



# Front Desk Dashboard

## Quick Reference Guide

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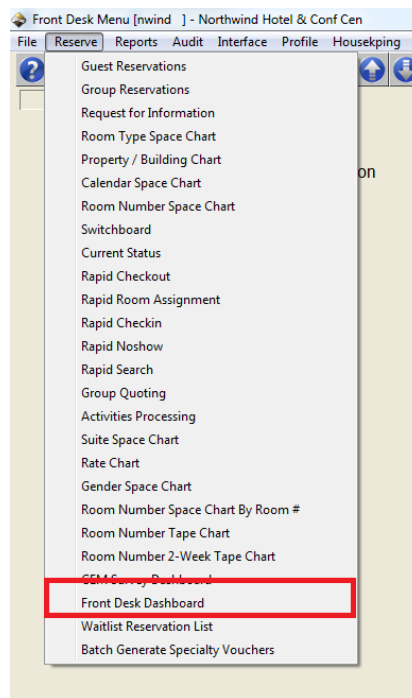
### Introduction

The Front Desk Dashboard allows users to access the most common menus and screens in Maestro from a single access point. Users will be able to view guest reservations, group reservations and trace messages that are active for the day. Guest Reservations, Group Reservations or Trace Messages that are not arriving, departing, in-house or active for the date selected will not be listed.

### Access

There are a few ways to access the Front Desk Dashboard.

One way to access the Front Desk Dashboard using the drop down menus on the main Front Desk screen. Go to **Reserve | Front Desk Dashboard**.



Alternatively, using the Menu Shortcut field on the main screen of Front Desk, users can type in the shortcut of "FDDS" or press F8 Lookup to select and press enter to display the dashboard.





The Front Desk Dashboard can also be configured to display at the time of login. This feature is configurable by individual clerk codes and not for clerk groups. To configure the dashboard to display immediately after logging into Maestro, go to **Global Maintenance | Security | Clerk Code Maintenance**. Highlight the desired clerk code and go to **Window | Extra Information**

Clerk Extra Information Maintenance [pat] - northwind H

File Record Window Help

Clerk Code NWIND

Title

Phone Number

Phone Extension

Fax Number

Email Address

Cell#

Operations Team

Disp Trace Summ

Email Traces

In the Disp Trace Summ field, press F8 Lookup and select S – Display Dashboard. Maestro will now display the Front Desk Dashboard upon login.

Display Summary [pat] - northwind Hotel - 5.2 Test

File Record Help

Y DISPLAY TRACE SUMMARY

N NO TRACE DISPLAY

D DISPLAY TRACE DETAIL

S DISPLAY DASHBOARD

## Screen Usage

### Date Fields

edit

Date 06/23/2014 MON

< Today >

Clerk NWIND

GUESTS

Guest Name^	Bld	Room~	Arrival~	Departure~
Aaronovitch, Owen	ONE	DBL	06/23/2014	06/25/20
Carter, Robert	ONE	ON	06/23/2014	06/25/20

The date field will default to the current audit (business) date, which can be different from the calendar date depending on when you view the dashboard.

The date field can be changed to a past or future date if required by updating the date field with the new date. Press the enter key to move from the date field and update the dashboard.

Users can select other dates to view in the dashboard. By entering a date or by selecting a date using the F8 Lookup in the date field, users can view the expected activity.

Users can also use the left and right buttons to scroll through dates forwards and backwards one day at a time.



The blue TODAY button can be used to quickly return the Dashboard display back to the current business date when the Date field has been changed to a different date. If the user pushes the today button when it is already on the current business date, the Front Desk Dashboard will refresh the screen.

Alternatively users can key in the current business date in the date field and press enter to update the display.



## Guest Reservations Display

### Status Toggle

GUESTS							All		S	T
Guest Name^	Bld	Room~	Arrival~	Departure~	GstType~					
Aaronovitch, Owen	ONE	DBL	06/23/2014	06/25/2014	GROUP					
Carter, Robert	ONE	QN	06/23/2014	06/25/2014	GROUP					
Dunlop, Sandy	ONE	QN	06/23/2014	06/25/2014	GROUP					
Emerald, Eric	NMR	BLUM	06/23/2014	06/25/2014	LEISURE					
Fegan, Nick	NMR	Q2	06/20/2014	06/25/2014	GROUP					
Gauthier, Karen	TWO	20210	06/20/2014	06/25/2014	GROUP					
Harrison, James	ONE	QN	06/23/2014	06/25/2014	GROUP					

The left hand side of the screen provides users with reservation information for all Arriving, Departing and In-House Guests based on the date selected, based in the property selected.

By repeatedly clicking on the Status Toggle button, Maestro will cycle through and display reservations that correspond to the status displayed.

Each time the use enters the dashboard, the default will display all reservations. Maestro will display all reservations that are active for the day. Maestro will display all arrivals, departures and in-house reservations.

