

Demo - SERP - Hospitality

Preparation

1. Import provided Demo Data
2. Login with:
Standard ID: samuel@hansaworld.com
Password: Sample99

Script

Welcome to this demonstration of Standard ERP's Hospitality module.

Standard ERP is designed with a unique approach to hotel management with Front Desk, Bar and Restaurant, Accounts, Sales, Marketing, CRM, Inventory, Purchasing, Online Reservations, Booking sites, and ability to process Payments. All integrated and available in a single application!

Standard ERP's Hospitality module runs easily on any platform and on any device of your choice.

Let's take a look at how the system works.

A customer walks in enquiring about a Double room for 2 nights with immediate check-in.

ACTION: If you want to use provided demo data set up your computer date to 16/02/2021.
Open Standard ERP > Login with above details > Make sure you are in Hotel module > select: Resources > Reservation Manager window will open.

Here you see the calendar with all your active reservations from all channels conveniently in one place.

Room information is displayed by types such as conference rooms, double rooms, and single rooms. You can view rooms available, or % of occupancy, by selecting the respective option.

As our guest is interested in a Double Room today, we click on the room type DOUBLE to see rooms available for the selected date.

ACTION: Click on 'DOUB'.

Since we see that there are rooms are available, let's create a reservation in the system

ACTION: Click on the 'New Reservation' button.

Let's fill in all the information required for the reservation, the system will not allow you to save the record unless all essential fields have been filled in as per your hotels or country's requirements.

ACTION: Enter the following information:
No of nights: 1
No of adults: 2
Booking Origin: WALK - Walk-in
Customer: 1111 > Margot Tibbins

Now we need to assign a room for this guest.

ACTION: Select the 'Assign Room' button. The report opens with rooms available. Pick a room and Save the record.

If required, you can scan and attach their identification document to the Document Manager.

ACTION: Drag-and-Drop a prepared PDF file called "Margot Tibbins ID" into the reservation attachment window.

All information about the guest is also saved in Guest History. If the guest regularly stays at your hotel, you can check the Guest History to see different services they have requested in the past.

ACTION: Same record window > 'Guest' tab > 'Guest History' button > see Margo's previous visits.

To enhance the customer experience, Standard ERP has some thoughtful Guest Service features within the Hospitality module, such as newspaper preference, wake-up call, transfer, or any other available service at your hotel.

ACTION: Same record window > 'Guest' tab > 'Add Guest Service' button > Show the available 'Type' of services. Close the "Guest Service" window.

Let's say our guest is a writer and doesn't like to be disturbed throughout the day.

ACTION: Same record window > 'Booking' tab > Show the 'Additional Comment' and type: 'Quiet room please'.

We will also let the kitchen know that she is a vegan and is allergic to milk products.

ACTION: Same record window > 'Booking' tab > Select 'Diet Requirements' button and show that it says 'Vegan, lactose intolerant. Close all windows to go back to Navigation Centre.

Now the front desk will know to assign her a quiet room, and the kitchen will be informed to give her a special menu at breakfast.

Let's now see how easy it is to make a booking online!

Standard ERP offers a real-time web reservation and booking service management system, facilitates both booking and payment, and offers a complete web solution. This means you can build web pages for all aspects of your hospitality establishment.

Standard ERP's seamless integration with SiteMinder's channel management service provides a single dashboard to administer your offers and presence on booking sites.

Our partner - SiteMinder integrates with over 400 booking channels like Expedia and Bookings.com as well as offers dynamic pricing and business intelligence insights as part of their package.

Let's take a look at the online booking process.

ACTION: Change your computer date/time back to the current date.

Open the following link: https://tbb-tpi-tbb-apac.dev.siteminderlabs.com/properties/standarderptest?check_in_date=17-02-2021&check_out_date=18-02-2021&number_adults=2

At the top of the page, enter the check-in and check-out date

Check-in Date: Today's date

Check-out Date: Tomorrow's date

No of adults: 2

Select the following: Double room > Best available rate

Press the 'Book' button.

Note that pricing information has already been set up in Standard ERP.
The system will prompt us to enter the guest details and make a payment.

ACTION: Fill in the following info:

First Name: Margot

Last Name: Tibbins

Address 1: 6800 Weiskopt Awe, Mckinney

City/Suburb: Dallas

State: Texas

Country: United States

Postcode: 75070

Country: USA

Phone: +1-877-529-3775

Email: margot@mailinator.com

Then enter credit card details.

