

InHotel

End User Guide

Release version 1.8.0



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Open the InHotel application

Main screen

The main view of InHotel can be accessed through the application manager 'Open' button, or directly at <http://X.X.X.X/html/apps/hotel/hotel.cgi>

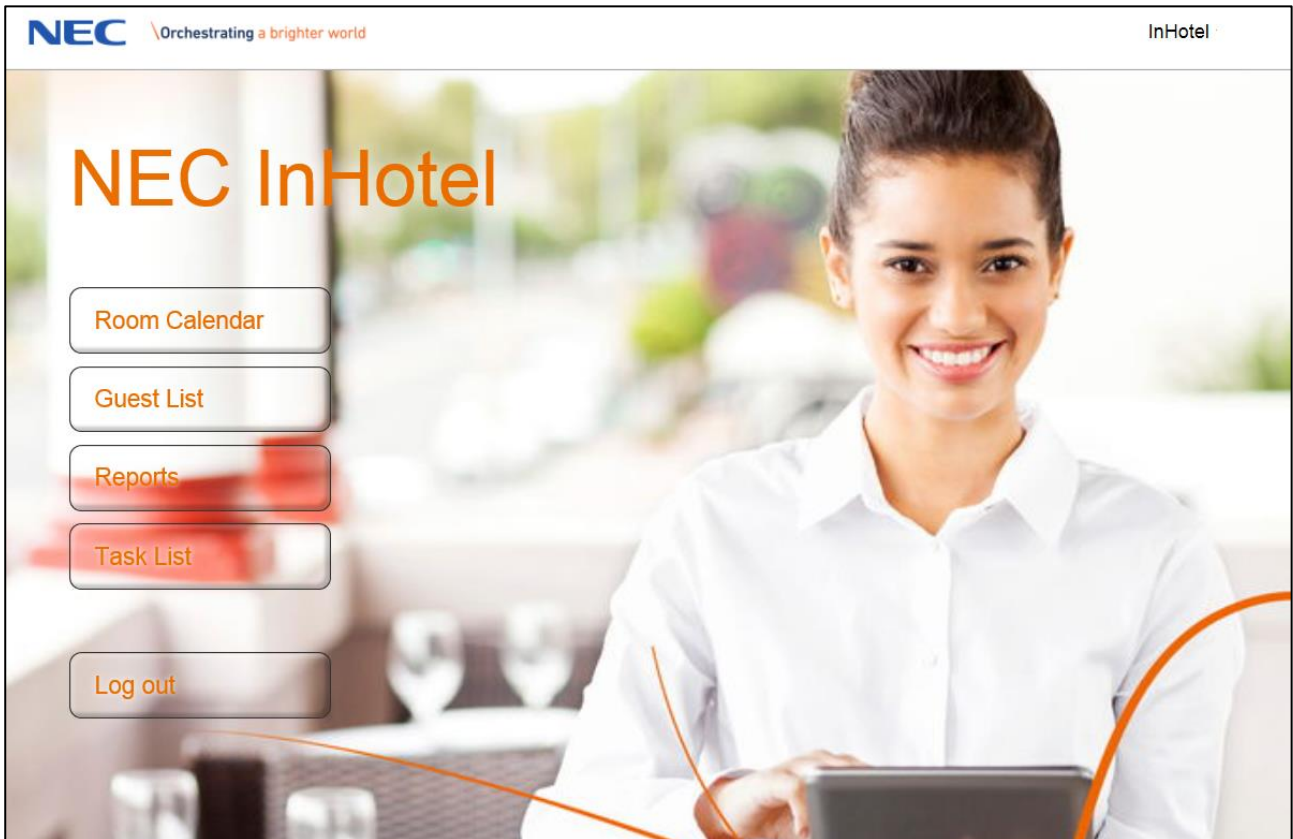


Figure 1 Main hotel welcome screen

The available options are

Room Calendar

The room calendar is used to display the current and upcoming reservations against a calendar. This interface is used to create new reservations as well as check in and check out guests.

You can save the room calendar to your favourites, the URL is

<http://X.X.X.X/html/apps/hotel/hotel.cgi?cmd=guicalendar>

Guest List

The Guest List will display all stay information grouped by current status. This interface is used to see the status of a stay, as well as configure messages, wakeup calls and print invoices.

You can save the room calendar to your favourites, the URL is

<http://X.X.X.X/html/apps/hotel/hotel.cgi?cmd=guiguests>

Reports

The reports area displays various preset reports regarding the status and availability of guest rooms within InHotel.

You can save the Reports area to your favourites, the URL is:

<http://X.X.X.X/html/apps/hotel/hotel.cgi?cmd=guireports>

Task List

The task list area displays various tasks that are outstanding in InHotel.

You can save the Tasks List area to your favourites, the URL is:

<http://X.X.X.X/html/apps/hotel/hotel.cgi?cmd=guitasks>

Common Functions

Navigate the Calendar View

Most functions within InHotel are accessed by holding down the left mouse button and selecting the option from the pop up menu.

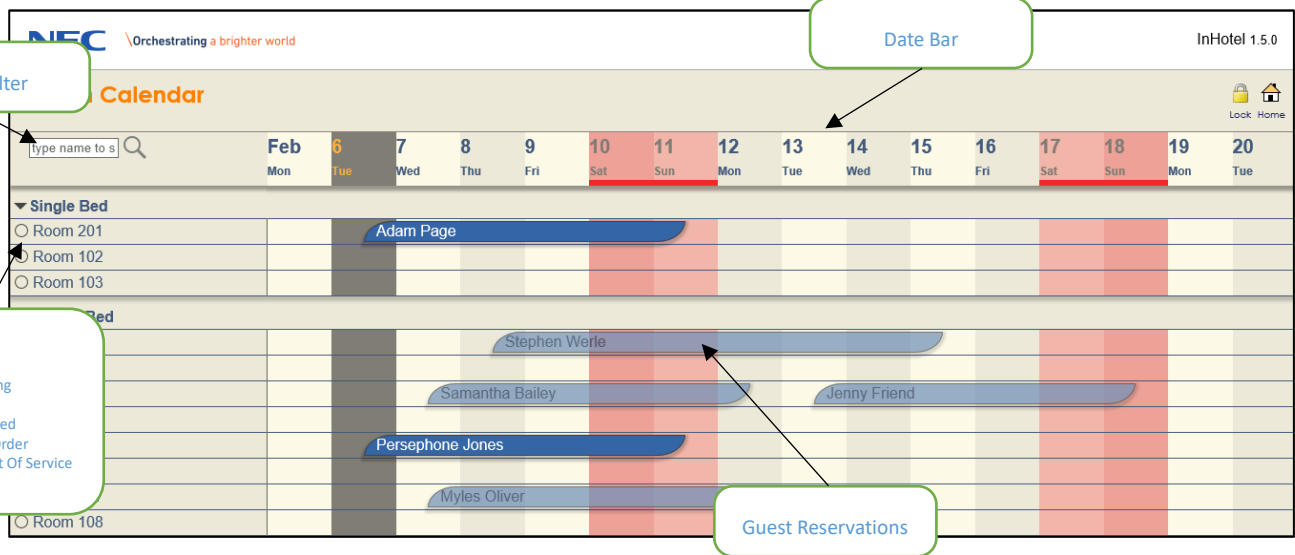


Figure 2 Calendar View

By default this page shows the next two weeks. It is possible to change this by holding down the left mouse button anywhere on the Date Bar and selecting an option.

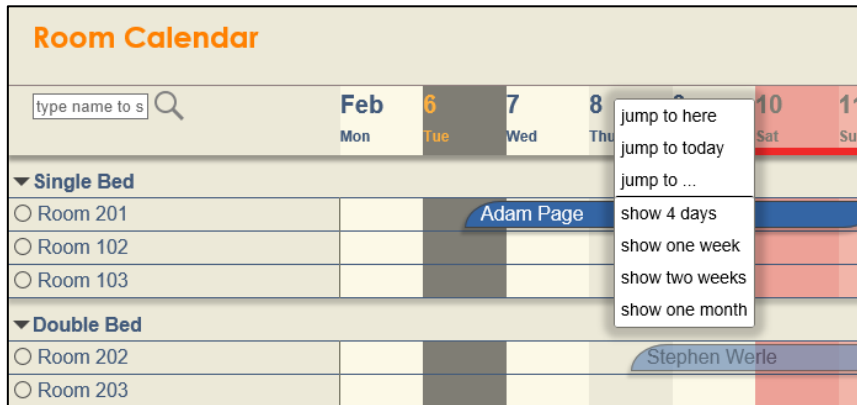


Figure 3 Date bar navigation

Use the Guest Filter

Using the Guest Filter can help you to easily find a reservation. This can be part of the first or last name of the guest. The filter is applied immediately and will display all matches and removes non-matching reservations.

