



Service Room Schedule & Room Blocks

Quick Reference Guide

Published Date: November 15

Introduction

This Quick Reference Guide will instruct the user how to create, modify, and update the Service Room Schedule and Room Blocks. It will also discuss the process of inputting room blocks to close the spa for days of the week the spas hours are reduced. It is assumed that the user is already familiar with the Maestro interface and functionality.

Procedure

Where to find it

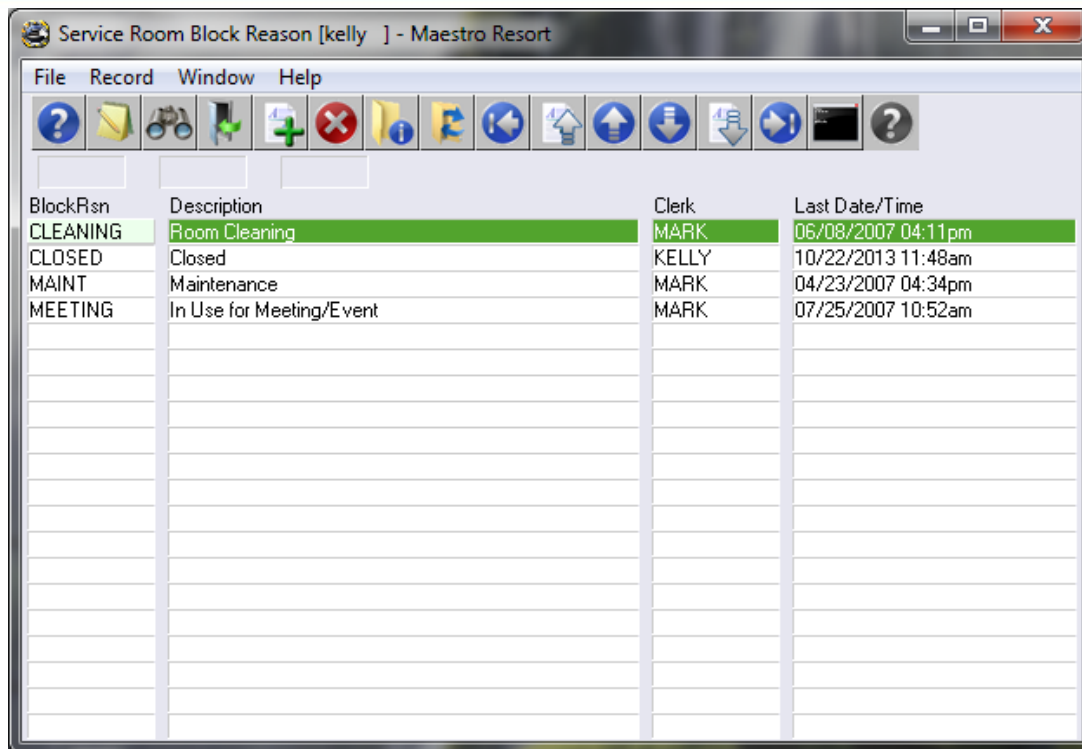
There are three steps required to create or modify the room schedules and creating the required room blocks in the Spa and Activities Maintenance Module. All of the steps required will be within the 'Service' menu option.

Steps of Configuration:

1. Service Room Block Codes
2. Service Room Schedule
3. Block Service Rooms

Service Room Block Codes

In the service menu, select 'Service Room Block Reasons'. Create the required codes and description for the reasons a service room may be blocked.



In the 'Service' menu, choose 'Service Rooms Schedule'. The room schedule should be configured with no overlapping dates and with the earliest and latest time the spa opens and closes on any given day of the week. Room blocks will be used to open and close the spa on days of the week that the hours vary from the room schedule.

