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”
→ 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

→ 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
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
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
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

Tour Operator/Wholesale Management Courses

Tour Operator/Wholesale Management
Documents

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
**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.