Room Calendar		Feb 6	7	8	9	10	11	12	13	14	15	16	17	18	19	
		Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon
Single Bed																
<input type="radio"/> Room 201			Adam Page													
<input type="radio"/> Room 102																
<input type="radio"/> Room 103																
Double Bed																
<input type="radio"/> Room 202				Stephen Werle												
<input type="radio"/> Room 203																
<input type="radio"/> Room 101				Samantha Bailey						Jenny Friend						
<input type="radio"/> Room 104																
<input type="radio"/> Room 105			Persephone Jones													
<input type="radio"/> Room 106																
<input type="radio"/> Room 107				Myles Oliver												
<input type="radio"/> Room 108																
<input type="radio"/> Room 109																

Figure 4 Guest Calendar without Filters

Room Calendar		Feb 6	7	8	9	10	11	12	13	14	15	16	17	18	
		Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Single Bed															
<input type="radio"/> Room 201			Adam Page												
<input type="radio"/> Room 102															
<input type="radio"/> Room 103															
Double Bed															
<input type="radio"/> Room 202				Stephen Werle											
<input type="radio"/> Room 203															
<input type="radio"/> Room 101															
<input type="radio"/> Room 104															
<input type="radio"/> Room 105			Persephone Jones												
<input type="radio"/> Room 106															
<input type="radio"/> Room 107															
<input type="radio"/> Room 108															
<input type="radio"/> Room 109															

Figure 5 Guest Calendar with Filter applied

Create a new reservation

New reservations are created from the Guest Calendar.

To create a new reservation hold down the left mouse button on the arrival date of the guest against the room you would like to book. The New Reservation option will appear, release the mouse button when the New Reservation option is highlighted.

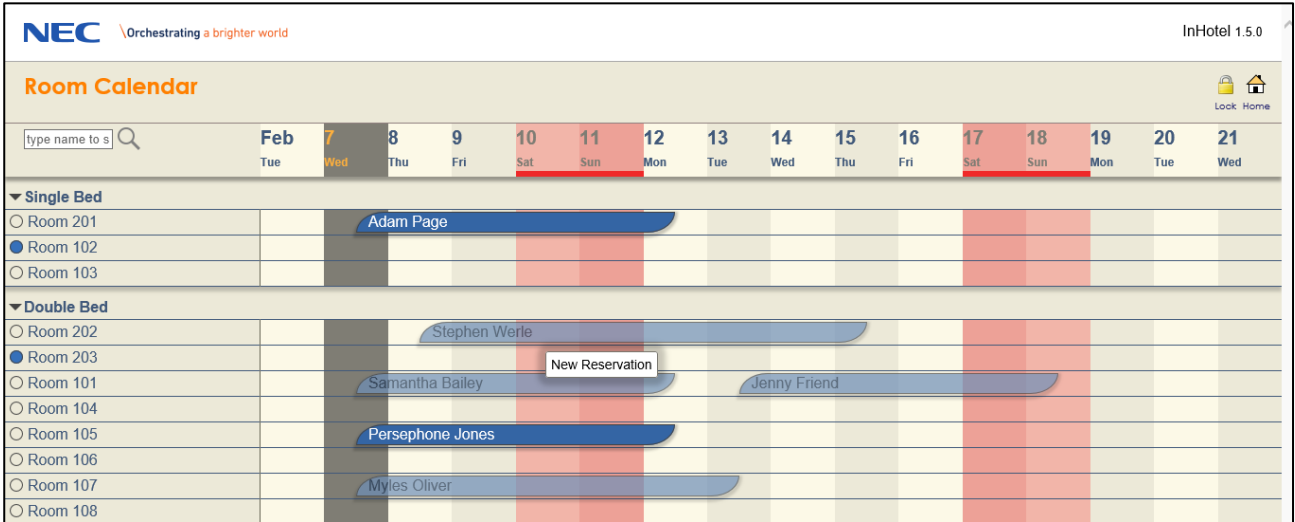


Figure 6 New Reservation in Guest Calendar

The blue bars that appear are used to define the length of the stay. Click on the departure date for the guest. This can be changed later.

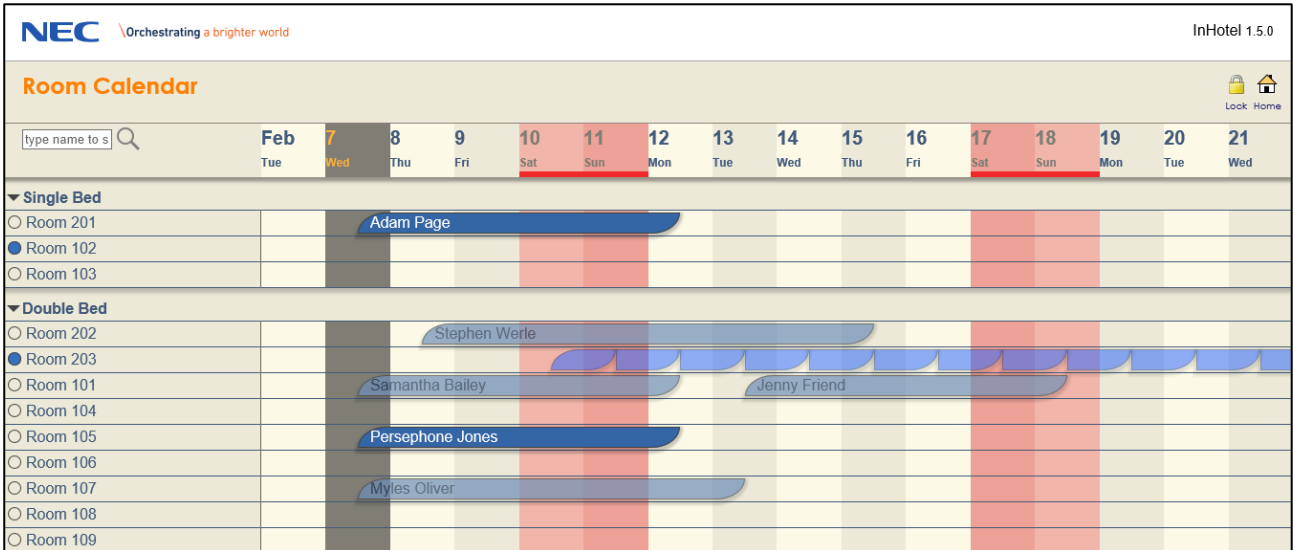


Figure 7 Define the duration of the guest stay

Once you select the Check Out date the New Reservation window will appear.



Figure 8 New Reservation

In this screen we define details about the guest and also the channel the stay was booked via.

- **Booker** – This is the person or entity responsible for booking the room. This could be a travel agent or the hotel itself for direct bookings.
- **Guest** – The individual who will occupy the room.
- **Number of Adults/Children** – Expected number of Adults and/or children. This is limited by room type.
- **Crib** – check the tick box to select crib allocation request to room if available. If the box cannot be checked the room is not suitable for a crib.
- **Market / Channel / Source** – This information is captured for later reporting functions.
- **Rate** – Defines the rate used for the booking.
- **Notes** – Enter some notes for the guest stay.

If the guest does not exist in the drop down menu, then click the New Contact button to create a new record.

New Contact ✖ ✔

Name

Post Address

Street and Number

ZIP, City

State

Country

Phone Number

Mobile Number

FAX Number

E-Mail Address

Nationality

Language

Passport Number

VIP Status

Colour

Notes

Figure 9 New contact record creation

The guest stay is then reserved against the room.

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Room Calendar

type name to s 🔍

	Feb 7	8	9	10	11	12	13	14	15	16	17	18	
	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
▼ Single Bed													
<input type="radio"/> Room 201			Adam Page										
<input checked="" type="radio"/> Room 102													
<input type="radio"/> Room 103													
▼ Double Bed													
<input type="radio"/> Room 202			Stephen Werle										
<input checked="" type="radio"/> Room 203				Mina Harker									
<input type="radio"/> Room 101			Samantha Bailey				Jenny Friend						
<input type="radio"/> Room 104													
<input type="radio"/> Room 105			Persephone Jones										
<input type="radio"/> Room 106													
<input type="radio"/> Room 107			Myles Oliver										
<input type="radio"/> Room 108													
<input type="radio"/> Room 109													

Figure 10 New guest reservation shown in calendar

Confirm a guest reservation

If a guest confirms their reservation with a deposit then you can display this on the guest calendar by holding down the left mouse button and selecting 'Confirm'.

