit.

To run the night audit, you need to complete the Pre Audit Checklist. To get to the night audit section, close out of Front Office, and go to the Accounting section. Click Night Audit on the navigation bar at the top of the screen.

[Night Audit Screen.jpg]

Click [view button.jpg] next to each item on the checklist to complete the tasks.

### Guests Due Out

Check the guests out or extend their reservations.

# No Shows

Cancel these reservations or check the guests in.

Pre Room & Tax Report

View the report. The report shows all of the guests who are checked into the hotel. The balance on the report is projected -- it is an estimate based on current trends. Double-click on any room to make a correction to its reservation; you do not have to exit the Accounting section to modify these reservations.

Operator Cash Out

View the report. If the hotel has an outside terminal that takes cards, they will need to print the Operator Cash Out report to cross reference it with the external terminal.

Operator Transactions

This shows all payments that were posted during the day.

Click One Button Audit to run the night audit. The application takes over and processes information on the screen.

Common warning -- "No secondary backup location:"

1. Makes pre-audit database

2. Runs audit

3. Post-audit database

When the audit is done you will be left on the Audit Reports tab.

Review

In this section you learned

-How to make a reservation

-point

-point

-How to check guests in

-point

-point

-How to run the night audit

-point

-point

EXERCISES

Reservations [underline]

Make the following reservations. As you make them, note their room and confirmation numbers in the spaces provided – you may need them when checking guests in.

1. A guest calls to make a reservation for one night, starting on (date)\_\_\_\_\_\_\_. They want a room with a king-sized bed, they will pay cash upon arrival, and they are bringing a small dog.

Room #:\_\_\_\_\_\_\_\_\_\_\_\_\_

Confirmation #:\_\_\_\_\_\_\_\_\_\_\_\_\_

2. Two adults want a king-sized bed for three nights starting on \_\_\_\_\_\_\_. They have a discount rate (AAA), and they will pay with a credit card (4444-3333-2222-1111, exp. 8/16).

Room #:\_\_\_\_\_\_\_\_\_\_\_\_\_

Confirmation #:\_\_\_\_\_\_\_\_\_\_\_\_\_

3. A guest needs two rooms for one night, starting on \_\_\_\_\_\_\_ (\*hint\* there is a simple way to book the two rooms). Four people will stay in each room. Both rooms must have two queen beds. Book the reservations with different guest names for each room. Both guests are paying with credit cards (4444-3333-2222-1111, exp. 8/16).

Room #:\_\_\_\_\_\_\_\_\_\_\_\_\_

Confirmation #:\_\_\_\_\_\_\_\_\_\_\_\_\_

4. A guest is arriving on \_\_\_\_\_\_\_ and is staying for one night. They are with a school, have a government discount rate, and are exempt from taxes. They will pay with a check.

Room #:\_\_\_\_\_\_\_\_\_\_\_\_\_

Confirmation #:\_\_\_\_\_\_\_\_\_\_\_\_\_

5. A guest walks in to book a two-queen room type ahead on \_\_\_\_\_\_\_. There will be two adults and one child; they want to be near the first floor. Pre-assign the room and the set the room to “Do Not Move.” Add a special request: they are making the reservation in person and want to pay, with cash, for the entire stay right now.

Room #:\_\_\_\_\_\_\_\_\_\_\_\_\_

Confirmation #:\_\_\_\_\_\_\_\_\_\_\_\_\_

6. Two adults wanting two queen beds for two nights are arriving one \_\_\_\_\_\_\_. The guest said he the hotel quoted him a rate of \_\_\_\_\_. He’ll be paying cash at the time of check in.

Room #:\_\_\_\_\_\_\_\_\_\_\_\_\_

Confirmation #:\_\_\_\_\_\_\_\_\_\_\_\_\_

7. A guest needs two reservations. The first is a king bed for two nights, one adult, on \_\_\_\_\_\_\_. The second reservation is for two adults arriving the next day and staying for one night. The rooms need to be close together. The guest booking the reservation wants all charges o be on his folio. Make the charges on the second reservation transfer to the first reservation.

Room #:\_\_\_\_\_\_\_\_\_\_\_\_\_

Confirmation #:\_\_\_\_\_\_\_\_\_\_\_\_\_

8. One guest is arriving on \_\_\_\_\_\_\_ for one night. King bed, rack rate.

Room #:\_\_\_\_\_\_\_\_\_\_\_\_\_

Confirmation #:\_\_\_\_\_\_\_\_\_\_\_\_\_

Check In [UNDERLINE]

9. The guest from Step 2 arrives to check in. They want to split the room charge in half, onto two -separate folios. Each guest will pay with their own credit card (use 4444-3333-2222-1111, exp. 8/16 for both cards, for the sake of practice). Each folio must have the correct guest’s name on it. \*Set this up before you check the guests in.\*

10. The guest from Step 6 arrives. Check him in. After you check him in, he makes a special request to have a fresh pot of coffee brewed at 4am in the morning on the day he is checking out.

11. The guest from Step 1 arrives. Before he checks in, they let you know they want to pay $25.00 of their charge in cash, the rest on credit card. Check the guest in.

12. The guest from Step 5 arrives. How much do they owe the hotel? \_\_\_\_\_\_\_\_\_. Check the guest in.

13. Check the rest of the reservations in.

Run Night Audit / Check Out [UNDERLINE]

14. The guest from Step 6 (and 10) comes downstairs to check out a day early. Check them out.

15. The guest from Step 1 (and 11) is checking out. They want the pet fee on a second folio for which they will pay cash. Check them out.

16. The guest from Step 5 calls down to the desk. He is late to check out, and he is willing to pay the $15 fee. Post a MISC charge for $15.00. They will pay cash for it. Check the guest out.

