

Front Desk System Options

Quick Reference Guide

System Option	Y/N or other	Explanation
Ind Guest Addr	Y	Suppress Tr/Gst
Ind Agency Addr	Y	Skip Folio Dilg?
Ind Agent Addr	N	Res. Aval. Selct
Ind Caller Addr	N	Use Text Entry
Ind Company Addr	Y	Enable Services
Ind A/R Addr	Y	Enable Other Charges
Grp Guest Addr	Y	Enable Adult Rates
Grp Agency Addr	Y	Force Turnaway
Grp Agent Addr	N	Force Cancel
Grp Caller Addr	N	Use Name Notify
Grp Company Addr	Y	Use Revenue Sharing
Grp A/R Addr	Y	Use Manager's Overrides
Reserve W/O Type	N	Use Waitlist
Termn Room Type	Y	Early CheckOut
Asgn Rm Order	M	Use Charge Routing Rules
Disp Total	Y	Enable Vessel
Agent Posting?	M	Default Room Number Chart
Anniversary Pst	Y	Allow Zero Rate Activities
Anniversary Prt	N	Display Text on Checkout
Check Folios	Y	Print Guest Name
Recalc Rate w/Rm Chg	N	Disp Waitlt Res on Cancel
Use GTD Calendar Cht	N	All Clients in GH Master
Use Seasonal Rates	N	Force Guaranteed By Type
Allow Avail Toggle	N	Deliq Traces on Dashbrd
GH Exclude Routing	N	Consolidate Sharer Counts
Auto Checkin Sharers	Y	Enable Checkin Reversal
1st Sharer Bks DynPkg	Y	Hold Rooms for Waitlist
Use Social Groups?	Y	Enable Inhouse Waitlist
Use Sharer Switching	Y	Sharer Gst Count from Res

This manual will walk you through the settings for the Maestro Front Desk Module. To get to the System Option screen, please log in to Front Desk Maintenance; select "Setup" from the menu bar, then select System Option.

System Option	Y/N or other	Explanation
Ind guest Addr	Y or N	<p>If set to Y: Will force the client Maintenance screen to appear after a <u>Guest</u> name is entered</p> <p>If set to N: The Client maintenance screen will not appear; however you may use the Address screen to update the mandatory information.</p>



Ind Agency Addr	Y or N	<p><u>If set to Y:</u> Will force the client Maintenance screen to appear after an Individual Guests <u>Travel Agency's</u> name is entered on a reservation</p> <p><u>If set to N:</u> The Client maintenance screen will not appear; however you may use the Address screen to update the mandatory information.</p>
Ind Agent Addr Do you want the travel <u>agent's</u> name (if the agency has more than one office or location this may be helpful for sending commission cheques or otherwise contacting them)	Y or N	<p><u>If set to Y:</u> Will force the client Maintenance screen to appear after a travel <u>Agent's</u> name is entered</p> <p><u>If set to N:</u> The Client maintenance screen will not appear; however you may use the Address screen to update the mandatory information.</p>
Ind Caller Addr Do you want the address of the person who is calling to make the reservation (for someone else)?	Y or N	<p><u>If set to Y:</u> Will force the client Maintenance screen to appear after a <u>Caller's</u> name is entered</p> <p><u>If set to N:</u> The Client maintenance screen will not appear; however you may use the Address screen to update the mandatory information.</p>
Ind Company Addr	Y or N	<p><u>If set to Y:</u> Will force the client Maintenance screen to appear after a <u>Company</u> name is entered</p> <p><u>If set to N:</u> The Client maintenance screen will not appear; however you may use the Address screen to update the mandatory information.</p>
Ind A/R Addr	Y or N	<p><u>If set to Y:</u> Will force the client Maintenance screen to appear after an <u>Accounts Receivable</u> name is entered</p> <p><u>If set to N:</u> The Client maintenance screen will not appear; however you may use the Address screen to update the mandatory information.</p>
Grp Guest Addr	Y or N	<p><u>If set to Y:</u> Will force the client Maintenance screen to appear after a <u>Guest</u> name is entered</p> <p><u>If set to N:</u> The Client maintenance screen will not appear; however you may use the Address screen to update the mandatory information.</p>
Grp Agency Addr	Y or N	<p><u>If set to Y:</u> Will force the client Maintenance screen to appear after a <u>Group travel Agent's</u> name is entered</p> <p><u>If set to N:</u> The Client maintenance screen will not appear; however you may use the Address screen to update the mandatory information.</p>
Grp Agent Addr	Y or N	<p><u>If set to Y:</u> Will force the client Maintenance screen to appear after a <u>Group travel Agent's</u> name is entered</p> <p><u>If set to N:</u> The Client maintenance screen</p>