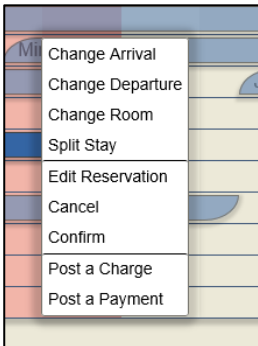


Figure 11 Left button menu

When you confirm a guest stay the reservation is shown in green.

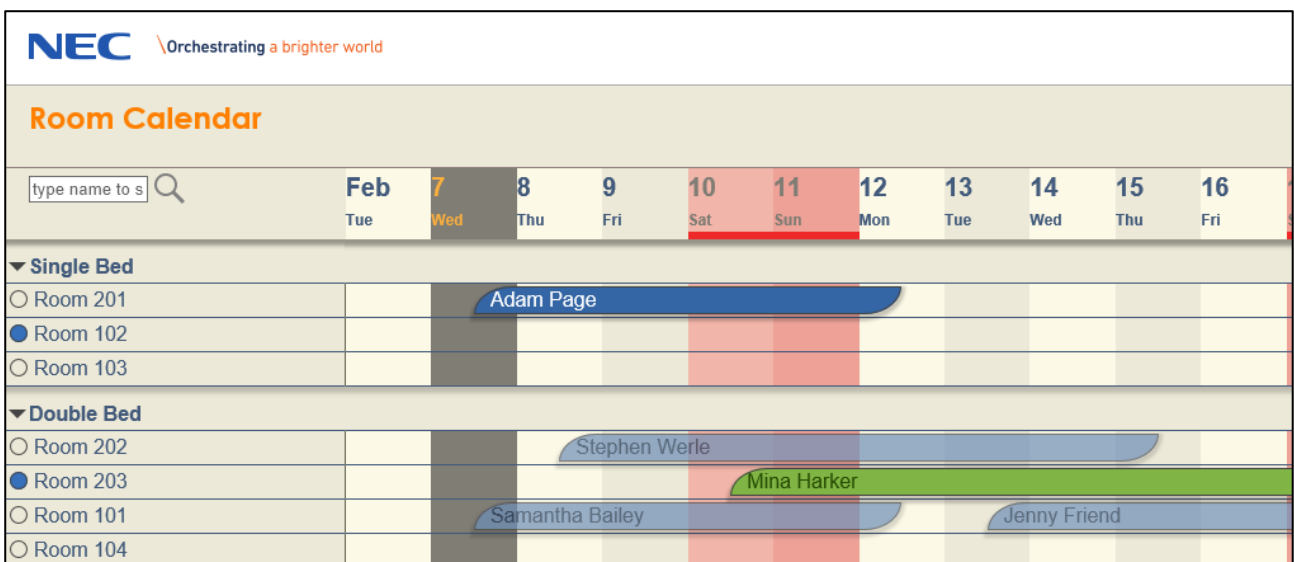


Figure 12 Confirmed reservation shown in guest calendar

If you take a deposit payment for the guest, this can be logged on the Folio account via the Guest list or the context menu against the stay it is possible to Post a Payment.

The payment can be made against the booking in the calendar view by holding down the left mouse button.

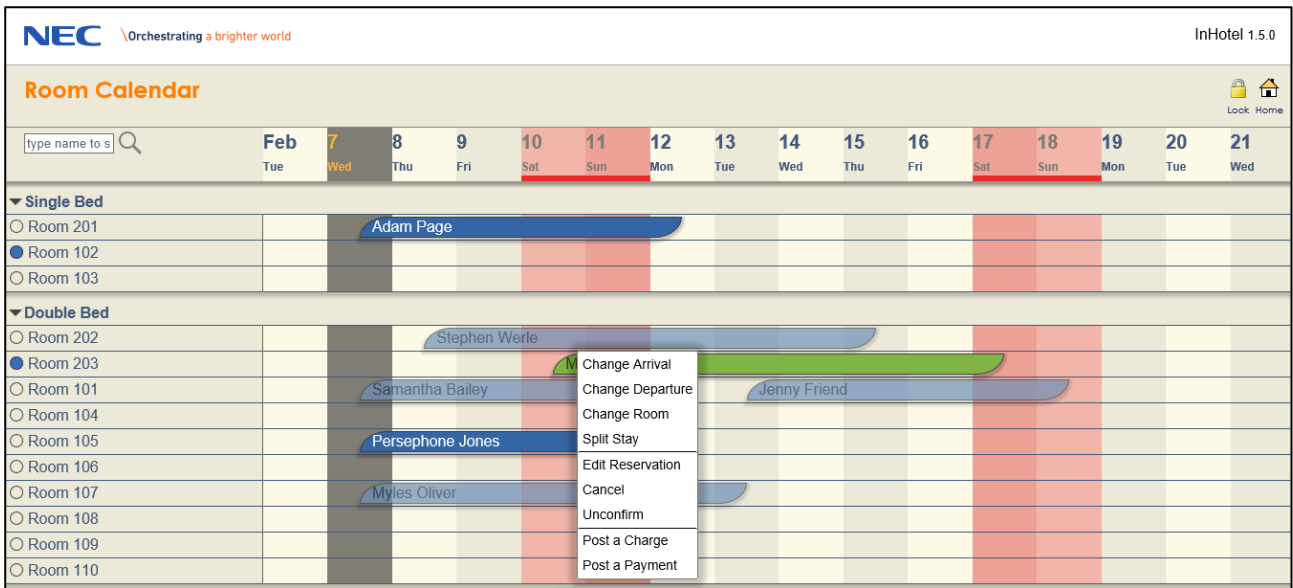


Figure 13 Confirmed reservation shown in guest calendar

The Folio account is managed in the Guest List. The guest stay will be shown either under Reservations or Arrivals Today, depending upon the guest arrival date.

Hold down the left mouse button to show the Folio menu, and select Payment.

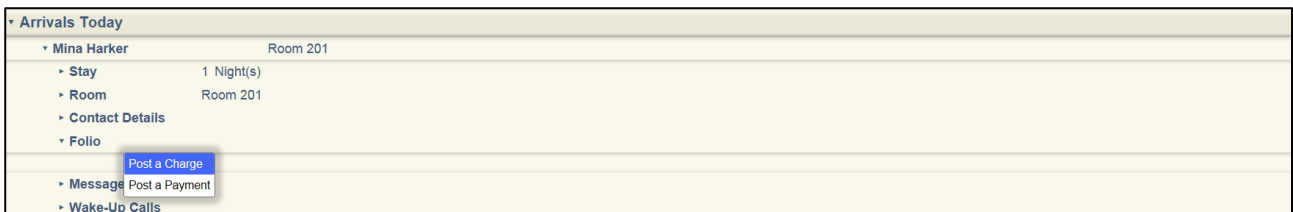


Figure 14 Guest List Folio account

Post a credit to the room for the amount of the deposit.

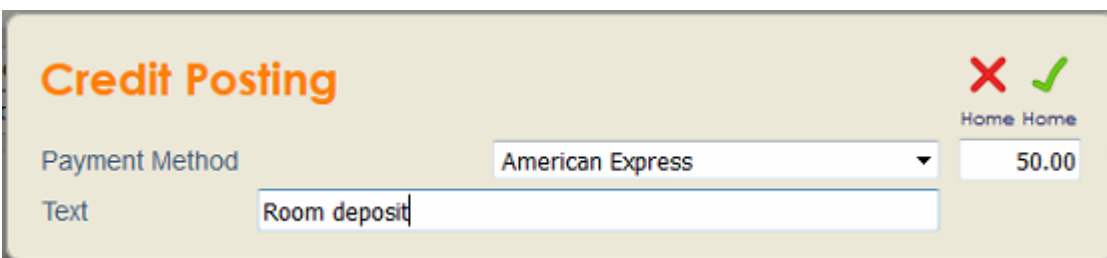


Figure 15 Posting a deposit

Canceling a reservation

If a guest cancels their reservation this can be removed from the guest calendar by holding down the left mouse button and selecting 'Cancel'.

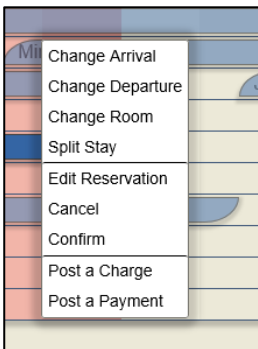


Figure 16 Cancelling a reservation

A pop-up window is displayed in order to select the reason for cancellation.

