Confidential Document

ClubManager II -e Version 2.0

Detailed System Description

ClubManager II -e is comprehensive software to assist in proper management of an Exclusive Membership Club. The Software envisages not only proper documentation of events, transactions, and provision of control tools, but also attempts, to streamline the operations of a Membership Club. This gives an opportunity to the Membership Club to re-engineer its operations, and, if necessary, go in for ISO Certification.

ClubManager II -e provides the following basic modules:

1. Member Registration
2. Member Billing
3. Reservations & Reception (For Guest Accommodation)
4. Guest Check-in Check-out
5. Restaurant Management
6. Recipe Manager
7. House Keeping
8. Asset Manager
9. Accounts
10. Purchase & Stores
11. Engineering
12. General Administration
13. Security Management
14. Personnel
15. Public Relations

1. <u>Member Registration</u>

A Membership Club comprises of, and is sustained by, its Members. ClubManager II -e key data is the Member.

A Member can be assigned any type of Membership, viz. Permanent, Temporary, Corporate, Associate and so on. Many Clubs have different kinds of Memberships. Therefore, ClubManager II -e attempts to give the flexibility of additions, deletions and editing. Once the "Type" of Membership is entered against the Member, then the access and usage rights for the Member is automatically set.

The Membership type defines the "Permissions" – for the Members to access various areas of the Club, and services.

It also defines the statutory and other payments to be made by the member, and defines the duration of the Membership.

Membership Type sets other rights of the Member, such as voting rights.

Based on the Membership type, a Member is inducted. He / She is proposed / nominated by a Member or a person of importance as defined by each Club, and is seconded by another Member. ClubManager II -e provides facility to store these information for future use.

The membership status is dynamic, and is dependent on the settlement of dues, and decisions taken by the management of the Club. It can be "Active", "Suspended by the Club", Suspended due to non availability for a long duration, Passive and Defunct. At will, ClubManager II -e allows the user to add a status, and Edit or Delete the available Status.

Each Member can be assigned a credit limit at installation. This can be either manually set, or the credit limit can classified to represent groups. For example, limit could be Rs. 10,000/-, 20,000/- and so on. As in credit cards, the limit could be dynamically allotted based on either payment history, or by earning capacity, or slabs as given above.

Each Member can be given a computer allotted number, or a manually allotted one, based on the preference of the Club.

Reports that could be derived include member listing by name, Membership number, Date of joining, Seniority, Proposer, and so on. Dues statement for a period is easily available. ClubManager II -e II also provides the facility to find out Club Utilisation by a specific member or utilisation of a specific utility by the members

2. **Member Billing**

Billing to a Member is made for the services that has been utilised by him / her. In addition to monthly membership fee (or whatever name by which the Club defines the payment), the billing details are captured for every Member from all points of service.

Billing is mainly done from the Restaurant or Bar. In some Clubs, it could also be from Convenience shops in the Club, run directly or indirectly. IT could be also from the Card room, or the Internet café.

ClubManager II -e II envisages every billing to be initiated through Kitchen Order Token (KOT), including room billing. KOT will have restrictions in accessing billable items. For example, liquor will not be billable from restaurant or convenience shop. Similarly, soap will be billable only in the terminal at the convenience shop.

As a safety measure, to enable facility to delete an indent for food or liquor or material by a Member, the KOT is first in pre-execution mode. Only after actual delivery of service will the KOT be eligible for confirmation for billing.

Cancellation or editing a KOT or bill is possible. Such corrections are logged and print out is provided at the beginning of the next day, or end of the current day, as per decision during installation. An Audit Trail is generated as per setting the Club will require, to inform the Management about the cancellations / modifications of this type.

A deletion of the KOT will be treated as a supervisory function, and will have to be ratified by the Management.

3. **Room Reservations & Reception** - This module takes care of the following:

    a. Enquiry

- Room Type and features
- Tariff
- Availability
- Discounts

    b. Room Blocking
    c. Room Booking
    d. Reservation Confirmation

a. **Enquiry** – A prospective guest generally queries for specific facilities, or enquires the type of rooms available and for a description of features. The system provides the attendant to have an on-screen view of the room types and features, which he can print out and FAX to the caller, or email to his address for him to view and decide. The screen provides comprehensive information about the room as follows

        Room name
        Room type
        Facilities
        Peculiarities (Such as sea facing, etc)
        Tariff, with taxes applicable
        Floor

The next query is on availability. For this, the respondent can view the room availability status on the screen. The occupied rooms are shown in red colour, those which are blocked are in yellow and those available are in green.