Arrivals – Maestro will display all reservations that are scheduled to arrive, including arrivals that may be already checked in

Departures – Maestro will display all reservations that are scheduled to depart, including departures that may already be checked out.

In-House – Maestro will display all reservations that are currently in-house, regardless of arrival or departure date

GUESTS							All		S	T
Guest Name^	Bld	Room~	Arrival~	Departure~	GstType~					
Aaronovitch, Owen	ONE	DBL	06/23/2014	06/25/2014	GROUP					
Carter, Robert	ONE	QN	06/23/2014	06/25/2014	GROUP					
Dunlop, Sandy	ONE	QN	06/23/2014	06/25/2014	GROUP					
Emerald, Eric	NMR	BLUM	06/23/2014	06/25/2014	LEISURE					
Fegan, Nick	NMR	Q2	06/20/2014	06/25/2014	GROUP					
Gauthier, Karen	TWO	20210	06/20/2014	06/25/2014	GROUP					
Harrison, James	ONE	QN	06/23/2014	06/25/2014	GROUP					

The default display is based on the Guest Last Name. Users can change the display sort order at any time by double clicking on the column header which as a tilde (~) next to it that they wish to sort by. This allows the information in screen to be displayed by Room Number, Arrival Date, Departure Date, Guest Type or by Guest Last Name.

Alternatively, users can click on any of the headers listed above and press the F8 Lookup button. Users can then choose which field to sort by. Highlight the selection and press enter.



Key Fields Description [nwind ] - Maestro Resort

File Record Help

Guest Name^ GuestName Room Building Arrival Departure Status

Room^ Room Building Arrival Departure GuestName

Arrival^ Arrival GuestName Departure Building Room

Departure^ Departure GuestName Arrival Building Room

GstType^ GuestType GuestName Building Room Arrival Departure

### Listed Reservations

Date: 06/24/2014 TUE Clerk: PAT

< Today >

Space Chrt

Guest Name^	Bld	Room~	Arrival~	Departure~	GstType~	S	T
Aaronovitch, Owen	ONE	DBL	06/23/2014	06/25/2014	GROUP		
Abcd, Terry	NMR	BLUM	06/23/2014	06/24/2014	VQA		
Banyan, Ted	NMR	SINGLE	06/24/2014	06/27/2014	LEISURE		
Carter, Robert	ONE	QN	06/23/2014	06/25/2014	GROUP	S	
Darkholme, Raven	NMR	BLUM	06/23/2014	06/26/2014	LEISURE		
Dunlop, Sandy	ONE	QN	06/23/2014	06/25/2014	GROUP	S	Y
Emerald, Eric	NMR	BLUM	06/23/2014	06/25/2014	LEISURE		
Fegan, Nick	NMR	Q2	06/20/2014	06/25/2014	GROUP		
Gauthier, Karen	TWO	20210	06/20/2014	06/25/2014	GROUP	Y	Y
Harrison, James	ONE	QN	06/23/2014	06/25/2014	GROUP		
Indiana, Ivan	ONE	QN	06/23/2014	06/25/2014	GROUP		
Jackson, Warren	ONE	939	06/20/2014	06/24/2014	LEISURE		
Katrin, Melissa	ONE	DBL	06/23/2014	06/25/2014	GROUP		Y
Kent, Clark	NMR	DOUBLE	06/23/2014	06/26/2014	LEISURE		
Lafonda, Jim	ONE	DBL	06/23/2014	06/25/2014	GROUP		
Langevin, Mark	ONE	QN	06/23/2014	06/26/2014	LEISURE		
Longstreet, James	ONE	DBL	06/23/2014	06/25/2014	LEISURE		
Nelson, Brenda	NMR	Q6	06/20/2014	06/25/2014	GROUP		
Parker, John	ONE	DBL	06/23/2014	06/25/2014	GROUP		
Red, John	ONE	952	06/20/2014	06/25/2014	GROUP		
Roller, Sandy	ONE	QN	06/23/2014	06/25/2014	GROUP		
Samuel, David	NMR	Q3	06/20/2014	06/25/2014	GROUP		
Smith, Adam	NMR	DOUBLE	06/23/2014	06/24/2014	LEISURE		
Tanner, Jenny	ONE	DBL	06/23/2014	06/29/2014	LEISURE		
Victory, Malcolm	ONE	QN	06/23/2014	06/25/2014	GROUP		
Walker, Michael	NMR	501	06/20/2014	06/25/2014	GROUP		+

Legend More Guests

Users can access guest reservations from the Front Desk Dashboard. To access a reservation, highlight a reservation and use the F5 Drilldown. When the cursor is placed in the Bld and Room Number field and F5 Drilldown is performed, users will directly access the reservation's assignment chart screen.