A screenshot of a 'Cancel Reservation' pop-up window. The window has a title bar with a red 'X' and a green checkmark. It contains three input fields: 'Cancellation Reason' with a dropdown menu showing 'Guest is sick', 'Guest' with the text 'Mina Harker', and 'Notes' with the placeholder text 'you can enter some notes here'.

Figure 17 Cancellation reason

Upon confirmation of cancellation the booking is removed from the calendar and logged in the cancellation area of the Guest List.

If Cancellation Policies have been assigned a charge is created and added to the folio.

Mina Harker		Room 101				
Stay	1 Night(s)					
Room	Room 101					
Contact Details						
Folio						
Date	Product	Description	Quantity	Value Each	Value Total	
2019-10-24	Cancel fee		1	£79.00	£79.00	
		Total			£79.00	

Figure 18 Cancellation in Guest List

Payments can be posted and the invoice printed by holding down the left mouse button and selecting the required option.

Date	Product		Description
2019-10-24	Cancel fee	Post a Charge	
		Post a Payment	
		Print Invoice	Total

Figure 19 Cancellation Payment and Invoice Printing

Move a guest reservation to different room

Once a reservation is created then you can move them to a different room. To do this, hold down the left mouse button against the reservation in the Room Calendar. You will see the 'Change Room' option.

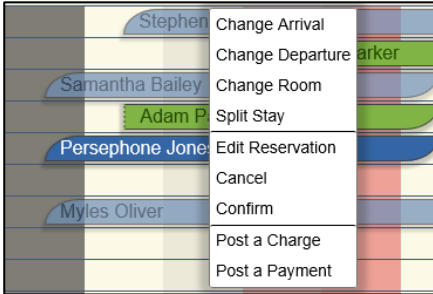


Figure 20 Moving a reservation to a different room

When you select the option to move the reservation to a different room, then all rooms which can accommodate that stay will be highlighted. Click on the new room to move.

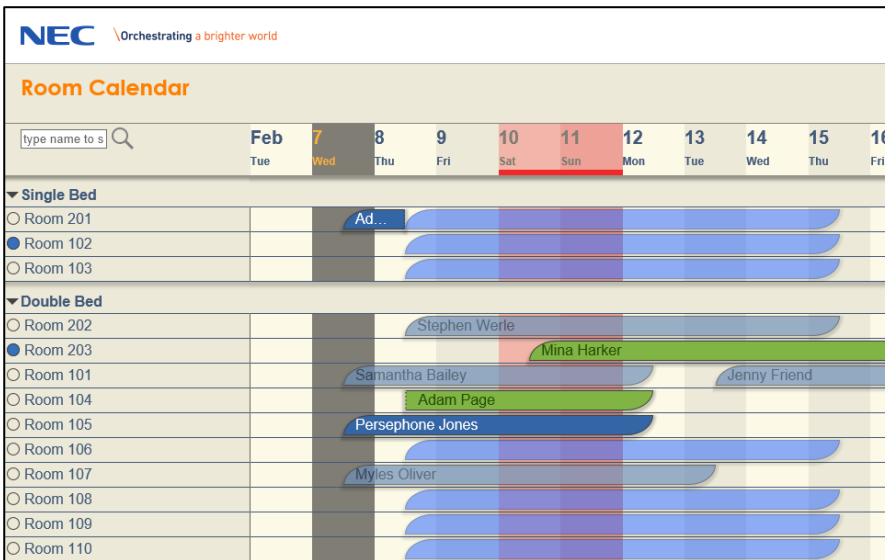


Figure 21 Available rooms are highlighted

Change arrival or departure dates

It is possible to change the arrival or departure dates for a guest reservation.

It is possible to change the departure date for a checked in guest.

To change either the arrival or departure date, hold down the left mouse button against the reservation in the Room Calendar and select the appropriate option.

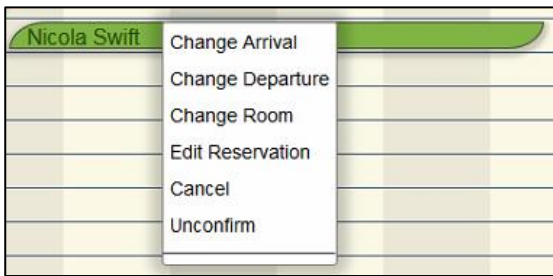


Figure 22 Reservation options

You will see blue bars appear to indicate the available arrival or departure dates.

Changing the arrival date does not change the duration of the stay, you must then amend the departure date.

Changing the departure date does extend the duration of the stay.

If there is another stay booked in this room you cannot extend the dates past the room availability. It may be necessary to move the guest to another room with more availability.

Check In a guest

To check in a guest hold down the left mouse button on stay using the Guest Calendar.

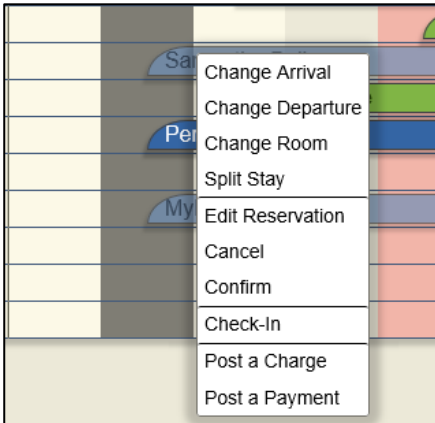


Figure 23 Guest Calendar: Hold down the left button on Guest name to show menu

After clicking Check-In InHotel will state the status of the room and ask for confirmation for the check-in, specifically if the room is dirty or not inspected.

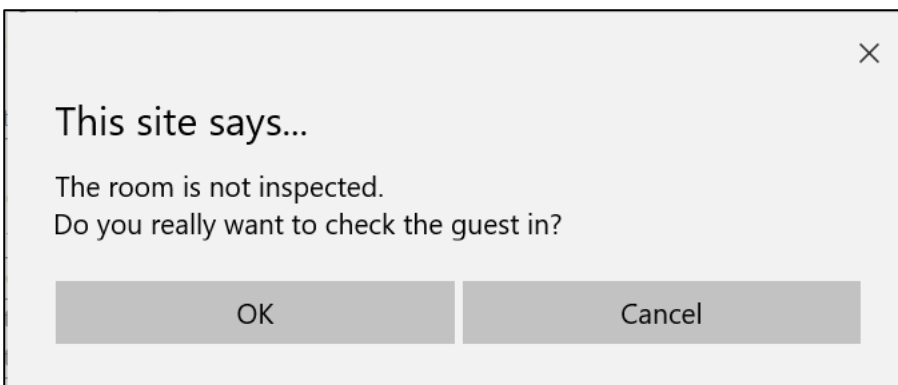


Figure 24 Check in confirmation.

The guest name will change to white text when they are checked in.



Figure 25 Checked In Guest

When the guest is checked in then you are able to make external telephone calls from the room. Any calls made are now captured by InHotel and automatically charged to the room account.

Undo Check-in

After Checkin it may be necessary, for a variety of reasons, to undo the check-in.

Note: The operation is limited to the same day and the room charge is voided.

This can be achieved by holding down the left mouse button on the checked in guest and selecting 'undo check-in'.

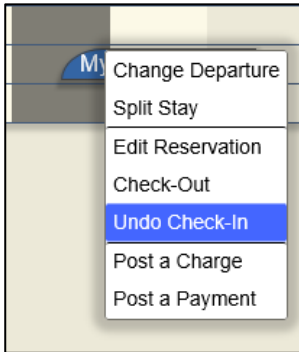


Figure 26 Guest Calendar: Hold down the left button and select Undo Check-In

When undo check-in is selected the reservation is highlighted in a different colour to differentiate the reservation.



Figure 27 Undo Check-In

At this point the toll restriction class, or call barring, is changed to prevent external calls being made.

After the Undo Check-In has been performed it is then possible, if required, by holding down the left mouse button on the reservation, to edit the reservation including moving the guest to another room and cancelling the reservation.

Any charges that have already been accrued in the folio will be moved with the guest to the new room or, in the event of a cancelled reservation a pop-up will appear stating there are unpaid charges.

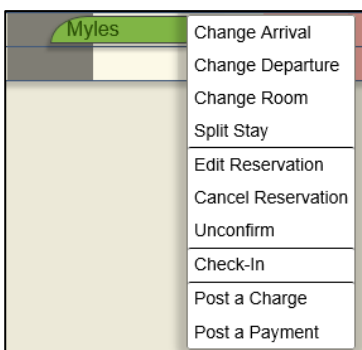


Figure 28 Options after Undo Check-In

Split a Guest stay to other rooms

It is possible to split a guest stay between different rooms, this is possible both prior to and during their stay.

