

Introduction to the Maestro eLearning Website

Maestro's complimentary eLearning suite of 31 Courses is designed for both new and experienced users, allowing each staff member and manager to have customized training based on their role and responsibilities. Each course has been planned to help reduce training costs for new employees and for employee retraining.

Using our secure eLearning web site, all Maestro users are provided unlimited access and usage of all available documentation with a unique user login. Users can follow dedicated training plans or browse any topics on demand, to learn and keep skills highly productive. Self Practice and Quiz Exercises are available for each Course, to further cement and verify the information that users have learned. To assist the property management, reporting is available to view staff progress, track completed items and ensure prerequisites have been met for each Course.

Our eLearning Website is divided into easy to use Courses, for each Maestro module. Within each Course, one or more Lessons guide users through the key features and functions allowing users to learn at their own pace and on their own time.

Each Lesson provides a combination of Computer Based Video Training, Quick Reference Guides, Report Samples and Recorded Webinars to showcase Best Practices and Integrated Operations, hosted by our industry trained experts.

Courses include topics such as Guest and Group Reservation Creation and Management, Night Audit & Daily Balancing, Rate Management, Yield Management, Management Reporting, Sales & Catering Booking Management, Spa & Activities Management and Maestro's Data Mining Analytics Views using the latest Maestro version.

A dedicated Executive Overview Course has been created for Property Managers and Executives as part of Maestro eLearning. This course offers lessons specifically focused on Management Tools and Data Mining including Management Performance Reports, Management Best Practices, the Power of Maestro Integration and ways to maximize Maestro's Guest-centric configuration.

NOTE: Initial Publication - This guide is subject to ongoing updates and changes without notification. Users will receive an update when all changes are finalized.

For Maestro Managers

- ✓ Design eLearning agendas and track staff progress
- ✓ Reduce training costs for new staff and employee retraining
- ✓ Report on usage and attentiveness by each user login
- ✓ View Management Performance Reports and see the available reports library
- ✓ Watch our Executive Overviews
- ✓ See the Benefits of Integrated Operations
- ✓ Learn about Best Business Practices for your Property using the Big Picture Analytics View
- ✓ “Know Your Guests” using Maestro’s BI Tools

For Maestro Operational Users

- ✓ Maestro eLearning provides staff with direct online access to the secure Maestro eLearning website
- ✓ Unlimited usage of all tutorials, user guides, documentation and webinar links
- ✓ Uses a dedicated user login and password created for each user
- ✓ eLearning provides individual learning 24 x 7 based on user access
- ✓ Users learn at their own pace based on work schedules
- ✓ Learn new features and Best Practices by Module
- ✓ Self tracking to keep skills at a highly productive level
- ✓ Learn about Best Practices and available reports by department
- ✓ Access to Practice Exercises and Quizzes which highlight key areas of each Course

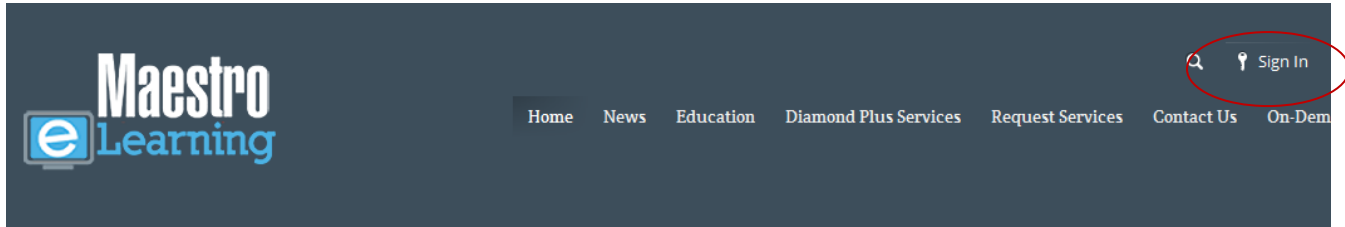
The following pages of this document will guide you through how to access and navigate your Dedicated Maestro eLearning Website at elearning.maestropms.com.