		will not appear; however you may use the Address screen to update the mandatory information.
Grp Caller addr	Y or N	<u>If set to Y:</u> Will force the client Maintenance screen to appear after an <u>individual calling on behalf of a group guest</u> name is entered <u>If set to N:</u> The Client maintenance screen will not appear; however you may use the Address screen to update the mandatory information.
Grp A/R addr	Y or N	<u>If set to Y:</u> Will force the client Maintenance screen to appear after an <u>Accounts Receivable</u> name is entered. <u>If set to N:</u> The Client maintenance screen will not appear; however you may use the Address screen to update the mandatory information.
Reserve W/O Type	Y or N	<u>If set to Y:</u> Maestro will allow a user to exit from the Guest Reservations screen without associating a rate and room type when making a reservation. The reservation will be created without a room attached to it, and the "Abandon or Book" dialog box will not appear. <u>If set to N:</u> Maestro will NOT allow a user to make a reservation without a room attached.
Term Room Type	Y or N	<u>If set to Y:</u> After a user selects a room from "Quick Availability Chart" screen, Maestro will bring the user back to "Guest Reservations" screen. <u>If set to N:</u> After a user picks a room from "Quick Availability Chart" screen, Maestro will keep this screen up allowing the user to continue booking inventory for the same reservation. To exit the screen, press F4. This is the same for FIT or Group Guests.
Asgn Rm Order The option selected here denotes how room numbers will be displayed on Availability screens.		<u>G</u> ORDER BY GRADE AND MTD REVENUE <i>Looks at Room Grading in Global and Owner Module for placing</i> <u>M</u> ORDER SETTING MANUALLY <i>Set Room # Display Order in Global.</i> <u>R</u> ORDER BY ROOM# <i>In Room Number Order used commonly in Hotels.</i> <u>L</u> ORDER BY ROOM LAST DATE USED <i>Designed to rotate room use for even wear.</i> <u>N</u> ORDER BY NIGHTS <i>Popular option for Condos, it looks at room nights booked past and forward (number is determined in Global) to assign the least used unit. Not common with fractional timeshare.</i> <u>\$</u> ORDER BY ROOM REVENUE <i>Looks to the revenue produced per unit and places the least revenue to the top of the list</i>



	Q ORDER BY OWNER ROOM REVENUE <i>Looks at Owner Module for placing.</i>	
Disp Total	Always flag as Y	Displays the total rate in the "Total Rate" in Room and Type Availability screens (in Guest Reservation)
Agent Posting? Agent Post Activity. Determines when travel agent commissions are to be processed	Y / N / M	<u>Set flag to Y</u> If posting of travel agent commissions is to be done at checkout. <u>Set flag to M</u> If posting of travel agent commissions is to be done at month end and at checkout. (Common with Long term stay properties) Otherwise <u>Set flag to N</u> , No posting of agent commissions will be done. <u>Set flag to Z</u> , will create a commission record even when commission is zero.
Anniversary Pst Applies to packages If a guest books a 3 day package based on rate of \$300 and the guest extends his stay by one night	Y or N	Anniversary post. <u>If set to Y</u> : The availability chart will show \$300 and \$100 <u>If set to N</u> : The availability chart will show \$400
Anniversary Prt Applies to weekly & monthly rates	Y or N	Anniversary <u>pro-rating</u> <u>If set to Y</u> : When a user extends a weekly or monthly reservation, Maestro will Pro Rate the Rate if a guests stays 4 nights of weekly rate at \$700 the charge will be \$400. <u>If set to N</u> : When a user extends a weekly or monthly reservation, Maestro will ask a user to modify the rate for the remaining days.
Check Folios To Check folios at check out for balances.	Y or N	<u>If set to Y</u> : Maestro will verify the balances <u>If set to N</u> : No verification will occur
Recalc Rate w/Rm Chg	Y or N	<u>If set to Y</u> : When user moves a guest from one room to another, Maestro will give an option to either recalculate the rate or keep the existing rate (user must have the authorized function). Pop Up will ask Recalculate rate? Yes / No / Override where Override will change the room type and not the amount if different. <u>If set to N</u> : When a user moves a guest from one room to another, Maestro display a message that room types are different, but it will NOT give option to recalculate the rate and the rate amount remains same – DOES NOT RECALCULATE AUTOMATICALLY. Pop up will ask Room Types are different Do you wish to continue? Yes / No where Yes will only move to new room type, no change to rate amount.
Use GTD Calendar Cht Note group rooming lists are not shown as Guaranteed.	Y or N	<u>If set to Y</u> : Defaults to the GTD vs. Non-GTD Calendar Space Chart display. <u>If set to N</u> : The standard Calendar Space Chart is displayed.
Use Seasonal Rates Allows same rate type names to be carried over through seasonal rate	Y or N	<u>If set to Y</u> : Implicit day 1 after changing seasons does not have to be the same as day 2 in the second season.

