Creating a Service Class
Quick Reference Guide

Date: October 15

Introduction

This Quick Reference Guide will explain the procedures to creating a service class. Service classes can range from fitness classes, lessons, hikes, courts, rides, etc. It is assumed that the reader is already familiar with Maestro navigation and the creation of spa service bookings. For more information on spa service bookings, please see the User Guide – "Spa and Activities Management".

Procedure

Configuration to adding a service class can be accessed from the Spa and Activities Management Maintenance module. All of the steps required will be located under the 'Service' menu. The steps required in the service class creation are outlined below followed by descriptions for each step.

Steps of configuration:
1. Create a new Service Room Type (if needed)
2. Create the Service Room Number for the Class (if needed)
3. Create a new Service Type (if needed).
4. Create the new service class.
5. Allow the service class to be performed in the room(s).
6. Create the Service Rate for the class.
7. Add skill to provider(s).

Create a Service Room Type

Creating a new Service Room Type is optional. You can create a new room type for your service class or use one of the existing types.

Create the Service Room Number

1. Create the new room number that will be used for the service classes. Maximum number of characters is six.
2. F8 (look-up) and attach the room type that the room belongs to.
3. Identify the display priority (DP) that you want the room to order on the services by day screen.
4. Type in a description of the room.

Creating a New Service Type

In the service menu select 'Service Type'.

Field	How to use it
ServTyp	Create the code you wish to use for your service class type. This field allows up to 6 characters.

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C	This field is flagged with a 'Y' if it is a service class type.
Description	Description of the service type.
H PC	Hotel Posting Code. If you charge an automatic service charge that the hotel receives indicate the posting code that is to be used. This should be different than your provider posting code. If you do not charge an automatic service charge leave this field blank.
H Perc H Amt	Hotel Percent. If you are using the automatic service charge indicate the percentage that the hotel is to receive. Or Hotel Amount. The dollar amount that the hotel is to receive. Note: A percentage or amount may be used but not both.
P PC	Provider Posting Code. If you charge an automatic service charge that the provider receives indicate the appropriate posting code. This should be different than your hotel posting code. If you do not charge an automatic service charge leave this field blank.
P Perc P Amt	Provider Percent. If you are using the automatic service charge indicate the percentage that the provider is to receive. Or Provider Amount. The dollar amount that the provider is to receive. Note: A percentage or amount may be used but not both.
Clerk	The clerk will automatically default to the clerk who created the service type.
Last Date/Time	The date and time will automatically default to the date and time of configuration

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Creating the Service

Field	How to use it
ServTyp	Look up (F8) and attach the appropriate service type for the service you are creating.
Service	Create the code for the new service. There is a maximum of 8 characters.
Description	Description of the service.
Max # Participant	Identify the maximum number of participants that can join the service class.
Charge Each P	If you are charging each participant attending the class, flag the service with a 'Y'. If you are not charging each participant flag it as an 'N'.
Allow in Pkg	This is a 'Y' (yes) or 'N' (no) field. If set up as a 'Y' you will be able to attach this service into a package. If it is flagged with an 'N' it is not available to be configured in a package.
Duration in Mts	Indicate the duration of the service class in minutes. Note: All the minutes specified in duration, setup, cleanup, clear zone before and clear zone after will add to the length of time that the room is booked for.
Setup Mins	If the service class requires set-up minutes prior to the start of the class, indicate the length of time in minutes. Commonly, setup minutes are included in the cleanup minutes.

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Cleanup Mins	Indicate the length of cleanup minutes that are required at the end of the service class if required.
Guest Gender	This field is for future development. It can be left blank.
Match Gender	Select 'N' to not match gender. This field is also for future development but will require a character in the field.
Allow On Arr	This is a 'Yes' or 'No' field. Select a 'Y' or an 'N' if you will allow the class to be booked on the day of arrival of the front desk reservation.
Allow On Dep	This is a 'Yes' or 'No' field. Select a 'Y' or an 'N' if you will allow the class to be booked on the day of departure of the front desk reservation.
Priority Sched	Identify the order of priority that you would like the class to appear.
Clear Zone Be	Clear zone before refers to the length of time that you allow the guest to occupy the room before the class begins.
Clear Zone Af	Clear zone after refers to the length of time that you allow the guest to occupy the room after the class has ended. Note: It is common to include this time in the clean-up minutes.
Clerk Code	The clerk will automatically default to the clerk who created the service type or last modified the service.
Last Date/Time	The date and time will automatically default to the date and time of configuration or date and time of modification.

