

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.

Room Typ	Description	Clerk	Last Date/Time
ACTIVE	Class Activity	KELLY	01/13/2009 04:36pm
HAIR	Hair Salon/Stations	ANA	09/12/2006 09:45am
HYDRO	Hydrotheraphy Room	ANA	09/12/2006 09:45am
MULTI	Multi Purpose Room	MARK	09/08/2004 10:13am

Create the Service Room Number

Room No	RoomTy	DP	Description	Outlet	Clerk	Last Date/Time
GREEN	MULTI	3	Green Room		THOMASW	12/22/2008 04:02pm
ORANGE	MULTI	4	Orange Room		ANA	06/13/2006 09:37am
PURPLE	MULTI	6	Purple Room		KELLY	01/13/2009 04:38pm
RED	MULTI	7	Red Room		KELLY	01/13/2009 04:38pm
ROSE	MULTI	12	Rose Room		MARK	03/27/2007 12:28pm
SILVER	MULTI	11	Silver Room		MARK	03/27/2007 12:28pm
WHITE	MULTI	8	White Room		ANA	06/13/2006 09:37am
YELLOW	MULTI	5	Yellow Room		MARK	07/15/2006 11:16pm
YOGA	ACTIVE		Yoga Room		KELLY	01/13/2009 04:38pm

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'.

ServTyp	C	Description	H PC	H Perc	H Amt
BDYPKG		Featured Body Treatment Pkgs	HTLS	7.00	
PSVC		8.00	KELLY	10/02/2008 04:33pm	
BODY		Body Treatments	HTLS	5.00	
PSVC		5.00	SPAGUJY	01/02/2009 03:31pm	
FACIAL		Facials			
			ANA	06/13/2006 09:26am	
MASSAG		Massage			
			NWIND	09/08/2008 04:38pm	
MEN		Just for Men			
			MARK	06/18/2005 04:48pm	
MISCAE		Miscellaneous Aesthetics			
			MARK	06/18/2005 04:48pm	
NAILS		Nails			
			MARK	06/18/2005 04:48pm	
WAX		Waxings			
			MARK	06/18/2005 04:49pm	
WRAPS		Body Wraps			
			MARK	11/07/2005 12:07pm	
YOGA	Y	Yoga Classes			
			NWIND	09/08/2008 04:38pm	

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.



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	Hotel Percent. If you are using the automatic service charge indicate the percentage that the hotel is to receive. Or
H Amt	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	Provider Percent. If you are using the automatic service charge indicate the percentage that the provider is to receive. Or
P Amt	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

Creating the Service

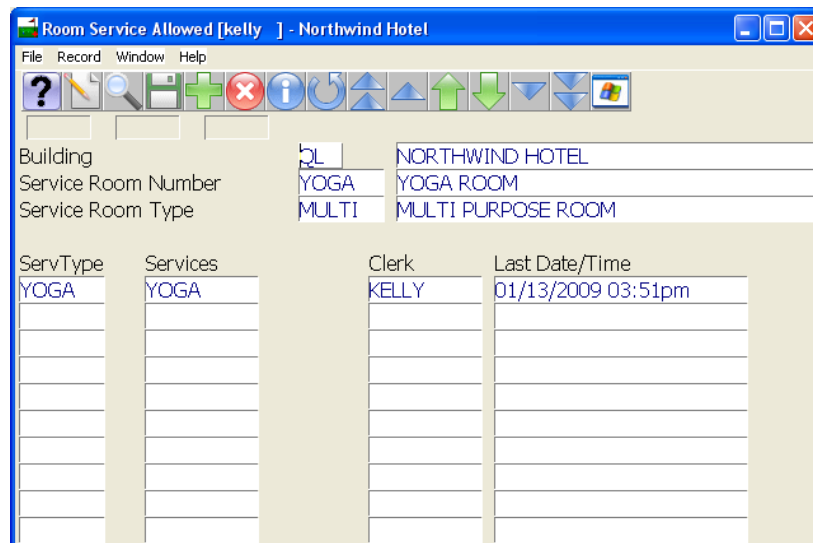
Field	Value
Serv Type	YOGA
Service	YOGA CLASSES
Description	Yoga Class
Max# Participant	5
Charge Each P	Y
Allow In Pkg	Y
Duration in Mts	60
Setup mins	
Cleanup mins	
Guest Gender	
Match Gender	N
Allow On Arr	Y
Allow On Dep	Y
Priority Schd	
Clear Zone Be	
Clear Zone Af	
Clerk Code	NWIND
Last Date/Time	09/08/2008 04:53pm

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.

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'.

Week No	Day	From Time	Default Rate	Internal Cost	Post Code
1	MON	08:00am	15.00		SVCL
2	TUE	08:00am	15.00		SVCL
3	WED	08:00am	15.00		SVCL
4	THU	08:00am	15.00		SVCL
5	FRI	08:00am	15.00		SVCL
6	SAT	08:00am	15.00		SVCL
7	SUN	08:00am	15.00		SVCL

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.

Service Provider Master [kelly] - Northwind Hotel

File Record Window Help

Provider Code: 38392

Provider Name: Melissa

Display Priority: []

Provider Gender: F

Guest Gender: []

Primary Skill: YOGA INSTRUCTOR

Full Part Time: []

Clerk Code: KELLY

Last Date/Time: 01/13/2009 04:00pm

- Go to 'Window' and select 'Service Provider Skills'

ServTyp	ServDtl	Comrr	Clerk	Last Date/Time
YOGA	YOGA	SSR	KELLY	01/13/2009 04:03pm

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