17. Check the rest of the guests out.

18. The guest from Step 5 decides they want to stay another night. Use the reinstate tool to check them back in.

19. The guest from Step 8 returns to argue his rate. It should be \_\_\_\_\_. Make the change on his folio. However, they forgot to tell you about a small dog they brought. Manually charge them for the pet.

[QUIZ 1] [QUIZ 2]

/\*\*\*\*\*\*\*\*\*\*DAY 2\*\*\*\*\*\*\*\*\*\*/

==========Front Office -- Continued============

[may need to write something about checking in a guest before this]

3. Check Out Reservations

Check outs are performed on the Cashiering screen. Go to Front Office then click Cashiering on the top navigation bar.

You will see a screen divided into four blank squares or <i>folios</i>. There are three tabs and four function icons on the left. When you are checking a guest out, you will pull up their <i>folio</i> into one of the four blank squares. Reservations can have multiple folios, so guests can split their payment into different parts and under different names. For now, we will focus on checking out a guest with one folio.

Pull up a guest's folio by typing in the Room # in which they are staying. Select "A" from the dropdown next to Room #. This indicates which folio on the reservation you are checking out.

-If you selected the correct room number, the guests information should have automatically populated in the window.

[PICTURE]

That is one way to look up guests, but there is an easier way using the icons on the left. Click [In House Guests] on the function icon menu. [CheckedInRooms.jpg] These are all the guests currently checked into the hotel. Note the sorting options. Under <i>List Option</i> you can select whether to show all checked in guests, or due guests that are due to leave the following morning.

Exit out of the In House guests window and look at the other function icons. [Preprint Departing Folios] prints or emails guests a copy of their folio. If they don't have an email address entered in their guest information, the folio will print.

[Express Check Outs] shows reservations that have a 0 balance, as well as any reservations that are checked out with an in-room movie interface. This function is rarely used by our clients.

Look up guests that had checked out in the past using [Retrieve Old Folio]. Click it and look at the next screen [Retrieve Old Folio.jpg]. Use the <i>Search Options</i> and dates to modify the report. This is a historical listing of guests should a hotel need to pull up an old account.

-Sometimes clients look for guests here that aren't checked out yet. This list has only <u>checked out</u> guests.

Before we go through each of the fields and buttons that are related to the folio[folio button] window, let's look at the next two tabs, Guest Info and Scheduled Charges

[GIButton.jpg][GI.jpg] You can change the folio type for a guest in the cashiering screen without needing to back out to Reservations->Search, given that the reservation allows for changes. The [Folio Addr] field lets you change the guest type. You can select <i>Guest, Travel Agent, Company, or City Ledger</i>. You can't change a guest account to a city ledger account or company account if those were not selected on the initial reservation. The rest of the fields show the guest's contact information.

[SCButton.jpg][SC.jpg] \*/\*/\*/\*/\*/\*/\*\*what does this even do\*\*\*\*/\*/\*/\*/\*/\*/\*/\*~~~ ~~ ~~~~ ~~~~ ~~~ ~~~~ ~~~

Go back to [Folio].

Pull up an inhouse guest's folio. If there is a B, C, or D folio for this guest, you need to open it in another folio window by entering the Room # and selecting the folio letter from the dropdown. [BFolio.jpg]

The sub-folio <i>types</i> reflect the information on the <i>Guest Account</i> tab in Reservations. So, if the B folio was reserved as the "Incidental" folio, that would be reflected on this screen as well. [transfer] or [share] charges with other folios.

==Sharing==Both folios must be set to <i>share</i> in order for shares to work. [share.jpg] ~~~remind me what this does~~~~~How is this different than just dragging and dropping the charges?

==Transfers==I need this explained too... I don't see how this is dif. than drag-and-drop

The [View] button.

Clicking through the [View] button on a folio takes you to a new screen on which you can post room & tax, post payments, make refunds, and check guests out. This screen is where most meaningful cashiering activities will take place.

[PayScreen.jpg]

There are several function icons and buttons on the screen, as well three tabs running along the top for guest/group/house accounts. However, clicking a group account or house account tab from the guest account tab will take you back to the folio screen. Open the group or house account’s folio then click [View.jpg] to access the payment screen for those accounts. The buttons vary slightly on group and house accounts. The difference are defined after the guest account screen.

Highlight a charge or payment and click [Void.jpg] to void it. You must enter a “Void Reason” in the dialog box that pops up. After you void an item, it will receive a check in the box in the column on the far right of the screen, the “void” column. [VoidCheck.jpg]

Highlight a charge or payment and click [Split.jpg] to divvy the charge into separate parts. You can split the charge up to four ways, each way being a unique percentage of the whole.

[SplitCharge.jpg] In this example, the SIX FLAGS package is being split into three equal payments.

[Post Rm & Tax.jpg] Post the room charge before the night audit. The night audit automatically posts room and tax. If a guest wants to check out early, you will manually post the room charge using this icon.

Click [Print Folio.jpg] to either print or email the folio details, depending on the delivery settings on a reservation.

Click [Check Out.jpg] to check out a folio.

If you attempt to check out a guest before their departure date, you will be warned by Visual Matrix. [ResNotDueOut.jpg] If you choose to proceed, you will enter a reason for the early check out. The <i>regret reasons</i> are accessible to the sales and marketing departments in the Sales & Marketing section.

If you attempt to check out a folio without receiving full payment for the room, you will

You cannot check out a guest that has a positive or negative balance. The balance must be 0. If you attempt to check out a guest that has a balance, you will see the following error message:

[Bal0.jpg]

(in the training database, open a reservation with a balance and try for yourself)