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Fidelio Suite 7

Front Desk Manual

Front Office—Version 7.11

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Rooms Management Module

1

Introduction

The Suite 7 Front Desk Module allows you to perform all the hotel's front desk functions.

In this manual you will find step-by-step instructions to guide you through most of the basic Front Desk functions you will require. However, as you get to know and use Suite 7, you will discover that many functions can be performed in more than one way—as well as using shortcut keys—and you will naturally choose the methods you find most convenient.

About Suite 7 Front Desk

You can view expected arrivals and in-house guests. You can also view all the reservations for a specified date, or just reservations that meet certain criteria, and see what rooms are available for them. You can then check in guests including walk in guests, and cancel reservations.

Messages can be sent and displayed for guests. You can send messages to guests individually or by group. You can keep an unlimited number of messages for each guest, mark messages as having been received or not, and print messages in a user-definable format.

You can view an overall picture of the hotel at that very moment. The last option available is to open accounts in the hotel.

Getting Started

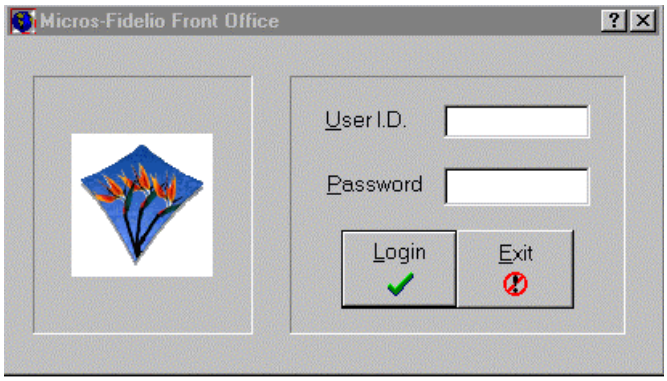
Logging In

To use the Suite 7 Front Office system you must log into the system first. You must have a valid user identification and password.

Logging into the Suite 7 Front Office:

1. From the desktop, click .

   The Login Screen appears.



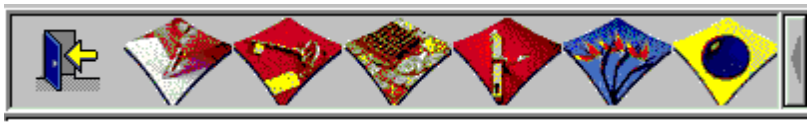
2. Type your user identification in the User I.D. field box.
3. **Tab** to the Password field box.
4. Type your secret password in the Password field box.
5. Click LOGIN.

   The Suite 7 Front Office main menu screen appears.

You are now logged into the system.

Front Desk Speedbar

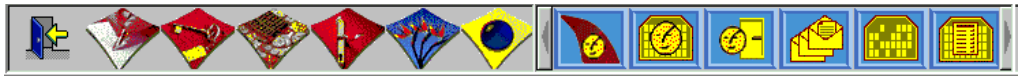
The Suite 7 Front Office main menu screen has six Suite 7 speed icons located at the top left of the screen. Each speed icon represents one of the main user modules.



To open the Front Desk toolbar:

1. From the main Suite 7 screen speedbar, click the FRONT DESK icon.

The FRONT DESK toolbar appears to the right of the icons.



This toolbar is the starting point for all Suite 7 Front Desk functions.

> Note: The Front Desk toolbar displays up to six buttons at a time.

2. To access additional buttons, click the right arrow at the right side of the toolbar.

   The buttons on the left disappear, the other buttons all move left, and the additional buttons appear on the right.

3. To toggle back to the previous button display, click the arrow on the left side of the toolbar.

For Front Desk toolbar icons, see Table 1, page 8.

Table 1: Front Desk toolbar icons

Icon	Name of the icon	Description
	Arrivals	Opens the Arrivals Search dialog box from where you can search for expected arrivals.
	In-House Guest	Opens the In-House dialog box from where you can search for guests who have a reservation and who have checked into the hotel reservations.
	Room Blocking	Opens the Room Blocking dialog box from where you can search for available rooms for a reservation.
	Messages	Opens the Select dialog box from where you can choose to display messages, send messages, or display traces.
	House Status	Opens the House Status screen that gives an overall picture of the hotel at that very moment.
	House Accounts	Opens the House Accounts dialog box from where you can open accounts in the hotel.

Navigation keys

Accelerator keys

Suite 7 Front Office has accelerator keys that allows you fast access to a field box on a screen or dialog box. When a letter is underlined you can press the **Alt + letter** keys and the cursor moves into the field box. For example, on the New Reservations screen the letter "A" is underlined in the Arrival date field. By pressing the **Alt + A** keys, the cursor moves into the Arrival date field box.

To use the accelerator keys:

From the screen or dialog box, press **Alt + letter**.

The cursor moves into the field box.

Control keys and Shortcut keys

Suite 7 Front Office has control keys and shortcut keys that allows you to perform actions directly from the keyboard without having to use the mouse. Using these keys saves you time. For example, to open the Detailed Availability screen you would open the Quick Keys main menu and click on the icon. When you use the control keys, to open the Detailed Availability screen, use the control key **Ctrl + D**. The Detailed Availability screen opens.

For Suite 7 Front Office control keys, see Table 2.

For Suite 7 Front Office shortcut keys, see Table 3, page 10.

Table 2: Suite 7 Front Office control keys

Control Key	Menu Item
Ctrl + A	Arrivals
Ctrl + B	Billing
Ctrl + C	Copy
Ctrl + D	Detailed Availability
Ctrl + E	Postings
Ctrl + F	Floor Plan
Ctrl + G	Groups
Ctrl + H	House Status
Ctrl + I	In-House
Ctrl + J	Calendar
Ctrl + K	Internal Use
Ctrl + L	Room Rack
Ctrl + M	Messages
Ctrl + N	New Reservation
Ctrl + O	Telephone Operator
Ctrl + P	Control Panel
Ctrl + Q	Quick Keys
Ctrl + R	Rate Plan Query
Ctrl + S	Room Search
Ctrl + T	Information Book
Ctrl + U	Update Reservation
Ctrl + V	Paste

Control Key	Menu Item
Ctrl + W	Arrivals/Stayovers/Departures
Ctrl + X	Cut
Ctrl + Y	Occupancy Graph
Ctrl + Z	Calculator

Table 3: Suite 7 Front Office shortcut keys

Shortcut Key	Description
F1	Displays the Help window.
Alt + F4	Closes the active window and logout.
F10	Closes all active windows.
Shift + F10	Displays a pop-up menu.
Ctrl + F10	Toggles the cursor into/out of the menu bar.
F12	Moves the cursor from a data field to the grid.
Alt + Down arrow	Displays a combo box.
Alt + Spacebar	Toggles the menu bar on/off.
Tab	Moves forward through the fields /options. Moves to the next field and confirms the entry.
Shift + Tab	Moves backward through the fields/options.
Ctrl + Tab	Moves forward through tabs.
Ctrl + Shift + Tab	Moves backward through tabs.
Escape	Cancels the current action. Removes a Combo box before a selection has been made.
Home	Moves the cursor to the beginning of a field.
End	Moves the cursor to the end of a field.
Ctrl + Home	Moves the cursor to the first editable field.
Ctrl + End	Moves the cursor to the last editable field.
Page Up	Pages forward through the records.
Page Down	Pages backward through the records.

The Quick Keys

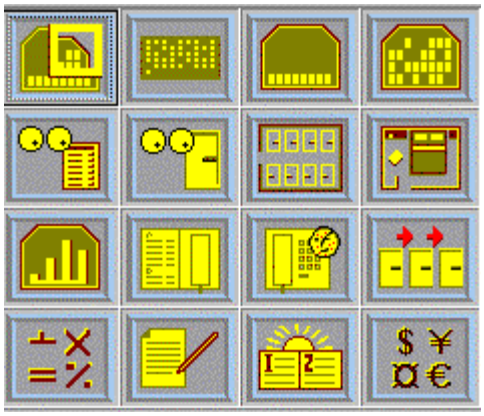
Suite 7 Front Office allows you to select the Quick Keys main menu from any screen. The Quick Keys are shortcuts to screens, searches, and desktop tools. Using these keys allows rapid access to information without having to leave the section that you are currently working on. For example, a customer is making a new reservation while at the same time asking questions about restaurants in the area. You can use the Information Book quick key for restaurant information instead of aborting the new reservation screen, looking up the restaurant information, closing the Information Book, and reopening the new reservation screen.

Opening the Quick Keys main menu

To open the Quick Keys main menu:

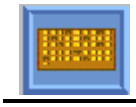
Hold down the Ctrl key while pressing Q **(Ctrl + Q)**.

The Quick Keys main menu appears.



For Quick Keys main menu icons, see Table 4, page 14.

Table 4: Quick Keys main menu icons

Icon	Description	Shortcut Key
	Detailed Availability	**Ctrl + D**
	Control Panel	**Ctrl + P**

Icon	Description	Shortcut Key
	Maximum Availability	
	House Status	**Ctrl + H**
	Rate Plan Query	**Ctrl + R**
	Room Search	**Ctrl + S**
	Room Rack	**Ctrl + L**
	Floor Plan	**Ctrl + F**
	Occupancy Graph	**Ctrl + Y**
	Information Book	**Ctrl + T**
	Telephone Operator	**Ctrl + O**
	Arrivals/Stayovers/Departures	**Ctrl + W**
	Calculator	**Ctrl + Z**
	Log Book	
	Calendar	**Ctrl + J**

Icon	Description	Shortcut Key
	Currency Convert Calculator	

The Date field

The fields are setup in the configuration, therefore the format of the dates and the separators between the dates may vary from one hotel to another. You can type the date with or without separators. You can also type the current day and month without the year and the year will default to the current year. For example, MM/DD/YY, DD/MM/YY, MM-DD-YY, or DD-MM-YY, or DDMMYYYY.

There are many date fields in the system. For example, Start date, Arrival date, or Date. The date can be either a specific date or an as of date.

A specific date is when you need to see what happened on that day. For example, you need to see which guests have departed 09/09/99.

An as of date is when you need to find out information starting from that date. For example, you need to read the occupancy graph starting from 09/09/99 through 12/09/99.

Note: For setting up the date format, see the *Suite 7 Configuration Manual*.

Changing the date

The date can be changed by typing a new date or with the use of the calendar.

Typing a new date

To type a new date:

1. Place the cursor in the Date field box.
2. Type the new date in the Date field box.
3. Press the **Tab** key.

   The date is changed.

Changing a date using the calendar

To change a date using the calendar:

1. Click the drop down arrow next to the Date field box.

   The calendar appears.

2. Change the month to a previous month or future month by clicking the horizontal arrows located on the top of the calendar or by pressing the **Page Up** or **Page Down** key.
3. Change the year to a previous year or future year by pressing the **Ctrl + Page Up** or **Ctrl + Page Down** key.
4. Place the cursor on the date and click the left mouse button **or** move the keyboard arrow keys to locate the date and press **Enter**.

   The date is now changed.

Selecting a range of dates using the calendar

You can select a range of dates. For example, to reserve a new reservation both the arrival date and departure date must be entered. The From date is the arrival date and the To date is the departure date.

To select a range of dates using the calendar:

1. Click the drop down arrow next to the Date field box.

   The calendar appears.

2. Change the month to a previous month or future month by clicking the horizontal arrows located on the top of the calendar or by pressing the **Page Up** or **Page Down** key.
3. Change the year to a previous year or future year by pressing the **Ctrl + Page Up** or **Ctrl + Page Down** key.
4. Select the date which is the From date.
5. Press the **Shift** key while clicking the right horizontal arrow on the keyboard until you have highlighted the date that is the To date.

   The date range is highlighted on the calendar.
6. Press **Enter**.

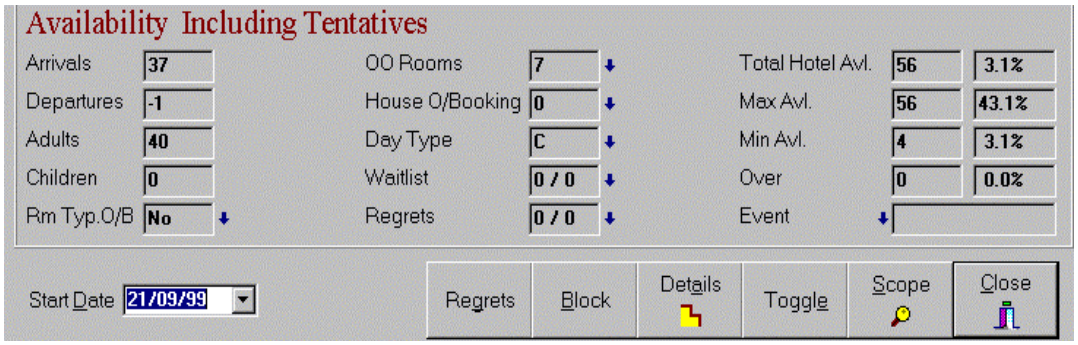
   The dates are changed.

Displaying corresponding screens and dialog boxes

Using the blue drill down arrow

When there is no blue drill down arrow next to the field, this indicates that no additional information can be displayed for the field.

Many fields have a blue drill down arrow next to it indicating that there is additional information that can be displayed.



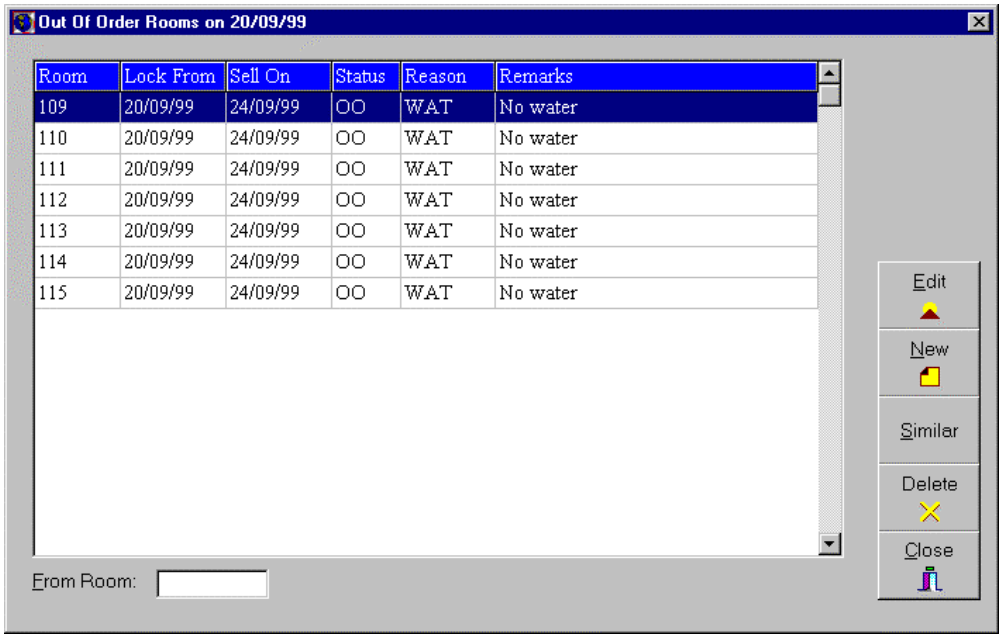
For example, by double clicking in the OO Rooms field box, the Out of Order screen appears.