## Visual Indicators

Date: 06/24/2014 TUE Clerk: PAT Space Chrt

GUESTS

Guest Name^	Bld	Room~	Arrival~	Departure~	GstType~	S	T
Aaronovitch, Owen	ONE	DBL	0 /23/2014	06/25/2014	GROUP		
Abcd, Terry	NMR	BLUM	0 /23/2014	06/24/2014	VQA		
Banyan, Ted	NMR	SINGLE	0 /24/2014	06/27/2014	LEISURE		
Carter, Robert	ONE	QN	0 /23/2014	06/25/2014	GROUP	S	
Darkholme, Raven	NMR	BLUM	0 /23/2014	06/26/2014	LEISURE		
Dunlop, Sandy	ONE	QN	0 /23/2014	06/25/2014	GROUP	S	Y
Emerald, Eric	NMR	BLUM	0 /23/2014	06/25/2014	LEISURE		
Fegan, Nick	NMR	Q2	0 /20/2014	06/25/2014	GROUP		
Gauthier, Karen	TWO	20210	0 /20/2014	06/25/2014	GROUP	Y	Y
Harrison, James	ONE	QN	0 /23/2014	06/25/2014	GROUP		
Indiana, Ivan	ONE	QN	0 /23/2014	06/25/2014	GROUP		
Jackson, Warren	ONE	939	0 /20/2014	06/24/2014	LEISURE		
Katrin, Melissa	ONE	DBL	0 /23/2014	06/25/2014	GROUP		Y
Kent, Clark	NMR	DOUBLE	0 /23/2014	06/26/2014	LEISURE		
Lafonda, Jim	ONE	DBL	0 /23/2014	06/25/2014	GROUP		
Langevin, Mark	ONE	QN	0 /23/2014	06/26/2014	LEISURE		
Longstreet, James	ONE	DBL	0 /23/2014	06/25/2014	LEISURE		
Nelson, Brenda	NMR	Q6	0 /20/2014	06/25/2014	GROUP		
Parker, John	ONE	DBL	0 /23/2014	06/25/2014	GROUP		
Red, John	ONE	952	0 /20/2014	06/25/2014	GROUP		
Roller, Sandy	ONE	QN	0 /23/2014	06/25/2014	GROUP		
Samuel, David	NMR	Q3	0 /20/2014	06/25/2014	GROUP		
Smith, Adam	NMR	DOUBLE	0 /23/2014	06/24/2014	LEISURE		
Tanner, Jenny	ONE	DBL	0 /23/2014	06/29/2014	LEISURE		
Victory, Malcolm	ONE	QN	0 /23/2014	06/25/2014	GROUP		
Walker, Michael	NMR	501	0 /20/2014	06/25/2014	GROUP		

Legend More Guests

If a reservation has more than one room booked for a reservation, the indicator of a plus sign (+) will display between the Room and Arrival Date fields.

If a reservation has a scheduled room move for that day, the indicator of "M" (M) will display between the Room and Arrival Date fields

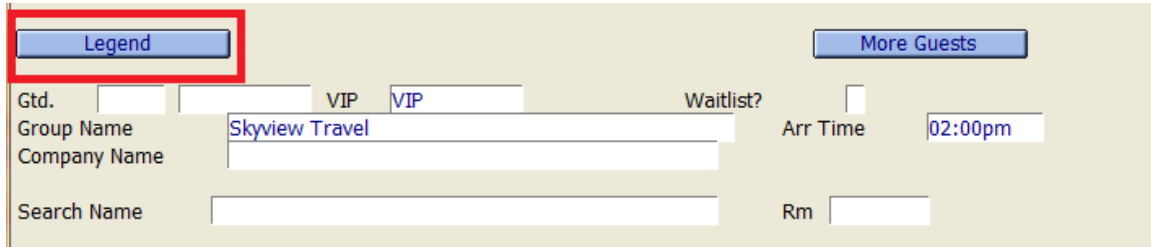
If there are reservations that are sharers, the indicator of "S" (S) will display to the right of the GstType field. If there are reservations that are a travelwith, the indicator of "T" (T) will display to the right of the GstType field. If there are reservations that are BOTH a sharer and a travelwith reservation, the indicator of "B" (B) will display to the right of the GstType field.

Users can access the Sharer Rate Chart by clicking on the field and press F5 Drilldown.

If a reservation listed has services listed in the Service Code Entry screen, a Y will populate in the S field, indicating there are services listed. To access the Service Code Entry, place the cursor on the "S" field and press F5 Drilldown. Users can manage and edit the service codes from the Dashboard if there are service codes currently listed. If there are no service codes listed, users will be required to access the Service Code Entry screen from the Guest Reservation screen.

