

Spa & Activities Facilities

Quick Reference Guide

Overview

This Quick Reference Guide shows how to manage timeslots for a space or a class using the *Facilities* component of the *Maestro Spa & Activities Management module*. Using Facilities, inventory such as tennis lessons, squash, horseback riding, and/or yoga classes may be managed and billed to both property guests and non-property guests.

- This feature is setup and managed in Spa & Activities.
- It can be used as a Stand Alone feature or can be integrated with Front Desk bookings.
- It can be used to manage on site or off site activities based on the number of available spaces, by time of day and by price.
- For example, this can be used to book, manage and charge guests for activities such as yoga classes, horseback riding or hiking classes.

Facilities Management

Viewing Facilities Availability

To view Facilities availability select the Booking menu. Next, select Facilities Availability. Maestro will display the availability of all Facilities for two weeks at a time.

Bldg	Facility	MOI	TUE	WEI	THU	FRI	SAT	SUN	MOI	TUE	WEI	THU	FRI	SAT	SUN
		12	13	14	15	16	17	18	19	20	21	22	23	24	25
QL	GOLF														
		AM													
		PM													
QL	HIKE														
		AM													
		PM													
QL	TENN						3							3	
		AM					3							3	
		PM					5							5	
QL	YOGA							8							8
		AM						8							8
		PM													

The start date will default to today's business date, and represents availability from that date forward. Key in an alternate date, or use the lookup key to select the date from a calendar.

Place the cursor in the availability grid and use the arrow up or arrow down keys to view all facility types that are available across the property.

Alternatively, the availability on the Facilities Availability screen may be displayed using one of the following three views:

- 1) To view facility availability by the hour for a specific day, highlight the Availability menu and select One Day- Times by the Hour. This view shows the remaining time slots for all facility types and facility codes. If the facility code has text associated to it, it will display in yellow.

			5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
Bld	FacTy	FacTy															
QL	REST	7PM															
QL	TENN	TGRP															
QL	TENN	TPRIV					1	1		1	1		1	1		1	1
QL	YOGA	YADV															
QL	YOGA	YBEG															

- To view facility availability by day for a specific start time, highlight the Availability menu and select One Day- Times Details. This view shows the remaining time slots for a single facility type and facility code.

Bld	FacTy	FacTy	Time	#	Time	#
QL	TENN	TGRP				
Y						
QL	TENN	TPRIV	08:00am	1	09:30am	1
Y			11:00am	1	12:30pm	1
			02:00pm	1	03:30pm	1
QL	YOGA	YADV				
Y		Y				
QL	YOGA	YBEG				
Y		Y				

- To view facility availability for two weeks at a time, highlight the Availability menu and select Two Week Times Details. This view shows the remaining time slots for a single facility type and facility code for two weeks at a time.

			SAT	SUN	MOI	TUE	WEI	THL	FRI	SAT	SUN	MOI	TUE	WEI	THL	FRI
			17	18	19	20	21	22	23	24	25	26	27	28	1	2
Time																
08:00am		1								1						
09:30am		1								1						
11:00am		1								1						
12:30pm		1								1						
02:00pm		1								1						
03:30pm		1								1						
05:00pm		1								1						

Making a Facilities Booking

To make a new Facilities booking from the Facilities Availability screen, place the cursor on the desired date and Facility Type and select the Booking Entry button.



The building, facility type and facility code fields will be pre-populated fields based on where the booking was launched from. All mandatory fields will highlight in red.

The Time field represents the desired start time of the facility time slot or class. Place the cursor in the Time field and use the lookup key to view the available facility time slots. Press the enter key on the highlighted selection to populate this field, or key in the desired time slot.

Select a booking status of Confirmed or Tentative. A confirmed booking will pull this item from the total number of remaining facility time slots available.

With the cursor on the rightmost Participant field, key in the name of the participant who will be booking the Facility using the following format: last name, followed by a comma, then first name.

Alternatively, the Facilities booking may be linked to a client profile that currently exists in the database. To do this, begin with the cursor in the leftmost participant field and use the lookup key.

From the client lookup screen, a search for existing profile may be performed by keying in a valid client code, name, phone number, zip code or postal code. When searching for a profile by client name, key the first three letters of the last name in the Client Name field and press the search button to execute the search.