To display corresponding screens and dialog boxes using the blue drill down arrow:

1. Place the cursor in the field box.

2. Double click inside the field box with the left mouse button.

   The corresponding screen appears.



Using the buttons

Many screens and dialog boxes have buttons that are activated. You can open other screens and dialog boxes by clicking these buttons.

The letters within the buttons can be shaded different colors.

For Suite 7 Front Office button colors, see Table 5.

Table 5: Suite 7 Front Office button colors

Color of the letters	Example	What the color represents
Gray		The button is deactivated indicating that you can not click the button. This can be because the option is not active in your hotel or that you do not have the user rights to use this option.
Black		The button is activated indicating that you can click the button and another screen or dialog box appears.

Printing screens and dialog boxes

Suite 7 Front Office allows you to print some of the screens and dialog boxes. You can print to a printer or to a file.

You can print by clicking the PRINT button when the button is activated or by clicking the pop-up PRINT button after clicking the right mouse button.

Printing by clicking the print button

To print by clicking the print button:

From the screen or dialog box, click the PRINT button.

The contents of the screen or dialog box are sent to the printer.

Printing without selecting print options

Note: The contents of the screen or dialog box are sent to the printer in print table format.

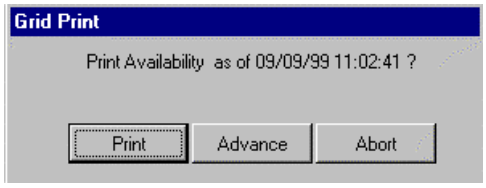
To print without selecting printing options:

1. From the screen or dialog box, place the cursor on the white portion of the screen.
2. Click the right mouse button.

   A pop-up PRINT button appears.

3. Click the pop-up PRINT button.

   The Grid Print dialog box appears.

4. Click PRINT.

The contents of the screen or dialog box are sent to the printer in print table format.

Printing with printing options

Note: The contents of the screen or dialog box are sent to the printer in print table format.

Setting the print layout

Opening the Table Print dialog box

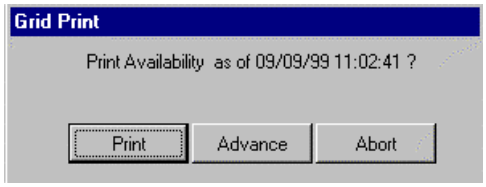
To open the Table Print dialog box:

1. From the screen or dialog box, place the cursor on the white portion of the screen.
2. Click the right mouse button.

   A pop-up PRINT button appears.

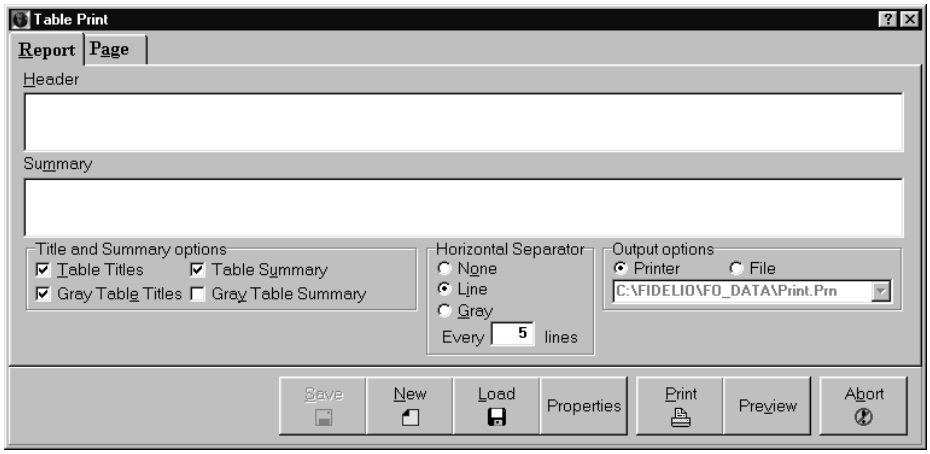
3. Click the pop-up PRINT button.

   The Grid Print dialog box appears.

4. Click ADVANCE.

   The Table Print dialog box appears.



For Table Print dialog box, see Table 6.

Table 6: Table Print dialog box command buttons

Click this command button	To do this
Save	Save a document.
New	Create a new document.
Load	Load an existing document.
Properties	Set report properties, file name, description, and job name.
Print	Send a print table to the printer.
Preview	Preview the print table before printing.
Abort	Close the Table Print dialog box.

Entering text in the Table Print dialog box

> Note: The contents of the screen or dialog box are printed in a print table format.

Text typed in the Page Header and Footer field boxes appear in the header and footer on every page.

Text typed in the Report Header field box appear in the report title directly above the table. Text typed in the Report Summary field box text appears below the table.

Entering text in the Page page of the Table Print dialog box

To enter text in the Page page of the Table Print dialog box:

1. On the Table Print dialog box, click the PAGE tab.

   The Table Print dialog box appears displaying the Page page.

2. Type header text in the Header field box.
3. Type footer text in the Footer field box.
4. Continue to “Entering text in the Report page of the Table Print dialog box,” page 21.

Entering text in the Report page of the Table Print dialog box

For Table Print dialog box printing layout options, see Table 7.

Table 7: Table Print dialog box printing layout options

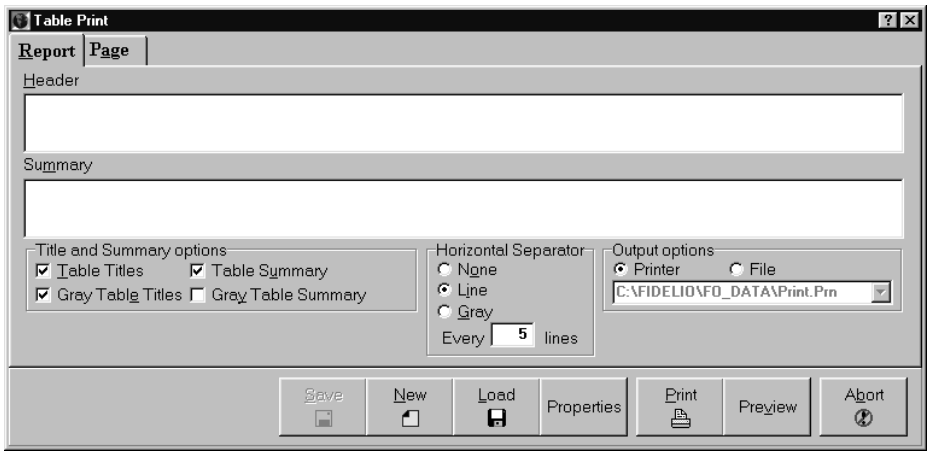
Printing layout option	Definition
Table Titles	Column headers are printed in the print table.
Gray Table Titles	The table titles is shaded gray.
Table Summary	Summary text is printed at the end of the print table.
Gray Table Summary	The table summary is shaded gray.
None	There are no horizontal lines drawn separating the rows in the print table.
Lines	Horizontal lines are drawn separating the rows in the print table.

Printing layout option	Definition
Lines – Every x lines	The number of horizontal lines drawn separating the rows. For example, every 2 lines draw a horizontal line.
Gray	Horizontal lines are not drawn separating the rows. The text line is shaded gray.
Gray – Every x lines	Horizontal lines are not drawn separating the rows. The number of text lines shaded gray. For example, every 2 text lines shade the next 2 text lines.
Printer	The contents of the screen or dialog box are sent to the printer.
File	The contents of the screen or dialog box are sent to a file.

To enter text into the Report page of the Table Print dialog box:

1. On the Table Print dialog box, click the REPORT tab.

   The Table Print dialog box reappears displaying the Report page.



2. Type header text in the Header field box.
3. Type summary text in the Summary field box.
4. Check one or more check boxes next to TITLE AND SUMMARY OPTIONS.
5. Click one of the HORIZONTAL SEPARATOR radio buttons.
6. Type a number in the Every x lines field box.
7. Continue to “Printing from the Table Print dialog box,” page 23.

Printing from the Table Print dialog box

To print from the Table Print dialog box:

1. Click the PRINT radio button to send the print table to the printer or the FILE radio button to sent the print table to a file.
   If you are sending the print table to a file, type the full path name of the file in the file field box that is located below the FILE radio button.

2. Click PRINT.

   The contents of the screen or dialog box appear on the Preview print table screen in print table format. (See “Previewing before printing,” page 23).

3. From the Preview print table screen, click PRINT.

   The print table is sent to the printer.

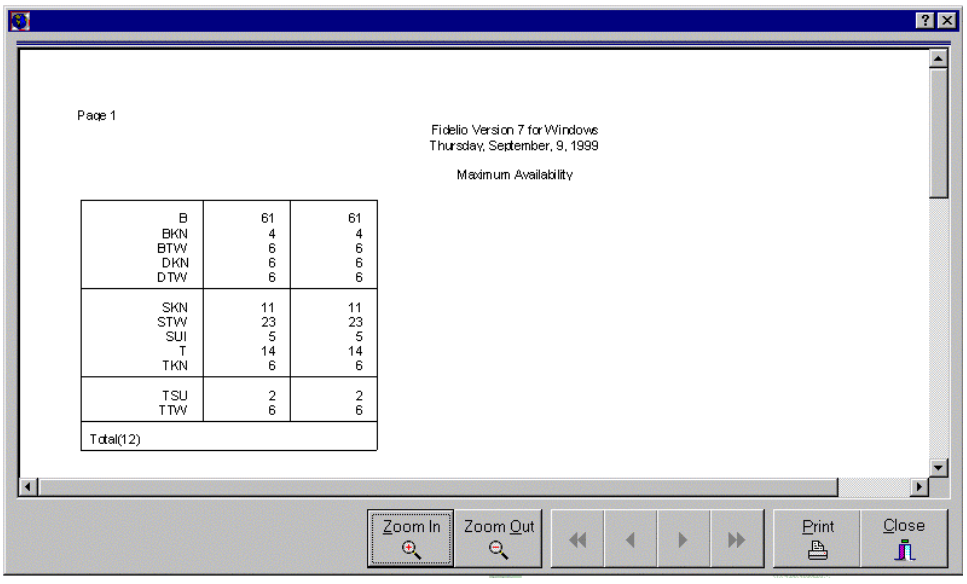
Previewing before printing

The print table can be previewed before printing.

To preview before printing:

1. From the Table Print dialog box, click PREVIEW.

   The Preview print table screen appears displaying the contents of the screen or dialog box in print table format.



For Preview print table screen command buttons, see Table 8.

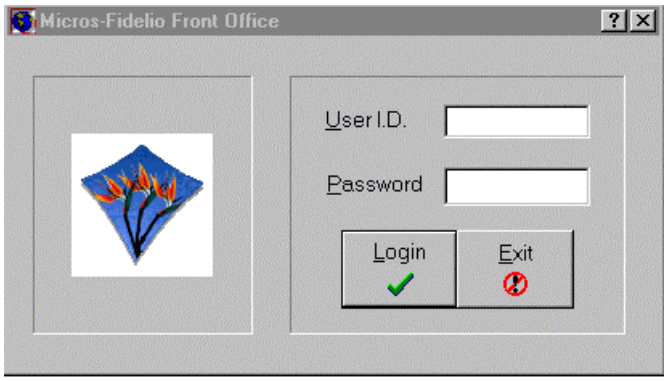
Table 8: Preview print table screen command buttons

Click this button	To do this
	Enlarge the display of the print table.
	Reduce the display of the print table.
	Display the first page of the print table.
	Turn back the page of the print table by one page.
	Advance the page of the print table by one page.
	Display the last page of the print table
	Send the print table to the printer.
	Close the Preview print table screen.

Exiting the Suite 7 Front Office

To exit the Suite 7 Front Office:

1. Close all open screens and dialog boxes.
2. Click the exit icon on the Suite 7 Front Office main menu screen. The Login screen appears.



3. Click EXIT.

   The Suite 7 Front Office is closed and the desktop appears.

2

Arrivals

The Suite 7 Front Desk module allows you to view arrivals, check in guests including walk in guests, and cancel reservations.

Opening the Arrivals Search dialog box

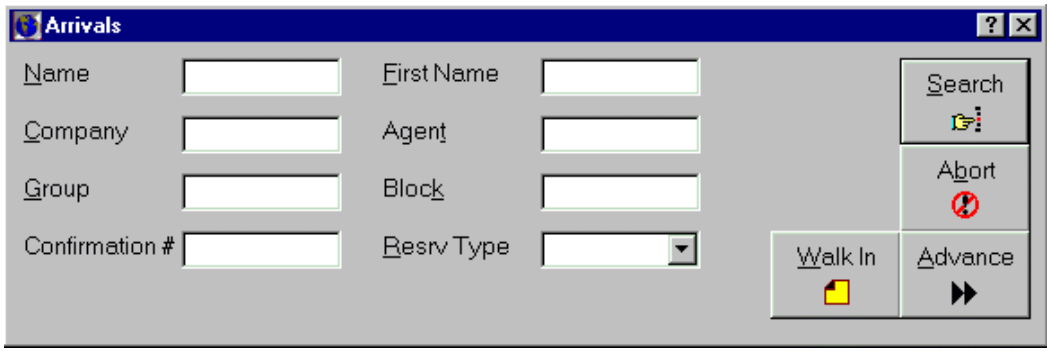
To open the Arrivals Search dialog box:

1. From the main Suite 7 screen speedbar, click the FRONT DESK icon.

The Front Desk toolbar appears to the right of the icons.

2. Click the ARRIVALS icon .

The Arrivals Search dialog box appears.



For an explanation of the fields in the Arrivals Search dialog box, see Table 1.