If a reservation listed has text in the Notes About Text field, a Y will populate in the “T” field, indicating there is text. To view the Notes About Text, place the cursor in the “T” field and press F5. This is a VIEW ONLY screen. For users to edit the Notes About Text, users must access the Notes About Text Box from the Guest Reservation screen and not the Front Desk Dashboard.

### *Legend Toggle Button*



The screenshot shows the Maestro interface with a red box highlighting the 'Legend' button. Other visible elements include the 'More Guests' button, a 'Gtd.' field, a 'VIP' field, a 'Waitlist?' checkbox, a 'Group Name' field containing 'Skyview Travel', a 'Company Name' field, an 'Arr Time' field containing '02:00pm', a 'Search Name' field, and an 'Rm' field.

The colour of each reservation is based on the reservation status, if there is a VIP status assigned or if the reservation is for an Owner (used with the Owner Module). Select the LEGEND button to view a list of all available colours and the corresponding reservation status.

If there are more reservations than can be displayed on one screen, Maestro will display a yellow plus sign to the right of the last guest reservation on screen. To view a larger list of reservations, select the MORE GUESTS button. This screen allows the user to Page Up or Page Down through the list of reservations as needed, using the Sort Option for all columns as required.





## Guest Information

The screenshot shows a web form titled 'Guest Information'. At the top, there are two buttons: 'Legend' and 'More Guests'. Below these, a red rectangular box highlights a section containing the following fields: 'Gtd.' with a dropdown menu, 'VIP' with a dropdown menu showing 'VIP' selected, 'Waitlist?' with a checkbox, 'Group Name' with a text input field containing 'Skyview Travel', 'Company Name' with a text input field, and 'Arr Time' with a time selection dropdown showing '02:00pm'. Below the red box, there are two more fields: 'Search Name' with a text input field and 'Rm' with a text input field.

Maestro will display key information about a reservation when highlighted in the list above. If entered in the reservation, Maestro will show the reservation guaranteed by method, VIP status, a Waitlist indicator, the associated group / the associated company name as well as the reservation arrival time if entered.

## Search Name

This screenshot is identical to the one above, showing the 'Guest Information' form. However, a red rectangular box highlights a different section at the bottom of the form, specifically the 'Search Name' and 'Rm' fields.

The Search Name field can be used to search part of either the first or last name associated with a guest reservation as well as any additional names entered in the Additional Names screen. Enter the first or last name and press the enter key. The dashboard guests will automatically update with all matching guests based on the searched name within the date displayed.

To search for all guests or a new name, use the space bar to delete the currently entered name and press the Enter key to display all guests. Alternatively, over key the old name with the new name, ensuring that the previous name is fully removed and press the enter key to search for a new guest.

User can also search by room number. To search for an assigned room number, enter the room number in the Rm field. Maestro will display all reservations associated with the specified room, including sharer reservation and reservations that have multiple inventory within the property selected depending on the date specified and which Status Toggle has been selected.

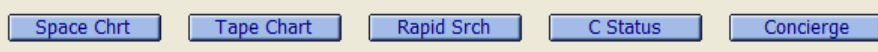
Wildcard searches can be used in the search name field. If the user types in an asterisk anywhere within the guest name then the purpose is to replace multiple characters and searches for the name. For example if the user were to type in “\*son” and clicked on the OK button at the bottom then Maestro will search for any last name ending in “SON” based on the previous criteria’s selected.

The other option is using the question mark within the Guest Name field; by typing a question mark anywhere within the last name Maestro will replace only one character within the searched name. For example if the user types in “L?ong” then Maestro will find all names starting with the letter L but ending in ong.





## Quick Launch Buttons



The five blue buttons on the top right of the screen, provide quick and easy access to commonly used Maestro screens:

<b>Space Chart</b>	Room Type Space Chart
<b>Tape Chart</b>	1 or 2 Week Tape Chart, based on configuration
<b>Rapid Srch</b>	Rapid Search
<b>C Status</b>	Current Status
<b>Concierge</b>	Concierge Services

## Space Chart

By pressing the Space Chart button, the Room Type Space Chart displays. The Room Type Space Chart displays availability of each room type by date. Users can also search for rooms based on attributes and can start creating reservation from this screen.

The screenshot shows the 'Room Type Space Chart' window for 'Maestro Resort'. It features a menu bar (File, Record, Window, Reserve, Housekeeping, Yield, Report, Help) and a toolbar with various icons. The main area displays a calendar for July 2014, with dates 8 through 17. Above the calendar are buttons for 'New Guest Reserv', 'New Group Reserv', 'Print the Chart', and 'Reg. Availability'. Below the calendar is a table of room types and their availability.