Availability on any date in the calendar can be viewed. A room can be blocked, booked or cancelled. Applicable cancellation charges will be levied. For regular and important clients, this facility will be applied with a time tested formula. There is facility also to block certain rooms permanently, or for specific periods in a year for specific guests, automatically.

Rooms can be allotted for number of days for a specific guest or Member, as the case may be. Such functions are brought under Supervisory functions to reduce misuse.

b. **Room Blocking** - Room Blocking is done when a Guest confirms his selection. For this the available room on a day is selected, based on the preferences given by the Guest. All details of the Guest are entered into the system before "Confirm Block" is activated. Once the room in question is blocked, it will not be available to others for booking.

The details of possible check-out, mode and schedule of payments, number of days to wait for realisation of advance payment, etc are configured as per client requirement. Based on these parameters, the room can be set to automatically turn from "Blocked" state to either "Booked" or "Available" state.

Facility can also be provided to note any references, so that benefits can be passed on to the person referring the Guest.

The box representing the blocked room will be shown in Yellow. The system will prompt for reconfirmation with client on specified date, as per configuration at the time of installation.

c. **Room Booking**. The procedure is similar to the Room Blocking activity. Facility can be given to tag any support service like Airport Pick-up, 24 hour conveyance assistance, Tour Assistance, etc.

d. **Discounts** – Discounts are normally decided based on the frequency of utilisation of the Membership Club facility by a Guest, or the organisation in which the Guest works. In some cases, the identity of the Guest also makes the difference, such as that of an Actor or a Political Leader. Discounts are applicable to Regular Guests, or VIPs. The categorisation can be modified/added/deleted to the following

   a. Commercially Important Person
   b. Politically Important Person
   c. Prospective Frequent Guest
   d. Frequent Guest
   e. Very Frequent Guest

Discount algorithm works out the permissible percentage/figure, as the case may be and registers the same against the frequent guest's name. The data is used every time the Guest checks in.

The figures generated by the system are confidential in nature. Bookings, Discount structure and other details, once entered, can be changed only by authorisation by a Supervisor. A summary of such Authorisations for correction will be printed out as End-Of-The-Day transaction, so that this could be verified and ratified by a second authority.

4. **Guest Check-in/Check-out**.

   a. Check-in - A guest who checks in has to fill up the statutory Guest register in the form which consists of details of name, address, origin of travel, destination, payment details, etc. The Guest check-in form is configurable during installation of the system. The format of this form is frozen at the time of installation to avoid any unauthorised corrections. Date and time of heck-in, proposed time of check-out, mode of payment and facilities requisitioned are entered for records.

   b. Check-out – This module is integrated into the entire system of Membership Club Management, which includes Basic Room Billing, Room Service, Service billing (such as TV Channel usage, Billiards room, Golf Course, Tennis Court, Gym/SPA/Yoga/etc, Conference halls, Internet, Office Secretarial services, etc), Restaurants, Conveyance and any other Host services that the Membership Club may offer. Facility is provided to add/delete/modify such services and configure the nature of such services, other than the room.

The Check-out form has the statutory fields such as the proposed destination, amount of bill paid, and a summary of the utilisation of facilities. The form is configurable to client requirements.

The Check-out is linked to the billing module. Based on the utilisation of services, details of which are captured on-line from time to time as per usage, the bill is prepared online. The mode of payment affected, nature of settlement (Debit/Credit/Credit Card/Cash), and other details, as required by the client are captured. The module is linked to the Accounts module and the postings in appropriate folios are automatically done.

5. **Restaurant Manager** - This is a separate comprehensive package in its own right. This is integrated into the ClubManager II -e to provide the complete picture. This module divides the activity into

    a. Procurement
    b. Processing
    c. Dispensing.

Procurement includes

    Vendor data base
    Purchase order processing – Planned and Unplanned Purchase
    Purchase Order Follow up for planned purchase
    Re-order levels/EOQ
    Stocking and Inventory Management
    Multiple Stock Positions (Main Store, Multiple kitchen sub stores)

    Menu Management with Stock position in consideration.
    Kitchen Stock maintenance.
    KOT management
    Consumption Analysis – Theoretical stock Vs actual stock.
    Waste/Pilferage Analysis

    Dispensing includes

        KOT to Supply linking
        Billing
        Waiter Efficiency Analysis.

Different formats for data creation and maintenance is provided by Keystone.

6. **Recipe Management**

Recipe Database – A comprehensive data base of recipes that give the split up of ingredients in every dish. This will help assess the actual consumption of ingredients to what it should have been, theoretically.

The Recipe Bank provided in the ClubManager II -e consists of around 700 popular Indian, Continental and Chinese recipes. The facility to add/delete/modify the records under a supervisor entry mode provides the flexibility required to keep the kitchen updated to suit appropriate trends.