Service Rooms Schedule [kelly] - Maestro Resort

File Record Window Help

Building QL MAESTRO RESORT

Service Room Number ROSE ROSE ROOM

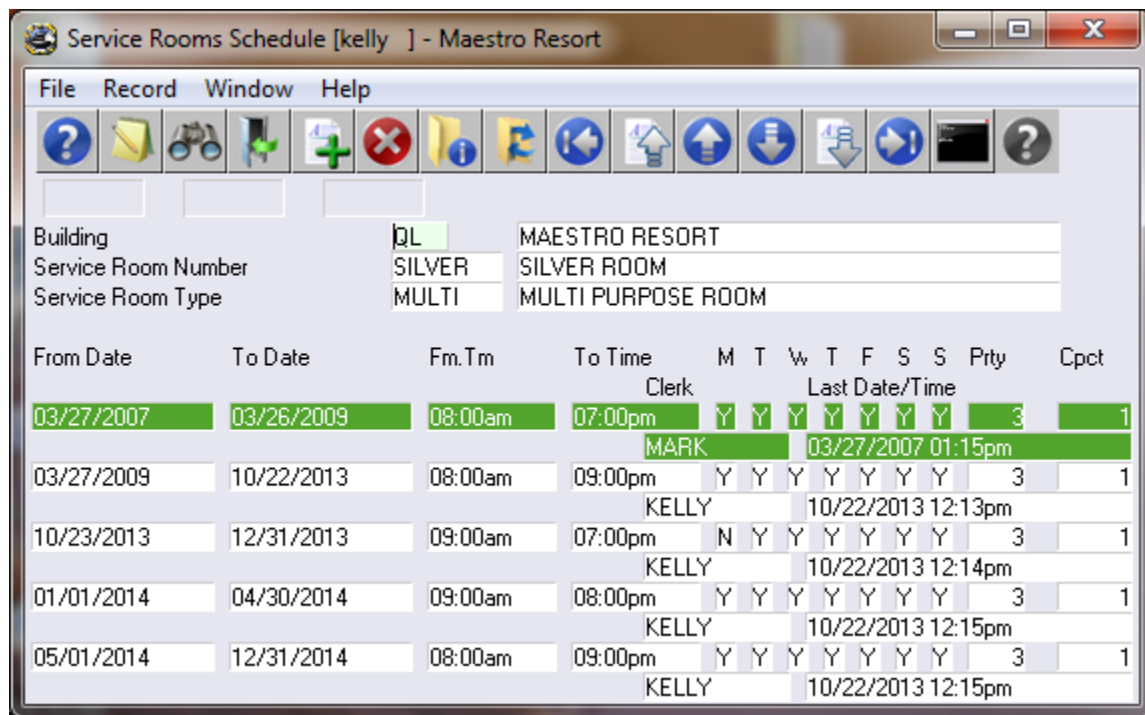
Service Room Type MULTI MULTI PURPOSE ROOM

From Date To Date Fm.Tm To Time M T W T F S S Ppty Cpct

03/27/2007 12/31/2020 08:00am 07:00pm Y Y Y Y Y Y Y 2 1

LJ 12/17/2012 03:35pm

Or, (Notice below, there are no overlapping dates within the From Date and To Date).