Table 1: Arrivals Search dialog box fields

Field	Explanation of the field
Name	The guest's last name.
First Name	The guest's first name.
Company	The name of the company who made the reservation.
Agent	The name of the travel agent who made the reservation.
Group	The name of the group the reservation was made for.
Block	The block code of the group the reservation was made for.
Confirmation #	The confirmation number of the reservation.
Resrv Type	The status of the reservation

Searching for an expected arrival

You can make and save changes to reservations with the status of expected arrival.

To locate an expected arrival you can perform the following searches:

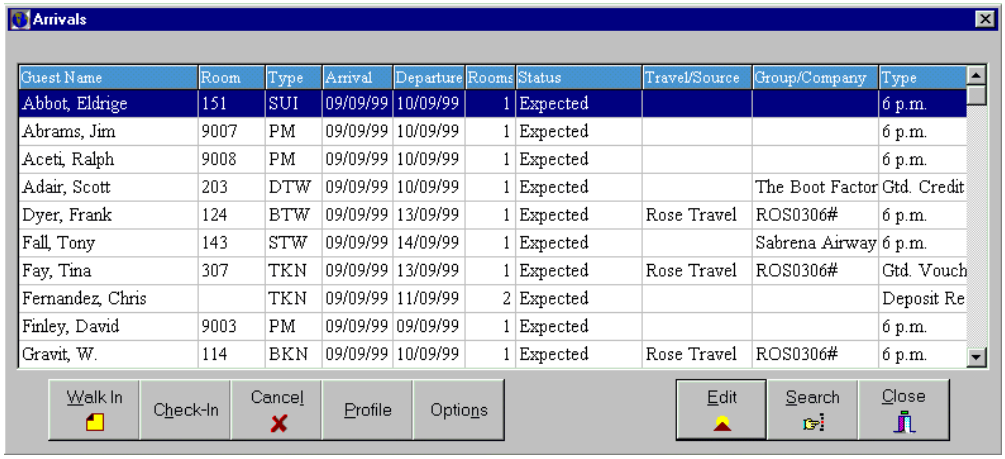
- A standard search that is used to display a list of expected arrivals that match the criteria entered.
- An advanced search that is used to narrow the search and to specify more precisely the expected arrivals to be displayed.

Searching for an expected arrival using the standard search

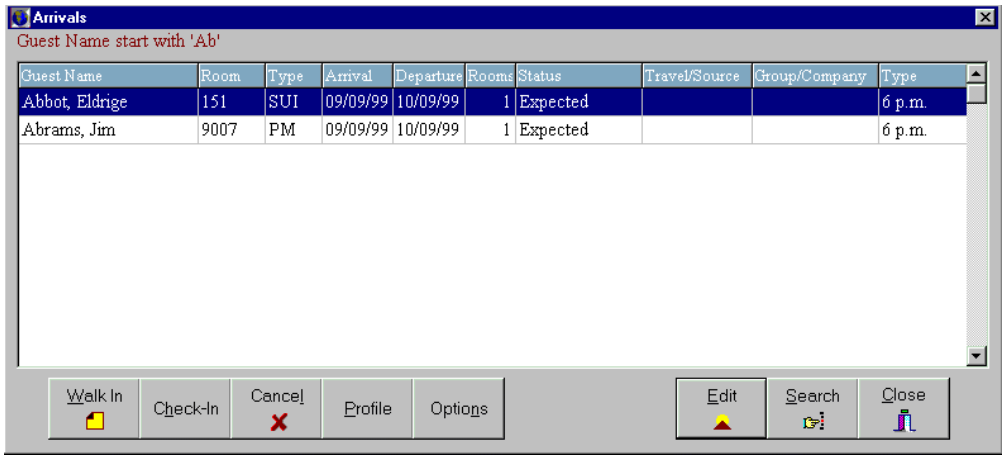
To search for an expected arrival using the standard search:

1. From the Arrivals Search dialog box, enter one or more search criteria or leave all the fields blank.
2. Click SEARCH.

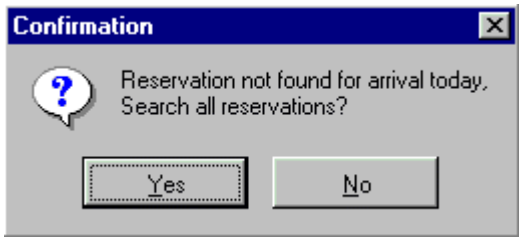
   If no search criteria were entered, the Arrivals dialog box appears displaying the expected arrivals for today's date. The expected arrivals are listed in alphabetical order of the guest names.



If search criteria was entered, the Arrivals dialog box appears displaying a list of expected arrivals for today's date that match what has been specified. For example, search for the Last Name "Ab". The Arrivals dialog box appears displaying a list of expected arrivals for today's date that have the letters "Ab" in their names, such as Abbot and Abrams.



If search criteria was entered and there are no expected arrivals that match what has been specified, a confirmation dialog box appears asking if you want to search for all reservations.



3. Click YES to search for all expected arrivals regardless of the date.

   The Arrivals dialog box appears with all expected arrivals.

   Click NO to close the confirmation box.

For an explanation of the option buttons in the Arrivals dialog box, see Table 2.

Table 2: Arrivals dialog box options

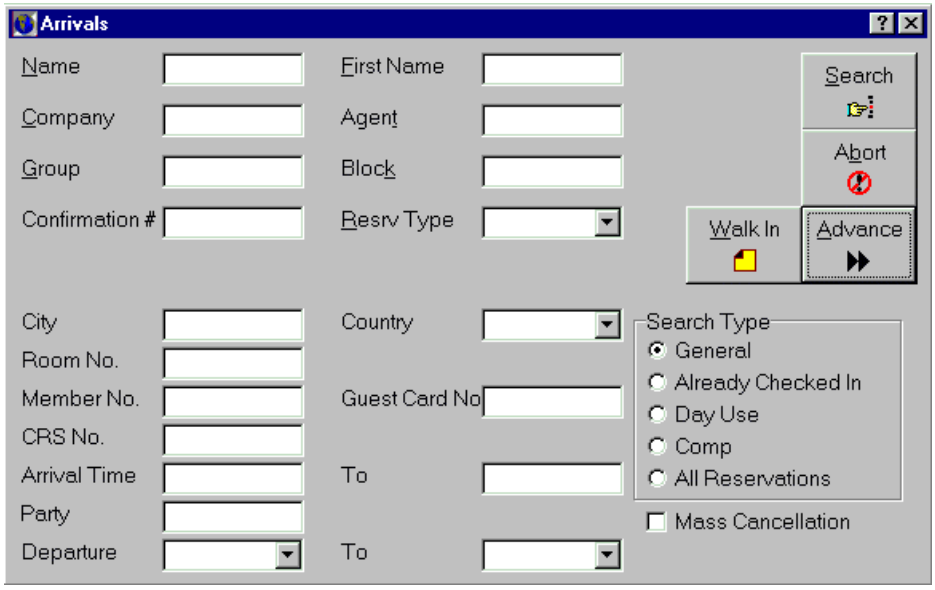
Clicking this option	Does this
WALK IN	Opens the New Reservation screen allowing you to make a new reservation and check in the guest.
CHECK IN	Checks in a guest and changes the guest's status from Expected to Checked-In.
CANCEL	Cancels the reservation of an expected arrival. The reservation is no longer displayed on the Arrivals dialog box and the reservation status changes to Cancelled.
PROFILE	Displays the Profile screen for the selected reservation.
OPTIONS	Displays the Reservation Options dialog box without displaying the Reservations screen.
EDIT	Displays the Reservation screen for the selected reservation.
SEARCH	Opens the Arrivals Search dialog box.

Searching for an expected arrival using the advanced search option

To search for an expected arrival using the advanced search option:

1. From the Arrivals Search dialog box, click ADVANCE.

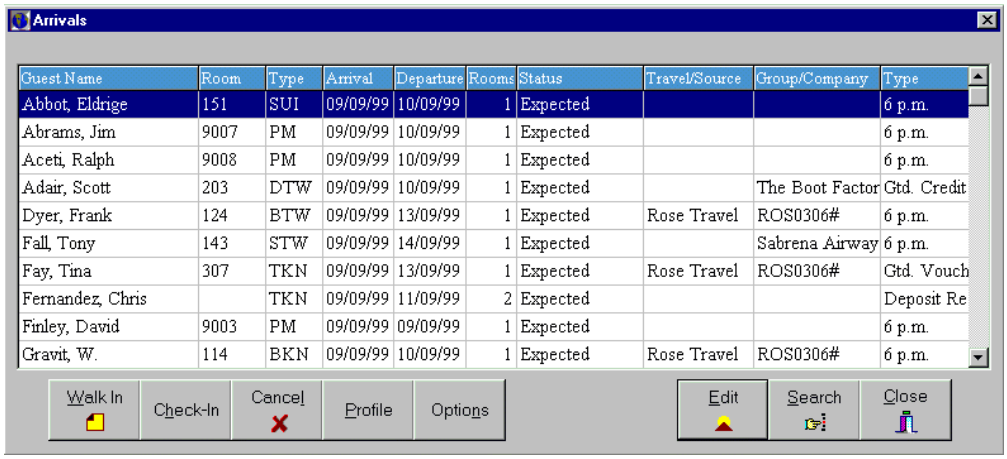
   The Arrivals Search dialog box expands.



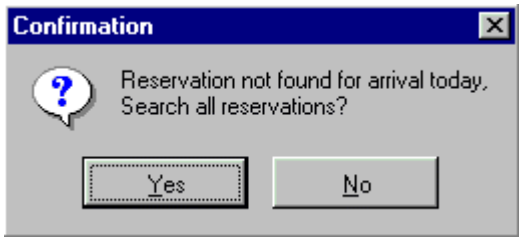
The Advanced Arrivals Search dialog box fields are explained Table 3, page 32.

2. Enter one or more search criteria and click SEARCH.

The Arrivals dialog box appears.



If search criteria was entered and there are no expected arrivals that match what has been specified, a confirmation dialog box appears asking if you want to search for all reservations.



3. Click YES to search for all expected arrivals regardless of the date.

   The Arrivals dialog box appears with all expected arrivals.

For an explanation of the option buttons in the Arrivals dialog box, see Table 2, page 30.

Table 3: Advanced In House Guest Search dialog box fields

This field	Is to search for
General	All reservations that are expected to arrive today.
Already Checked In	All reservations that were checked-in today.
Day Use	Reservations with the same arrival date and departure date.
Comp	Reservations that are marked as Comp (Complementary) in the Reservation screen.
All Reservations	All reservations regardless of status and date.
Mass Cancellation	If the check box is checked then all reservations that can be cancelled will be displayed and an additional button MASS CANCELLATION will be available on the Arrivals dialog box. Upon clicking the MASS CANCELLATION button you will be warned that you are about to cancel all reservations for the specified date and reminded to enter a specific reservation type to be cancelled.
Checked Out	Reservations that have checked out today.
City	Reservations for guests from a specific city.
Country	Reservations for guests from a specific country.
Room No.	All reservations blocked with the specified room number.
Member No.	Reservations with the specified member number.
Guest Card No	Reservations with the specified guest card number.
CRS No.	Reservations with the specified central reservations number.

This field	Is to search for
Arrival Time --- To ---	Guests who are expected to arrive within the range of arrival time. If the To field is left blank, the search will be for arrival times after the stated time.
Party	Reservations with the name of the party that the guest is travelling with.
Departure --- To ---	Guests who are expected to depart within the range of dates. If the To field is left blank, the search will be for departure dates after the stated date.

Note: If no reservations match the search criteria, Suite 7 notifies you that no reservations were found.

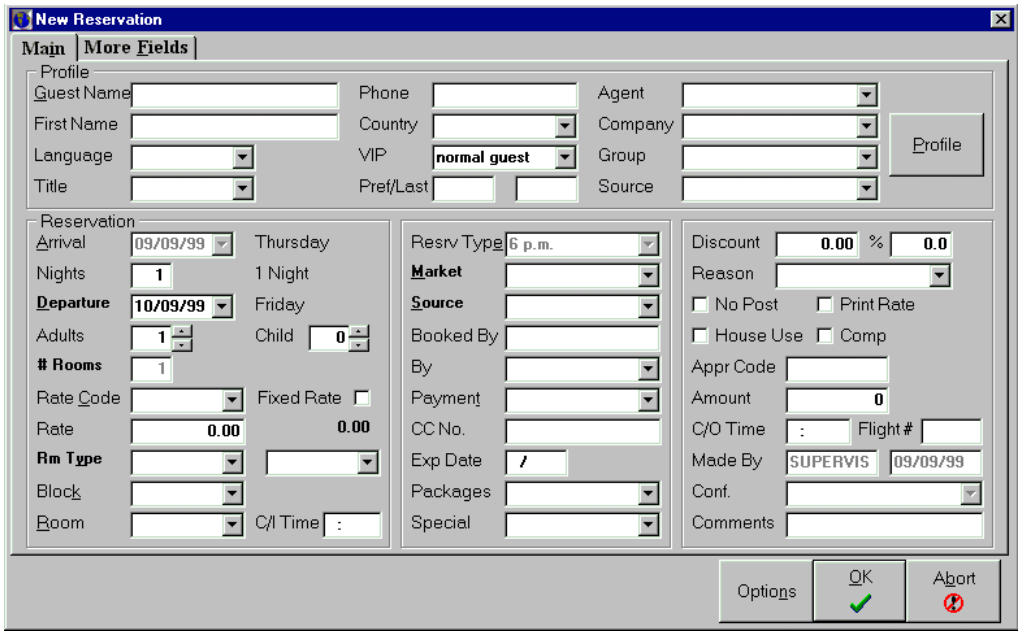
Checking in a walk in guest

To check in a walk in guest:

1. From the Arrivals Search dialog box or Arrivals dialog box, click WALK IN.

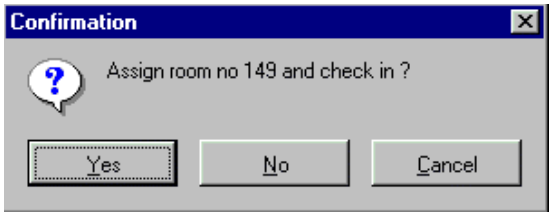
   The New Reservation screen appears.

Note: The Arrival date and Reservation Type fields are not available for changes.



