

## Track 7 | Management Reporting

### Session: Operations Management Reporting

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#### New – Additions to Posting Audit Report

The Posting Audit Report has been enhanced to include;

- Facilities Day Guest Booking participant name
- The last 4 digits of the credit card used for Settlement

When run as a CSV, the report will also include;

- G/L account information associated with each posting code
- Room Type Code for overnight reservations
- Guest Reservation Arrival and Departure Dates
- The last 4 digits of the credit card used for Settlement

#### Report Options for FIT Pace Report

The FIT Pace Report has been enhanced to allow the option to include Unpicked Group Blocks and forecasted revenue.

From Front Desk Menu > Reports > Manager's FIT Pace Report > Group Flag field;

- "N" for No – Maestro does not include Unpicked Group Blocks and Revenue
- "Y" for Yes – Maestro will include Unpicked Group Blocks and Revenue

#### 365 Report as Scheduled Night Audit Report

The 365 Report can now be scheduled to be generated during the Night Audit as part of the reporting printing or email sequence.

The auto-emailing of this report 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.

#### Manager's Dashboard, Flash & Operations Reports: The Difference & Configuration Options 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

## 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 Operations Report

Provides Daily and Monthly Statistics comparing Actual values to Budgeted values with a variance shown. Reporting is based on system settings to Include/Exclude Offmarket and House Use Rooms.

Room Revenue Analysis is provided by Guest Type for Leisure and Group Guests and shows Daily and Monthly Room Revenue and Income Percentage, Rooms Sold and Rooms Percentage as well as Average Room Rate. Details for House Use and Complimentary Guest Reservations are shown at the bottom of the report based on Guest Type associated. The Special Rates section can also be used to view reservations associated with a specific rate type that has been configured.

## Housekeeping Report

The flexibility of this report allows the Housekeeping Team to view current Housekeeping requirements for Inhouse staff as well as for Arriving Rooms based on a user-selected number of days. Selection criteria include Room Availability/Status, Building, and Room Type and Room Range. The report can include Guest Name, Sharer Name, Additional Names, Notes About Reservation Text, VIP Status, Guest Type and Service

Codes associated with each reservation. This report can be manually run from Front Desk > Housekeeping > Housekeeping Report and can be included in the Night Audit Reports that are automatically generated.

## Housekeeping Forecast

This screen, available from Front Desk > Housekeeping > Forecast Rooms, provides users with a dynamic snapshot of the Arriving, Stay Over, Departing and Sold Tonight Rooms and Guests for a selected number of nights, based on Start Date. Criteria include the ability to Restrict results to a specific building and/or station, to Exclude Condo Owners (if in use) and/or House Use guests, based on guest type as well as Unpicked Group Block Rooms. Reporting on all or specific Housekeeping Services allows for forecasting and staff scheduling based on Occupancy (Sold and Unsold Rooms) and Credits assigned for Housekeeping throughout the day. Results can be viewed on-screen or printed as needed.

This screen has been enhanced to allow users to Drill Down (F5) in the AM or PM Credits field(s) to show the Housekeeping Service Levels and Total Credits for each service. A further drill down on each shown Housekeeping Service, will show the reservation list for each Service Level. By drilling down on a selected reservation shown on the list, the reservation assignment chart will be displayed.

## 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)

- **Guest User Fields Report**

This report displays a list of Reservations based on single or multiple user fields within the Guest Reservation or Client Profile. This report is available from the main Front Desk screen | Reports |

Guest Reports | Guest User Fields Reports. When running this report, users can select specific date ranges, user fields or user field categories for reporting.

- **Guest Anonymization Report**

Maestro supports "right of access" for guests to have access to their personal data. The Client Data Guest Report contains profile and reservation record data, across all modules of Maestro, associated with that Client Code. The report can be printed or exported to CSV.

- Front Desk > Client Profile menu option> select Client Profile > Drill Down (F5) to Client Profile > Privacy menu option > Guest Report.

At the request of the Client or based on business requirement, any provided data can be anonymized in Maestro. From the Client Profile select Privacy > Anonymization Eligibility to check the client to see if they are eligible for Anonymization. Guests with future reservations, bookings or who are active Owners or Members in Maestro cannot be anonymized.

If a guest is eligible for anonymization, select Privacy > Anonymize to complete the process.

An Authorized Function is required to complete this process and can be assigned to Clerk Codes or Clerk Groups to control access to this feature.

- This is configured in Global Maintenance > Security > Clerk Group Maintenance and/or Clerk Code Maintenance > Highlight the Clerk Group or Clerk Code > Window > Authorized Functions > Add GB | ANC for Allowed to anonymize Clients.