This is achieved by holding down the left mouse button on the reservation and selecting split stay.

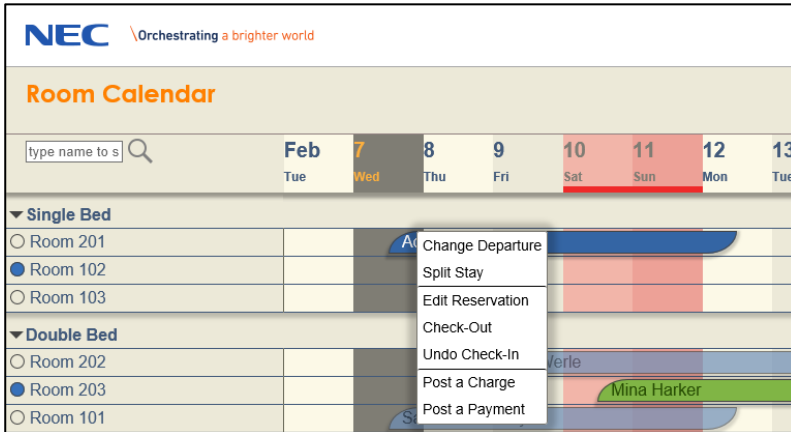


Figure 29 Moving a guest to a different room

When you select the option to split the stay the remaining days of the reservation are shown

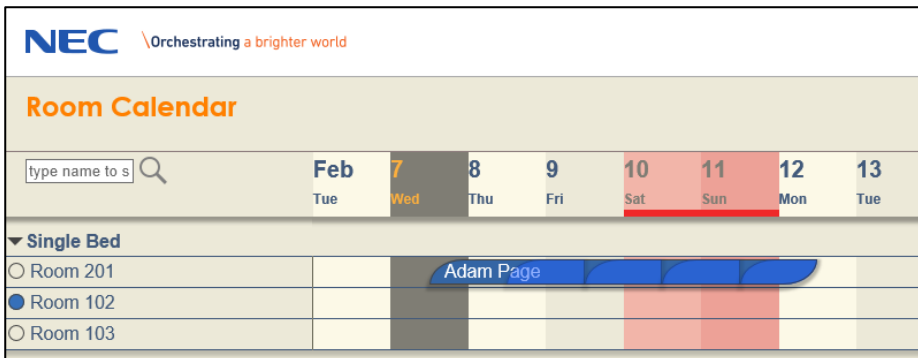


Figure 30 Selecting Split Stay

Selecting the day that the stay is to be split highlights the selection in green

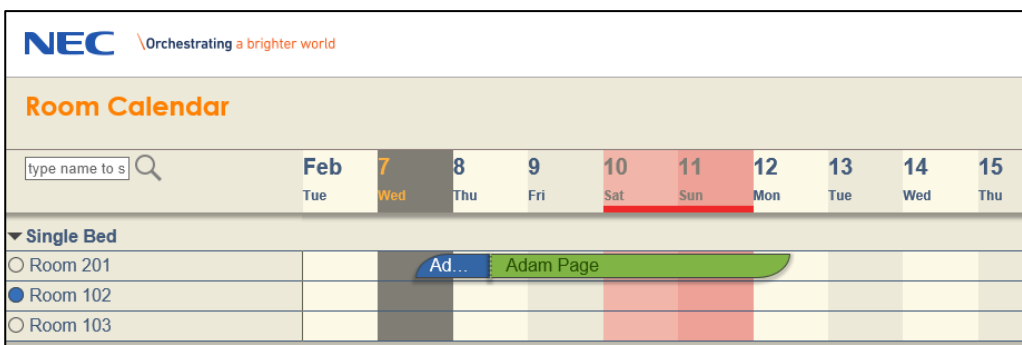


Figure 31 Selecting Split Stay

By holding down the left mouse button, change room can then be selected.

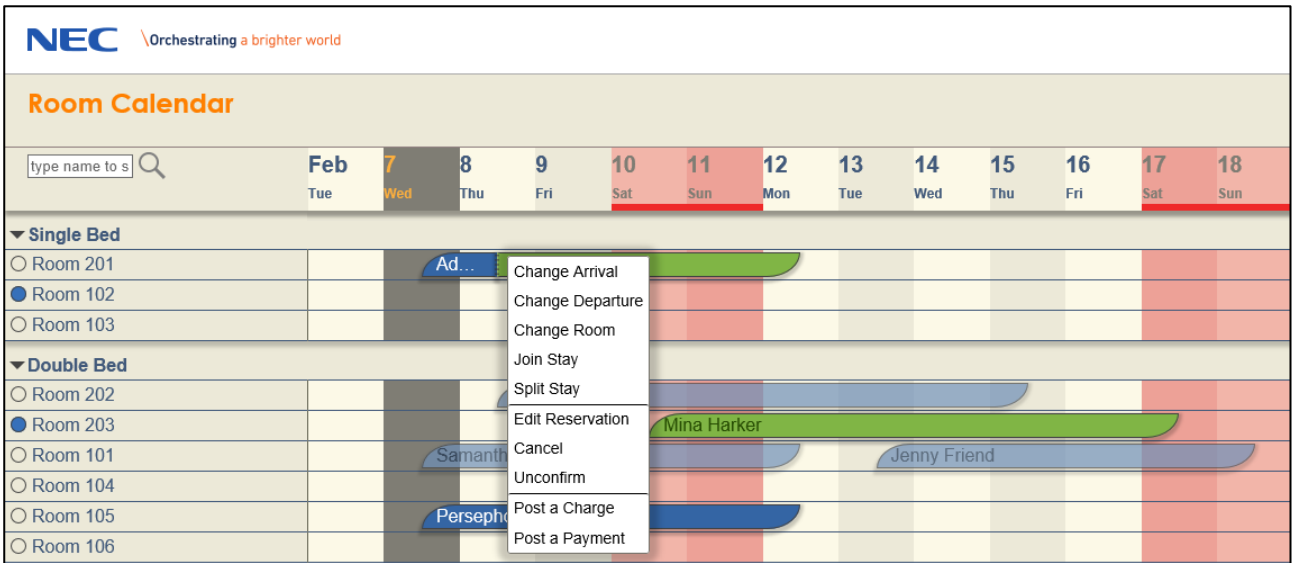


Figure 32 Selecting Change Room

Then all rooms which can accommodate that stay will be highlighted. Click on the new room to move.

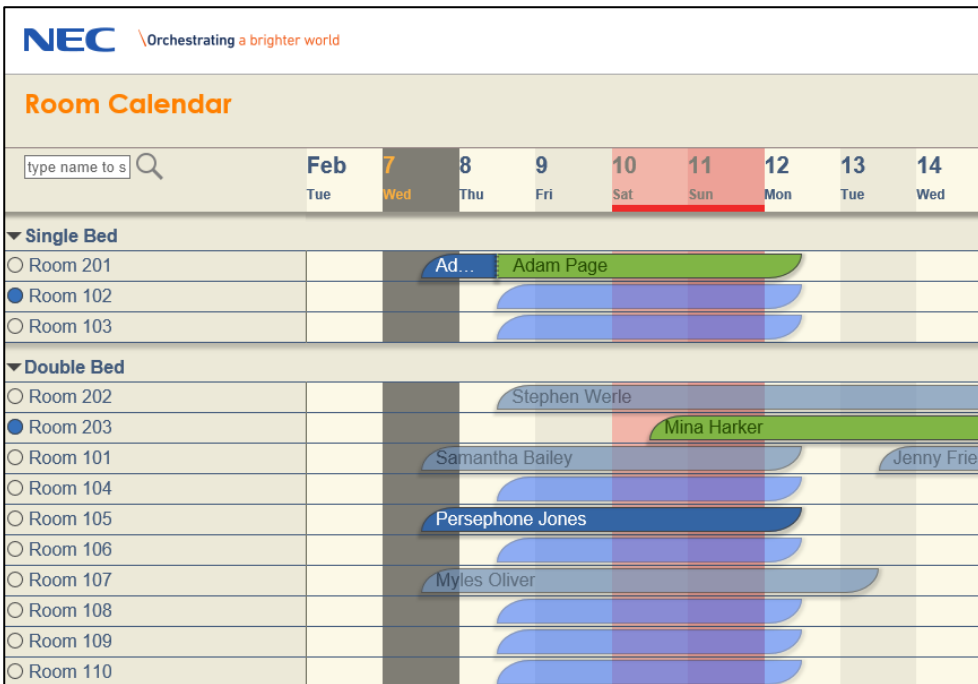


Figure 33 Available rooms are highlighted

Select the desired room

The screenshot shows the NEC Room Calendar interface. At the top, the NEC logo and tagline "Orchestrating a brighter world" are visible. Below the logo is the title "Room Calendar" and a search bar with the placeholder text "type name to s". The calendar grid shows dates from February 7 to February 16. The days of the week are abbreviated: Tue, Wed, Thu, Fri, Sat, Sun, Mon, Tue, Wed, Thu, Fri. The calendar is divided into two sections: "Single Bed" and "Double Bed".

