Adding a New Service
Quick Reference Guide

Date: October 15

Introduction

This Quick Reference Guide will explain the procedures to creating a new service for the spa. It is assumed that the reader is already familiar with Maestro navigation and the creation of spa bookings. For more information on spa bookings, please see the User Guide – "Spa and Activities Management".

Procedure

Configuration to adding a new service 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 creation are outlined below followed by descriptions for each step.

Steps of configuration:

1. Create a new Service Type (if needed).
2. Create the new service.
3. Allow the service to be performed in room(s).
4. Create the Service Rate.
5. Add skill to provider(s).

Creating a New Service Type

In the service menu select 'Service Type'. If the service you are adding falls under one of the already configured service types you do not need to add a new one.

| Field	How to use it
ServTyp	Create the code you wish to use for your service type. This field allows up to 6 characters.
C	This field is only available for versions of 4.19 and higher. It is used for configuration of service classes. This field is flagged with a 'Y' if it is a class service type. If it is not a class the field will be left blank.
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	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	This field is used for Service Classes and is available for versions of 4.19 and higher. If you are configuring a service class indicate the maximum number of participants that can join. If service classes are not being used leave the field blank.
Charge Each P	This field is used for Service Classes and is available for versions of 4.19 and higher. It is a 'Yes' or 'No' field. 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'. If you are not configuring a service class leave the field blank.

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. This field is most commonly set up as a 'Y' to allow ease when configuring a package with the service in the future.
Duration in Mts	Indicate the duration of the service in minutes.
Setup Mins	If the service requires set-up minutes prior to the guest's treatment 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.

Note: All the minutes specified in duration, setup, cleanup, clear zone before and clear zone after (below) add to the length of time that the room is booked for. |
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 service 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 service 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 service 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 treatment begins.
Clear Zone Af	Clear zone after refers to the length of time that you allow the guest to occupy the room after the treatment begins.

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. |

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Allow the Service to be Performed in Rooms

1. From the 'Service' menu, select 'Room Service Allowed'.
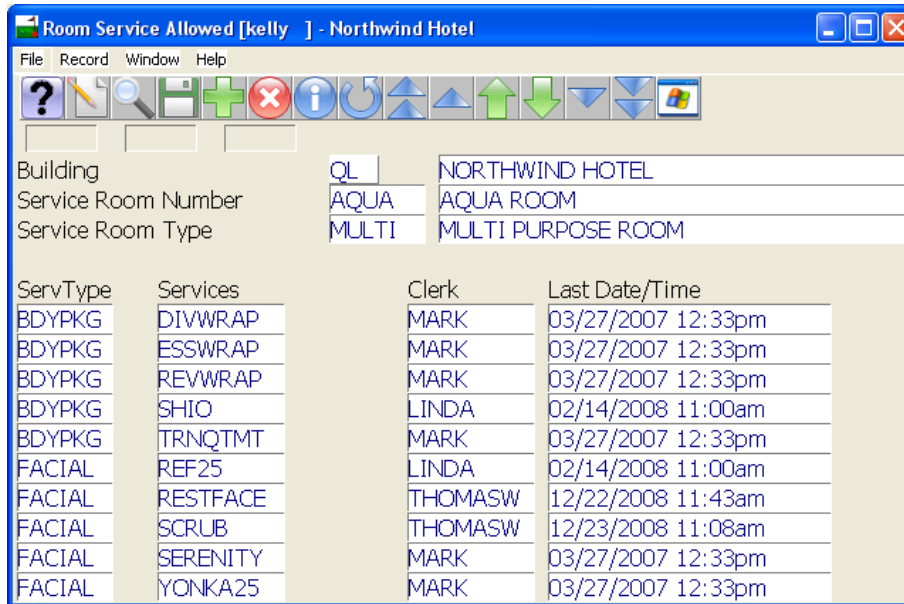
2. Page down until you view the first room that the service is able to be performed in.
3. Place the cursor on the 'ServType' field. Press F6 (Create) to bring the cursor to a new line.
4. F8 (Look-up) on the 'ServType' field and attach the service type that the newly configured service belongs to. F8 on the 'Service' field and attach the newly configured service to the room.
5. Place the cursor back on the 'Building' or 'Service Room Number' field and continue to page down until the next service room is located that the service is able to be performed in.
6. Continue steps 1 through 5 as needed.

Create the Service 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.
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 charges are 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.