periods during a guests stay. Using a 3 day Variable or Dynamic Packaging		If set to N: Explicit 1 st & 2 nd night package rates in the next season post the correct night depending on setup.
Allow Avail Toggle	Y or N	If set to Y: The Room Type Space Chart will allow the user to toggle between rooms available and rooms available including unpicked group blocks If set to N: The Room Type Space Chart will only show rooms available NOT including unpicked group blocks
GH Exclude Routing	Y or N	If set to Y: Revenue that was routed to a Group Master NOT will be included in the Past Spend Total calculation If set to N: Revenue that was routed to a Group Master will be included in the Past Spend Total calculation
Auto Checkin Sharers	Y or N	If set to Y: Maestro will display a prompt asking the user if they wish to check in all additional sharers of the room after the successful check in of the first sharer If set to N: Maestro will complete the checkin process for the first sharer only
1 st Sharer Bks Dyn Pkg	Y or N	If set to Y: All Dynamic package components of a will remain and charged on the first sharer reservation, If set to N: Dynamic package components will be booked on all sharers and will be calculated individually based on the number of people on the reservation
Use Social Groups	Y or N	If set to Y: The Travel With field on Guest Reservations will display, enabling users to use Social Groups If set to N: The Travel With field will remain hidden
Use Sharer Switching	Y or N	If set to Y: Access to the Leave\Change Sharer Set option will be available to users If set to N: The Leave/Change Sharer Set will NOT be available to users
Suppress Tr/Gst	Y or N	If set to Y: Maestro Suppresses Tour Operator names on reports. If set to N: Maestro shows Tour Operator names on reports.
<u>Skip</u> Folio Dilg?	Y or N	If set to Y: During C/O dialog boxes informing the user about the status of folios will not appear, nor will the box indicating you can "Skip" folio printing, maestro will send the folio to the printer queue, you will still have to select the printer icon to print if crystal. If set to N: At C/O maestro will display dialog boxes.
Res. Aval. Selct (Read as <u>SKIP</u> Res. Avail Select)	Y or N	If set to Y. During the reservation creation maestro will not display the "Reservation Availability Selection" window, but will instead display the "Quick Availability" window.



		You will not have the opportunity to qualify a guest rate by name, company guest type etc. <u>If set to N:</u> Allows you to qualify the rate and manage the reservation process more effectively.
Use Text Entry Use Free Form Text Entry Function. Setting this option	Y or N	<u>If set to Y:</u> Will activate the free form text entry which eliminates having to key in line numbers when entering text. It also supports line wrapping and functions similar to windows notepad. <u>If set to N:</u> You cannot continue to type continuously without “entering” to a new line
Enable Services	Y or N	<u>If set to Y:</u> Will enable third party activity features to book additional services for guests such as golf or theatre tickets. <u>If set to N:</u> If the property does not use third property activities.
Enable Other Charges	Y or N	<u>If set to Y:</u> Will enable the other charges feature display on the guest reservation screen. Allows you to book other charges for guests such as cots, cribs, parking etc. <u>If set to N:</u> If the property does not use other charges.
Enable Adult Rates <u>Normally set to N</u> Display per adult rate on the 1 st night on FD0200 splits the rate depending on the number of guests.	Y or N	<u>If set to Y:</u> Will enable the adult rates display features on the reservation window. This field will display a per adult rate per night based on the first night and not including children’s’ charges. <u>If set to N:</u> Will hide this field from the reservation window display.
Force Turnaway Turnaway screen will appear regardless	Y or N	A turnaway is a reservation that was not finished <u>If set to Y:</u> A turnaway reason is mandatory and must be filled in on the Turnaway screen <u>If set to N:</u> The screen will appear but no reason is required.
Force Cancel	Y or N	A cancellation is a reservation that was completed (Reserved status). <u>If set to Y:</u> A cancellation reason is mandatory and must be filled in on the Cancellation screen. <u>If set to N:</u> The screen will appear but no reason is required.
Use Name Notify Table that manages phone interface.	Y or N	<u>If set to Y:</u> Maestro will communicate the guest name to interfaces (PBX, movies, voicemail, etc.). This option should be set to Y only when the interfaces are up and running. <u>If set to N:</u> Maestro will NOT communicate the guest name to interfaces.
Use Revenue Sharing	Y or N	<u>If set to Y:</u> If tracking revenue and reservation activity by room number (Commonly used with condo / timeshare modules). <u>If set to N:</u> If not tracking revenue by room number specifically.
Use Manager’s Overrides	Y or N	<u>If set to Y:</u> Rates will be subject to Yields and