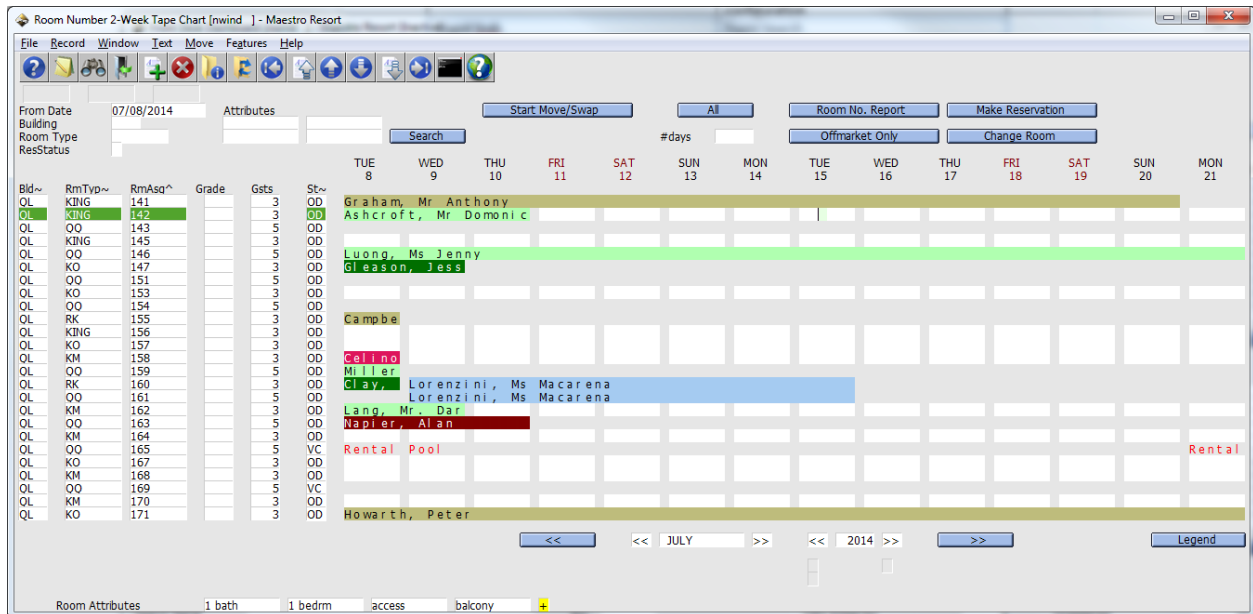
Directives	Bld	RmType	Gsts	#OB	TUE 8	WED 9	THU 10	FRI 11	SAT 12	SUN 13	MON 14	TUE 15	WED 16	THU 17	Mtch%
QL	QQ	5		10	50	50	51	52	52	53	52	53	55	55	100
QL	KING	3			23	24	25	27	27	27	26	27	27	27	100
QL	KO	3			20	20	22	22	22	22	22	23	24	24	100
QL	KM	3			21	21	21	23	23	22	22	20	21	22	100
QL	RK	3			6	6	8	8	8	8	8	7	9	9	100
QL	SG	5			2	2	4	4	4	4	4	4	4	4	100
QL	SL1	5				1	2	2	3	3	3	3	3	3	100
QL	SL2	6			4	4	4	4	4	4	4	4	4	4	100
ZZZZZZ -															
TOTAL					131	133	142	147	148	148	146	146	152	153	

At the bottom, there is a 'Search' button and navigation controls for the calendar (previous/next month, previous/next year).



## Tape Chart

The room number tape chart displays a visual representation of reservations have room numbers assigned. Maestro will display the assigned room, guest name and length of stay.





Users can configure the Tape Chart quick menu button to display the tape chart to suit their property requirements. Go to **Front Desk Maintenance | Setup | Front Desk Global**

Ind Guest Addr	Y	Suppress Tr/Gst	Y
Ind Agency Addr	Y	Skip Folio Dilg?	N
Ind Agent Addr	Y	Res. Aval. Selct	N
Ind Caller Addr	Y	Use Text Entry	Y
Ind Company Addr	Y	Enable Services	N
Ind A/R Addr	Y	Enable Other Charges	N
Grp Guest Addr	Y	Enable Adult Rates	N
Grp Agency Addr	Y	Force Turnaway	N
Grp Agent Addr	Y	Force Cancel	Y
Grp Caller Addr	Y	Use Name Notify	Y
Grp Company Addr	Y	Use Revenue Sharing	Y
Grp A/R Addr	Y	Use Manager's Overrides	Y
Reserve W/O Type	Y	Use Waitlist	Y
Termn Room Type	Y	Early CheckOut	L
Asgn Rm Order	R	Use Charge Routing Rules	Y
Disp Total	Y	Enable Vessel	Y
Agent Posting?	M	Default Room Number Chart	W
Anniversary Pst	N	Allow Zero Rate Activities	Y
Anniversary Prt	Y	Display Text on Checkout	Y
Check Folios	Y	Print Guest Name	N
Recalc Rate w/Rm Chg	Y	Disp Waitlt Res on Cancel	S
Use GTD Calendar Cht	Y	All Clients in GH Master	Y
Use Seasonal Rates	Y	Force Guaranteed By Type	N
Allow Avail Toggle	Y	Delq Traces on Dashbrd	N
GH Exclude Routing	N	Consolidate Sharer Counts	Y
Auto Checkin Sharers	Y	Enable Checkin Reversal	Y
1st Sharer Bks DynPkg	N	Hold Rooms for Waitlist	Y
Use Social Groups?	Y	Enable Inhouse Waitlist	Y
Use Sharer Switching	Y	Sharer Gst Count from Res	Y
Guest Selected Only Trans	N		