	Feb 7	Feb 8	Feb 9	Feb 10	Feb 11	Feb 12	Feb 13	Feb 14	Feb 15	Feb 16
Single Bed		Ad...								
<input type="radio"/> Room 201										
<input checked="" type="radio"/> Room 102										
<input type="radio"/> Room 103										
Double Bed										
<input type="radio"/> Room 202			Stephen Werle							
<input checked="" type="radio"/> Room 203				Mina Harker						
<input type="radio"/> Room 101			Samantha Bailey				Jenny Friend			
<input type="radio"/> Room 104				Adam Page						
<input type="radio"/> Room 105			Persephone Jones							

Figure 34 Selected rooms are highlighted

The guest should then be checked out of the original room and then checked into the new room.

Hotel room (maid) status

The status of the room can be set by the maid using the room telephone.

To set the status of the room from the room telephone;

- Lift the receiver
- Dial 740 (PRG11-14-14) followed by the status code
 - 0/1= inspected
 - 2= dirty
 - 3= Maid in Room
 - 4= Cleaned
- Wait 3 seconds or for the confirmation beep
- Replace the receiver

To set the status of the room from the operator telephone;

- Lift the receiver
- Dial 741 (PRG11-14-15)
- Dial the extension number of the room followed by the room status
 - 0/1= inspected
 - 2= dirty
 - 3= Maid in Room
 - 4= Cleaned
- Wait 3 seconds or for the confirmation beep
- Replace the receiver

It is also possible to administratively set the room status from the InHotel Room Calendar for the purpose of reporting. If the room status is subsequently set through the telephone this will overwrite the status set in InHotel.

The context menu also shows the current status as a coloured bullet and the new when the mouse hovers over it.

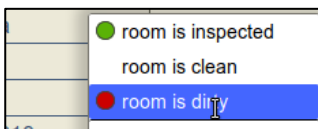


Figure 35 Hold down the left mouse button to see room options

Block telephone calls from a room

You can block telephone calls from the room using the Room Calendar. Hold down the left mouse button on the room name to set call barring.

Call barring only affects external calls, hotel rooms are always able to call reception.

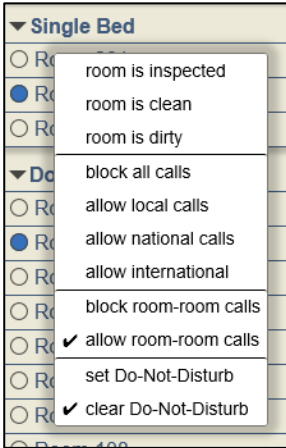


Figure 36 Telephone blocking options

Toll Class	Description	0XXXX – Local	0 - National	00 – International	999/112 - Emergency
10	Block all	✗	✗	✗	✓
11	Allow local only	✓	✗	✗	✓
12	Allow national only	✓	✓	✗	✓
13	All international	✓	✓	✓	✓

Charge minibar items to a room

It is possible for the maid to charge minibar items to the room through the telephone, it is also possible for the InHotel operator to add items manually to the guest Folio.

All items with a minibar code can be charged via the room phone.

Minibar operation for room maid

To charge a minibar item to the room

Lift the telephone receiver

- Dial service code 781 (PRG11-14-19)
 - Input the item number which is listed in the [database](#)
 - Press the hold button
 - Enter the quantity of items consumed
 - Press the hold button, you will receive a confirmation tone
- Repeat above or replace the receiver

The item/s are automatically charged to the guest account.

Folio					
Date	Product	Description	Quantity	Value Each	Value Total
2016-12-12	American Express	Room deposit			0.00
2016-12-12	Cash				0.00
2016-12-12	Double Bed		1		0.00
2016-12-12	Chocolate Bar		1	0.50	0.50
Total					0.50

Figure 37 Folio summary from Guest List

Minibar operation for InHotel Operator

To add a minibar item manually, find the guest stay in Guest Lists, expand the Folio section and hold down the left mouse button at the top of the Folio summary (where it says Date/Product/Description).

Date	Product	Description
2019-10-24	Double Bed	Room Deposit
2019-10-24	American Express	
2019-10-24	Chocolate Bar	
2019-10-24	Cash	
Total		

Post a Charge

Post a Payment

Print Invoice

Figure 38 Folio summary

Select the option to Post a Charge, and then select the necessary product.
The post charge dialogue has a minibar code field for quicker product selection.

Post Charge ✖ ✔	
Article Number	<input type="text" value="Minibar Code"/>
Product Group	<input type="text" value="Room"/>
Product	<input type="text" value="Single Bed"/>
Quantity	<input type="text" value="1"/> <input type="button" value="total"/>
Description	<input type="text" value="description"/>

Figure 39 Manually add products to guest account

Adjusting Postings

If it is required to adjust the price of a folio listing by a percentage, this can be achieved by pressing and holding the left click button against the posting and selecting 'adjust posting'.

A dialogue box is displayed in which it is possible to adjust the value.

A negative figure will reduce the value by the percentage specified.

Adjust Posting ✖ ✔	
Description	<input type="text" value="Discount agreed with guest"/>
Percent	<input type="text" value="-50"/>
Corrected Value	<input type="text" value="0.59"/>

Figure 40 Adjust posting by percentage.

Setting Wake-Up Calls

Wake-Up calls are an integrated feature of the NEC PBX. Once set they are actioned automatically and no interaction is required by the InHotel Operator.

Wake-Up calls can be set by the hotel guest using the telephone, or by the InHotel Operator.

InHotel will repeat wake up calls according to the configuration, by default up to three attempts in two minutes steps.

Wake-Up Calls set by the Guest

For the guest to program a Wake-Up call;

- Lift the receiver
- Dial 731 (PRG11-14-05) – The NEC PBX will answer
- Enter the time of the Wake-Up call in 24 hour format (ie 06:30 or 18:30)
- You will receive confirmation that the Wake-Up call is set

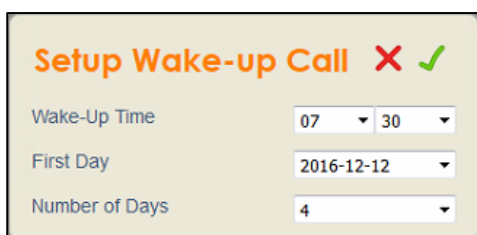
For the guest to cancel the Wake-Up call

- Lift the receiver
- Dial 732 (PRG11-14-06)
- The Wake-Up call is cancelled

Wake-Up Calls set by InHotel Operator

To program a Wake-Up call, find the guest stay in the Guest List. Expand the view to show Wake-Up Calls. Hold down the left mouse button until you see the option 'New Wake-Up Call'

You can now create a Wake-Up call series. By default the Wake-Up call is set for 07:30 hours for every day of the guest stay. You can modify this as required.



Setup Wake-up Call ✗ ✓	
Wake-Up Time	07 30
First Day	2016-12-12
Number of Days	4

Figure 41 Create new Wake-Up call

You can then see a summary of Wake-Up calls which are set for the room. To cancel a Wake-Up call, hold down the left mouse button and Edit the Wake-Up call. You can modify or cancel the Wake-Up call.

Edit Wake-up Call 🗑️ ❌ ✅

Wake-Up Time: 07:30

First Day: 2016-12-13

Number of Days: 1

Figure 42 Edit existing Wake-Up call

Cancelled Wake-Up calls are shown with a strikethrough.

Wake-Up Calls	
2016-12-13	07:30:00

Figure 43 Cancelled Wake-Up call

Answered Wake-Up calls are shown in green

Wake-Up Calls	
2016-12-13	07:30:00
2016-12-12	12:30:00

Figure 44 Answered Wake-Up call

Missed Wake-Up calls are shown in red.

Wake-Up Calls	
2016-12-13	07:30:00
2016-12-12	12:30:00
2016-12-12	12:35:00

Figure 45 Missed Wake-Up call

If a Wake-Up call is missed three times, by default, the InHotel Operator is notified, the operator phone will ring and InHotel will display a message on screen.