If more than one match is found, the results will be displayed on the Client Lookup by Name screen.

Highlight and select the desired profile. If no match was found, use the exit key to return to the Alternate Inventory Booking Entry screen. Use the create key to create a new client profile for the participant.

Select a Guest Type. The selected guest type (along with the facility type) will determine the Charge Fee for this Facilities booking.

When the Facilities booking is freestanding, meaning that it is not linked to a front desk reservation, the AR field will default to the Spa & Activities Default Account for Facilities bookings.

The Facilities booking may be linked to a front desk reservation through the Front Desk Reservation # field.

If room inventory is *required* to complete the booking, a Y will appear in the Force Room Inventory Field. If this field is marked as Y, is mandatory to link the booking to a Front Desk reservation in order to complete the booking.

S&AM Booking #	908	BookingTxt	Force Rm Inv	Y	Txt
FD Res #	71289	KADI, MS. BARBARA			
Building	QL	NORTHWIND HOTEL RESORT			
Facility Type	YOGA	YOGA CLASSES			
Facility Code	YBEG	BEGINNER YOGA			
Date	02/18/2007	CutOffBy			
Time	11:00am	1	Status	CF	
Group Res #			Cvn		
Participant	9690	Kadi, Ms. Barbara		GstT	HOTEL
A/R Clnt Code					
Standard Fee	20.00				
Charge Fee	20.00	Date Billed			
Paying Method		Folio Number			
Pay By ID		Date/Time Post			
Account Rep	NWIND	Res Clrk	NWIND		
Reserving Clnt		Date/Time Keyed	02/12/2007 10:31am		

Place the cursor in the Front Desk Reservation # field and use the lookup key to view a list of the front desk room reservations that are in-house on the selected Facilities booking date.

When a Front Desk booking is highlighted and selected, the guest's name will automatically populate in the Participant field.

If there are additional names on the Front Desk reservation, these may be selected as the participant for the Facilities booking. To do this, begin by spacing out the existing client code. Then, with the cursor in the name field use the lookup key to view the additional names. Highlight and enter to select one of these names as the participant for the Facilities booking.

If this front desk reservation belongs to a group master, the Group Reservation # field will be automatically populated with the group name and group client code #. Any associated Group text or Convenor text will flag with a yellow Y in the fields to the right of the Group Name. Drill down on either of these fields to view this text.

Text about the booking may be added by drilling down on the Booking Text field. In this way, supplementary notes about the booking may be attached. Once booking text has been added, a yellow Y will flag in the Booking Text field to indicate that there is Booking Text to be read.

Exit from the Facilities booking screen to return to the Facilities Availability screen.

Viewing/Searching for Existing Bookings

Booking and Information Summary

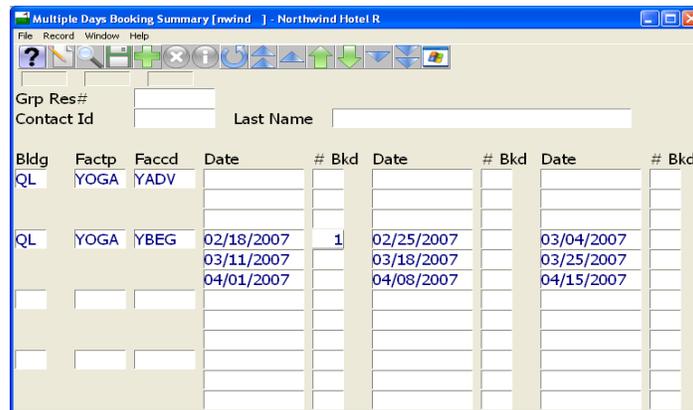
The Booking and Information Summary screen may be displayed at any time to view existing bookings. From the Facilities Availability screen, place the cursor on the desired date and Facility Type and drill down. Alternatively, with the cursor on the desired date and Facility type, select the Window menu. Then, select Booking and Information Summary.



The Booking and Information Summary screen will display the available timeslots, as well as the names of those participants who have already made a facility booking for the selected timeslot. A new Facilities booking may also be launched from this screen. To make a new facilities booking, highlight the desired timeslot and drilldown to access the booking entry screen.