By placing the cursor in the Default Room Number Chart field and pressing F8 Lookup, users can select from a list of tape charts to display.

R	ROOM NUMBER SPACE CHART
#	ROOM NUMBER SPACE CHART BY ROOM #
T	ROOM NUMBER TAPE CHART
W	ROOM NUMBER TWO-WEEK TAPE CHART

The Room Number Space Chart is a visual representation of the availability of specific room numbers. Maestro uses special characters such as asterisks (\*) and chevrons (>) to denote when a room is available, occupied, arriving and departing. The characters denoting availability can be configured in **Front Desk Maintenance | Setup | inventory Display Chars**



By selecting the option of R – Room Number Space Chart or the option of # - Room Number Space Chart by Room #, the Room Number Space Chart will display as seen in the example below. By selecting “R”, the room numbers will display the next room available for assignment based on the system configuration for room assignment. By selecting “#”, the room numbers will display in ascending order, regardless of display order.

Bld	Rm Typ	Room	Grade	Gsts	St
QL	KING	141		3	OD
QL	KING	142		3	OD
QL	QQ	143		5	VC
QL	KING	145		3	VC
QL	QQ	146		5	OD
QL	KO	147		3	OD
QL	QQ	151		5	VC
QL	KO	153		3	VC
QL	QQ	154		5	VC
QL	RK	155		3	OD

By selecting T – Room Number Tape Chart, the Room Number Tape Chart will display reservations for 1 week at a time.

Bld~	RmTyp~	RmAsq^	Grade	Gsts	St~
OL	KING	141		3	OD
OL	KING	142		3	OD
OL	OO	143		5	VC
OL	KING	145		3	VC
OL	OO	146		5	OD
OL	KO	147		3	OD
OL	OO	151		5	VC
OL	KO	153		3	VC
OL	OO	154		5	VC
OL	RK	155		3	OD
OL	KING	156		3	VC
OL	KO	157		3	VC
OL	KM	158		3	OD
OL	OO	159		5	VC
OL	RK	160		3	OD
OL	OO	161		5	VC
OL	KM	162		3	OD
OL	OO	163		5	OD
OL	KM	164		3	VC
OL	OO	165		5	OD
OL	KO	167		3	IN
OL	KM	168		3	XX
OL	OO	169		5	OD
OL	KM	170		3	VC
OL	KO	171		3	OD

By selecting W – Room Number Two Week Tape Chart, the Room Number Tape Chart will display reservations for two weeks at a time.



Room Number 2-Week Tape Chart [nwind] - Maestro Resort

File Record Window Text Move Features Help

From Date: 07/09/2014 Attributes: Search Start Move/Swap All Room No. Report Make Reservation

Building Room Type ResStatus: Search #days: Offmarket Only Change Room

Bld~	RmTyp~	RmAsq^	Grade	Gsts	St~	WED 9	THU 10	FRI 11	SAT 12	SUN 13	MON 14	TUE 15	WED 16	THU 17	FRI 18	SAT 19	SUN 20	MON 21	TUE 22							
OL	KING	141		3	OD	Graham, Mr Anthony																				
OL	KING	142		3	OD	Ashcroft, Mr																				
OL	OO	143		5	VC																					
OL	KING	145		3	VC																					
OL	OO	146		5	OD																					
OL	KO	147		3	OD																					
OL	OO	151		5	VC																					
OL	KO	153		3	VC																					
OL	OO	154		5	VC																					
OL	RK	155		3	OD																					
OL	KING	156		3	VC																					
OL	KO	157		3	VC																					
OL	KM	158		3	OD																					
OL	OO	159		5	VC																					
OL	RK	160		3	OD																					
OL	OO	161		5	VC																					
OL	KM	162		3	OD																					
OL	OO	163		5	OD																					
OL	KM	164		3	VC																					
OL	OO	165		5	OD																					
OL	KO	167		3	JN																					
OL	KM	168		3	XX																					
OL	OO	169		5	OD																					
OL	KM	170		3	VC																					
OL	KO	171		3	OD																					

102996 inhouse Graham, Anthony Guaranteed/ CC Arrival 07/07/2014 Departure 07/21/2014 Notes About Spa

Room Attributes: 1 bath 1 bedrm access balcony

### Rapid Search

By clicking on the Rapid Srch button, the Rapid Search screen displays. Users can search for reservations based on different criteria such as reservation status, client code, folio number, and phone number.