A user name and password has been provided on Page 2 which can be used for all or specific users as required at your property.

If you wish to have unique user logins for each staff member, please email elearning@maestropms.com with a list of all user logins required including First Name, Last Name, Email Address and Job Responsibility. We will provide an automated response confirming the creation of the new logins with 24 hours during regularly scheduled business hours.

How do I login to the Maestro eLearning Website?

- 1) Go to www.elearning.maestropms.com



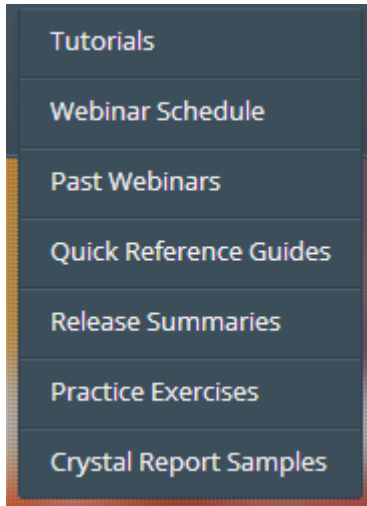
- 2) Click on the Sign In Button on the top right of the screen
- 3) Enter your registered User Name and Password

- ✓ **Your User Name is:**
- ✓ **Your Password is:**

Once signed in, use the Menus on the Top of the Screen to access the areas of the eLearning Website:

- 1) **Home Menu** – return the user to the main screen at elearning.maestropms.com
- 2) **News** – This area contains the latest Maestro press releases, new features and a “Did You Know” feature
- 3) **Education** – This is the key area for eLearning tools. Please see full details below
- 4) **Diamond Plus Service** - Users can select this option to read about the various offerings through Diamond Plus and schedule Client Services or Management Services
- 5) **On Demand Chat** – select this option to connect to the D+ Chat manned by the Support Team


Within the **Education Menu**, there are the following user options:




1) Tutorials

This area contains all Tutorials, Webinars and Quick Reference Guides and Document about each key area of Maestro which are referred to as “Courses”


eLearning



Executive Management Overview



Maestro User Interface



Executive Management Overview

Knowing how to leverage Maestro and all available configurations to not only meet but exceed your business needs is critical to success. This section focuses on Business Oriented, Management Based Tutorials which provide high level overviews of specific modules, features and the Power of Integration.

[Unsubscribe Now](#)

Maestro User Interface

The Maestro User Interface maintains consistency from screen to screen, and Module to Module to encourage cross training and knowledge management reflected in the clear screen presentation, the use of Function Keys and the placement of similar types of information.

[Take This Course](#)

Global Maintenance

System Configuration is a key area for Maestro System Administrators. Our Maestro Global Maintenance Course includes topics such as Configuring User Access at an Individual and Group level, Password Management, Building & Room Type Configuration including Display options and Controls, Posting Code & Budget Management and System Defaults.

FOR MAC USERS

Please ensure that you have the latest [Quicktime Player](#) and [Perian Plugin](#) installed to view the videos.

Contact Us

MAESTRO SUPPORT HELP DESK

Support can be reached by calling (905) 940-1924, Fax (416) 342-1775, email support@maestropms.com or [Help Desk Web Chat](#)

MANAGEMENT

Client Services & Support Services Manager
Atoy Moya
Tel: (905) 940-1923 x242
Email: amoya@maestropms.com

Technical Services Manager
Doug Wagner
Tel: (905) 940-1923 x238
Email: dwagner@maestropms.com