Multiple Day Booking Summary

The Multiple Day Booking summary may be accessed by highlighting the window menu option and selecting Multiple Days Booking Summary. The Multiple Days Booking summary lists all timeslots that have currently been booked for nine days at a time. Drill down on the # Booked field to view the Booking and Information Summary Screen.



Facilities Rapid Search: Guest

To do a rapid search for an existing Facilities booking, being by selecting the Window menu from the Facilities Availability Screen, then select **Rapid Search –Guest**. The Facilities Rapid Search may also be accessed through the Search menu from the Main Maestro screen. The parameters on Facilities Rapid Search screen may be selected and combined to filter the search results.

Facilities Rapid Search [nwind] - Northwind Hotel Resort

File Record Window Help

From Date: 02/01/2007 To Date: 02/18/2007
 From Time: To Time: 11:59pm
 Res#:
 Participant: ka
 Group Res#:
 Booking# Bld FcTy FcCd M T W T F S S
 DOW Y Y Y Y Y Y Y Search Cancel

Booking#	Bld	FcTy	FcCd	Name	Date	Time	Charges
908	QL	YOGA	YBEG	KADI, BARBARA	02/18/2007	11:00am	20.00

NORTHWIND HOTEL RESC YOGA CLASSES BEGINNER YOGA

To specify a range of dates to search, key in a from date and a to date value, or use the lookup key to select the dates from a calendar. A blank field will search for all results from the selected start date forward.

The Rapid Search may be conducted for a specific Front Desk Reservation Number, Facilities booking number, or by Group Master reservation #. To use any of these search parameters, key the number into the appropriate field and press enter to confirm the selection.

The Rapid Search may also be conducted by participant name. When searching by participant name, begin by placing the cursor in the participant field and key in the first three letters of the last name.

To specify search results for a particular building, facility type, or facility code, specify these selections on the bottom left hand side of the search parameters. A blank selection will display all results for that field value. To filter the search results using any of these fields, place the cursor in the appropriate field and use the lookup key to make a selection.

To specify search results by day of the week, use the Y or N options in the Day of The Week search criteria section on the bottom right hand side of the Rapid Search screen. An N below the field that represents each day of the week will exclude any Facilities bookings for that day. A Y will include any Facilities Bookings for that day.

Press the Search button to display the results based on the selected parameters. The Facilities Booking number, Building, Facility type, Facility Code, Participant name, date, time, and Charges are displayed in a list format. Place the cursor on the Booking number and drill down on any one of these results to view or modify the Facilities Booking Entry screen, which displays the booking details.

Facility Rapid Search: Facility

A Rapid Search by Facility may be also conducted to search for available time slots that meet a guest's Facility requests. Begin by selecting the Window menu from the Facilities Availability Screen, then select **Rapid Search –Facility**.

The parameters on the Facilities Rapid Search screen may be selected and combined to filter the search results.

To specify a range of dates to search, key in a from date and a to date value, or use the lookup key to select the dates from a calendar.

A specific start time and end time may also be utilized to display availability for these time slots only.

Facility Rapid Search [nwind] - Northwind Hotel Resort

File Record Window Help

From Date 02/12/2007 To Date 02/19/2007
 From Time 08:00am To Time 03:00pm
 # Persons Repeats

Attributes
 Group Res#

Bld FcTty FcCd M T W T F S S
 DOW Y Y Y Y Y Y Search Cancel

QL	TENN	TPRIV	Date	Time	# Bkd	# Avl
			02/17/2007	08:00am	1	
			02/17/2007	09:30am		1
			02/17/2007	11:00am		1
			02/17/2007	12:30pm		1
			02/17/2007	02:00pm		1
			02/18/2007	11:00am	1	7

NORTHWIND HOTEL RESC TENNIS LESSONS TENNIS LESSONS (PRIV)

The # Persons field may be utilized when searching for a facility that can accommodate the number of participants specified.

The Rapid Search may be conducted by Facility Attribute. Up to five specific facilities attributes may be specified. To filter the search results using attributes, place the cursor in the Attribute field(s) and use the lookup key to make a selection.

To specify search results for a particular building, facility type, or facility code, specify these selections on the bottom left hand side of the search parameters. A blank selection will display all results for that field value. To filter the search results using any of these fields, place the cursor in the appropriate field and use the lookup key to make a selection.