Reservation Search [nwind] - Northwind Hotel & Conf Cente

File Record Window Help

Search for Reservation by:

Guest Name Room Number Arrival Date Group Name Company Name Sharer Res # Departure Date Folio Number IATA Number Travel Agency Cancellation # Central/Web Res # Credit Card Number Account Caller Name

Phone Number Lease Number Email Address Loyalty ID

OK Arrivals Today Swipe Card Cancel

Departures Today All Guests Today Switchboard



## Current Status

The current status screens displays the property's CURRENT statistics. These numbers are dynamic and will update each time the screen is accessed or press the ReCalc button at the bottom of the screen if any changes occur.

TOTAL ROOMS	
(-) Offmarket	160
(-) House Use	1
(-) Time Share Models	

POTENTIAL	
(-) Occupied	159
(-) Inhouse No Room#	34
(-) Reserved Gtd Ind	7
(-) Rsvrd NonGtd Ind	2
(-) Reserved Group	
(-) Unrlsd Grp Block	

NET AVAILABLE	
(-) Adding Rooms	116
(+) Expected Departs	1
(+) Vacating Rooms	15

AVAILABLE FOR SALE	
	130

Rooms Vacant Clean	
	124
Rooms Occupied Clean	1
Discrepancies	
Expected Room Moves	
Nowhere To Sleep	

Unresolved Checkouts	
Groups Inhouse	26
Resv. To Arrive	10
Today Checked Out	3
Walkins Today	

Current Occupancy %	
Current Occupancy	21.38
Current No Of Guest	34
Exptd Arr Guests	53
Exptd Arr Sharer	15
House Use Guests	
Children Inhouse	

Dirty	
	2
Dirty	33

Chkin	
NoShow	
Depart	15
Chkin	1
Cancel	1

Exptd	
	18.23
Exptd	29
Exptd	47
Depart	21

INTERFACES **ERR**

ReCalc

## Concierge Services Screen

CLIENT PROFILE

LOST & FOUND

SWITCHBOARD

TABLE RESERVATIONS

SHUTTLE SERVICE

FACILITIES

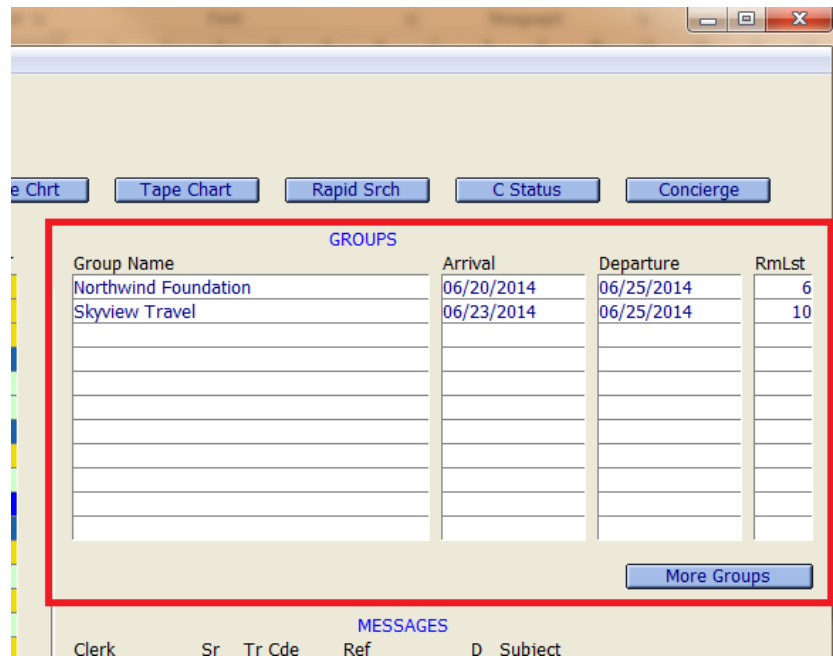
SERVICES

POINT OF SALE

The Concierge screen will allow users to access modules that are not part of the front desk module.

The Concierge screen will allow the user to access the Client Profile Lookup (Client Profile), Lost and Found (Lost & Found), Switchboard (Switchboard) which is a more streamlined reservation search screen, Table Reservations (Table Rservations), Shuttle Service (Shuttle Service), Facilities (Facilities), Spa Services (Services), and Retail Point of Sales (Point of Sale)

## Group Master Reservation Display



Group Name	Arrival	Departure	RmLst
Northwind Foundation	06/20/2014	06/25/2014	6
Skyview Travel	06/23/2014	06/25/2014	10

More Groups

MESSAGES

Clerk	Sr	Tr Cde	Ref	D	Subject

The groups section displays all in-house groups if viewing the current business date. If the date is in the future, groups that are in-house during the period will be displayed. The group name, arrival and departure date of the group master and the number of reservations on the rooming list, not including cancelled reservations will be displayed.