ACTION: Enter credit card details:

Name on card: Margot Tibbins

Credit card number: 378282246310005

Card type: AMEX

Expiration: 12/2020

Tick the check box "I have read and accept the terms and conditions"

With all required information now filled in, we are ready to finalize the reservation by selecting the “Book Now” button.

ACTION: Select ‘Book Now’. If all went well you will see the following message on top of the screen: ‘Thank you! Your reservation has been confirmed. We are looking forward to your visit.’ A booking confirmation email will be sent.

The screen displays the booking confirmation and the guest will receive an email at the same time. Easy.

Standard ERP syncs with SiteMinder every 180 seconds and automatically retrieves new reservations, changes, and cancellations.

Eliminate the need for multiple data entry, reduce overbooking, increase your visibility, and maximise revenue. Managing your online presence, from booking and billing to social media marketing, while running your establishment can be a lot of work.

SiteMinder’s integration with Standard ERP gives you the tools to streamline your online booking process, as well as increase your profit margins.

ACTION: Open Standard ERP again > Resources > ‘DR’ room type > See the reservation you just created > open it.

We can see here, the reservation is created with the status confirmed, the booking origin is SiteMinder, and their reference number is provided for easy follow-up.

ACTION: Point to ‘Status’ field: CFRMD for Confirmed > Paste Special in ‘Booking Origin’ to see BBN stands for Siteminder > then move down and point to ‘Reference’ > show Guest name > save record before closing.

Keep in mind that the front desk clerk can be prompted to get more information from the guest upon check-in.

You can record guest details, including ID, date of birth, dietary requirements, Newspaper preference, and much more.

Now, let’s move on and take a look at the check-in process.

From the Reservation Manager, we can open “Check-Ins” to view a list of all guests checking in today.

ACTION: Make sure your computer has the date of 16th February 2021 again.
Open Resources > Select Double rooms > select the ‘Check Ins’ button at the bottom of the screen > Find the reservation you created and open it.

Select the reservation number to open the reservation. Select the “Check-In” button, and the status of the reservation is updated

ACTION: Select the ‘Check In’ button. A checklist message will appear in a new window, close it.

The receptionist gets a checklist outlining details of the package offered to this guest, along with the possibility to book a table in the restaurant for establishments using Standard ERP's fully integrated Restaurant & Bar module.

ACTION: Go back to the 'Overview Rooms' window > Open 'DOUB'.

Notice this reservation has changed color, allowing the concierge to view the different status of different reservations at a glance.

ACTION: Show the color of the booking changed from green to orange.

All check-in reservations are in orange, confirmed are in green, enquiries are in lime, and check out in blue, which can be customized per your hotel's preferences.

The check-out process can be completed for an individual guest or for all guests checking out that day by using a nightly maintenance routine.

Let's see who is checking out today.

ACTION: Open Reservation Manager and Select the 'Check Outs' button at the bottom of the screen > open the reservation.

We can see here that the guest has been staying overnight at our hotel and is due to check-out, so let's do that now.

ACTION: Click on the 'Check Out' button and get a pop-up message about needing to charge the stay. Close it by pressing 'OK'.

You can see that it is impossible to check the guest out if not everything on the reservation has been invoiced. An invoice needs to be generated and presented to the guest with the extra charges if any.

ACTION: From the Operations menu at the top left corner of the Reservation Screen select 'Charge Stay' > then select the 'Create' button and chose 'Invoice' > Invoice appears, save the record.

You can appreciate how quick and painless the whole process is. After the guest confirms the amount you can suggest emailing the invoice to them.

ACTION: On the Invoice select the 'Create' button and choose 'Email'. Close pop-ups about the restricted mode. Close email, close invoice, close reservation to go back to Navigation Centre.

The finance department will appreciate how quickly and easily we solve the pain of back end accounting with Standard ERP's fully integrated accounts processing system.

Manage private guests and corporate accounts and choose whether to bill immediately or on the account.

A comprehensive range of reports is available in Standard ERP to help you manage your hotel more efficiently, and maximize sales. They can be run in various ways to provide detail about your establishment's operations.

ACTION: In the Hotel module, open the list of Reports and show all reports available and highlight the ones which are mentioned.

