

Track 3 | Front Desk Operations

Session: Front Desk New Features

New - Document Upload to Client Profile, A/R Account and Guest & Group Reservations

Users, with authorization, can now upload and/or view client documents directly stored within:

- A Guest Reservation
- A Group Master Reservation
- A Client Profile
- An A/R Account

To upload a new Document:

Within the Guest or Group Reservation, Client Profile or AR Client Entry View Screen > Window > Document Upload

- Document Type > Look Up (F8) to select Document Type
- Document Category > Look Up (F8) to select the Category
- Document Location > File select dialog box appears > Select Choose File > Navigate to folder where document is stored > Select file > Click OK
 - Note: If the original file name has a period (excluding the one at the end before the file extension, it must be removed or replaced with either a space, dash or underscore.
- Document Description (Optional) > Give the document a description
- Select Upload > Window appears to confirm successful upload > Select OK

Once the document is successfully uploaded, it will be visible within the Guest or Group Reservation under the Document Field. Maestro will automatically populate a 'Y' when a document is attached to the Group Reservation. If there are no documents uploaded, the flag will remain blank.

To view or delete the documents, drill down (F5) into the Documents Field and select View to see the document that was previously uploaded. Users can delete the document by pressing F7 to delete the document that was previously uploaded.

Authorized functions to View and/or Delete documents must be assigned by Clerk Group or Code. Each clerk must have at least one Authorized function to use this feature.

To assign Authorized Functions from Global Maintenance > Security > Clerk Groups or Clerk Code > Highlight Clerk Group or Code > Window > Authorized Functions > Add Authorized Function(s) of:

- GB | DV1 Allowed to View or Delete Documents
- GB | DV2 Allowed to View or Delete Documents
- GB | DV3 Allowed to View or Delete Documents

To have Document Upload configured within your Maestro Database, please contact Maestro Support.

To View a Document:

- From the Documents Flag > Select Drill Down (F5) > All documents uploaded will be listed
- Select Document > Select View

New – Building Filter on Front Desk Dashboard

The Front Desk Dashboard has been enhanced to include a Building Filter. Useful for properties with multiple buildings, Look Up (F8) on the Building field to select the building to display.

To remove a selected Building, place cursor in the Building field and use the space bar or backspace to remove the building code. To update the onscreen display, place cursor in any available field.

New – Property/Building Chart with Day-By-Day Statistics

The Property/Building Chart, accessible from the main Front Desk Menu > Reserve > Property/Building Space chart has been enhanced to include Day by Day statistics including:

- Arrivals – Drill Down (F5) to view the Checkin Dashboard
- Departures – Drill Down (F5) to view the Front Desk Dashboard
- Ttl Avail – Drill Down (F5) to access the Room Type Space Chart

Manager's Overrides, Total Rooms Sold, Occupancy Percentage, ADR and RevPar are also displayed, each day, per property. Access the Room Type Space Chart, Room Number Tape Chart and Group Summary screens with ability to Create (F6) Guest or Group Master reservations using the onscreen buttons.

New – Rate Calendar

A new Rate Calendar displays a 14 Day view of rate dollar values by room type, including all yield considerations, to be quoted. Accessing this screen does not require users to enter Turnaway information if no reservation is created. Users can create a new Guest or Group Reservation directly from this screen.

To access the Rate Calendar;

- Go to Front Desk > Reserve > Rate Calendar

On screen options allow viewing of Availability Charts and Group Summary details, Manager's Overrides and a color-coded legend, based on override Action including;

- Closed
- No Arrivals
- No Departures
- Limit Sale of Rate Type
- Stay Through Minimum
- Advance Booking Days Minimum

With permission, users can directly access Front Desk Maintenance screens such as Manager's Overrides, Hurdle Actions and Rate Type Maintenance screens.

To configure the defaults for the Rate Calendar;

- Front Desk Maintenance > Setup > Front Desk Global > Options > By Property
- Complete the following fields:
 - Daily Sell Rate Type – Default Rate to Display
 - Rate Calendar LOS – Default Number of Nights to calculate
 - Display Asterix – character to display on screen when a Manager's Override is applicable.

New – Unblock Feature with Rapid Room Assignment

The Rapid Room Assignment screen has now been enhanced to support the ability to Unblock Room Assignments, including pre-assigned room numbers on reservation with Step Inventory.

Enhanced Onscreen Legend Displays

Onscreen Legends are now available by selecting the Legend Button on the following screens:

- Room Number Space Chart (1 and 2 Week) = this legend will display color coding for reservations based on status and guest type
- Suite Space Chart = this legend will display Inventory Display Characters which show the room status, based on reservation status, for each day

Rapid Check-In/Check-Out Guest Type & Rate Type Filter

New filters to control Rapid Check In or Check Out based on Guest Type and/or Rate Type filters are now available onscreen. For reservations with Step Inventory, the last record on assignment chart will be used.

Enhanced Reservation Change Log Tracking

The Guest Reservation Activity Log has been enhanced to include the following additional Reservation Actions:

- | | |
|---|--------------------------------------|
| ▪ CBPX Changes applied to person counts | ▪ OCCA Other Charges Deleted |
| ▪ OCBK Other Charges Added | ▪ CHLT House Limit Added or Modified |
| ▪ OCMD Other Charges Modified | ▪ DHLT House Limit Changed to NONE |

Enhanced Housekeeping Assigned and Unassigned Rooms Screen to Display Status

The Housekeeping Summary by Attendant and the Housekeeping Unassigned Rooms Screens have been enhanced to include a new column which displays the Current Housekeeping Status of the room, at that time.

Enhanced Housekeeping Screen Reservation Status Display

The Housekeeping Screen, available from the main Front Desk Menu > Housekping > Housekeeping, has been enhanced to include column A/D/P/T. This column shows the expected room status for the current day including Arrival, Departure, Turn (Departure and Arrival) or Priority (Priority Clean requested).

Enhanced Rapid Search Screen with Waitlist

A new filter for Waitlist / Tentative Reservations is now included on the Rapid Search Screen.