To specify search results by day of the week, use the Y or N options in the Day of The Week search criteria section on the bottom right hand side of the Rapid Search screen. An N below the field that represents each day of the week will exclude any Facilities availability for that day. A Y will include any Facilities availability for that day.

Press the Search button to display the results based on the selected parameters. The Building, Facility type, Facility Code, date, time, # of Facilities time slots booked and the # available are displayed in a list format.

Highlight and drill down on any of the line items to view existing Facilities Bookings or to make a new Facilities Booking.

Facility Inquiry

To view a list of all existing and historical Facilities Bookings, begin by selecting the Inquiry menu from the main Spa & Activities Management screen. Select Facilities Inquiry. To search for a specific booking within these results, use the Search key, enter booking number and press enter. Once the specific booking has been located, highlight the booking and drill down to view or modify the booking details from the Facilities Booking Entry screen.

Facilities Report

To run the Facilities Report, begin from the main Spa & Activities Management screen. Select the Reports menu, then Facilities Report. Specify the date range for the report by keying in the date from and date to fields, or use the lookup key to select the dates from a calendar. To run the report for a particular building, facility type, or facility code, place the cursor in these fields and use the lookup key to select a specific value. Leaving these fields blank will display results for all buildings and all facility types.

The report results may be sorted by Building, Facility Type, then by Facility Code by keying a B into the Sort By field. To sort by Date and Time, key a D into the Sort By field.

To include audit details on this report, key a Y into the Audit Details field.

Once the report parameters have been set, the OK button will run the report.



Making a Facilities Booking From a Front Desk Reservation

Integrated Facilities bookings may be made directly from a guest's front desk reservation. Begin by selecting the Inventory menu from the Guest Reservation screen. Then select Spa Inventory. The first time a Facilities booking is made for an integrated booking, the inventory selection screen will be displayed, and show the four inventory selection options available through Spa & Activities management. Select the Facility button to proceed with a Facilities booking. From the Facilities Availability screen, begin the booking process by drilling down on the desired date, time and inventory item. Fill in all required fields to complete the booking, then exit this screen to display the Booking List by Reservation #.

The Facilities booking summary will now display on the Booking List by Reservation # screen. The Facilities Booking number, Inventory Category, date and time of booking, facility type, facility code, total cost and booking status are listed for any and all Spa & Activities inventory bookings that have been made for this guest. The full description of the Facility Type and Facility Code are summarized at the footer of the screen when the line item is highlighted.

Additional Facilities bookings may be made for this guest, by selecting the Window menu, then Facilities Availability.

The Spa & Activities inventory booking charges—before tax—are displayed on the Assignment Chart in the Spa Charges field. The Booking List by Reservation # screen may be displayed by drilling down on the Spa Charges field or by selecting the Window menu, and then Spa Charges.

Canceling Facilities Bookings

To cancel a Facilities booking, begin from the Facilities Booking Entry Screen. From the Window menu, select Cancel Booking. To confirm the booking cancellation, key a Y into this field, or to abandon the booking cancellation process, key in an N.

Facilities Billing

Facilities bookings will post automatically during the night audit, both for freestanding and integrated bookings. For integrated bookings, the charges will post to the appropriate front desk folio to be reconciled at check out. For freestanding bookings, the charges will post to the Default Spa & Activities Account.

The total charges before tax for the facilities booking are displayed in the Standard Fee and Charge Fee fields. The Paying Method and Pay by ID fields are free-form text fields to assist with the billing details. It is recommended that payment is taken for all freestanding bookings on the Facilities booking date. In order to facilitate this process, the Facilities booking can be posted at any time on the current business date. From the Facilities booking entry screen highlight the Window menu, then select Post Charge. The folio number and date and time posted will now appear on the bottom right hand side of the Facility Booking Entry Screen. Place the cursor in the folio number field and drill down to access the folio. If there is more than one folio that belongs to this guest, a + sign will appear next to the folio number field.

To post a payment, press the create key and select a settlement method from the Post field. Enter the payment amount. The Folio Balance should now be zero to indicate that the Facilities booking has been paid in full.

Facilities Maintenance

System Options

This area contains the configuration screens that affect the common elements for all five types of Spa & Activities inventory. To locate this area, log into *Spa & Activities Maintenance*. All screens can be displayed from the *Set Up* menu.