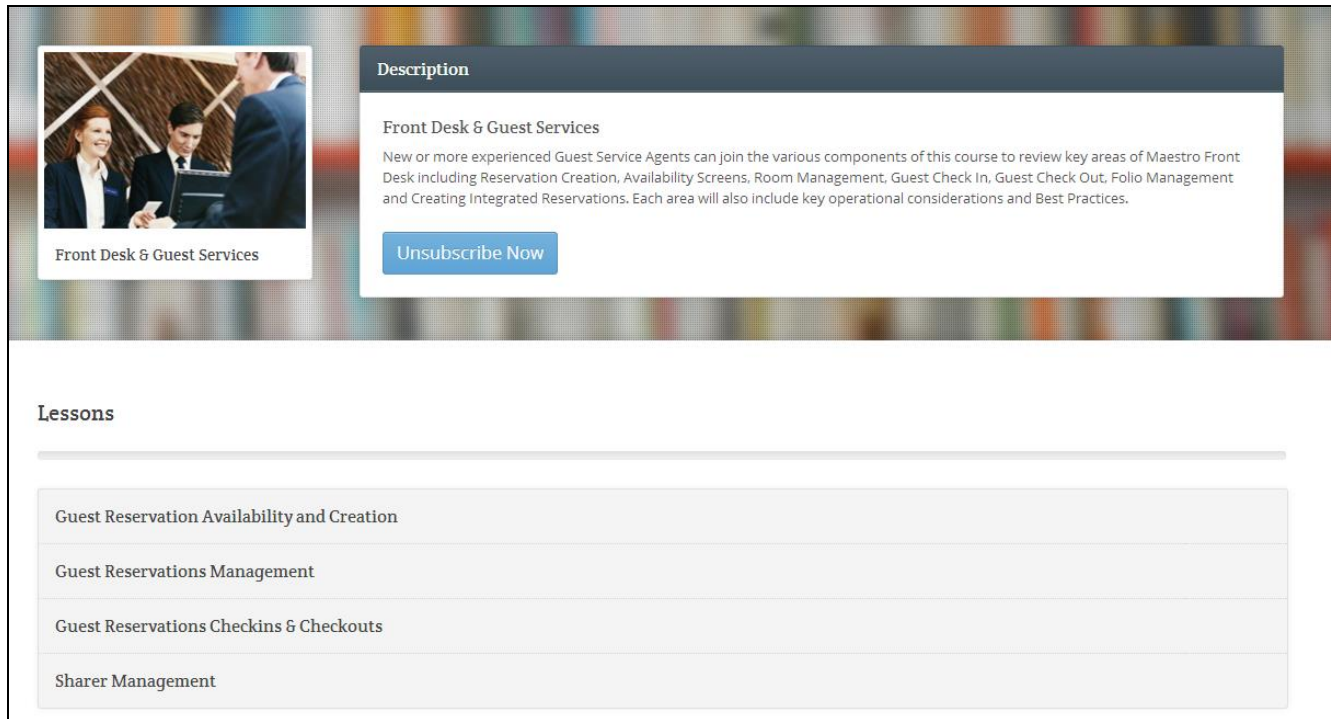
Training Services Manager
Wendy Paul
Tel: (905) 940-1923 x254
Email: wpaul@maestropms.com

Management Services Manager
Lisa Jane Wheaton
Tel: (905)940-1923 x 292
Email: lj@maestropms.com

EXECUTIVE MANAGEMENT

If you are a Maestro client we value your feedback

- Within each “Course” are specific topics called “Lessons”
- Users can select the TAKE THIS COURSE Button to “Subscribe” to any Courses that they wish to take
- When a Course is selected, users are then shown the available “Lessons” on screen



The screenshot displays a course card for "Front Desk & Guest Services". The card includes a description: "New or more experienced Guest Service Agents can join the various components of this course to review key areas of Maestro Front Desk including Reservation Creation, Availability Screens, Room Management, Guest Check In, Guest Check Out, Folio Management and Creating Integrated Reservations. Each area will also include key operational considerations and Best Practices." Below the description is an "Unsubscribe Now" button. Underneath the course card is a section titled "Lessons" which contains a list of four lesson titles: "Guest Reservation Availability and Creation", "Guest Reservations Management", "Guest Reservations Checkins & Checkouts", and "Sharer Management".