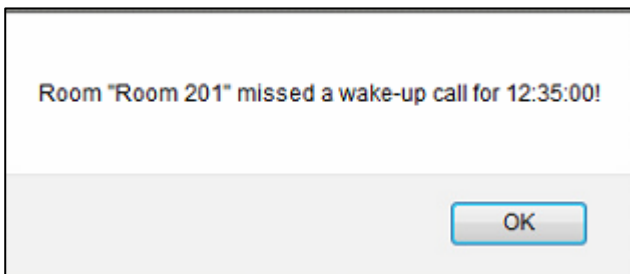


Figure 46 Missed Wake-Up call notification

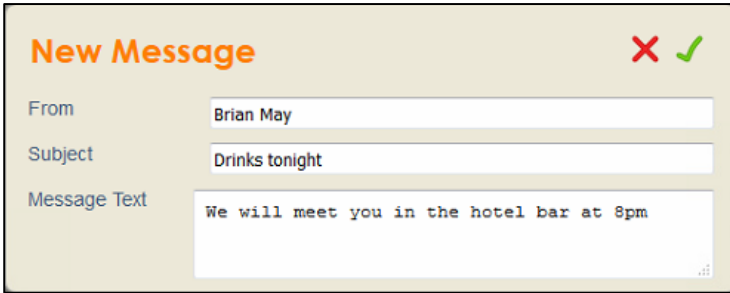
Leave a message for a guest

Leave an advance message for a guest

You can leave a message for a guest, no matter whether they are checked in or out. When the guest is checked in then Message Waiting Indicator is set on the room telephone.

To create a message for the guest, find the reservation in Room Lists and expand the view. Hold down the left mouse button over 'Messages' to create a new message.

Enter the details of the message to be created.



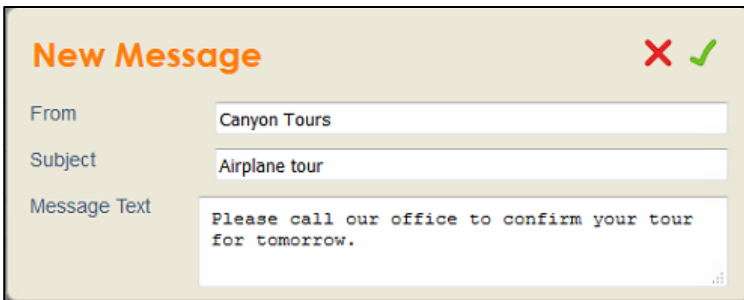
The screenshot shows a 'New Message' form with a title bar containing a red 'X' and a green checkmark. The form has three input fields: 'From' with the value 'Brian May', 'Subject' with the value 'Drinks tonight', and 'Message Text' with the value 'We will meet you in the hotel bar at 8pm'.

Figure 47 New message for guest

Leave a message for a Checked In guest

To create a message for the guest, find the reservation in Room Lists and expand the view. Hold down the left mouse button over 'Messages' to create a new message.

Enter the details of the message to be created.



The screenshot shows a 'New Message' form with a title bar containing a red 'X' and a green checkmark. The form has three input fields: 'From' with the value 'Canyon Tours', 'Subject' with the value 'Airplane tour', and 'Message Text' with the value 'Please call our office to confirm your tour for tomorrow.'

Figure 48 New message for guest

When a new message is created the Message Waiting Indicator on the room telephone will flash to alert the guest.

Also, an envelope will be displayed by the guests name on the calendar view.

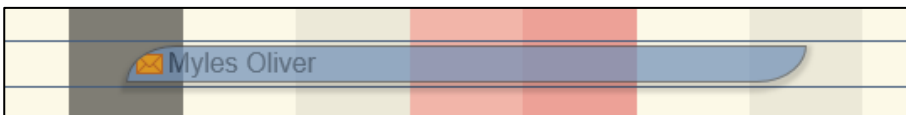


Figure 49 Calendar View Envelope

To cancel the message notification double click on the envelope icon.



Figure 50 New message



Figure 51 Delivered message

Check Out a guest

To Check Out a guest, hold down the left mouse button on the stay on the Guest Calendar.

Note: check-out can be made undone on the same day, as long as the guest did not depart.

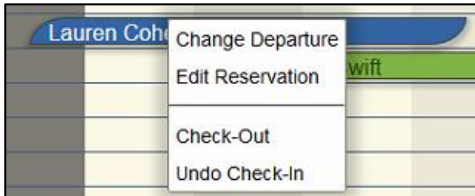


Figure 52 Stay options

When you check out of the room the stay is completed.

If a balance is still requires to be paid pop-up message will appear displaying the balance and prompting payment.

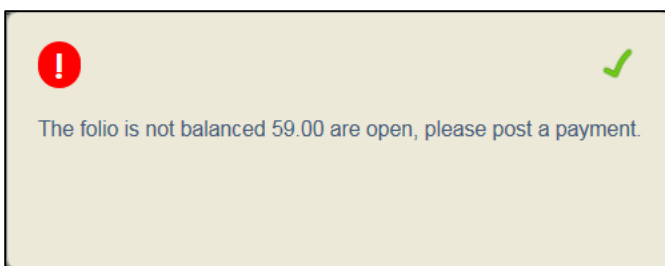


Figure 53 Folio to be balanced

When the balance has been settled, upon selecting check-out a pop up prompts if an invoice is required to be printed.

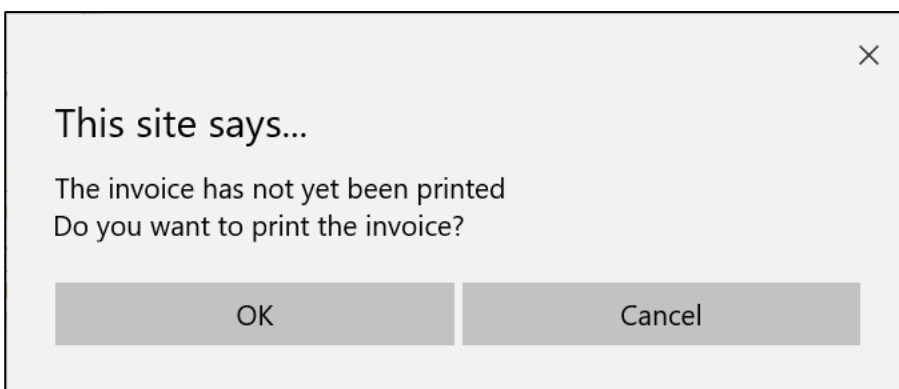


Figure 54 Invoice print confirmation.

After the invoice has been printed the guest can be checked-out.

Produce Guest Invoice

When the guest stay is completed then you can produce an invoice for the customer.

Go to Room List and find the guest stay. Expand the Folio section, you can add the guest payment to the Folio by holding down the left mouse button at the top of the Folio summary (where it says Date/Product/Description) and selecting Payment.

Figure 55 Payment for hotel stay

To print the invoice, hold down the left mouse button and select 'Print Invoice'.

This will create a PDF document containing all the details of the guest folio.

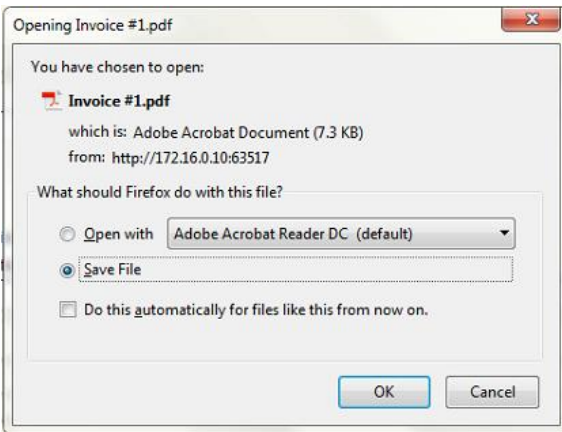


Figure 56 Save or Open the PDF Invoice

The Invoice can then be printed or emailed to the guest.

NEC Hotel and Spa				Invoice #1	
1234 Example Road Example29 United Kingdom of Great Britain and Northern Ireland 3X4MPL3					2016-12-12
01234 56789 0800 555 5555 hotel@example.com					
<hr/>					
Ms. Lauren Cohen 486 West Hollywood Boulevard Los Angeles 90028 United States of America					
Date	Description	Quantity	Value Each	Value Total	
2016-12-12	Chocolate Bar	1	0.50	0.50	
2016-12-12	Chocolate Bar	2	0.50	1.00	
2016-12-12	Added by reception				
	MasterCard			-1.50	
	Balance paid in full				
				Balance Due	0.00
<hr/>					
Tax Analysis					
Tax Code Description		Nett	Tax	Gross	
VAT		1.20	0.30	1.50	

Figure 57 Guest Invoice

Guest Invoice pdf supported languages

Care should be taken in that the pdf creator within InHotel only supports the following languages supported by Windows-1252 encoding, items created in languages other than the stated supported languages may result in the item being displayed as blank text in the pdf invoice.