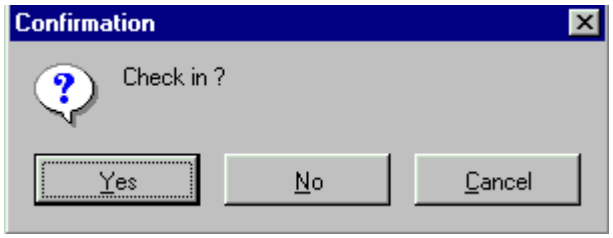
2. Type all the required profile and reservation information.
3. Click OK.

   A confirmation dialog box appears displaying the room number to be assigned and asking if you want to check in the guest.



4. Click YES.

   A message appears asking if you want to check in the guest.



5. Click YES.

> Note: The Assign Virtual Number dialog box may appear. For more information on virtual numbers, see "Checking in a guest to a room with virtual number configuration (DID)," page 37.

6. Click OK.

   A message dialog box appears displaying a check-in successful message.

7. Click OK.

   A message dialog box appears displaying the reservation number.

8. Click OK.

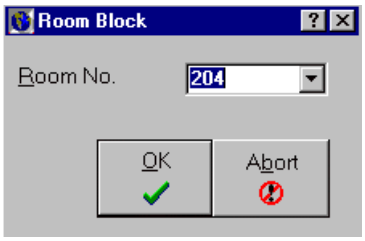
   The walk in guest is checked in and the New Reservation screen is closed.

Checking in a guest

To check in a guest:

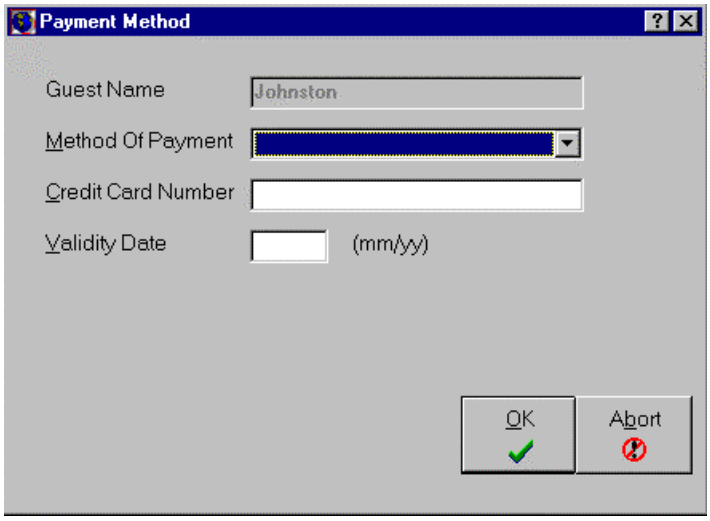
1. From the Arrivals dialog box, select the reservation.
2. Click CHECK-IN.

   If the room number has not been assigned, a Room Block prompt appears with the default room number. The default room number is the first available room number of the selected room type.



3. Accept the default room number or choose one from the drop-down menu.
4. Click OK.

   If you did not select a method of payment in the Reservation screen, the Payment Method dialog box appears.



5. Complete the Payment Method dialog box, and click OK.

> Note: The Assign Virtual Number dialog box may appear. For more information on virtual numbers, see “Checking in a guest to a room with virtual number configuration (DID),” page 37.

6. Click OK.

   A message dialog box appears displaying a check-in successful message.

7. Click OK.

   The guest is checked in.

Checking in a guest to a room with virtual number configuration (DID)

The assignment of virtual numbers depends entirely upon how your hotel system is configured for DID (Direct Inward Dialing) and the interface used in the hotel.

A virtual number can be permanent or non-permanent. A non-permanent virtual number can be assigned to a guest while checking in or once the guest is in house (see the *Suite 7 Reservations Manual*). A permanent number can be assigned permanently to a guest profile at any time. Once it is marked as permanent, it can not be used for another assignment (see the *Suite 7 Reservations Manual*).

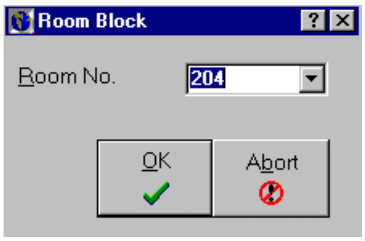
A virtual number can also be ***guest-based*** or ***room-based***. In a room-based virtual number, Suite 7 assigns an identical virtual number to all reservations staying in the same room. If the second sharer to check in has a permanent virtual number, Suite 7 will ignore the assignment and the virtual number issued for the first sharer is used.

If the reservation is guest-based and is a share, Suite 7 assigns a new virtual number at check-in for each sharer. It is not possible to assign the same virtual number to two or more sharers.

For arriving guests, the system goes through the normal check-in procedure and displays the virtual number assignment screen as the last process. For checked in guests, you can use the Virtual Number option from the Option menu to remove or add a virtual number (see *the Suite 7 Reservation Manual*).

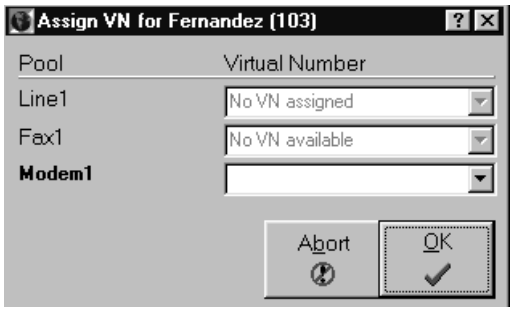
To check in a guest to a room with virtual number configuration:

1. From the Arrivals dialog box, select the reservation.
2. Click CHECK-IN.
3. If the room number has not been assigned, a Room Block prompt appears with the default room number.



4. Click OK to accept the selected room number.

   The Assign Virtual Number dialog box appears.



   Depending on the configuration, you will be either be prompted to assign a virtual number or a virtual number will be automatically assigned (see Table 4, page 39).

5. If you are prompted to assign a virtual number, click the empty field(s) drop down arrow and select a number from the drop down list.

6. Click OK.

   A message dialog box appears displaying a check-in successful message.

7. Click OK.

   The guest is checked in.

Table 4: Actions of virtual numbers at check in per configuration

Configuration	At check in it does this
Auto Assign	Suite 7 automatically assigns a number from the virtual number pool to every check-in. If a guest has permanent VN assignments, Suite 7 will automatically select and displays the permanent virtual number attached to the profile.
Prompt to Assign	Allows the user to type in a number or select a number from the drop down list. If the field is left blank, there will be no VN assignment.
Do Not Assign	Displays the message “No VN assigned” in place of the virtual number field.

Canceling an expected reservation

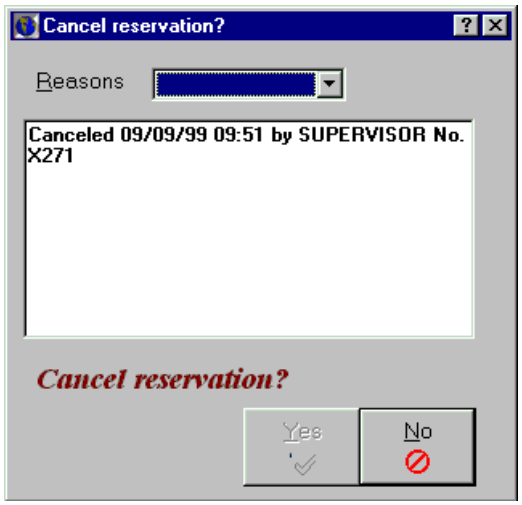
You can cancel an expected reservation if the guest has not made a deposit to guarantee the reservation, if the reservation is a duplicate, or if the guest informed the hotel that they will not be arriving. Canceling a reservation will release rooms back to availability. You can cancel either one reservation at a time or several reservations of the same criteria using the MASS CANCELLATION option.

Note: If the guest has made a deposit, you can not cancel the reservation with this option. It must be cancelled through the Cashiering program.

To cancel an expected reservation:

1. From the Arrivals dialog box, select the guest.
2. Click CANCEL.

   The Cancel reservation dialog box appears.



3. From the Cancel reservation dialog box, click the drop down arrow and select a reason from the Reasons list.
4. Click YES.

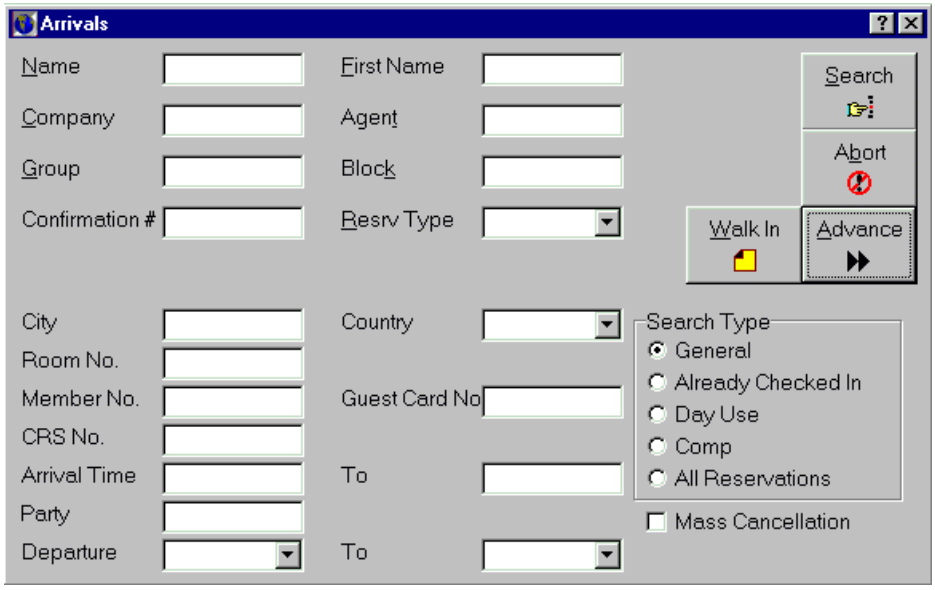
   The reservation is cancelled. The reservation no longer appears on the Arrivals dialog box and reservation status is changed from Expected to Cancelled.

To cancel an expected reservation using the Mass Cancellation option:

1. From the Arrivals dialog box, click SEARCH.

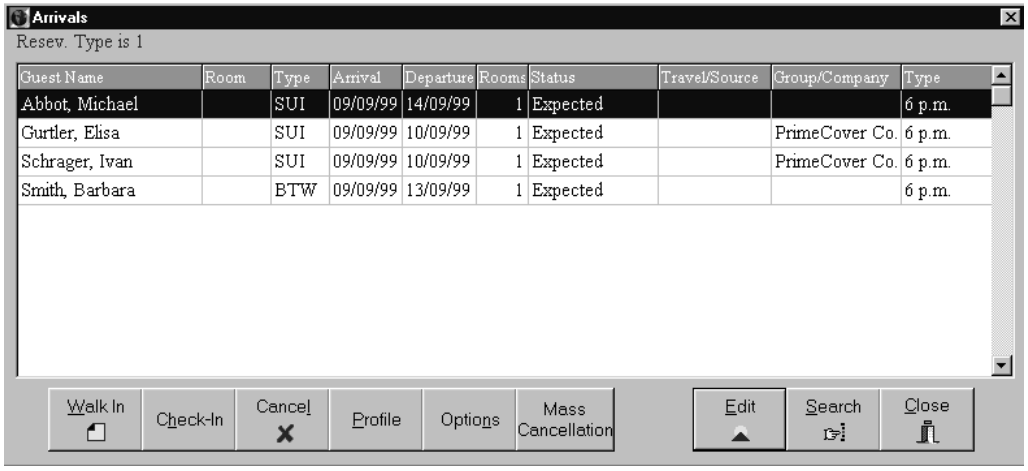
   The Arrivals Search dialog box appears.
2. Click ADVANCE.

   The Arrivals Search dialog box expands.



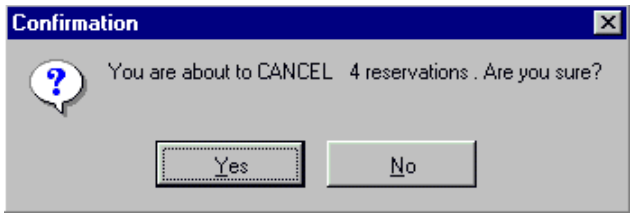
3. Enter your search criteria.
4. Check the Mass Cancellation check box.
5. Click SEARCH.

   The Arrivals dialog box appears with all the reservations that are to be cancelled at one time. The Mass Cancellation button also appears.



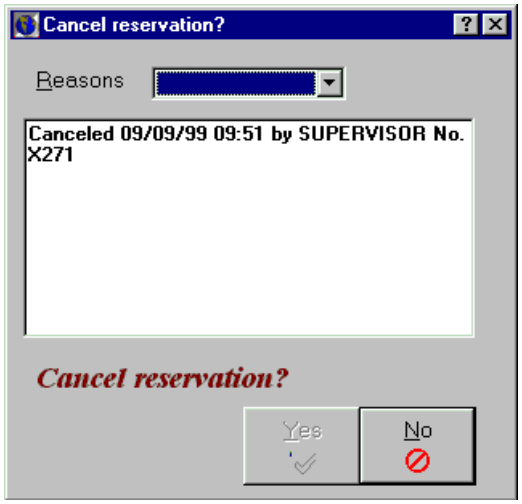
6. Click MASS CANCELLATION.

A confirmation dialog box appears asking if you are sure that you want to cancel all the specified reservations.



7. Click YES.

   The Cancel reservation dialog box appears.



8. From the Cancel reservation dialog box, click the drop down arrow and select a reason from the Reasons list.
9. Click YES.

   The reservations are cancelled. The reservations no longer appear on the Arrivals dialog box and reservation statuses are changed from Expected to Cancelled.