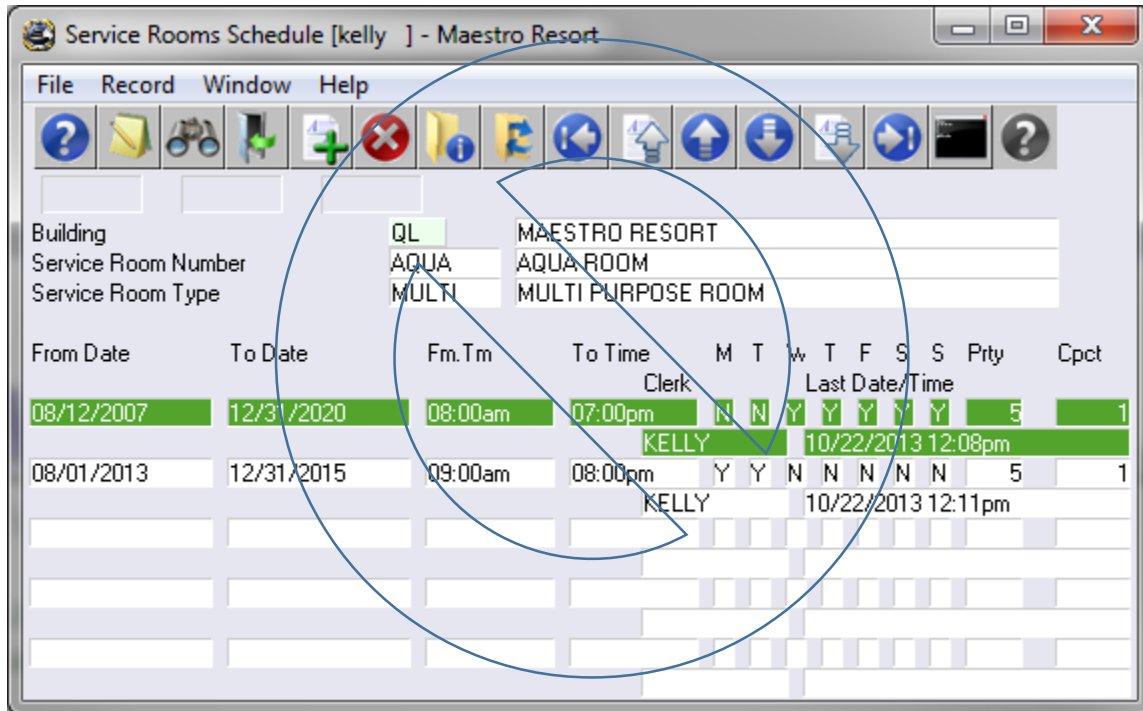


From Date	To Date	Fm.Tm	To Time	Clerk	M	T	W	T	F	S	S	Prty	Cpct
03/27/2007	03/26/2009	08:00am	07:00pm	MARK	Y	Y	Y	Y	Y	Y	Y	3	1
03/27/2009	10/22/2013	08:00am	09:00pm	KELLY	Y	Y	Y	Y	Y	Y	Y	3	1
10/23/2013	12/31/2013	09:00am	07:00pm	KELLY	N	Y	Y	Y	Y	Y	Y	3	1
01/01/2014	04/30/2014	09:00am	08:00pm	KELLY	Y	Y	Y	Y	Y	Y	Y	3	1
05/01/2014	12/31/2014	08:00am	09:00pm	KELLY	Y	Y	Y	Y	Y	Y	Y	3	1

Display Criteria

Field	How to use it
From Date	The date the spa opens.
To Date	The date the spa closes.
Fm Time	The earliest the spa opens on any given day of the week.
To Time	The latest the spa closes on any given day of the week.
M T W T F S S	Day of Week flags. If the Spa is open 7 days a week, each of these flags should be a 'Y'. If the spa is closed on one of these days of the week, an 'N' should be inputted.
Priority	The display order of the service room in the Services by Day screen and Full Day Services By Day screen.
Cpct	Capacity is the number of stations the service room has. If the service room is a couple's room, the capacity should be a '2'.

The **incorrect** way of inputting a room schedule with overlapping dates is displayed below:



Service Rooms Schedule [kelly] - Maestro Resort

File Record Window Help

Building: QL MAESTRO RESORT
 Service Room Number: AQUA AQUA ROOM
 Service Room Type: MULTI MULTI PURPOSE ROOM

From Date	To Date	Fr.Tm	To Time	M	T	W	T	F	S	S	Prt	Cpct
08/12/2007	12/31/2020	08:00am	07:00pm	N	N	Y	Y	Y	Y	Y	5	1
				KELLY								10/22/2013 12:08pm
08/01/2013	12/31/2015	09:00am	08:00pm	Y	Y	N	N	N	N	N	5	1
				KELLY								10/22/2013 12:11pm

A dialog box will appear identifying that overlapping dates cannot be configured.



Dialog

Date overlap is not allowed.

OK

Use ESC to Exit window

When room schedules are modified or updated, and room blocks exist on the room schedule, a prompt will appear identifying that room blocks are existing on the schedule with the option to print a report of the room blocks. "Yes" will provide the user with a report of the room blocks that affect the specific room schedule being changed prior to them being removed. It is recommended that "Yes" be chosen for reference purposes. "No" will bypass the report display and delete all room block records for the service room.