- To view a specific Lesson, use the Mouse to Click on the Lesson Title.
- Each Lesson may contain multiple Tutorials (Videos) as well as Documents based on specific topics
- Use the + Sign next to each Topic to display the available Videos
- Each Video Based Tutorial can be viewed on Windows and Apple Devices as well as Android Devices by selecting on the appropriate choice from the device used to access the website.
- Available Documentation is located under a separate area at the bottom of each Lesson for easy access

Front Desk & Guest Services

Guest Reservation Availability and Creation

Whether you need to create a simple reservation with one piece of inventory or a complex reservation with multiple pieces of inventory or multiple rates, these tutorials and Quick Reference Guides will guide the user through any type of reservation that may need to be created.

> X ✓ Mark Complete

Front Desk Dashboard

MAESTRO TUTORIALS

FRONT DESK DASHBOARD

For Windows and Apple products click here

MAESTRO TUTORIALS

FRONT DESK DASHBOARD

For Android devices click here

- + Using the Room Type Space Chart
- + Creating a Guest Reservation with a New Client Profile
- + Creating a Guest Reservation with an Existing Client Profile
- + How to Add and Delete a Credit Card
- + How to Add a Company Profile to a New Guest Reservation
- + How to Assign and AR Account
- + Creating a Client Profile in Front Desk
- + Copying a Guest Reservation
- + Available Documents

Lessons

- Guest Reservation Availability and Creation
- Guest Reservations Management
- Guest Reservations Checkins & Checkouts
- Sharer Management

2) Webinar Schedule

This area contains the link to the Webinar Schedule and the Webinar Registration options.

3) Past Webinars

This area provides access to previously recording webinars by Maestro Module and Topic

4) Quick Reference Guides

This area provides the user with the ability to view and save all Quick Reference Guides by Module or Topic in Maestro. This screen will follow the same outline as the Courses screen but does not include Tutorials

5) Release Summaries

This area provides access to previously recording webinars by Maestro Module and Topic

6) Practice Exercises

This area contains all available Practice Exercises by Module (updated to version 5.2)

7) User Guides

This area will contain all User Guides by Module including System Configuration Guides (updated to version 5.2)

8) Crystal Report Samples

This area provides PDF Samples of available Crystal Reports by Module

Please note that the links below DO NOT require a user login. To track staff progress, please ensure that all staff is accessing all available learning materials from www.elearning.maestropms.com using their specific user login and password.

Executive Management Overview

The Power of Maestro Integration

Tutorials

- [Maestro Enterprise Suite Guided Tour](#)
- [Integrated Operations ~ Executive Overview](#)
- [Integrated Operations ~ Front Desk to Spa & Activities](#)
- [Integrated Operations ~ Spa & Activities to Front Desk](#)
- [Integrated Operations ~ Front Desk, Spa & Activities and Sales & Catering](#)
- [Integrated Operations ~ Analytics Big Picture](#)
- [Integrated Operations ~ Online](#)

Best Practices - Operations

Tutorials

- [Guest Reservation Executive Overview](#)
- [Group Reservation Executive Overview](#)

Managing Direct Booking Channels

Tutorials

- [ResWave Web Booking Engine](#)

Management Performance Reporting

Tutorials

- [Manager's Dashboard Report](#)

Maestro Analytics

Navigating Maestro Analytics

Tutorials

- [Navigating Maestro Analytics](#)

Available Reporting Tutorials & Samples

Reporting

Other / Crystal Report Samples

- [Available Crystal Report Samples](#)

Maestro Core Reporting Tutorials

[Available Maestro Core Reports](#)

[Manager's Dashboard Report](#)

[Advance Deposit Reporting](#)

Front Desk & Guest Services Courses

Guest Reservation Availability & Creation

Tutorials

[Creating a Guest Reservation with a New Client Profile](#)