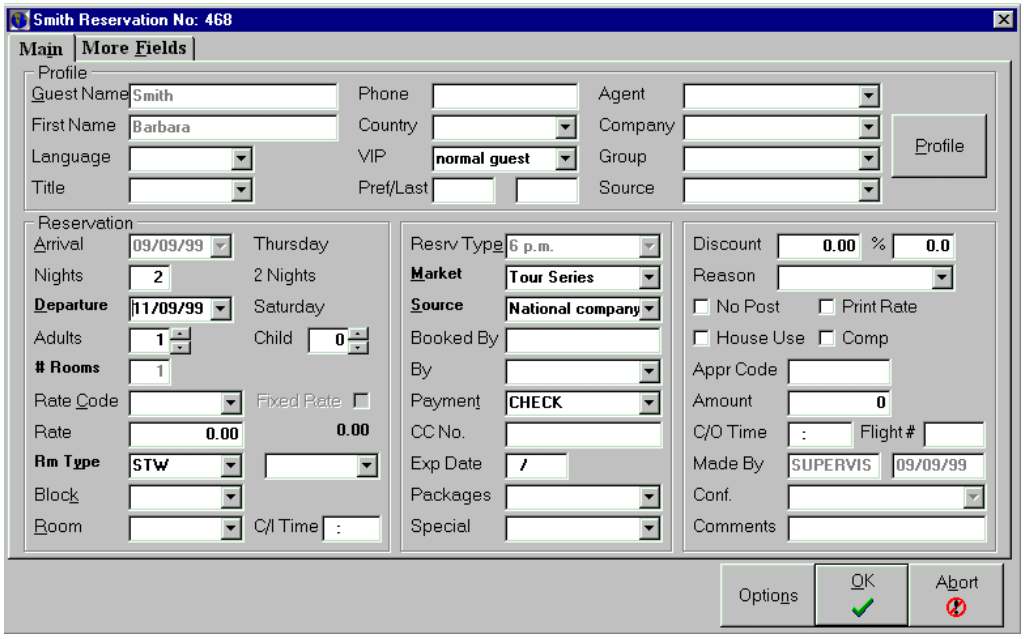
Editing an expected reservation

You can edit an expected reservation.

To edit an expected reservation:

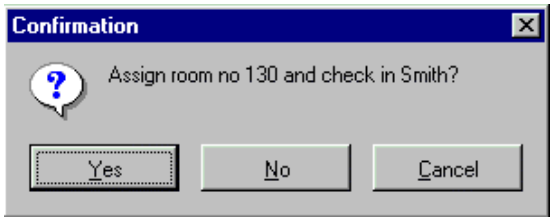
1. From the Arrivals dialog box, select the reservation to that you want to edit.
2. Click EDIT.

The Reservation screen appears.



3. Make the required changes.
4. Click OK.

   If no room has been assigned, Suite 7 assigns an available room and a confirmation dialog box appears asking if we want to assign a room number and check in the guest.

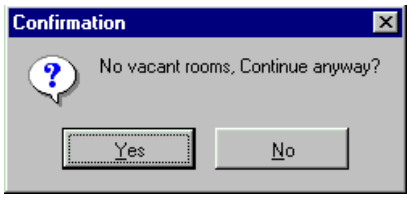


5. Click YES or NO.

   If you clicked YES, the reservation is changed, the room is assigned to the guest, the guest is checked in, and the Reservation screen is closed.

   If you clicked NO, the reservation is changed and the Reservation screen is closed.

   If a room has been assigned and no rooms are available, a confirmation dialog box appears asking if we want to continue.



6. Click YES to continue or click NO to assign a room.

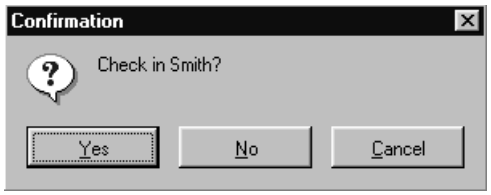
   If you clicked YES, the reservation is changed and the Reservation screen is closed.

   If you clicked NO, the cursor is automatically placed in the Room field box.

7. Type a room number or select a room number from the Room Search dialog box.

8. Click OK.

   A check-in message appears.



9. Click YES or NO.

   If you clicked NO, the reservation is changed and the Reservation screen is closed.

   If you clicked YES, the reservation is changed, the room is assigned to the guest, the guest is checked in.

   A message dialog box appears displaying a check-in successful message.

10. Click OK.

    The guest is checked in.

Note: For more information on the reservation fields, see the *Suite 7 Reservations Manual.*

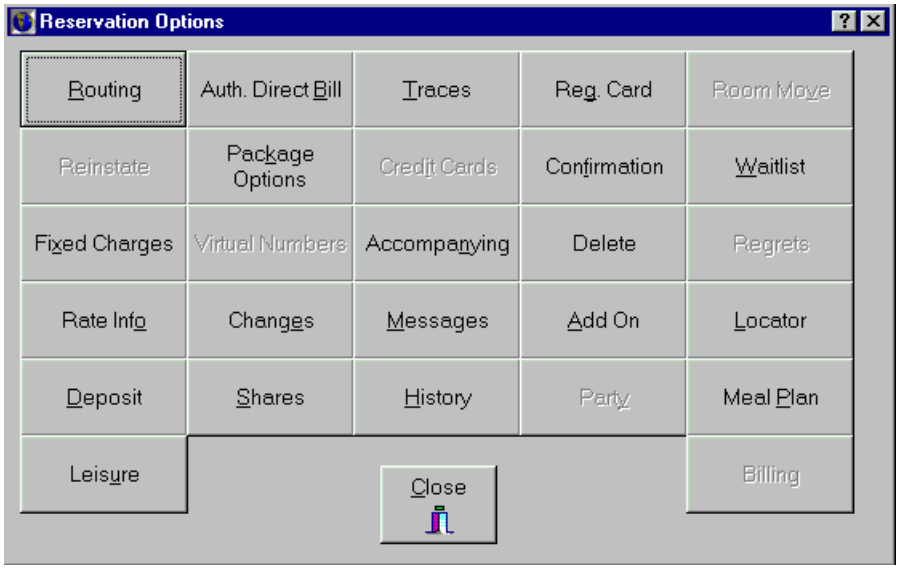
Displaying the options that can be attached to an expected reservation

Various options can be attached to a reservation through the Reservation Options dialog box. For example, leisure booking, fixed charges, a message, or traces. Changes to the reservation can also be made. For example, authorizing direct billing, adding routing instructions, or splitting a party reservation.

To display the options that can be attached to an in house reservation:

1. From the Arrivals dialog box, select the reservation to whom you want to attach the option.
2. Click OPTIONS.

   The Reservation Options dialog box appears.



For an explanation of Reservation Options dialog box option buttons, see Table 5, page 46.

Table 5: Reservation Options dialog box option buttons

Click this option button	To do this
Routing	Direct charges of specific department codes to post automatically to different folios.

Click this option button	To do this
Auth. Direct Bill	Authorize direct billing for guests who are not paying for their own stay, but who are having their payment made by someone else, such as, a company or organization.
Traces	Communicate guest's requests with other hotel staff. It allows the hotel to keep track of things that have to be done for guests on a specific date.
Reg. Card	Print a registration card for the current reservation.
Room Move	Move an in-house guest to another room. Not available for an expected reservation.
Reinstate	If a guest has checked out, you can check the guest back into the room. Not available for an expected reservation.
Package Options	Display a list of package elements for which an allowance has been created.
Credit Cards	Get additional or manual approval of the guest's credit card.
Confirmation	View, print, or e-mail a confirmation letter.
Waitlist	Move a guest reservation to the Waitlist.
Fixed Charges	Post specific charges on a daily basis.
Virtual Numbers	If your system is configured for DID (Direct Inward Dialing), you can assign a specific telephone or fax number to a guest reservation for the duration of the guest's stay. Not available for an expected reservation.
Accompanying	Register each guest in the room, even if there is only one actual reservation for that room.
Delete	Delete a reservation.
Regrets	Move a guest reservation to the Regrets list.
Rate Info	View a room rate in various currencies.
Changes	View all the changes made to a reservation since the original reservation was made.
Messages	View, create, edit or delete guest messages.
Add On	Make a copy of the current reservation with a different reservation number.
Locator	Enter a guest locator.
Deposit	Post a deposit payment before the guest checks in.

Click this option button	To do this
Shares	Combine two (or more) reservations to share the same room or to break an existing share reservation.
History	View the details of previous stays.
Party	Split a party reservation.
Meal Plan	Set the meal plan schedule for a guest.
Leisure	Leisure activities are bookings for hotel outlets such as restaurants, spa, golf tee time, hairdresser or any other leisure activity or service.
Billing	Open the Billing screen in the Cashiering Module. Not available for an expected reservation.

Note: For further instructions on Options, see the *Suite 7 Reservations Manual*.

3

In-House Guests

An In-House guest is a guest who has a reservation and is checked into the hotel. Included in the In House guest reservations are the post master (PM) reservations.

Opening the In House Guest Search dialog box

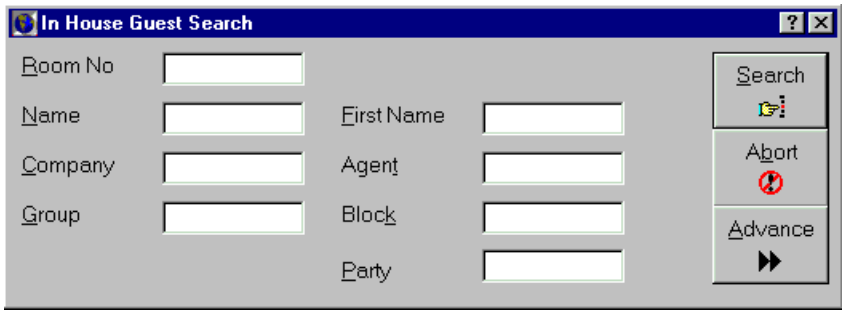
To open the In House Guest Search dialog box:

1. From the main Suite 7 screen speedbar, click the FRONT DESK icon.

The Front Desk toolbar appears to the right of the icons.

2. Click the IN-HOUSE GUESTS icon .

The In House Guest Search dialog box appears.



For an explanation of the fields in the In House Guest Search dialog box, see Table 1, page 51.

Table 1:In House Guest Search dialog box fields

Field	Explanation of the field
Room No	The guest's room number.
Name	The guest's last name.
First Name	The guest's first name.
Company	The name of the company who made the reservation.
Agent	The name of the travel agent who made the reservation.
Group	The name of the group the reservation was made for.
Block	The group code.
Party	The name of the party that the guest is travelling with.

Searching for an in-house reservation

You can make and save changes to existing in-house reservations.

To locate existing in-house reservation you can perform the following searches:

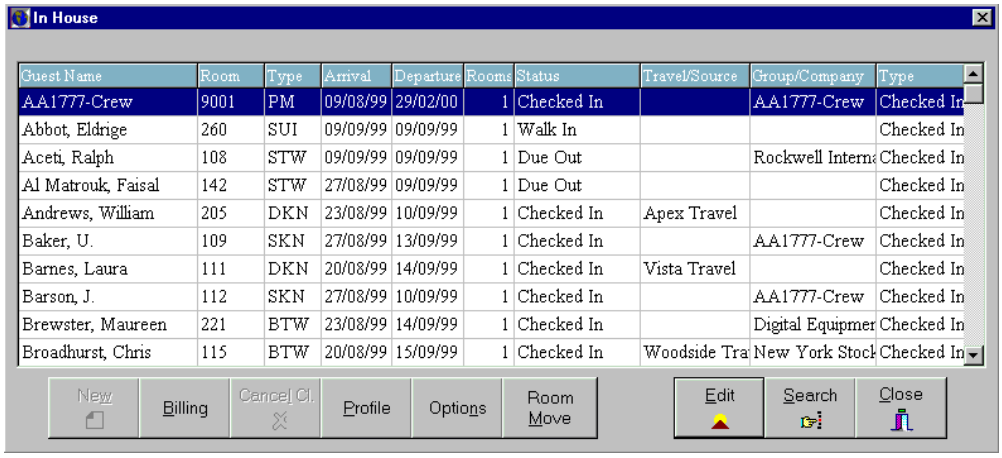
- A standard search that is used to display a list of in-house reservations that match the criteria entered.
- An advanced search that is used to narrow the search and to specify more precisely the in-house reservation to be displayed.

Searching for an in-house guest using the standard search

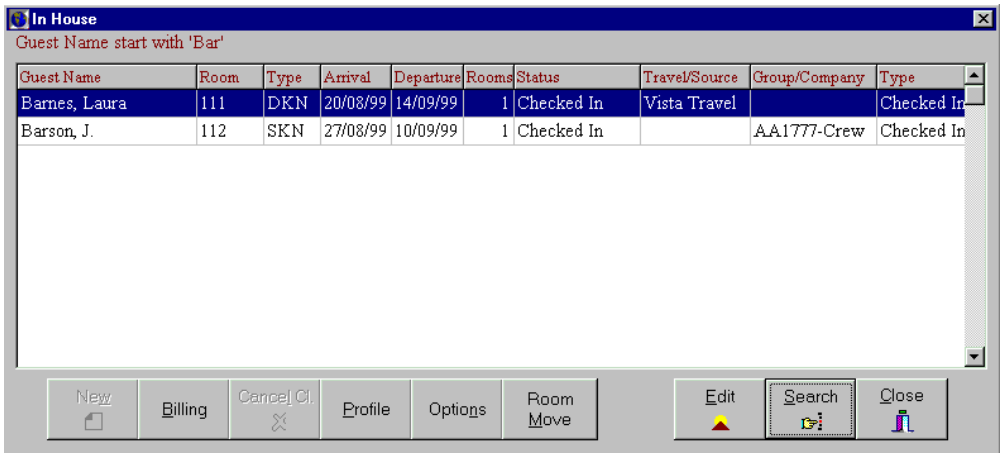
To search for an in-house guest using the standard search:

1. From the In-House Guest Search dialog box, enter one or more search criteria or leave all the fields blank.
2. Click SEARCH.

   If no search criteria was entered, the In House dialog box appears displaying the reservations in alphabetical order of the guest names.



If search criteria was entered, the In House dialog box appears displaying a list of in house reservations that match what has been specified. For example, search for the Last Name “Bar”. The In House dialog box appears displaying a list of reservations for guests who have the letters “Bar” in their names, such as Barnes and Barson.



For an explanation of the option buttons in the In House dialog box, see Table 2.

Table 2: In House dialog box options

Clicking this option	Does this
NEW	Not Activated.
BILLING	If you have the appropriate rights, displays the guest’s bill in Cashiering.