The first line, highlighted in yellow, is the room schedule you have selected to input the room block. The second line represents the room block details. Complete the room block by using the *Enter* key to cycle through the fields and type in the From Date, To Date, Day of Week flags, From Time, To Time, # of stations, Room Block Reason, and the 'BLK' action.

Block Service Rooms [kelly] - Maestro Resort

File Record Window Help

Building: QL, Room Code: ROSE, Maestro Resort, Rose Room

Display Log

Line	Room	From Date	To Date	M	T	W	T	F	S	S	From Tm	To Tm	Cpct	# St	# Bk	Clerk	Room Block Reason	Last Date/Time	#RL	Act
130	ROSE	03/27/2007	12/31/2020	Y	Y	Y	Y	Y	Y	Y	08:00am	07:00pm	1	1		KELLY		10/23/2013 12:10pm		

Room Block Entry

Block Service Rooms [kelly] - Maestro Resort

File Record Window Help

Building: QL, Room Code: ROSE, Maestro Resort, Rose Room

Display Log

Line	Room	From Date	To Date	M	T	W	T	F	S	S	From Tm	To Tm	Cpct	# St	# Bk	Clerk	Room Block Reason	Last Date/Time	#RL	Act
130	ROSE	03/27/2007	12/31/2020	Y	Y	Y	Y	Y	Y	Y	08:00am	07:00pm	1	1		KELLY		10/23/2013 12:10pm		
		10/23/2013	12/31/2013	N	N	N	N	N	N	N	08:00pm	07:00pm	1	1			Closed			BLK



Display Criteria

Field	How to use it
Room	<i>Will display the room code selected.</i>
From Date	<i>Start date for the room block. Note: The 'From Date' will default to the 'From Date' of the Service Room Schedule.</i>
To Date	<i>End date for the room block. Note: The 'To Date' will default to the 'To Date' of the Service Room Schedule.</i>
M T W T F S S	<i>Day of the week flags that the room block affects. Each day of the week will default with a 'Y' based on your room schedule. Input an 'N' on days of the week the room block should not affect. A 'Y' should be placed on the day of the week that the room block will affect.</i>
Fm Time	<i>Start time for the room block.</i>
To Time	<i>End time for the room block.</i>
# ST	<i>The number of stations to block. This will default to be the number of stations configured in the treatment room but can be changed. For example, if the block is for a couples room with two stations, the default number 2, can be changed to 1, to only block one station within the service room.</i>
# Bk	<i>The number of bookings will be populated automatically if there are any bookings existing within the date and time frame for the room block. The field will be highlighted in red. You can drilldown (F5) on the field to view the affected bookings. A second drilldown on the flagged bookings will allow you to move the bookings to another service room or modify the booking as required.</i>
Room Block Reason	<i>Lookup (F8) and choose a reason from the configured room block reason codes.</i>
Act	<i>Lookup (F8) - 'BLK' to block the service room. - 'DEL' to delete the room block.</i>

** If any changes or modifications need to be done to a previously blocked room such as the dates, time, day of the week flag, room block code, etc., the room block line should be updated with an action of 'DEL' to delete the entry and the room block should be recreated.

For example, if the spa is open to 7pm every day of the week with the exception of Sundays closing at 6pm, a room block can be entered closing the service room from 6pm to 7pm. The below example, shows the Rose Room has a room block of 'Closed' affecting only Sundays from 6pm-7pm.

Managing Room Blocks

Display of room blocks in the availability screens will be reviewed as well as the two options available for cancelling and deleting Service Room Blocks; from the Blocking Room Booking Entry screen and from the Block Service Rooms within the spa maintenance module.