[Creating a Guest Reservation with an Existing Client Profile](#)

[How to Add a Company Profile to a New Guest Reservation](#)

[How to Assign an AR Account](#)

[Creating a Client Profile in Front Desk](#)

[Using the Room Type Space Chart](#)

[Copying a Guest Reservation](#)

[How to Add and Delete a Credit Card](#)

Documents

[Creating a Reservation QRG](#)

[Room Type Space Chart Attributes QRG](#)

Guest Reservation Management

Tutorials

[Using the Front Desk Dashboard](#)

[Using the Room Type Space Chart](#)

[Booking an Other Charge](#)

[Changing Dates on a Guest Reservation](#)

[Using the Room Number Tape Chart](#)

[How to Add a Company Profile to an Existing Guest Reservation](#)

[In House Room Move to Different Room Type](#)

[In House Room Move to Same Room Type](#)

[Changing Room Numbers from the Assignment Chart](#)

[Changing Room Numbers from the Guest Reservation](#)

[Packaging on the Fly](#)

[How to Add and Delete a Credit Card on a Guest Reservation](#)

[Assigning and Changing Travel Agency](#)

[Adding and Delete a Guest Locator](#)

[Service Code Management and Reporting](#)

[Cancelling a Reservation](#)

[Reinstating a Reservation](#)

[Adding and Deleting a VIP Status](#)

[Locating a Guest Reservation](#)

[Swap or Move Rooms on the Room Number Tape Chart](#)

[How to Change a Room Type](#)
[How to Add an Additional Name](#)
[Do Not Move Room Option](#)
[Guest Messaging](#)
[How to Assign an AR Account](#)

Documents

[Current Status](#)
[Room Move](#)
[Guest Counts](#)
[Front Desk Dashboard](#)
[Waitlist Management](#)
[Moving and Changing Assigned Guest Rooms](#)

Guest Reservation Check In and Check Out

Tutorials

[Check In with Room Number Assigned](#)
[Check In with No Room Number Assigned](#)
[Guest Reservation Check Out](#)
[Check Out with No AR Account on Folio](#)
[Check Out with No Open Folios](#)
[Check out with a No Posting Code Found Error](#)

Documents

[Soft Check In](#)

Sharer Reservation Management

Documents

[Sharer Management](#)
[Blind Sharing](#)

Folio Management Courses

Advance Deposits

Tutorials

[Advance Deposit](#)
[Advance Deposit Reporting](#)

Folio Management

Tutorials

[Folio Management](#)
[Fast Folio Posting](#)

Documents

[Posting Reversal](#)
[Folio Detail Transfer](#)

Housekeeping and Offmarket Rooms Courses

Offmarket Rooms Management

Tutorials

[Putting Rooms Out of Market](#)
[Using the Offmarket Override Function](#)
[Using and Configuring the Offmarket Feature](#)
[Configuring the Second Offmarket Status](#)

Housekeeping Management

Tutorials

[Housekeeping Forecast Report](#)
[Housekeeping Updating Room Status](#)
[Housekeeping Report](#)

Documents

[Housekeeping Management](#)

Lost and Found

Documents

[Lost and Found](#)

Group Management Courses

Group Master Management

Tutorials

[Creating a Group Master Reservation](#)
[Managing Group Rates](#)

Documents

[Assigning a Night Audit Breakdown to a Group Rate](#)
[Changing Group Master Dates](#)
[Posting Non Room Extensions to Group Master](#)

Group Inventory

Tutorials

[Group Block Management](#)

Documents

[Blocking Tentative vs. Definite Inventory](#)

Charge Routing

Tutorials

[Setup Charge Routing Rules](#)

Documents

[Charge Routing](#)

[Charge Routing Folio Restrictions](#)

[Charge Routing Flow Sheet](#)

Group Guest Reservation Management

Tutorials

[Auto Creating Group Member Reservations](#)