Allow the Service Class to be Performed in the Room

1. From the 'Service' menu, select 'Room Service Allowed'.
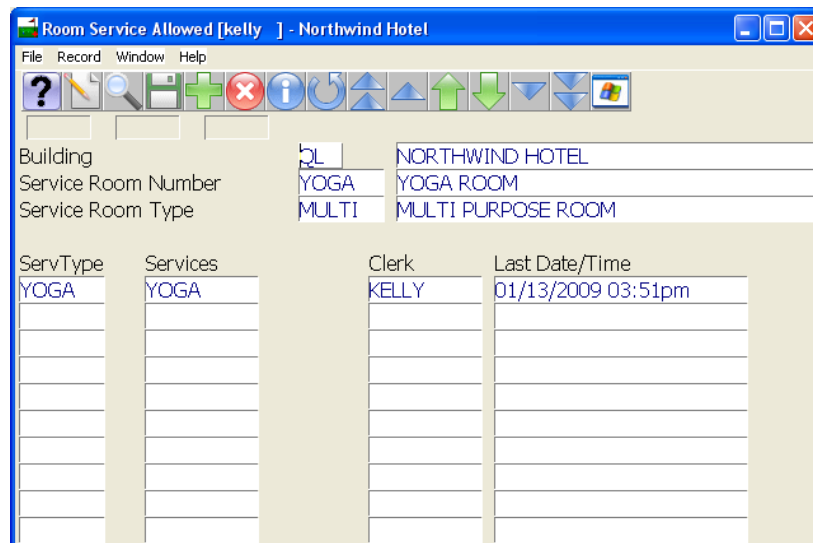
2. F8 (look-up) and select the building and room number.
3. F8 (Look-up) on the 'ServType' field and attach the service type of the service class. F8 on the 'Service' field and attach the service class to the room.

Create the Service Class Rate

1. From the 'Service' menu, select 'Service Rates Table'.

Field	How to use it
Building Code	F8 (look-up) and attach the appropriate building code for the spa.
Txt	The field will automatically be flagged with a yellow 'Y' if there is any building text associated.
Service Type	F8 (look-up) and select the service type.
Service	F8 (look-up) and select the service class.
Guest Type	F8 (look-up) and select for guest type that the rate is being created for. Note: If you have multiple guest types you will need repeat this process of creating the rate for each guest type.
Date From / Date To	Indicate the start and end date for the rate. Note: It is recommended to choose a date in the far future to avoid having to update rates at time of expiry.
Curr CD	If the property is using currency exchange, select the currency code that is to be used for the service. Leave this field blank if you are not using currency exchange.
Group Res #	If the service is only available to a specific front desk group, F8 (look-up) and select the group that it is available for. If the service is available for all groups, leave this field blank.
Txt	If there is any text associated with the group reservation a yellow 'Y' will appear.

Cvn	If there is any convener text associated with the group reservation a yellow 'Y' will appear.
Force Rm Inv	If this service is only available to guests that have a hotel reservation, flag it with a 'Y'. If the service does not require a hotel reservation, leave the field blank.
Add-on Flag	If there are any add-ons available with the service, F5 (drilldown) and F8 (look-up) and attach the applicable add-on(s).
Week No / Day	Identify the day of week number that the rate is available. When the week number is entered the day of the week will automatically populate. 1 = Monday, 2 = Tuesday, 3 = Wednesday, 4 = Thursday, 5 = Friday, 6 = Saturday, 7 = Sunday.
From Time	Identify the start time that the service is available. Note: If the spa opens early on special occasions, configure the 'from time' as the earliest time you may ever open.
Default Rate	Identify the default rate that is charged for the service relative to the guest type you are configuring the rate for. Note: Rates can be different for certain days of the week such as Saturday and Sunday and/or different guest types.
Internal Cost	If known, identify the internal cost for the service. This is internal information purposes only.
Post Code	F8 (look-up) and identify the posting code that is to be used when charge is posted.

2. Complete the rate configuration for each applicable guest type if needed. F8 (look-up) on the guest type field and select the next guest type.

Add Skill to Providers

1. From the 'Service' menu, select 'Service Provider Master'.
2. Page down until the first provider that is capable of performing the service appears.

3. Go to 'Window' and select 'Service Provider Skills'

4. F6 (create) to bring the cursor to a new line.
5. F8 (look-up) and select the service type.
6. F8 (look-up) and select the service.
7. F8 (look-up) on the commission field and attach the applicable commission for the provider if required.
8. Repeat steps one through seven to apply skill to additional providers if needed.