Is the property going to be using manager's overrides?		overrides. The yield flags on rate types will default to "Y"s. <u>If set to N:</u> Rates will not be subject to Yields and overrides.
Use Waitlist	Y or N	<u>If set to Y:</u> A user will have an option to make a waitlist reservation (by double clicking on reservation status field). Remember to set up inventory options. <u>If set to N:</u> A user will NOT have an option to make a waitlist reservation.
Early Checkout Choose the default indicating how the system will respond to an early departure date.		<u>P</u> ASK - DEFAULT POST CHARGES <u>R</u> ASK - DEFAULT REVERSE CHARGES <u>L</u> ASK - REVIEW <u>\$</u> DON'T ASK - POST ALL CHARGES <u>C</u> DON'T ASK - REVERSE CHARGES
Use Charge Routing Rules	Y / N / P	<u>If set to Y:</u> Maestro will allow a user to apply charge routing rules for groups with correct permissions. <u>If set to N:</u> Maestro will NOT allow a user to apply charge routing rules for groups. <u>If set to P:</u> Maestro will default to the charge posting rules on set up on the group master for group individual group reservations (an individual group guest may be altered on the face of the individuals reservation).
Enable Vessel	Y or N	<u>If set to Y:</u> To enable property to use Vessel management.
Default Room Number Chart -Choose the chart you would like to use as a default (from Dashboard clicking "Tape Chart" button).		<u>R</u> ROOM NUMBER SPACE CHART <u>#</u> ROOM NUMBER SPACE CHART BY ROOM # <u>I</u> ROOM NUMBER TAPE CHART <u>W</u> ROOM NUMBER TWO-WEEK TAPE CHART
Allow Zero Rate Activities	Y or N	<u>If set to Y:</u> Maestro will allow a user to put in an activity with a zero rate in the activities booking screen. <u>If set to N:</u> Maestro will NOT allow a user to put in an activity with a zero rate in the Activities Booking screen.
Display Text on Checkout	Y or N	<u>If set to Y:</u> "Check out" text will pop up at check out. <u>If set to N:</u> "Check out" text, will NOT pop up at check out. But will flag as a yellow "Y" on reservation screen
Print Guest Name Default guest name information for <u>Housekeeping Assignment Reports</u>		<u>N</u> DO NOT PRINT GUEST NAME <u>R</u> SELECT AT RUN-TIME <u>Y</u> PRINT GUEST NAME
Disp Waitlt Res on Cancel	Y or N	<u>If set to Y:</u> When a user cancels a reservation and there are waitlist reservations for that date, Maestro will display a dialog box listing waitlist reservations for that time period. <u>If set to N:</u> Maestro will NOT display waitlist reservations in the case of a cancellation.
All Clients in GH Master	Y or N	<u>If set to Y:</u> Include all clients, even those without any reservations, in the Guest History master file. This will allow for more complete CRM

		management when used with Analytics. Creates a more inclusive mailing list. This should NEVER be used in conjunction with Corporate client data sharing!
Force Guaranteed by type	Y or N	<u>If set to Y:</u> A guaranteed method must be entered for all FIT reservations before a user may exit. The default for Group Room list guests will be "Clerk" if there is no guarantee method on the Group Reservation. Note: Group Guests that are auto created will have no default guaranteed method. <u>If set to N:</u> Guaranteed method is not required.
Deliq Traces on Dashbrd	Y or N	<u>If set to Y:</u> Traces with a start dates (due dates) in the past will remain on the Front Desk Dashboard if they are not marked as done. <u>If set to N:</u> Traces with start dates (due dates) in the past will NOT display on the Front Desk Dashboard, even if they have not been dealt with.
Consolidate Sharer Counts	Y or N	<u>If set to Y:</u> Statistics and Night Audit Breakdowns will be based on the combined number of people in the room inhouse for that day <u>If set to N:</u> Statistics and Night Audit Breakdowns will be based on the combined number of people on each sharer reservation.
Enable Checkin Reversal	Y or N	<u>If set to Y:</u> With the correct Authorized function, users can perform a check in reversal <u>If set to N:</u> Checkin Reversal will not be available.
Hold Rooms for Waitlist	Y or N	<u>If set to Y:</u> Rooms or specific room numbers will automatically be made unavailable and must be manually released when a reservation is cancelled and there is a waitlisted reservation <u>If set to N:</u> Rooms will be released normally when cancelled
Enable Inhouse Waitlist	Y or N	<u>If set to Y:</u> Reservations will be able to hold waitlisted rooms when they are in Inhouse status. Waitlisted room can be booked using Step-Inventory <u>If set to N:</u> Inhouse Waitlist will not be available.
Sharer Gst Count from Res	Y or N	<u>If set to Y:</u> Statistics for the number of guests will be taken from the number of people on each sharer reservation. <u>If set to N:</u> Statistics for the number of guests will be taken from the first sharer only (i.e. lowest reservation number). The total number of people in the room should be on the first sharer reservation.