By drilling down on the group name, arrival or departure date fields for any group, Maestro will display the group master reservation screen.

By drilling down on the Rm List field, Maestro will display the Rooming List screen for the selected group.

To view a larger list of reservations, select the MORE GROUPS button. This screen allows the user to Page Up or Page Down through the list of Group Master Reservations as needed



## Staff and Trace Messages

[illegible]

Messages area shows all current and overdue messages for the dashboard clerk. Users may drill down to action any message directly from the dashboard.

If the user has more messages than can be displayed on the screen, Maestro will display a yellow plus sign to the right of the last message on screen. Select the More Messages button to view the received messages screen which displays a message preview of the first four lines of all non-confidential messages on the bottom of the screen. Users can then action all messages as needed from this screen as well as create new trace messages. Users will return to the dashboard screen when exiting the received messages screen.

### Property Statistics Display

<a href="#">More Messages</a>			
Proj In House	20	Avail to Sell	193
Proj Arrivals	13	% Occupied	9.38
Proj Departures		Waitlist	
VIPs InHse/Arr	1	Unassigned	13
Cutoff Groups			

Projected figures are displayed in the lower right corner of the screen. The Projected figures are generated during the Night Audit and will not change during the day regardless of changes to reservations. These numbers reflect the current business or status at the top of the dashboard.

Projected In House Guests shows the projected total number of guests who will be staying over.

Projected Arrivals includes all arriving reservations for the day regardless of whether they have arrived already.

Projected Departures includes all departing reservations for the day regardless of whether they have departed or not.

VIP In-house/Arr indicates the number of reservations with a VIP or Guest Status assigned for Arrivals or In-house reservations. An F5 Drilldown can be performed to view a list of VIP guests.

Cut Off Groups will show the number of group masters that have a Cut Off Date equal to the current system date. An F5 Drilldown can be performed in this field to allow users to audit all groups in advance of the night audit.

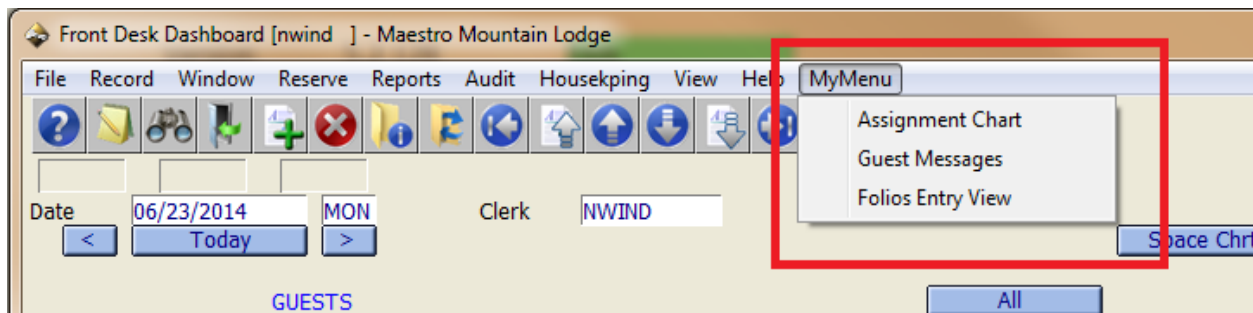
Avail to Sell shows the total number of available rooms to be sold.

% Occupied indicates the percentage sold that will be occupied based on all stay overs.

Waitlist indicates the number of guest reservations that are currently in a waitlist status for the day. An F5 Drilldown can be performed to view waitlisted reservations.

Unassigned will show a count of any reservations that do not yet have room numbers assigned. An F5 Drilldown can be performed on this field to review a list of reservations without a room number assigned.

### My Menu (Quick Menu)



My Menu (Quick Menu) allows users to have quick access to the common screens used in Maestro. The list of screens are property specific and can be listed in any order.

By selecting a guest reservation in the guest area of the dashboard, users can use the My Menu to access the specific options while bypassing the need to open the guest reservation screen first.



Below is a list of available screens that can be added to the My Menu setup.

Folios Entry View
Spa Inventory
Additional Names
Guest Reservation User Fields Entry
Email Messages
Registration Print
Locator
Reservation History
Other Charges Availability
Guest Messages
Travel Agencies Assigned
Reservation Trace
Sharer Rates Chart
3rd Party Activities Charges Availability
Credit Card
Table Reservations

**Note:** If the My Menu option is not configured, please contact our Maestro Support Team @ 905-940-1924 or [support@maestropms.com](mailto:support@maestropms.com)