

Track 2 | Revenue Optimization

Session: Rate & Revenue Reporting

New Reports Available to be Auto Emailed During Night Audit in CSV Format

The following reports can now be run as a CSV and auto-emailed during the Night Audit in Maestro version 5.7:

- Advance Deposits Requested Report
- Guest Ledger Report
- Shift Report
- Closing Balance Report
- Night Audit Posting Report
- Detailed Pax and Occupancy Report
- Manager's Flash Report
- 365 Report
- Guest Folios Report
- City Ledger Transfer Report
- Posting Audit Report
- Rates Posting Audit Report
- Tax Exemption Report
- Daily Balance Check Report
- Manager's Dashboard Report

The auto-emailing of these reports during night audit is configured in Global Maintenance > Night Audit Report Print Schedule > chose the report to be emailed > Window > Email Reports > and enter the email addresses.

End of Day Summaries for Management

- Configuring the Various Revenue Centers (see Operational Reporting Session)
- Global > Reports > Report Printing Sequence Maintenance
 - Use program ID FDFLASHREP
 - Section 1 Subsection 2 for all posting codes associated with room revenue
 - Section 1 Subsection 3 for all non-room revenue posting codes to be part of TREVPAR calculations
- Configuring the Manager's Dashboard Report
- CSV Formatting
- Email Distribution

Inhouse Change Report

The Inhouse Changes Reports allows users to view reservations that had changes to their rates and stay dates after the initial check in of the Guest Reservation. The report will display the old and new number of nights, total dollar amounts, the net changes, and the clerk code who did the change.

- To generate the report, go to Front Desk Menu > Reports > Management Reports > Inhouse Change Report.

Manager's Flash Report

Provides Daily, Monthly and Year to Date Statistics comparing Actual values to Budgeted values with a variance shown. Occupancy and ADR are shown including and excluding Complimentary and House Use Rooms. When Details Flag is set to Y, all revenue by posting code based on Revenue Groupings will display. When Details Flag is set to an N, a summary of revenue for each Revenue Group will display.

Configuration Options;

- To configure Budget Statistical Numbers, Front Desk Maintenance > Setup > Reporting Budget Maintenance > Look up on Budget Type to budget for the applicable section
- To enter Budget figures for Covers, Front Desk Maintenance | Setup Menu | Outlets/Covers Budget Maintenance | lookup on Outlet and Meal Period for the applicable section | Window Menu | Forecast Amount
- To enter Budget figures for Posting Codes, Global Maintenance > Setup > Posting Code Maintenance > Locate the Posting Code > Window > Budgeting
- To enter Revenue Groupings by Posting Code, Global Maintenance > Report > Report Printing Sequence Maintenance > Program ID field is FDFLASHREP > Using Section Seq and Sub Section Seq to establish revenue groupings > Create a new line in Line field > Enter Posting Codes in the PostCode fields for each grouping

Manager's Dashboard Report

Provides Daily, Monthly and Year to Date Statistics comparing Actual values to Budgeted values with a variance shown. Revenue, Room Nights and ADR are shown by Guest Type Grouping with total Room Revenue and Other Revenue also displayed. Revenue by Posting Code, Covers and Average Spend/Cover is also reported. When running the report in **CSV**, a column for Forecast Figures for Statistics, Covers and Posting Codes will be included.

Configuration Options;