7. House Keeping

Housekeeping is the new and important addition in ClubManager II -eII. A membership Club has to keep the interests of the Membership Club, foremost in its minds.

The module takes care of the following:

a. Cleaning Schedule –
b. Laundry.
c. Replacement Schedule for Linen
d. Room Occupancy Master for Guest Support
e. Operation and Maintenance of rooms and Club house.
f. Facility Management - Internet café, Billiards/cards room, Conference room etc.
g. Food & beverages supply monitoring to rooms

The Housekeeping module is linked to the Engineering and Asset Modules for managing its day to day functions. Movement of even one object on the asset from one room to another needs authentication by the Supervisor and is required to be maintained by House keeping. Facility is provided in the Software to raise indent to Engineering Module for maintenance of various items in the room.

8. Asset Manager

This module keeps track of every asset in the Membership Club. Every time a purchase is made, the details are captured automatically from the Purchase Module. The material is taken into stock and a stock number is given. While issuing the same from the store, the destination of the asset is tagged. Anytime this needs to be moved out of the destination, it is possible to shift the asset to the new destination, on the screen by "drag and drop". This activity is possible only through password access for authorised persons.

Audit Trail given a summary of such movements too, to arrest pilferage.

Thus, at any point in time, the Membership Club can have a map of all assets in the premises. It could also map the movement of assets over a specified number of days.

9. Accounts -

All financial transactions that take place in the Membership Club are captured. The on-line Voucher/Receipt Generation Utility updates the records automatically. The Module is configurable according to the client requirements.

The receipt and payments system is supported by Vouchers. This can be on-line or off-line, as the Client decides. On-line system has the facility to number the Vouchers and Receipts either automatically or manually. The module provides ledgers, and other

books of accounts as per Indian requirements. However, the software can be configured to suit the client requirements and the country. Currency is currently Indian Rupees. This can be changed to other currencies.

The ClubManager II -e II can print the Member Ledger, Monthly bills and prepare the Balance Sheet, Profit and Loss Statement or as required.

10. **Purchase & Stores -**

This module takes care of all purchase requirements and keeps track of the Purchase action made, and also the available stock of movable assets and consumables.

The activity can be divided broadly into the following

a.   Capital Equipment Purchase
b.   Accessories Purchase
c.   Consumables Purchase including kitchen stores
d.   Inventory Management
e.   Updating of Algorithms for EOQ, ROL, etc.

The activity commences from the time an indent is placed by a department. The requirement is authenticated by the General Manager, after which the Purchase department generates enquiries, or places order with registered Vendor. The system provides a list of vendors with details of their products in the required range, pricings as updated last (either as a result of regular update, or updated automatically from the last purchase) and reliability parameters, such as delivery commitments met, quality standards and support level.

Once quotations are received, the purchase decision is taken by the Authorised person. Templates for Purchase are available in the system, which can be used. Any new format prepared can also be saved as a template under "Template" mode.

Order Execution Monitoring is an automated periodic (to be set at the time of installation) reminder system to remind the supplier. Automatic cancellation time limits can also be set if the delay in delivery exceeds a specified time limit.

Goods Inward Inspection Report can be generated on-line. Rejection/Acceptance will take the process forward, either to Goods Return process or Stock process.

Release of goods is based on indent from the different departments as authenticated by the Authorised Person. Based on a Release Order from the Authorised Person, which can be generated on-line, the required material is moved out. The stock is automatically updated.

11. **Engineering -**

This is one of the most important functions of a Membership Club. Every equipment and system in the Membership Club is expected to be in excellent working condition. To ensure maximum availability of each equipment and facility, scheduled maintenance is the best method.

The Engineering Module basically keeps track of warranty maintenance of:

a.   Generators
b.   Lifts
c.   Air-conditioning Systems
d.   Electrical Installation
e.   Kitchen Machinery
f.   Laundry Equipment
g.   Water Supply, Sanitation & Plumbing
h.   Gym, Swimming Pool etc
i.   Water Pumps and Blowers
j.   Fire fighting
k.   Security and Surveillance Systems

More areas can be added into the system while installation.

The data for this module has to be generated from the vouchers for expenditure against equipment maintenance head. Special columns on vouchers are to be given if the disbursement system is manual. If it is done on-line, then the necessary fields in the entry module will be activated on installation.

At the time of taking into stock, the maintenance schedules are fixed. In the Asset Register creation, details of routine maintenance and details thereof are captured. Preventive/Routine maintenance schedules are alerted at appropriate frequencies as decided above.

The corrective maintenance/Repair data is captured while passing the voucher for payment. From this data, the entire statistics of maintenance of an equipment can be taken.

