Soft Check In and Check In to Dirty Room

Quick Reference Guide

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Introduction

Soft Check In and the Check In to Dirty Room features both refer to completing a check in even though the guest's room is not ready for occupancy.   Both features will result in the reservation being checked in, the difference being that Check In to Dirty Room will check the guest into the room whereas Soft Check will leave the inventory line as not checked in. Soft check also allows an alert to be sent to housekeeping requesting that the room be cleaned on a priority basis and, after cleaning, for an alert to be sent to the Front Desk and to the guest informing them that their room is now available.

It is assumed that the reader is familiar with the following:

- Maestro User Interface
- Windows Server environment
- Has completed the setup in Maestro to send email messages
  - To configure Maestro to send emails, please refer to the Email Integration Setup QRG.
- Has completed the setup in Maestro to send SMS messages
  - To configure Maestro to send SMS messages, please refer to the SMS Integration Setup QRG.

Setting up Soft Check In

Activating Soft Check In

The Soft check in feature are enabled and configured in Front Desk Maintenance.

Front Desk Maintenance | Setup | Front Desk Global

The Soft Check In feature can be set by specific property. To access the options for Soft Check In, go to **Options | By Property**

Check in w/o Assigned Room	Y- Staff may always check a guest reservation without an assigned room number
Y YES N NO T ROOM TYPE ONLY	N- Staff may not check in a guest without a room type or room number T- Staff can check in a guest reservation without an assigned room number, only room type
Check in to Dirty Room	Y- Staff may always check in a guest to dirty room
Y YES N NO A ASK IF DIRTY	N- Staff may not check in a guest to a dirty room A- Staff will be advised that the room is dirty and will be given the opportunity to carry on with the check in anyways
Soft check in allowed	Y- Soft check in is activated N- Soft check in is not activated
Y YES N NO	
All three options can be restricted to staff based on the authorization level set on this screen using the With Authorization Level field. If left blank, ALL users have the authorization to perform these functions. If the option for Check in dirty room is set to A for Ask if dirty, the authorization level will be irrelevant. To set the authorization level by staff, go to: Global Maintenance | Security | Clerk Code/ Clerk Group Code Maintenance | Window | Authorized Function	

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Functions DI1, DI2, DI3 can be assigned to clerk IDs or clerk groups restrict the functions. The 3 levels act the same as yield (Y1-3) and cancellation (C1-3) authorizations.

Clerk Group Code	1	
Proj	**Func**	
FD	DI1	User assigned for check in dirty
FD	DI2	User assigned for check in dirty
FD	DI3	User assigned for check in dirty

Soft Check in Alert Configuration	To activate Soft Check in alerts, this section must be completed. Please refer to the Email Integration Setup QRG and SMS Setup QRG
Front Desk SMS Phone #/Email Address	The phone number and/or email address to send the notification when the housekeeping status of the room has been changed to vacant and clean
Housekeeping SMS Phone #/Email Address	The phone number and/or email address to send the notification to the housekeeper when a room is soft checked in and to be cleaned.
Copy Guest Cell Phone/ Email Address from Profile	Y- Guest's cell phone and email address will be copied from the client profile N- Guest's cell phone and email address will not be copied from the client profile, giving the staff opportunity to add it during check in

NOTE: Soft check in and check in to dirty rooms exclusive of each other. Meaning, if soft check in is activated, the check in to dirty room feature will not be turned on, regardless of the option setting.

If the Check w/o assigned room and Check in to dirty room options are not set on this screen, the flags set in the Front Desk Global screen will become global and applicable to every property.
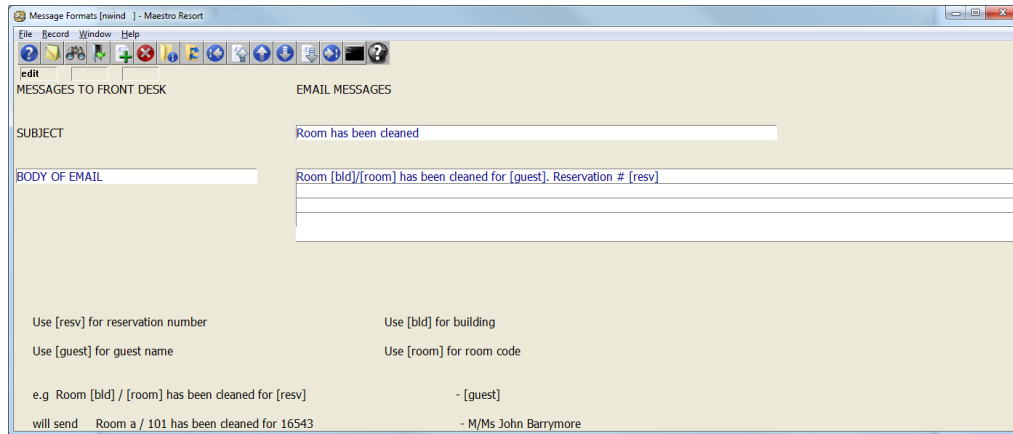
Formatting Alerts

To Format the Emails/SMS that are sent to the guest, front desk, and housekeeping, log into Front Desk Maintenance.

Front Desk Maintenance | Front Desk Global | Window | By Property | Format
Then select which message to format.
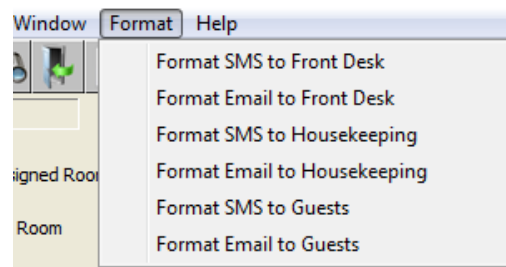
Emails and SMS formatting for front desk, housekeeping, and guests utilize the same screen to format messages.