- To configure Guest Type Groupings, Front Desk Maintenance > Codes > Guest Type Group Maintenance to create Groupings. Once created go to Codes > Guest Types > Lookup in Type Grp field to assign a Grouping to each Guest Type
- To configure Budget Statistical Numbers, Front Desk Maintenance > Setup > Reporting Budget Maintenance > Look up on Budget Type to budget for the applicable section
- To configure Forecast Statistical Numbers, Front Desk Maintenance > Setup > Reporting Forecast Maintenance > Look up on Budget Type to budget for the applicable section
- To enter Budget figures for Covers, Front Desk Maintenance | Setup Menu | Outlets/Covers Budget Maintenance | lookup on Outlet and Meal Period for the applicable section | Window Menu | Budget Amount Range Entry
- To enter Forecast figures for Covers, Front Desk Maintenance | Setup Menu | Outlets/Covers | Forecast Maintenance | lookup on Outlet and Meal Period for the applicable section | Window Menu | Forecast Amount
- To enter Budget figures for Posting Codes, Global Maintenance > Setup > Posting Code Maintenance > Locate the Posting Code > Window > Budgeting
- To enter Forecast figures for Posting Codes, Global Maintenance > Setup > Posting Code Maintenance > Locate the Posting Code > Window > Forecasting
- To enter Revenue Groupings by Posting Code, Global Maintenance > Report > Report Printing Sequence Maintenance > Program ID field is FDFLASHREP > Using Section Seq and Sub Section Seq to establish revenue groupings > Create new line in Line field > Enter Posting Codes in the PostCode fields for each grouping

Room Occupancy Forecast Reports

Maestro offers several Room Occupancy Reporting options based on requirements. Reports allow for various onscreen selection options for data reporting including:

- Consolidate Buildings
- Separate Group Numbers
- Include Unpicked Group Blocks option

Rooms that are offmarket and/or identified as House Use occupied Rooms can be included or excluded from occupancy calculations based on setup.

Occupancy Forecast Reports are located in Front Desk > Reports > Management Reports

- Room Occupancy Forecast Report can be run for one or multiple months, showing Number of Sold Rooms, Daily Occupancy Percentage, Complimentary Guest Room Count, Room Revenue, Daily ADR and Month to Date ADR and RevPar.
- Detailed Pax and Occupancy Report can be run from specific start date for a selected number of days, showing Number of Sold Rooms, Daily Occupancy Percentage, Person Counts by category, Occupancy Percentage, Forecasted Room Revenue and a Group Rooms Summary, by day.

Guest & Group Reports

- **Arrivals with Advance Deposit Information**

This report provides details for arriving reservations including Advance Deposit information, by Arrival or Departure Date. Report details will show whether Advance Deposits are required and whether a partial or full payment has been made. Please contact Maestro Support to have this report installed (arralladvdep.rpt)

- **Group Billed Report**

This report provides a detailed breakdown of the charges and payments applied to individual guests as well as those routed to a group master for a specific group. Users can select to run for a specific group reservation number and can include Package Breakdowns to show all other postings to the guest, excluding Room, Resort Fees, and Taxes. This report provides users with the ability to see the charge routing applied, billing on each guest folio and on the group master reservation folio.

- **Arrivals Manifest**

This report shows all available reservation details based on arriving Guest Reservations grouped by Date and Guest Last Name. Users may choose to include various client and reservation details including Loyalty, GEM, Activities, Other Charges, Additional Names, Client Text, Notes About, Service Requests, Preferences, Transportation and Shuttle Requests, Table or Spa Reservations, Facility and Alternate Inventory. This report includes both Reservation Guest Counts and Assignment Chart Guest Counts. Please contact Maestro Support to have this report installed (arrivalsmanifest.rpt)

Enhanced Other Charges Booked by Clerk Crystal Report

The Other Charges Booked by Clerk Report has been enhanced to include additional Reservation Actions when Adding (OCBK), Deleting (OCCA) and Changing (OCMD) Other Charges on a Guest or Group Reservation.

- This report can be run from Front Desk Main Menu > Reports > Other Reports > OtherCharges.rpt.

To have this report installed, please contact Maestro Support.

Budget & Forecast Entry for Reporting

Budget and Forecast numbers can be configured and displayed in the Manager's Flash Report, Manager's Dashboard Report, and Manager's Revenue Reports. The numbers will print on the reports along with the daily numbers. Budget and Forecast numbers will be pro-rated throughout the month and/or year, displaying numbers against the actual numbers to gauge financial progress throughout the time period.

Note that Yearly numbers will be based Calendar or Fiscal Year configured in Maestro.