As far as Vehicles owned and operated by the Membership Club are concerned, profitability per trip can also be found out using ClubManager II -e II.

12. **General Administration.**

This module takes care of intending and monitoring various services from the different departments. It also takes care of generation of various reports and processing the reports to provide better management of the Membership Club. In addition it is also responsible for meeting of statutory requirements of the Estate, and to maintain the Membership Club as per laws of the land.

It is possible that the shops or facilities provided by the Membership Club are outsourced / subcontracted either in totality, or partially. ClubManager II -e provides facility to monitor their performance and take the monies due to the Membership Club on time. This module will be configured at the time of installation.

General Administration will also decide the Superuser Password holder, who will identify who holds access rights to which sections of this software. GA will be provided with a Configuration Override Summary – Audit Trail- which will indicate the corrections made on master data or critical data on each day. This is a control report.

13. **Security Management – (Additional Option).**

This module gives the summary of vehicles that have entered the premises on each day, along with the time of entry and departure. This could be linked to the Guests, if required. The software will provide interface to the Security and Access Control System in use, provided interfacing requirements are met by the manufacturers of such equipment and utilities required to develop the interface is given by the Security System provider. Bio-metric interface can be provided on request.

14. **Personnel Management -**

The system maintains a data base of employees which includes qualifications, training programmes attended and certificates received. The fields also give summary of previous assignments held by the employee. Currently weightages have not been provided in the software for these. It can be provided.

Facility is also available to provide alert on promotions/increments due. The data base provides information on employee's eligible and availed leaves, calculates additions and deductions and provides salary slip. Depending upon the requirements of the Membership Club, and the innovations it plans to implement, the data base can be used to a much higher level.

Interface to Attendance Recording Systems can be given provided such a system is made available. This will enable capture of data on-line.

Based on the details of personnel attending to the Member / Guests, an incentive system also can be added to the system.

15. **Public Relations –**

This module is ideal to prepare a data base of important people in the locality and also who use the Club most. Facility is available to classify the persons according to the business value that you attach to him or her.

The data of the Guests who has stayed at the Membership Club will be captured automatically from the Check-in form.

The module provides for sending Greeting Cards on recorded date of birth, and the birthdays of his spouse, children, etc, captured from Member Registration forms.

The skill set dump of the member will be a great help in getting Member families to stage cultural events.

16. **Interfacings -**

Interface will be provided with

Telephone Exchange
Cable TV server
Security Systems,

Fire Protection systems
Attendance Recording Systems
Bio Metrics

Failsafe interfaces for the above to be made available by the respective suppliers.

17. **REPORTS**

Virtually any kind of report can be taken form the system. Most of the requirements of the Customer are identified and frozen at site, and appropriate MIS Report List is prepared. A few reports that can be bundled with the Software are as follows:

a. Audit Trail to trace cancellations / modifications to billing data.
b. Audit trail to map system access and utilisation.
c. Occupancy Report
d. Guest Analysis
e. Room Contribution Analysis
f. Restaurant Reports – Restaurant-wise - Consumption Analysis
Profitability
Waiter Performance Analysis
g. Linen Replacement Schedule
h. Facility Usage Report
i. Cost/Profit Centre Analysis
j. Purchase Reports – Orders Placed, Executed, Accepted, Rejected
Inventory Reports – FIFO/LIFO/Weighted Average.
Critical Inventory Levels
Department-wise Purchase/Consumption Summary
k. ABC/FSN Analysis
l. Asset Tracker - Location wise Asset register
Asset-wise Register
Asset Movement Map
Asset Maintenance Register
m. Accounts Payable
n. Accounts Receivable
o. Bank Statements/Cashiering
p. Equipment Maintenance Schedule for next month.
q. Equipment Maintenance Data – last month – equipment-wise
r. Equipment maintenance analysis – Sub Assembly –wise, over a specific period.
s. Equipments Comparative Efficiency Analysis
t. Statutory Permissions/Licences Renewal Alert – Monthly/Weekly
u. Night Audit Reports (Customisation)
v. ESI/PF/EPF other statutory inputs to be configured
w. Income Tax / TDS calculations
x. Attendance and Absentee Report
y. Consumption Analysis and Variance Report
z. Daily Manual Configuration Override Summary.
aa. Member Bills – Monthly
bb. Member Ledger
cc. Member Club Usage report – No of Days visited, Hours spent each day, Average hrs per day, Average days per month, No of days in a year.

dd. Members' family club usage as above.
ee. Members Guests details. Date, Time, Person, Location/s used.
ff. Member Dues
gg. Member family Skill Analysis
hh. Member