Afrikaans (af)
Albanian (sq)
Basque (eu)
Catalan (ca)
Danish (da)
Dutch (nl)
English (en)
Faroese (fo)
Finnish (fi)
French (fr)
Galician (gl)
German (de)
Icelandic (is)
Irish (ga)
Italian (it)
Norwegian (no)
Portuguese (pt)
Scottish (gd)
Spanish (es)
Swedish (sv)

InHotel Service Code Index

Hotel room (maid) status

The status of the room can be set by the maid using the room telephone.

To set the status of the room from the room telephone;

- Lift the receiver
- Dial 740 (PRG11-14-14) followed by the status code
 - 1= Dirty
 - 2= Cleaning
 - 3= Cleaned
 - 4= Inspected
 - 5= Out of Order
 - 6= Out of Service
- Wait 3 seconds or for the confirmation beep
- Replace the receiver

To set the status of the room from the operator telephone;

- Lift the receiver
- Dial 741 (PRG11-14-15)
- Dial the extension number of the room followed by the room status
 - 1= Dirty
 - 2= Cleaning
 - 3= Cleaned
 - 4= Inspected
 - 5= Out of Order
 - 6= Out of Service
- Wait 3 seconds or for the confirmation beep
- Replace the receiver

Minibar operation for room maid

To charge a minibar item to the room

Lift the telephone receiver

- Dial service code 781 (PRG11-14-19)
 - Input the item number which is listed in the database
 - Press the hold button
 - Enter the quantity of items consumed
 - Press the hold button, you will receive a confirmation tone
- Repeat above or replace the receiver

Wake-Up Calls set by the Guest

For the guest to program a Wake-Up call;

- Lift the receiver
- Dial 731 (PRG11-14-05) – The NEC PBX will answer
- Enter the time of the Wake-Up call in 24 hour format (ie 06:30 or 18:30)
- You will receive confirmation that the Wake-Up call is set

For the guest to cancel the Wake-Up call

- Lift the receiver
- Dial 732 (PRG11-14-06)
- The Wake-Up call is cancelled

Reports

The Reports displays a selection of preset reports.

In order to run a report simply open the particular required report.

Each report can be exported to pdf or CSV.

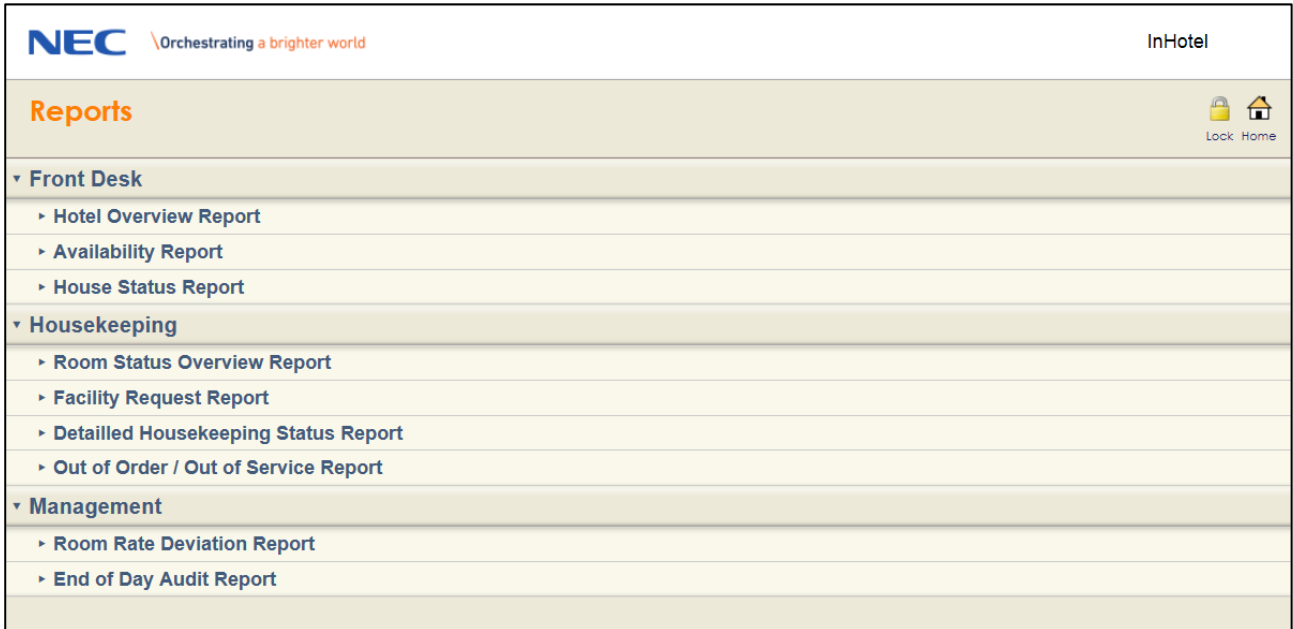


Figure 58 Reports

The reports are divided into 3 relevant areas:

- Front Desk
 - Hotel Overview Report
 - Availability Report
 - House Status Report
- Housekeeping
 - Room Status Overview Report
 - Facility Request Report
 - Detailed Housekeeping Status Report
 - Out of Order/Out of Service Report
- Management
 - Room Rate Deviation Report
 - End of Day Audit Report

Tasks

Tasks are individual items that are logged against a room and assigned to individuals or groups.

Creating a task

From the calendar view left click and hold the booking and select 'Create task' either prior to check-in, or after check-in

Change Arrival
Change Departure
Change Room
Edit Reservation
Cancel Reservation
Unconfirm
Check-In
Post a Charge
Post a Payment
Create Task

Figure 59 Create Task

Change Departure
Edit Reservation
Check-Out
Undo Check-In
Post a Charge
Post a Payment
Create Task

Figure 60 Create Task – After Check-in

Enter the details for the task:

Create Task ✖ ✔

Name

Title

Description

Urgency

Progress

Start Date

Start Time

End Date

End Time

Duration

Created By

Assigned To

Company

Room

Room Status

Notes

Figure 61 Enter Task Details

Title

Enter the title of the task

Description

Enter a brief description of the task

Urgency

Enter the required urgency of the task

Progress

The progress status of the task

Start Date/time

Enter the start date and time the task was submitted

End Date/time

Enter the end date/time the task is to completed by.

Duration

Enter the duration to complete the task

Created by

Automatically entered as the login ID that created the task.

Assigned to

Enter the User ID the task is assigned to

Company

Enter the company ID of the user

Room

Automatically allocated against the room on creation

Room Status

Displays whether the room is available whilst the task is completed

Notes

Enter any notes required

Viewing Tasks

From the main screen select 'Task List'.

You can save the Tasks List area to your favourites, the URL is:

<http://X.X.X/html/apps/hotel/hotel.cgi?cmd=guitasks>

The tasks allocated to the User ID are displayed in priority order

NEC		Orchestrating a brighter world		InHotel	
Tasks					
▸	2019-11-14	Sid	Shower curtain torn		
▸	2019-11-14	Sid	TV not working		

Figure 62 User ID Tasks

By clicking on the task it is expanded and the details displayed.

NEC		Orchestrating a brighter world		InHotel	
Tasks					
▸	2019-11-14	Sid	Shower curtain torn		
	Begin	2019-11-14			
	after	07:00:00			
	Finish	2019-11-14			
	before	23:00:00			
	Urgency	urgent			
	Progress	submitted			
	Assigned to	Sid			
	Task	Replace the shower curtain			
	Notes	Shower curtain is torn and requires replacing			
▸	2019-11-14	Sid	TV not working		

Figure 63 User ID Task details

The task can be edited by left clicking the header line in addition to altering the status.

When the task is complete select 'Task Completed' and the task colour will change to green and the task will be moved from to the bottom of the task area for the UserID.

Edit Task
Task in progress
Task on hold
Task completed
Cancel Task

Figure 64 User ID Task Edit



NEC \ Orchestrating a brighter world		InHotel
Tasks		  Lock Home
▸ 2019-11-14	Sid	TV not working
▸ 2019-11-14	Sid	Shower curtain torn

Figure 65 User ID Task List – Completed Task

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