[Creating Group Individual Reservations](#)

Documents

[Group Blind Sharing](#)

[Group Rooming List Import Reference Guide](#)

[Group Rooming List Error Codes](#)

Group Batch Operations Courses

Group Batch Operations

Tutorials

[Batch Folio Restrictions](#)

[Batch Group Messaging](#)

[Batch Group Notes About](#)

[Batch Group Other Charges](#)

[Batch Group Room Assignment](#)

[Group Batch Reservation Services](#)

[Group Batch Reservation Services](#)

Accounts Receivable Courses

Accounts Receivable

Tutorials

[Accounts Receivable Management Webinar](#)

Documents

[Common AR Questions](#)

Night Audit & Daily Balancing Courses

Night Audit

Tutorials

[Running the Night Audit](#)

Daily Balancing In Maestro

Tutorials

[Daily Balancing Check Report](#)

[Closing Balance Report](#)

[Posting Audit Report](#)

[Shift Report](#)

Documents

[Daily Balancing in Maestro](#)

[Daily Balancing Check Report](#)

Front Office Reporting Courses

Operational Reports

Tutorials

[Arriving and Reserved Guests Report](#)

[Guest Services Report](#)

[Guest Counts and Services Report](#)

[Guest Services Arrivals/Inhouse Report](#)

Documents

[Cover Counts](#)

[Summary of Maestro Reports](#)

Management Reports

Documents

[FIT Pace Report](#)

[Flash Report Configuration](#)

[Manager's Dashboard Report](#)

Crystal Report Samples

Documents

[Crystal Report Samples](#)

Global Maintenance Courses

Client Management

Documents

- [Client Flow Chart](#)
- [Client Merge Purge](#)
- [Client Profile Mandatory Fields](#)

System Configuration

Documents

- [Assigning Colours in Maestro](#)
- [County, Zip and Postal Code Maintenance](#)
- [User Defined Fields](#)
- [Front Desk – Global System Options](#)
- [User and Security Management](#)
- [Setting Up Print to File](#)
- [Setting Up Overbooking](#)
- [Managing Passwords](#)
- [Print to File](#)
- [Printing to PDF](#)
- [Night Audit Report Printing](#)
- [Other Reports Categories and User Access](#)
- [Setting Up View Printer](#)
- [Cover Counts](#)
- [Setting Up Contingency Reports](#)
- [Budget Entry for Manager's Operations Report](#)
- [CSV File Export](#)

SMS and Email Integration Courses

SMS & Email Integration

Documents

- [Email SMS Integration](#)
- [Email Integration Setup](#)
- [SMS Setup](#)

Rate Management Courses

Rate Management

Tutorials

- [Daily Rate Creation](#)
- [Creating a Night Audit Package Rate](#)
- [Creating a Variable Rate](#)

[Creating an Other Charge](#)
[Dynamic Packaging](#)

Documents

[Creating Dynamic Package Templates](#)

Yield Management Courses

Yield Management

Tutorials

[Applying a Close Arrival Yield](#)
[Applying a Close Departure Yield](#)
[Applying a Fixed Rate Yield](#)
[Applying a Length of Stay Yield](#)
[Applying a Min Rate Restriction](#)
[Applying an Occupancy Based Yield](#)
[Manager's Messaging Directives](#)
[Using the Rate Modification Yield Action](#)
[Using the Close Yield Action](#)
[The Yield Screen](#)

Documents

[Yield Management](#)

Retail POS Courses

Retail POS

Tutorials

[Creating a Sale](#)
[Using Multiple Tenders to Complete a Sale](#)
[Accepting Credit Card Payments](#)
[Accepting Cash Payments](#)
[Settling to an AR Account](#)
[Settling to an Inhouse Guest](#)

Documents

[Retail POS QRG](#)

Facilities Management Courses

Facilities Management

Documents

[Facilities Management](#)

Alternate Inventory Courses

Alternate Inventory

Documents

[Alternate Inventory](#)