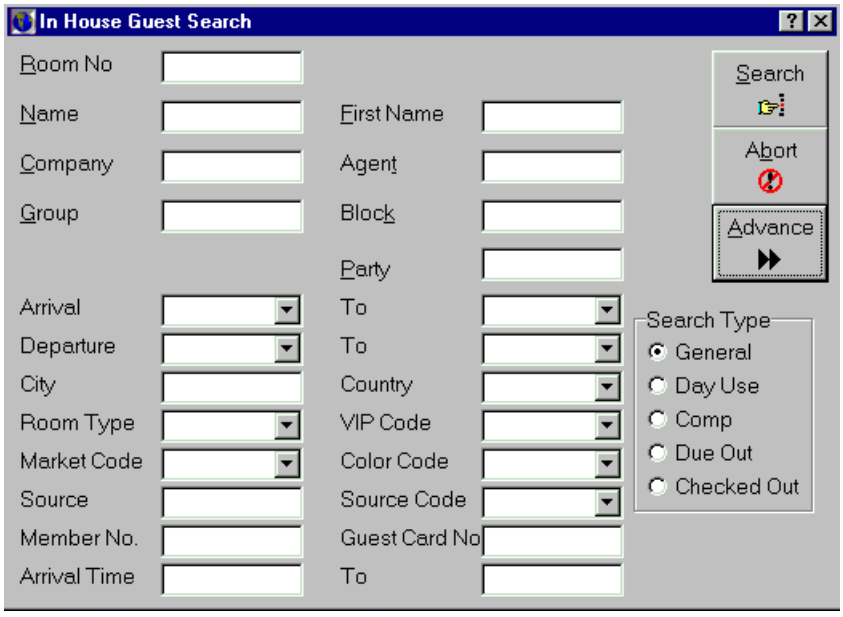
Clicking this option	Does this
CANCEL C.I.	Cancels the check-in of a guest whom checked-in today and does not have a balance. The reservation is no longer displayed on the In House dialog box and the reservation status changes to Expected.
REINSTATE	Reinstates a checked-out reservation. This button toggles to CANCEL CI.
PROFILE	Displays the Profile screen for the selected reservation.
OPTIONS	Displays the Reservation Options dialog box without displaying the Reservations screen.
ROOM MOVE	Displays the Room Move dialog box so you can move an in-house guest to another room.
EDIT	Displays the Reservation screen for the selected reservation.
SEARCH	Opens the In House Guest Search dialog box.

Searching for an in house guest using the advanced search option

To search for an in house guest using the advanced search option:

1. From the In House Guest Search dialog box, click ADVANCE.

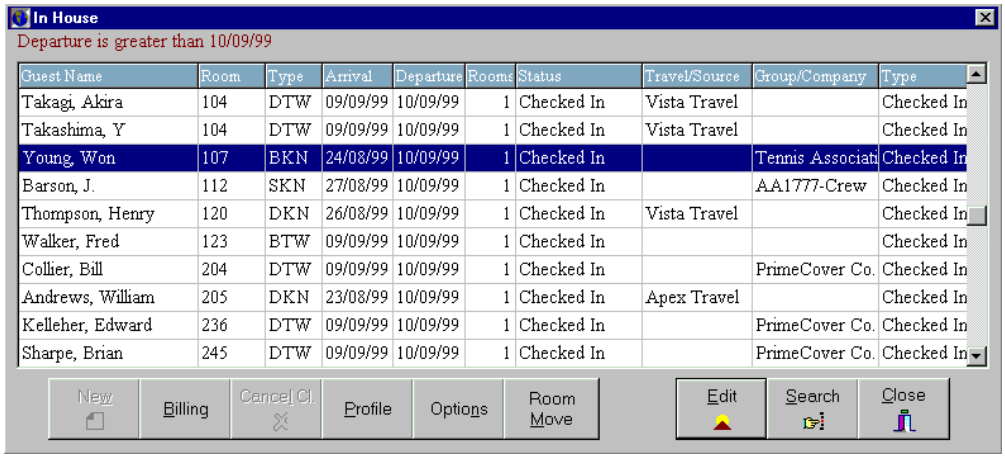
   The In House Guest Search dialog box expands.



The Advanced In-House Guests Search dialog box fields are explained Table 3, page 54.

2. Enter one or more search criteria and click SEARCH.

The In House dialog box appears.



Note: If no reservations match the search criteria, Suite 7 notifies you that no reservations were found.

Table 3: Advanced In House Guest Search dialog box fields

This field	Is to search for
General	All reservations with the status of Checked-in.
Day Use	Reservations with the same arrival date and departure date.
Complementary	Reservations that are marked as Comp (Complementary) in the Reservation screen.
Due Out	Reservations that are due to depart today.
Checked Out	Reservations that have checked out today.
Arrival --- To ---	Guests who are expected to arrive within the range of dates.
Departure --- To ---	Guests who are expected to depart within the range of dates.
City	Reservations for guests from a specific city.
Country	Reservations for guests from a specific country.
Room Type	Reservations with the specified room type.
VIP Code	Reservations with the specified VIP code.

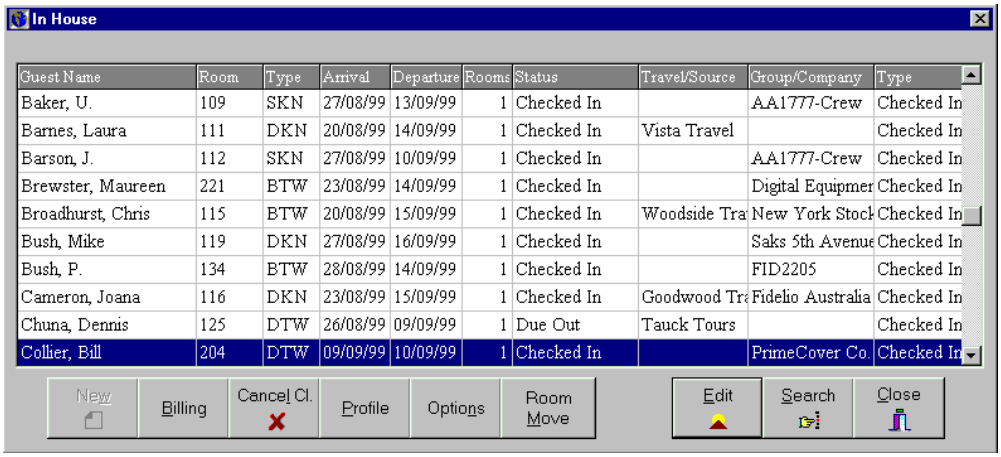
This field	Is to search for
Market Code	Reservations with the specified market code.
Color Code	Reservations with the specified color code.
Source	Reservations booked through the specified source.
Source Code	Reservations with the specified source code.
Member No.	Reservations with the specified member number.
Guest Card No	Reservations with the specified guest card number.
Rate Code	Reservations with the specified rate code.
Arrival Time --- To ---	Reservations with expected arrivals within the stated time frame. If the To field is left blank, the search will be for arrival times after the stated time.

Canceling a checked-in reservation

You can cancel a checked-in reservation if the guest has checked in today and does not have a balance. For example, the wrong guest was checked-in.

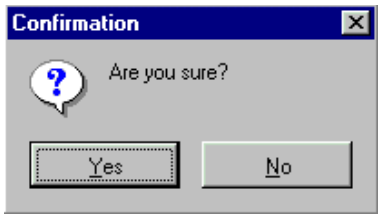
To cancel a checked-in reservation from the Reservation List grid:

1. From the In House dialog box, select the guest.



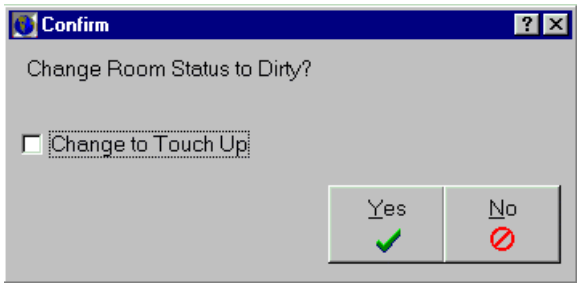
2. Click CANCEL C.I.

   A confirmation dialog box appears.



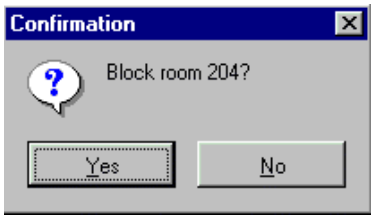
3. Click YES.

   A confirmation dialog box appears asking if you want to change the room status.



4. Check the check box to change the room status to Touch Up and click YES or to change the room status to Dirty, or NO to keep the same room status.

   A confirmation dialog box appears asking if you want to block the room number.



5. Click YES or NO.

   The check-in is cancelled. The reservation is no longer displayed on the In House dialog box and the status of the reservation changes to Expected.

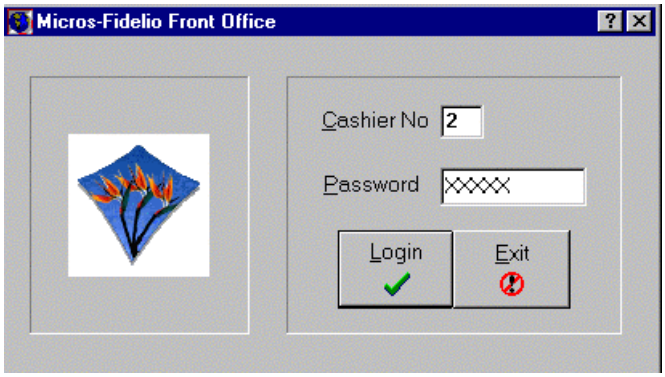
Viewing a guest's bill

The Billing option will open the Billing screen in the Cashiering Module. Here you can view in-house guest's folio, post charges, and use other related functions.

To view guest's bill:

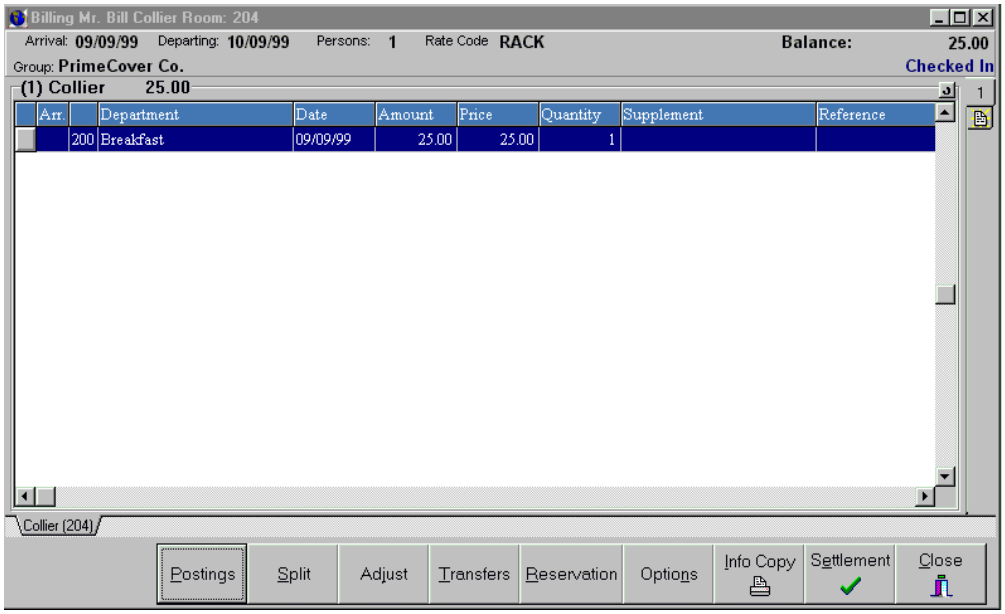
1. From the In House dialog box, click BILLING.

   The Cashier Login dialog box appears



2. Type your cashier number in the Cashier No field.
3. Type your password in the Password field.
4. Click LOGIN.

   The Billing screen appears.



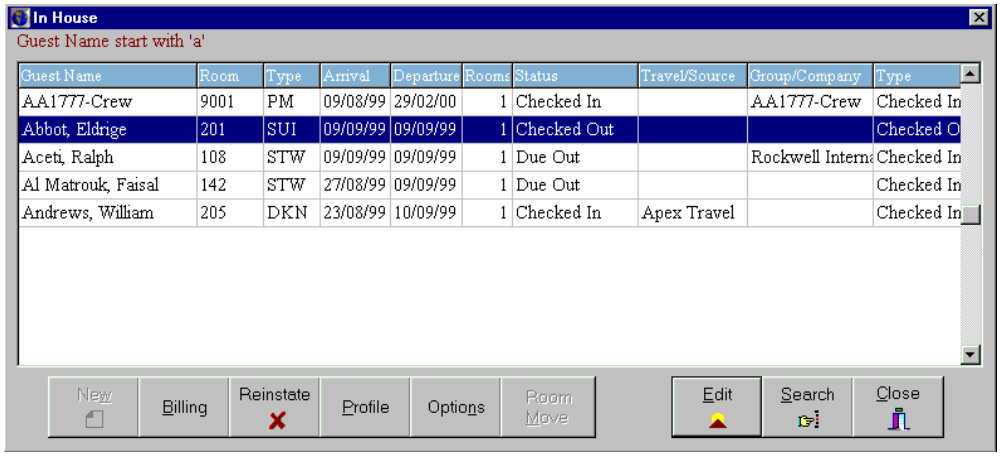
Note: For instructions on Billing see the *Suite 7 Cashiering Manual*.

Reinstating a reservation that has checked out

If a guest has checked out the reinstate option enables you to check the guest back into the room. The option is active only if the guest has checked out.

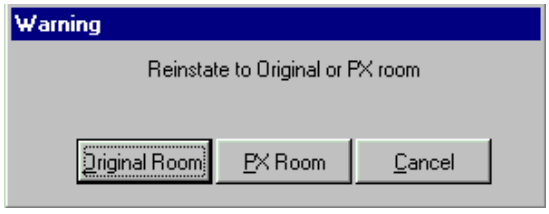
To reinstate a reservation that has checked out:

1. From the In House dialog box, select the guest.



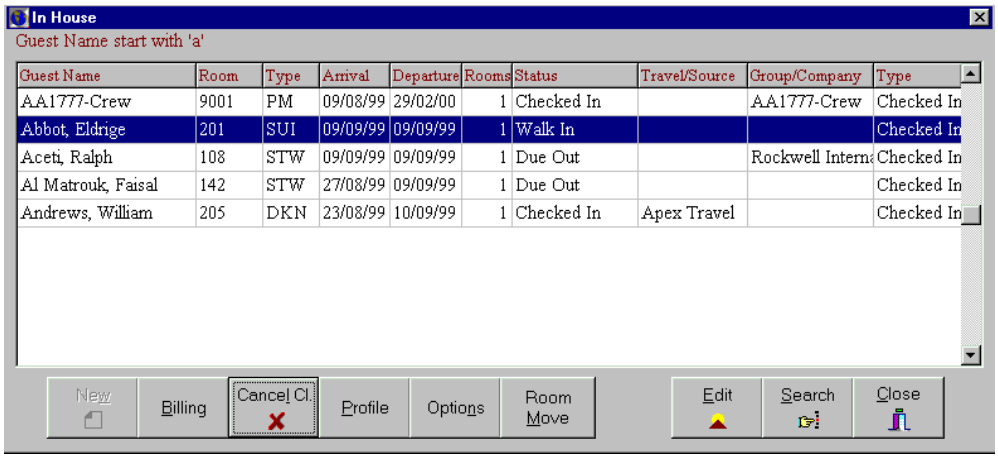
2. Click REINSTATE.