You can use Standard ERP's reports for things like statistical analysis, newspaper report (how many to order and where to deliver), instructions to be sent for housekeeping, and special requests for front desk staff.

Let's have a look at some of these in more detail.

ACTION: In Hotel module >Settings > 'Nightly Maintenance' > open.

The Nightly Maintenance routine allows hotels to operate more efficiently by performing a range of tasks overnight, such as creating cleaning activities, charging stay, and updating room status. It can be configured to run at an assigned time, or manually run at any time.

ACTION: Show 'Actions' available in the maintenance window.

For this demonstration, we'll run the report manually.

ACTION: Save to run the maintenance.

One of the most important tasks in a hotel is cleaning.

ACTION: Open Workflow Overview > 'Housekeeping' view, show a different type of rooms in defined columns (clean/dirty).

Standard ERP's Hospitality module handles all aspects of room cleaning which is more efficient for management.

Use the Workflow Overview to track which rooms need cleaning and which rooms are ready for check-in. Rooms can be brought in and out of service, and maintenance tasks and routines can be assigned to staff either on general to-do lists or with specific dates booked in their employee calendar.

From the Workflow Overview, we can see all created activities. Here, you can identify the type of cleaning needed, such as a daily clean, check-in clean, or check-out clean.

ACTION: Double click on room 506, change Type to 'Clean', mark the activity as Done, save and close it.

A housekeeper opens one of the activities on her mobile device to review what is needed. When the task is complete, she marks it as done.

It is also worth mentioning that the system will let you know when you're trying to assign a dirty room to a guest.

Since the accounting is integrated the Workflow Overview can also be used to manage payments to maintenance workers as Purchase Orders can be raised directly from the system.

Let's say a cleaning lady notices a lightbulb needs replacing in Room number 205, so she quickly creates a new maintenance activity and sends it to the hotel manager for approval.

ACTION: Switch to 'Purchase Orders' view in Workflow Overview, choose 'Project' 19001, delete period > see activity in PO Requested column with a subject: '205 > needs new Light Bulb ...' > open it.

The manager then approves the activity and created a Purchase Order, the maintenance will receive a request for a lightbulb replacement.

ACTION: Open 'Link Manager' and show that the approval email and the PO are linked to the activity. Close Link Manager window and Activity window.

The whole process was handled quickly and easily.

ACTION: Close Workflow Overview to see Navigation Centre.

Now let's have a look at some Other Reports in the system:

ACTION: In Hotel module > open 'Reports' > point to or open specification window of each one mentioned:

The 'Guest Book' report provides information about the guests, reservation dates, nationality, and identification information.

The 'Channel Statistics' report shows how well each channel is performing by providing information such as the number of rooms booked for a defined period.

The 'Daily Statistics' report can be configured to display specific information such as how much guests spend for breakfast, lunch, and dinner if your restaurant is integrated with Standard ERP Restaurant and Bar module. Basically, it shows you how well you're doing.

Your marketing department will definitely find it useful to be able to analyze sales and channel statistics, send customer letters, and plan promotions all within one system.

ACTION: Show CRM module integrated > from Personal Decktop open 'Customer Letter: 19001' > command paste in 'Customer' field to show all the contacts we can reach > then point to 'Category' > show 'Header' > switch to 'Text' tab to show HTML email. Close it.

Standard ERP can be configured to retain various elements of profiling data on guests and corporate customers. These profiles can then be used to create quick and easy marketing campaigns.

The Duration of Stay report offers statistics on how long a guest stays in your hotel and can assist with planning packages for promotion.

ACTION: Have the list of reports open > open the 'Duration of Stay' report, specify Period, Customer: 1111, and Run it then close.

Nationality Statistics assist in structuring your marketing more appropriately. This can assist with decisions on hiring, for instance, as to which language skills might be required.

ACTION: Open 'Guest Nationality Statistics' report > specify Period and Run > then close it.

The Occupancy Report displays occupancy statistics per room type. Information about the number of guests, average prices, and days used is displayed by month.

This report is very useful as it can be run for past, current, and future months. If occupancy for the next month is lower, we can plan a promotion or a special event to increase reservations.

ACTION: Open 'Occupancy Report' > specify Period and change room type to DOUB > Run then close the report.

We have shown you how you can stay ahead of the competition and be in control from anywhere, at any time with Standard ERP's powerful and all-in-one Hospitality suite

For a more detailed demonstration, please contact your local HansaWorld partner.