When formatting the message, users will integrate markers as part of the text. These markers will link information from the reservation and incorporate it into the message being sent out.

Check In to Dirty Room

When checking in a guest to a dirty room, if the flag has been set to A – Ask if dirty, the following prompt will display, informing the staff the room has not been cleaned. The left button will show "Override" if no authorization level is needed or if the user has the required authorization. Selecting this will allow the user to continue the check in process.
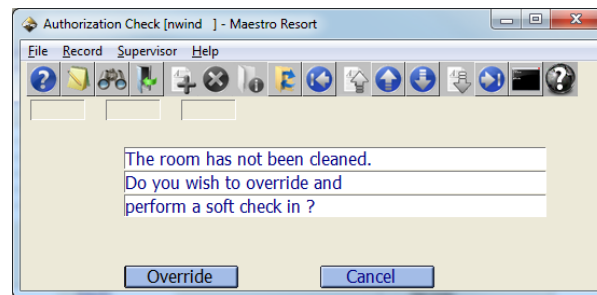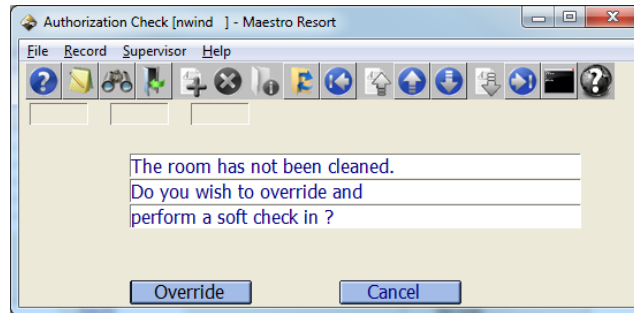

If the user does not have the required authorization level, the Supervisor pull-down menu can be used to allow staff with the required authorization level to login and select the override button. The supervisor ID will be logged out automatically upon leaving this screen. If the screen is accessed by mistake, or must be exited without the proper authorization, staff can enter their login details and will be returned to the previous screen.

Soft Check In

Performing a Soft Check In

During the check in process, a prompt will display, informing the staff the room has not been cleaned. The left button will show "Override" if no authorization level is needed or if the user has the required authorization. Selecting this will allow the user to continue the check in process.

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If the user does not have the required authorization level, the Supervisor pull-down menu can be used to allow staff with the required authorization level to login and select the override button. The supervisor clerk will be logged out automatically upon leaving this screen. If the screen is accessed by mistake, or must be exited without the proper authorization, staff can enter their login details and will be returned to the previous screen.

After confirming to perform a soft check in, the soft check in information screen will display.
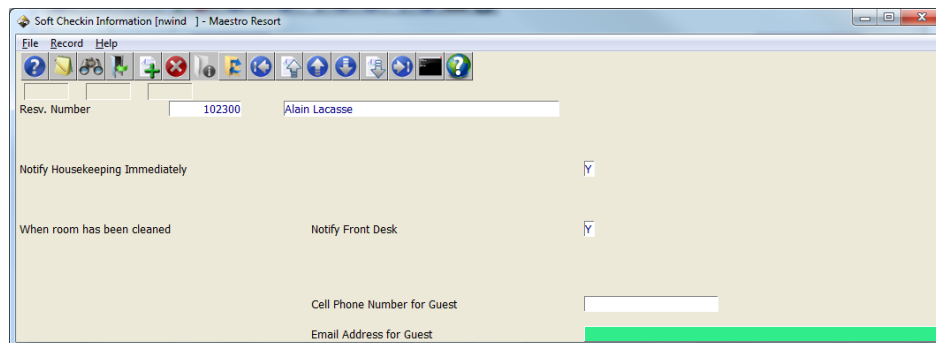
Depending on the settings in Front Desk Maintenance, the cell phone number or the email address of the guest will populate using the information in the Client Profile. The staff has the opportunity to enter or change the contact details of the guest for the alert to send.

When performing a soft check in, the action in the reservation activity log is SOFT. When a room is checked in as a dirty room, the action of CIDR is shown.

Date	Time	Seq	Clerk	Action	Description	Dtl
10/19/2011	10:20am	1	PAT	SOFT	Authorized by pat	

When a room is checked in as a dirty room, the action of CIDR is shown.

Date	Time	Seq	Clerk	Action	Description	Dtl
10/19/2011	10:24am	1	PAT	CIDR	Authorized by pat	

After the check in is complete, based on the setup in Front Desk Maintenance, an alert will be sent to housekeeping, the room will be placed as a priority cleaning request.

If the soft check in alerts are not configured, the priority cleaning request screen will not update with soft checked in rooms.

To view priority cleaning requests, go to **Front Desk | Housekeeping | Housekeeping Assignment | Window | Review Priority Cleaning Requests**

An alert will be sent to front desk when the room status is set to vacant and clean.

Checking in the Guest's Room

Staff will need to check in the room after receiving the alert that the guest's room is vacant and ready. From the guest's reservation, go to **Inventory | Assignment Chart**

Place the cursor on the room and from the Changes drop down menu, select Check In Room.

Ensure the room is checked in. The background of the Invtry field should be green and there should be a 'Y' next to the room number.