To activate the Facilities component of Maestro Spa & Activities Management, the Facility Inventory flag must be turned to a Y.

Field Name	What it does
FD Flag	Turns on the SA integration to <i>FD</i> . This allows the use to create <i>SA</i> Bookings that are integrated with <i>FD</i> Reservations.
Use Text Entry	Turns on the free form text entry functions. This option supports line wrapping and other functions similar to <i>Windows Wordpad</i> .
† A/R Client Code	Designates the default <i>A/R Client</i> account for

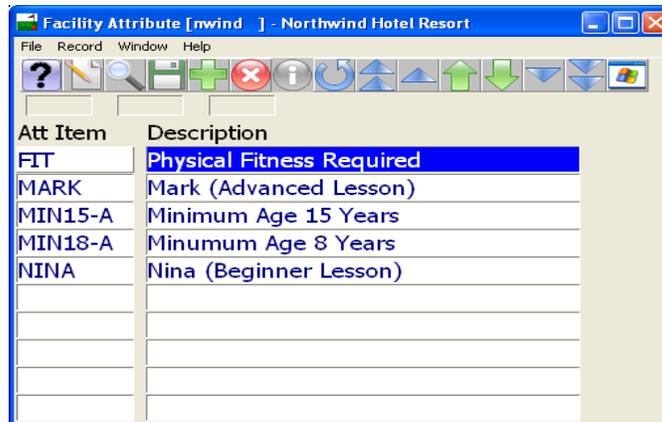
	free-standing <i>Bookings</i> .
Posting Code	Defines the default <i>Posting Code</i> for charge postings.
Facility Inv, Shuttle Inv, Service Inv, Activity Inv and Alternate Inv,	Activates or De-activates each of the five types of SA inventory. When de-activated, the availability screens will not display on the menus.
Def. Guest Type	Designates the default <i>Guest Type</i> for new bookings. This is operational for <i>SA-Alternate Inventory</i> only.
Gst Pkg Rate Cat	Defines the link to the <i>FD Rate Type</i> for the all-inclusive <i>SA Packages</i> . See Section 2.2.16.
* FD Res Cancel	This selection is used as a default reason for canceling an Appointment
* FD Res Change	This selection is used as a default reason for turning away an Appointment

† **NOTE:** The default A/R Client account is created in the A/R module and is used for all Day Guests or those guests who do not wish to transfer the charge to their room folio.

* **NOTE:** The FD Res Cancel and FD Res Change must be created in the *Turnaway/Cancel Reason* option in the Service Menu of Spa & Activities Management Maintenance module.

Facility Attribute

Facility Attributes may be linked to specific facility codes to allow to user to filter their search results when doing a Facility Rapid Search when searching for facility availability.



Facility Type

The Facility Type screen is used to specify the facility type categories. It is also used to specify the Max and Min Capacity, Number of Advance booking days and Booking History, and Display Availability category. Please note that these additional fields informational fields are currently for display purposes only, and will be used in future development.

Facilities Type [nwind] - Northwind Hotel Resort

File Record Window Help

Building QL NORTHWIND HOTEL RESORT

Facility Type	Description	Max Pers	Mins Dura	Days Adv	Days Hist	Src Dflt	Disp Avail.
GOLF	GOLFING TEE TIMES	4	7	60	365		GOLF
HIKE	GUIDED HIKES						CLASS
TENN	TENNIS LESSONS	2	60				CLASS
YOGA	YOGA CLASSES	12	60				CLASS

Facility Code

Highlight the Facility Type category on the Facility Type screen (see 3.2) and select Facility Code from the Window menu to enter the facility codes. Attributes and Facility text may also be linked to each Facility Code from the Window menu. If a specific Facility Code has attributes or Text associated, a Y will display to the right of the Facility Code Description.

Facility Code Setup [nwind] - Northwind Hotel Resort

File Record Window Help

Search (F3)

Building QL NORTHWIND HOTEL RESORT

Facility Type YOGA YOGA CLASSES

FcltCd	Description	Attr	Txt
YADV	Advanced Yoga	Y	Y
YBEG	Beginner Yoga	N	Y

cmfccdtext

Building Code = ql ;
 Facility Type = yoga ;
 Facility Code = yadv ;

Advanced Yoga Classes are held by the ravine (weather permitting). Flexibility Required.