   A warning appears.



3. Click ORIGINAL ROOM or PX ROOM.

   The reservation status is changed from Checked Out to Checked In or Walk In. The REINSTATE button is toggled to CANCEL C.I.

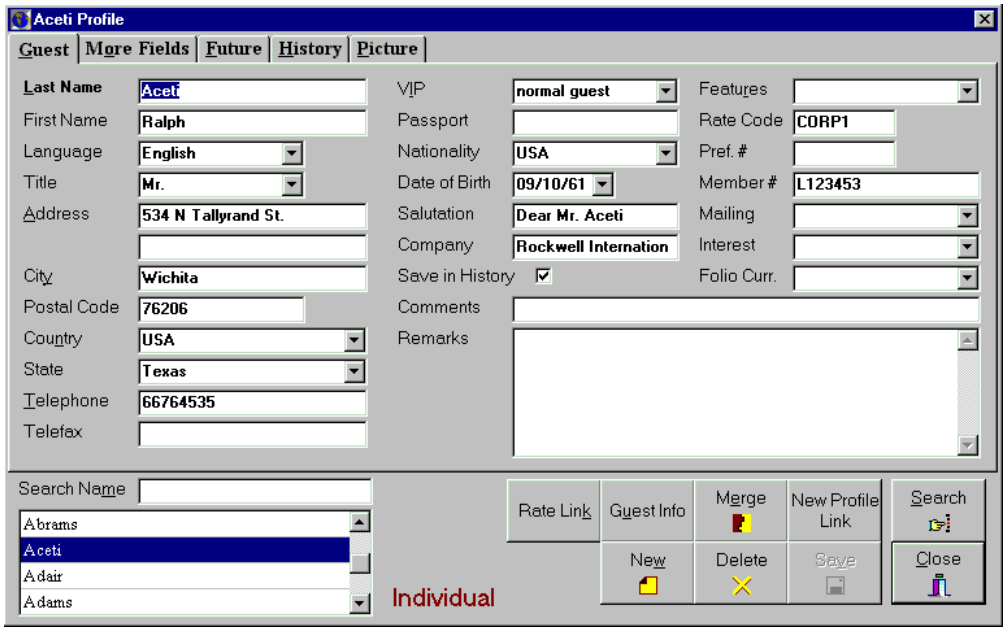


Viewing an in-house guest's profile

To view an in-house guest's profile:

1. From the In House dialog box, select the guest.
2. Click PROFILE.

   The Profile screen for the guest appears.



Note: For more information on Profiles, see the *Suite 7 Reservations Manual*.

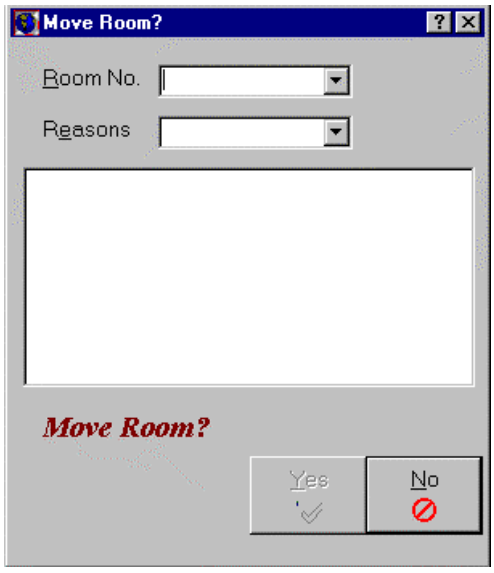
Moving an in-house reservation from one room to another room

You can move an in-house reservation from one room to another room.

To move an in-house reservation from one room to another room:

1. From the In House dialog box, select the guest that you want to move.
2. Click ROOM MOVE.

   The Move Room dialog box appears.



3. From the Move Room dialog box, type a new room number in the Room No. field box or click the drop down arrow and select a room number from the Room Search dialog box.
4. Click the drop down arrow and select a reason for the move from the Reasons list.
5. Click YES.

   The room number is changed.

Note: If your hotel is configured for DID, the Virtual Numbers dialog box may appear. When a guest moves to a different room, a guest-based virtual number will always follow the guest. When a guest moves from a room with room-based virtual numbers, the virtual number always stays with the room, and a new virtual number is assigned to the guest, depending upon the new room DID setup. For further instructions and information on virtual numbers, see "**Error! Bookmark not defined.**," page **Error! Bookmark not defined.**.

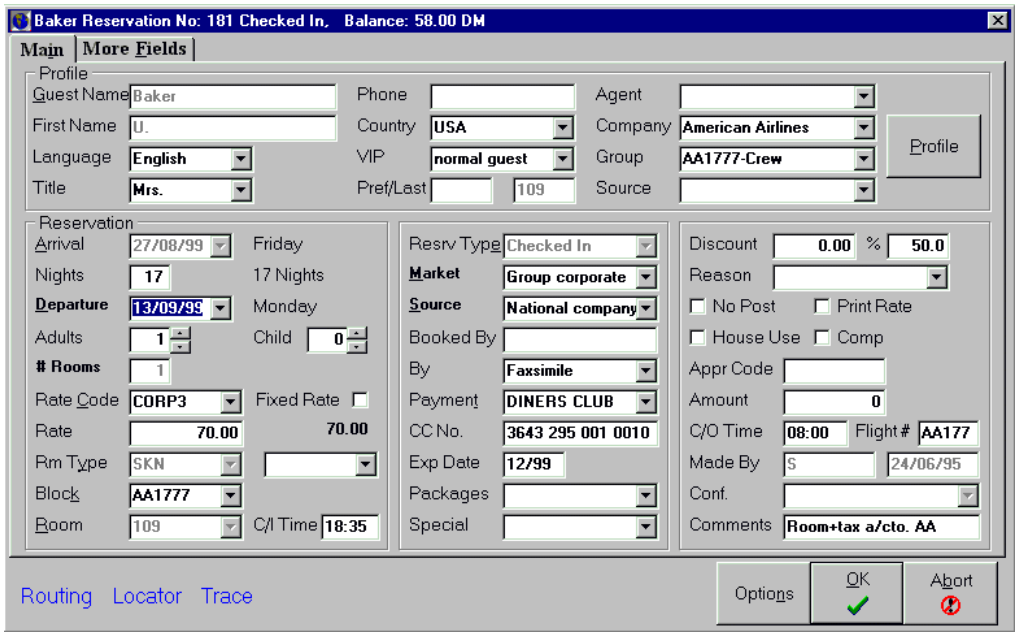
Editing an in house reservation

You can edit an in house reservation.

To edit an in house reservation:

1. From the In House dialog box, select the reservation that you want to edit.
2. Click EDIT.

   The Reservation screen appears.



3. Make the required changes.
4. Click OK.

The reservation is changed and the Reservation screen is closed.

Note: For more information on reservations, see the *Suite 7 Reservations Manual*.

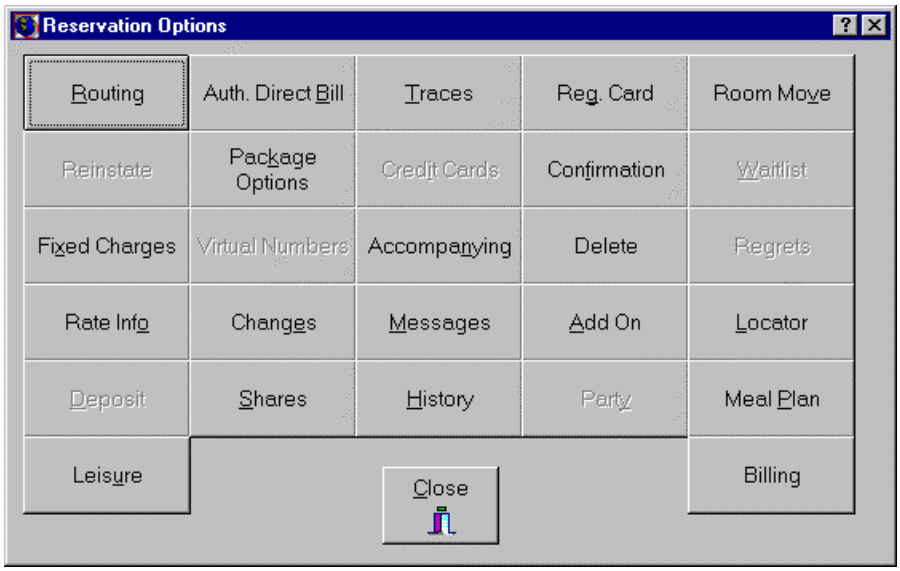
Displaying the options that can be attached to an in house reservation

Various options can be attached to a reservation through the Reservation Options dialog box. For example, fixed charges, a message, or a location. Changes to the reservation can also be made. For example, authorizing direct billing, adding routing instructions, or adding a leisure booking.

To display the options that can be attached to an in house reservation:

1. From the In House dialog box, select the reservation to whom you want to attach the option.
2. Click OPTIONS.

   The Reservation Options dialog box appears.



For an explanation of Reservation Options dialog box option buttons, see Table 4, page 62.

Table 4: Reservation Options dialog box option buttons

Click this option button	To do this
Routing	Direct charges of specific department codes to post automatically to different folios.
Auth. Direct Bill	Authorize direct billing for guests who are not paying for their own stay, but who are having their payment made by someone else, such as, a company or organization.
Traces	Communicate guest's requests with other hotel staff. It allows the hotel to keep track of things that have to be done for guests on a specific date.
Reg. Card	Print a registration card for the current reservation.
Room Move	Move an in-house guest to another room.
Reinstate	If a guest has checked out, you can check the guest back into the room. Not available for in-house reservations.
Package Options	Display a list of package elements for which an allowance has been created.
Credit Cards	Get additional or manual approval of the guest's credit card.
Confirmation	View, print, or e-mail confirmation letters. Not available for in-house reservations.
Waitlist	Move a guest reservation to the Waitlist. An in-house reservation can not be moved to the Waitlist, therefore the option is not available.
Fixed Charges	Post specific charges on a daily basis.
Virtual Numbers	If your system is configured for DID (Direct Inward Dialing), you can assign a specific telephone or fax number to a guest reservation for the duration of the guest's stay.
Accompanying	Register each guest in the room, even if there is only one actual reservation for that room.
Delete	Delete a reservation. An in-house reservation can not be deleted so the option is not available.
Regrets	Move a guest reservation to the Regrets list. An in-house reservation can not be moved to the Regrets list, therefore the option is not available.
Rate Info	View a room rate in various currencies.

Click this option button	To do this
Changes	View all the changes made to a reservation since the original reservation was made.
Messages	View, create, edit or delete guest messages.
Add On	Make a copy of the current reservation with a different reservation number.
Locator	Enter a guest locator.
Deposit	Post a deposit payment before the guest checks in. Not available for in-house reservations.
Shares	If the reservation is a share, view the shares and split the room charges.
History	View the details of previous stays.
Party	Split a party reservation.
Meal Plan	Set the meal plan schedule for a guest.
Leisure	Leisure activities are bookings for hotel outlets such as restaurants, spa, golf tee time, hairdresser or any other leisure activity or service.
Billing	Open the Billing screen in the Cashiering Module.

Note: For further instructions on Options, see the *Suite 7 Reservations Manual.*

4

Room Blocking

A room blocking is the assignment of a room to an expected arrival. The Front Desk Room Blocking option enables you to view all the reservations for a specified date, or just reservations that meet certain criteria, and see what rooms are available for them.

Information from a guest's reservation and profile are automatically included in the information you see in the Expected Arrivals list. If you want more complete information about an expected arrival, you can access the related guest profile and reservation directly from the Room Blocking option's main screen, the Room Blocking dialog box.

Opening the Room Blocking dialog box

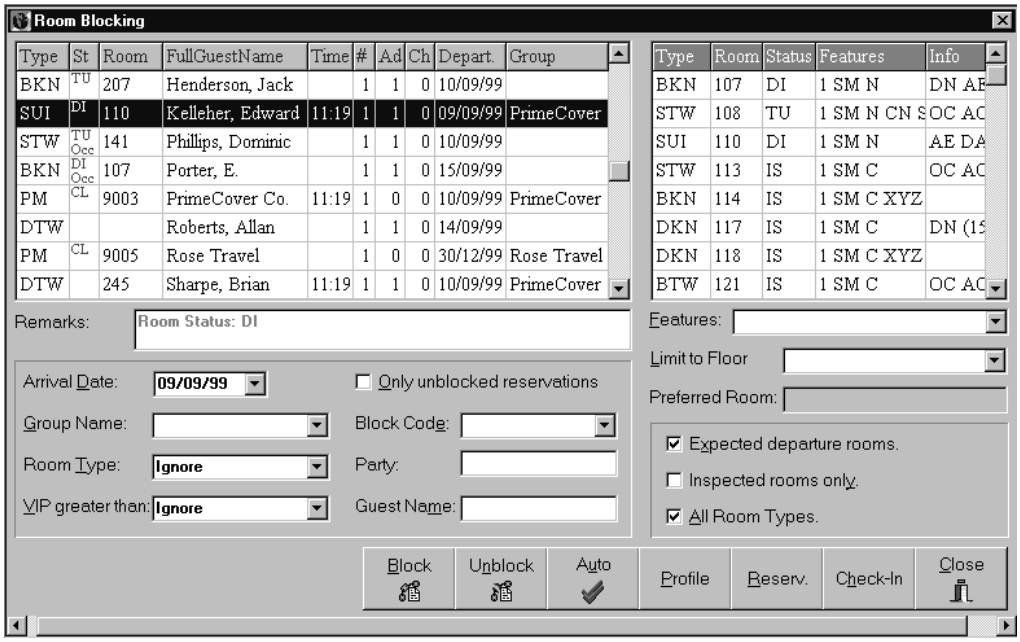
To open the Room Blocking dialog box:

1. From the main Suite 7 screen speedbar, click the FRONT DESK icon.

The Front Desk toolbar appears to the right of the icons.