Steps of Managing Room Blocks:

1. Availability Screens
2. Cancelling a Room Block
3. Deleting a Room Block



Availability Screens

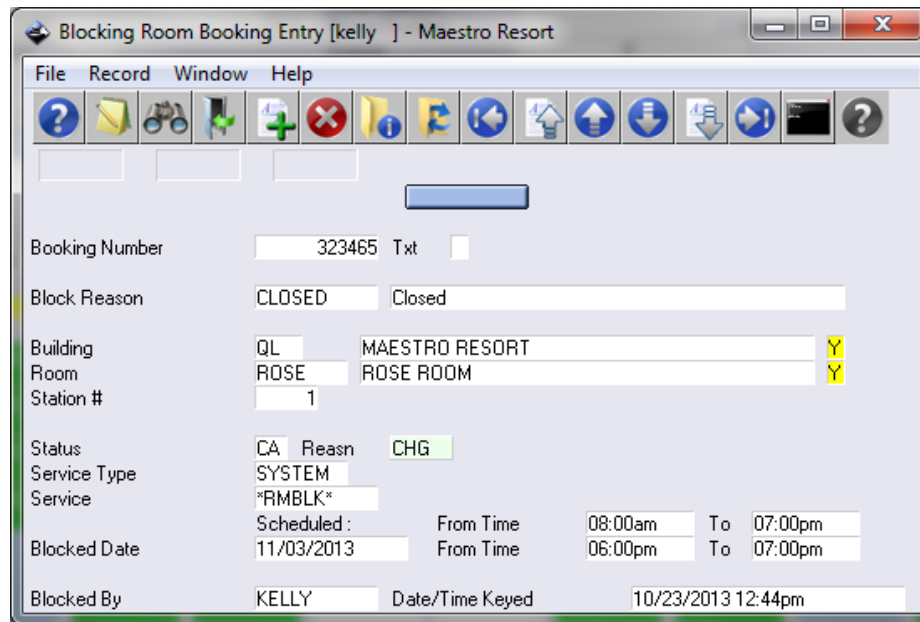
The Services by Day and Full Day Services by Day screen will show a Room Block Booking for the date and time entered for the room block.

The screenshot shows the 'Services By Day' interface for Maestro Resort. The date is set to 11/24/2013 (SUN). The main display is a grid of time slots (04:30pm to 06:45pm) for various services (QL, WHITE, AQUA, GOLD, SILVER, ROSE). A blue arrow points to a 'closed' entry at 06:00pm for the 'ROSE' service, indicating a room block booking. The bottom section contains fields for guest information, service details, and booking controls.

The Blocking Room Booking Entry screen can be viewed by right clicking or F5 on the Room block entry. The room block booking will provide the details of the block reason, blocked date and time, the user who created the block and the date and time the block was inputted.

Cancelling a Room Block

Within the Blocking Room Booking Entry screen, the room block can be cancelled from the window menu option with the appropriate cancellation code attached. By cancelling room blocks from a booking, the cancellation only affects the single room block entry. All other room blocks records within the original block are still relevant. Select 'Refresh' on the availability screen after the room block cancellation to have the room show as available.



Room blocks can also be deleted within the spa maintenance module from the 'Service' menu option and accessing the screen from either the Service Rooms Schedule or Block Service Rooms screen. Choose the Display Log button to view current room blocks.

The screenshot shows the 'Block Service Rooms' application window. The title bar reads 'Block Service Rooms [kelly] - Maestro Resort'. Below the title bar is a menu bar with 'File', 'Record', 'Window', and 'Help'. A toolbar contains various icons for file operations, navigation, and help. Below the toolbar are three input fields: 'Building Room Code' (empty), 'QL AQUA' (selected), and 'Maestro Resort Aqua Room' (selected). To the right of these fields is a 'Display Log' button with a large blue arrow pointing left towards it. Below the inputs is a data grid with columns: Line Room, From Date, To Date, M T W T F S S, From Tm, To Tm, Cpct # St, # Bk, Clerk Room Block Reason, Last Date/Time, and #RL Act. The grid contains multiple rows of data, mostly showing empty or partially filled cells.