Tour Operator/Wholesale Management Courses

Tour Operator/Wholesale Management

Documents

[Managing Tour Operators and Wholesalers In Maestro](#)

Spa Services Courses

Spa Services

Tutorials

[Creating a Free Standing Booking](#)

[How to Make a Booking from the Services by Day Screen](#)

[Using the Service Providers Schedule Screen](#)

[Using the Quickbook Feature](#)

[Using the Booking Entry Screen](#)

[Spa Dashboard](#)

[Spa Booking Management](#)

[Copying a Booking](#)

[Integrating a Spa Booking with a Front Desk Reservation](#)

[Moving a Booking](#)

Documents

[Cashing Out a Spa Booking](#)

[Folio Management for Spa Services](#)

Spa Batch Processes

Tutorials

[Spa Batch Processes](#)

Spa Services Maintenance

Documents

[Creating a Service Class](#)

[Spa Receipt Set Up](#)

[Service Room Schedule and Blocks](#)

[Spa Module Year End Maintenance](#)

Sales & Catering Courses

Billing and Auditing

Documents

[Billing and Auditing](#)

Booking & Contact Management

Tutorials

[Booking Management](#)

Documents

[Booking Traces](#)

[Group Bedroom Bookings](#)

Event & BEO Management

Tutorials

[BEO Management](#)

Documents

[Do Not Move Function Rooms](#)

[Duplicating Events](#)

Reporting

Tutorials

[Sales & Catering Inquires Report](#)

[Sales & Catering Inquiry Detailed Summary Report](#)

[Sales and Catering Advance Deposits](#)

[Productivity with Pace Report](#)

[Sales and Catering Reporting Part 1](#)

[Sales and Catering Reporting Part 2](#)

Documents

[SC Report Usage](#)

Sales and Catering Maintenance

Documents

[Function Room Maintenance](#)

[Food and Beverage Code Maintenance](#)

[Food & Beverage Estimates](#)

[Food & Beverage Allocations on BEO](#)

[Inventory Items Maintenance](#)

[Preset Menu Maintenance](#)
[Serving Unit Setup](#)
[Special Charges Maintenance](#)
[Setting Up Traces](#)
[Data Dictionary Table Linkage](#)
[Setting Up User Defined Fields](#)

Gift Card Management

Gift Card Creation and History

Tutorials

[Selling Gift Card in Account Receivable](#)
[Selling Gift Card from the Front Desk](#)
[Selling Gift Card from Retail POS](#)
[Gift Card Redemption in Front Desk](#)
[Gift Card Redemption in Retail Point of Sales](#)
[Incorrect Redemption in Gift Card](#)
[Replacing a Gift Card](#)
[Gift Card Creation in Front Desk](#)

Documents

[Gift Card](#)

Gift Card Reporting

Tutorials

[Gift Card Reporting](#)

Travel Agency Courses

Travel Agency

Tutorials

[Travel Agency Reporting](#)
[Travel Agency Management](#)
[Travel Agency Commission Processing](#)
[Travel Agency Check Generation](#)
[Travel Agency Assignment and Creation](#)

Documents

[Assignment a Travel Agency by IATA Number](#)

Timeshare Condo Courses

Timeshare Condo

Tutorials

- [Creating Owner Profiles](#)
- [How to Link an Owned Unit](#)
- [Selling or Transferring Owned Unit](#)

Documents

- [Owner Statement User Guide](#)
- [Timeshare-Owner Guest Types](#)

Membership Courses

Membership

Tutorials

- [Creating a Member](#)
- [Member Statement Generation](#)
- [Posting Member Dues](#)

Documents

- [Membership Management](#)
- [Member EFT User Guide](#)

Work Order Courses

Work Order

Documents

- [Work Order](#)

NOTE:

Quizzes can be downloaded directly from the Practices Exercises and Quizzes area under the Tutorial Menu Header as a compliment to these sessions.