OK
 Cancel
 Print



Default Rates

At the very minimum, Default Rates must be configured for each Facility Code. These may be configured for a specific Group Master reservation. These rates may also be marked “Force Room Inventory” by marking this field with a Y. As such, the facilities booking must be linked to a valid Front Desk Room reservation in order to complete the booking at this rate.

Default Rates [mwind] - Northwind Hotel Resort						
File Record Window Help						
Building Code QL NORTHWIND HOTEL RESORT Txt Cvn						
Facility Type TENN TENNIS LESSONS						
Facility Code TPRIV TENNIS LESSONS (PRIVATE)						
Date From 06/06/2006 Date To 01/01/2008						
Group Res#						
Force Rm Inv N						
Week No	From Day	Time	Default Rate	Internal Cost	Clerk	Date/Time
1	MOI	08:00am	65.00		NWIND	02/09/2007 11:30am
2	TUE	08:00am	65.00		NWIND	02/09/2007 11:30am
3	WED	08:00am	65.00		NWIND	02/09/2007 11:30am
4	THU	08:00am	65.00		NWIND	02/09/2007 11:30am
5	FRI	08:00am	65.00		NWIND	02/09/2007 11:30am
6	SAT	08:00am	65.00		NWIND	02/09/2007 11:30am
7	SUN	08:00am	65.00		NWIND	02/09/2007 11:30am

Guest Rates

Specific rates may also be configured if desired by Guest Type. These rates may also be configured for a specific Group Master reservation, or marked “Force Room Inventory” by marking this field with a Y.

Guest Rates [mwind] - Northwind Hotel Resort						
File Record Window Help						
Building Code QL NORTHWIND HOTEL RESORT Txt Cvn						
Facility Type YOGA YOGA CLASSES						
Facility Code YBEG BEGINNER YOGA						
Guest Type HOTEL HOTEL GUEST						
Date From 06/06/2006 Date To 01/01/2008						
Group Res#						
Force Rm Inv Y						
Week No	From Day	Time	Default Rate	Internal Cost	Clerk	Date/Time
1	MOI	08:00am	20.00		NWIND	02/09/2007 11:30am
2	TUE	08:00am	20.00		NWIND	02/09/2007 11:30am
3	WED	08:00am	20.00		NWIND	02/09/2007 11:30am
4	THU	08:00am	20.00		NWIND	02/09/2007 11:30am
5	FRI	08:00am	20.00		NWIND	02/09/2007 11:30am
6	SAT	08:00am	20.00		NWIND	02/09/2007 11:30am
7	SUN	08:00am	20.00		NWIND	02/09/2007 11:30am



Weekly Schedule

From the weekly schedule screen, specify the days of the week and the times that each Facility Code may be booked. In the "Time # Min" specify the duration (in minutes) of the Facility Code. In the "Num Per" specify the maximum capacity of the facility code. In the "Post" field select the posting code to be used for this facility code.

The screenshot shows a software window titled "Weekly Schedule [rwind] - Northwind Hotel Resort". It contains a form with the following fields:

- Building: NL
- Facility Type: YOGA
- Facility Code: YBEG
- From Date: 06/06/2006
- To Date: 07/07/2006
- Description: NORTHWIND HOTEL RESORT
- Description: YOGA CLASSES
- Description: BEGINNER YOGA

Below the form is a table with the following data:

Week No	Day	Slot First	Slot Last	Time #Min	B	Nun Per	Post	GstType	Clerk	Date&Time Keyed
1	MOI	11:00am	12:00pm	30	N	12	ACT		ANA	06/13/2006 05:28pm
2	TUE	11:00am	12:00pm	30	N	12	ACT		ANA	06/13/2006 05:29pm
3	WEI	11:00am	12:00pm	30	N	12	ACT		ANA	06/13/2006 05:30pm
4	THU	11:00am	12:00pm	30	N	12	ACT		ANA	06/13/2006 05:30pm
5	FRI	11:00am	12:00pm	30	N	12	ACT		ANA	06/13/2006 05:30pm

Note that if the Guest Type is left blank, Maestro will use the default rate type that has been configured for that facility code.

Facility Blocked Dates

This feature is for future development.