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Block Service Rooms [kelly] - Maestro Resort

File Record Window Help

Building Room Code QL Maestro Resort Aqua Room

Maintain Rooms BLK

Filter Button

Line Room	From Date	To Date	M	T	W	T	F	S	S	From Tm	To Tm	Cpct	# St	# Bk	Clerk	Room Block Reason	Last Date/Time	#RL	Act
20	08/12/2007	12/31/2020	Y	Y	Y	Y	Y	Y	Y	08:00am	09:00pm	1	1	1	KELLY	Closed	10/22/2013 04:31pm		BLK
30	08/12/2007	12/31/2020	Y	Y	Y	Y	Y	Y	Y	08:00am	09:00pm	1	1	1	KELLY	Room Cleaning	10/22/2013 04:31pm		BLK
40	08/12/2007	12/31/2020	Y	Y	Y	Y	Y	Y	Y	08:00am	09:00pm	1	1	1	KELLY	Maintenance	10/22/2013 04:32pm		BLK
140	08/12/2007	12/31/2020	Y	Y	Y	Y	Y	Y	Y	08:00am	09:00pm	1	1	1	KELLY	Maintenance	10/23/2013 04:28pm		DEL

Blocked entries will be displayed when the filter button read 'BLK'. To filter 'DEL' and "ALL" blocked entries, continue to click the filter button.

Block Service Rooms [kelly] - Maestro Resort

File Record Window Help

Building Room Code QL Maestro Resort Aqua Room

Maintain Rooms DEL

Line Room	From Date	To Date	M	T	W	T	F	S	S	From Tm	To Tm	Cpct	# St	# Bk	Clerk	Room Block Reason	Last Date/Time	#RL	Act
10	08/12/2007	12/31/2020	Y	Y	Y	Y	Y	Y	Y	08:00am	09:00pm	1	1	1	KELLY	Maintenance	10/23/2013 04:28pm		DEL
140	08/12/2007	12/31/2020	Y	Y	Y	Y	Y	Y	Y	08:00am	09:00pm	1	1	1	KELLY	Maintenance	10/23/2013 04:28pm		DEL

Block Service Rooms [kelly] - Maestro Resort

File Record Window Help

Building: QL, Room Code: AQUA, Maestro Resort, Aqua Room

Maintain Rooms: ALL

Line	Room	From Date	To Date	M	T	W	T	F	S	S	From Tm	To Tm	Cpt	# St	# Bk	Clerk	Room Block Reason	Last Date/Time	#RL	Act
10	AQUA	08/12/2007	12/31/2020	Y	Y	Y	Y	Y	Y	Y	08:00am	09:00pm	1	1		KELLY	Maintenance	10/23/2013 04:28pm		DEL
20	AQUA	08/12/2007	12/31/2020	Y	Y	Y	Y	Y	Y	Y	08:00am	09:00pm	1	1		KELLY	Closed	10/22/2013 04:31pm		BLK
30	AQUA	08/12/2007	12/31/2020	Y	Y	Y	Y	Y	Y	Y	08:00am	09:00pm	1	1		KELLY	Room Cleaning	10/22/2013 04:31pm		BLK
40	AQUA	08/12/2007	12/31/2020	Y	Y	Y	Y	Y	Y	Y	08:00am	09:00pm	1	1		KELLY	Maintenance	10/22/2013 04:32pm		BLK
140	AQUA	08/12/2007	12/31/2020	Y	Y	Y	Y	Y	Y	Y	08:00am	09:00pm	1	1		KELLY	Maintenance	10/23/2013 04:28pm		DEL

Incomplete room blocks and deleted room blocks can be removed from the database by selecting 'Verify Service Room Blocking' from the window menu option within the Block Service Rooms screen. An option is provided to have room blocks with an action of 'DEL' removed from the database. The option will default to a 'Y' to keep the deleted records in the database. If the option is changed to an 'N', all 'DEL' room blocks for all service rooms will be deleted. By selecting OK, all incomplete room blocks for all service rooms will be deleted from the database and current room blocks will be rebuilt.

Verify Service Room Blocking [kelly] - Maestro Resort

File Record Help

Verify will update all the incomplete and non-active room blocks for all service rooms.

All blocks with an action of 'BLK' will be rebuilt.

Do you want keep the deleted room blocks? Y

OK Exit