2. Click the ROOM BLOCKING icon .

The Room Blocking dialog box appears.



The left-hand window displays the Expected Arrivals list. The column headings are explained in Table 1, page 67.

Table 1: Room Blocking dialog box - Expected Arrivals list column headings

Column heading	Description
Type	The room type code.
St	The status of the room. If the housekeeping status is other than Inspected, then the status will show one of the following codes: DI = dirty, CL = clean, IS = inspected, TU = touch up. In addition, if the front office status is not Vacant, the status of the room will show Occ = Occupied. Not all hotels are configured with the IS and TU codes. For further explanation see the *Suite 7 Configuration Manual*.
Room	The room number assigned to the guest.
FullGuestName	The guest's first and last name.
Time	The time of arrival.
#	The number of rooms in the reservation.
Ad	The number of adults in the reservation.
Ch	The number of children in the reservation.

Column heading	Description
Depart	The expected departure date.
Group	The group name if the guest is part of a group.

The list in the left-hand window can include all reservations for the date in the Date field, or can be limited by the other fields on the lower left-hand side of the dialog box. These fields are explained in Table 2, page 68.

Table 2: Room Blocking dialog box - Reservation viewing criteria

Field	Description
Arrival Date	The date the reservation is for.
Only unblocked reservations	When the check box is checked, the reservations for which rooms have not yet been assigned are displayed. When the check box is unchecked, all reservations, including those with assigned rooms, are displayed.
Group Name	Select the group name from the drop-down list to view the members of the specified group.
Room Type	Select the room type from the drop-down list to view expected arrivals with that room type.
VIP greater than	Only expected arrivals with a VIP code greater than that indicated will be displayed.
Block Code	Select the block code from the drop-down list to view the expected arrivals with the given block code.
Party	Type the name of the party to view expected arrivals from a given party.
Guest Name	Type the guest's name to view a specific guest reservation.

Note: After filling in a field, press the **Tab** key, and the limiting selection takes effect.

Searching for available rooms for a reservation

To search for available rooms for a reservation:

Select the guest's name in the Expected Arrivals window.

In the window on the right-hand side of the dialog box is a list of available rooms, of the same type as in the highlighted reservation. The Available Rooms list column headings in this window are explained in Table 3, page 68.

The list of available rooms of a given type can be limited by checking the check boxes at the lower right of the Room Blocking dialog box. It can also be limited by selecting specific features and floor.

The check boxes are explained in Table 4, page 70.

The features and floor selections are explained in Table 5, page 69.

Additional information about the reservation is displayed in the fields immediately below the Expected Arrivals and Available Rooms lists. The guest information fields are explained in Table 6, page 69.

Table 3: Room Blocking dialog box - Available Rooms list column headings

Column heading	Description
Type	The type of room.
Room	The room number.
Status	The housekeeping status of the room: DI = dirty, CL = clean, IS = inspected, TU = touch up. Not all hotels are configured with the IS and TU codes. For further explanation see the *Suite 7 Configuration Manual*.
Features	The floor number, and codes of other room features, such as NS for No Smoking, C for facing court.
Info	The front desk room status: AE = Arrival Expected (+time), AC = Arrival Checked-in, D = Day use, DN = Departure expected, DP = Departed, OC = Occupied.

Table 4: Room Blocking dialog box check boxes

Check this check box	To do this
Expected departure rooms	Include rooms that are expected to depart today but have not yet been vacated.
Inspected rooms only	Limit the list of available rooms to rooms that have been inspected after cleaning.
All Room Types	Include all the room types in the list of available rooms. If this is unchecked, only rooms of the type indicated in the reservation will be displayed.

Table 5: Room Blocking dialog box –Features and floor selections

Click this drop down arrow	To do this
Features	Display the default features that are copied from the Features field of the guest profile. The feature codes can be overridden.
Limit to Floor	Limits the room assignment to certain floors.

Table 6: Room Blocking dialog box - Guest information fields

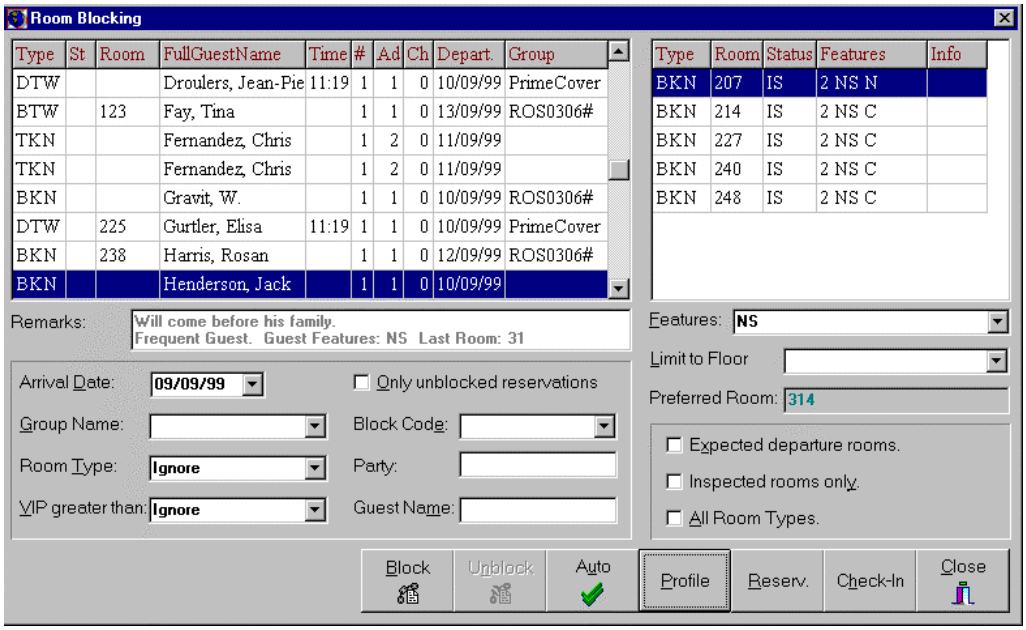
Field	Description
Remarks	A display-only field. The remarks, such as VIP status, room feature and last room occupied, are copied from the guest's reservation and profile.
Preferred Room	A display-only field that is copied from the guest's profile. It is the room number that is preferred by the guest. This room will be highlighted automatically if it is available.

Blocking a room

To block a room:

1. In the Room Blocking dialog box, select the guest's name in the Expect Arrivals list.

   Additional information about the reservation is displayed in the fields immediately below the Expected Arrivals and Available Rooms lists.

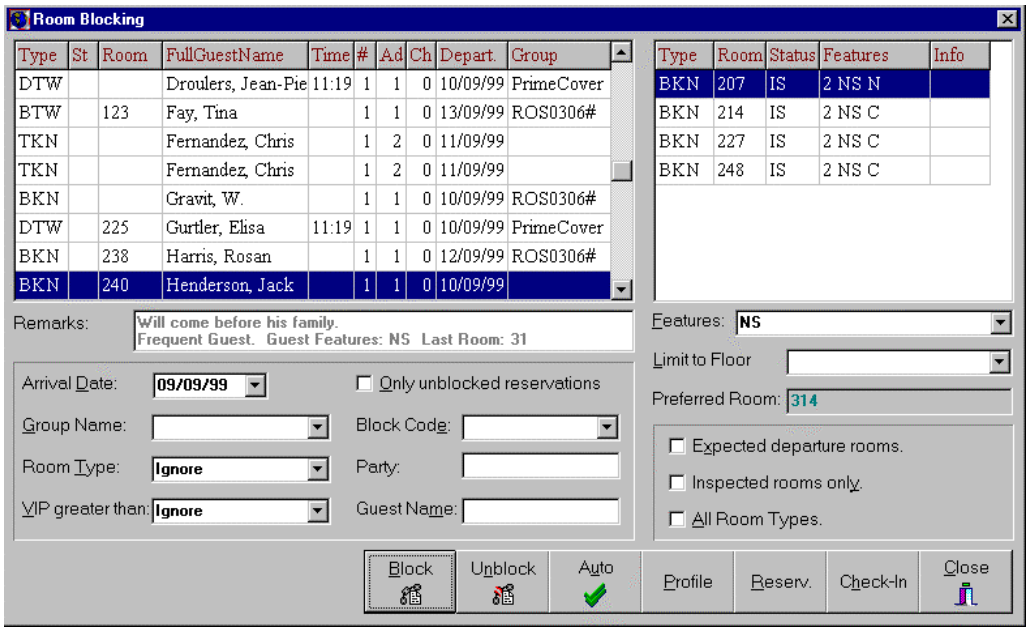


The guest information fields are explained in Table 6, page 69.

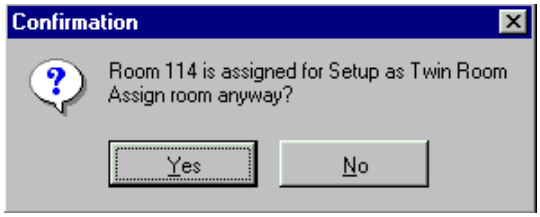
2. In the Available Rooms list, on the right-hand side of the Room Blocking dialog box, choose the room you want to assign the guest.

3. Click BLOCK, or press **Alt + B**.

   The room number is appears next to the guest's name and is also removed from the Available Rooms list in the right-hand window.



If the room has a housekeeping assignment , you are prompted to confirm the blocking.



4. Click YES.
5. If you block a room that has a shared reservation, the Creation of Share Reservation dialog box appears.

6. Click OK.

   The Creation of Share Reservation dialog box is closed and the Room Blocking dialog box appears.

7. Click CLOSE.

   The Room Blocking dialog box is closed.

Unblocking a room

You can remove the assigned room from an expected arrival.

To unblock a room:

1. In the Room Blocking dialog box, select the blocked reservation.

   Note: When a reservation without a blocking is selected, the UNBLOCK button is deactivated.

   ---

2. Click UNBLOCK, or press **Alt + N**.

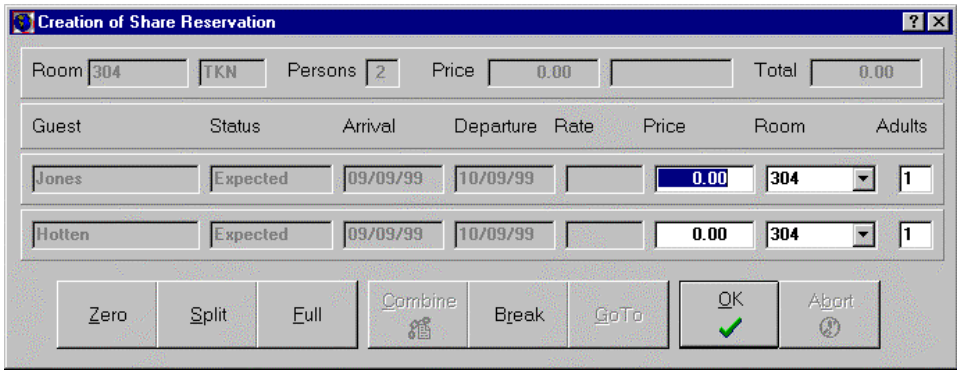
   The room number is removed from the reservation and added to the Available Rooms list.

   If you unblock an assignment of a shared reservation, Suite 7 asks you if you want to move the second guest.

3. Click NO to leave the second guest in the room.

   Click YES to move the second guest.

   The Create Share Reservation dialog box appears.



4. Click OK.

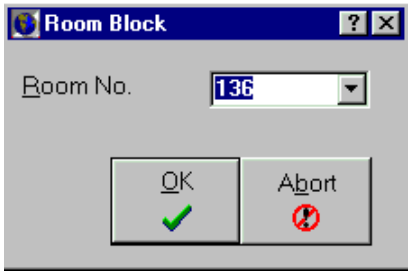
   The Creation of Share Reservation dialog box is closed and the Room Blocking dialog box appears.

Checking in a guest

To check in a guest:

1. Select the guest's name in the Expected Arrivals list.
2. Click CHECK-IN.

   If a room number has not been assigned to the reservation, a Room Block notification appears.



3. If you want to accept the room number assigned by the system, click OK.

   If you want to change the room number assigned by the system, click the drop down arrow, select a room number from the Room Search dialog box, and click SEARCH.

Note: The Assign Virtual Number dialog box may appear. For more information on virtual numbers, see "**Error! Bookmark not defined.**," page **Error! Bookmark not defined.**.

---

4. Click OK.

   A Check-in Successful notification appears and the reservation is checked in.

Automatic room blocking

With the Auto function, Suite 7 allows you to automatically block all reservations for a specified date.

The Auto function is a global function. You can block all reservations for specific groups, parties, room types, or VIP levels.

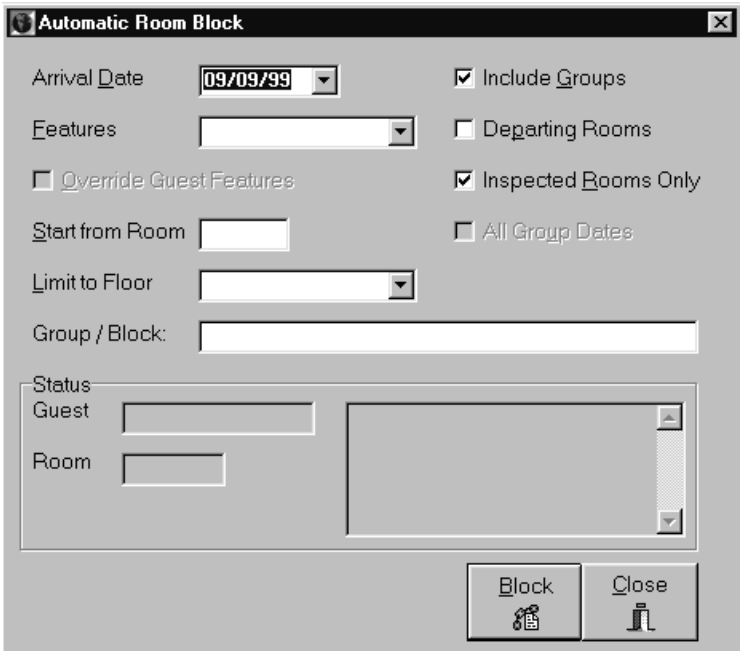
To automatically block rooms:

1. In the Room Blocking dialog box, specify the criteria you require: date, group, block code, party, room type, or VIP level.

   Note: If no criteria are specified then all reservations are automatically blocked.

2. Click AUTO.

   The Automatic Room Block dialog box appears.



3. Fill in the fields you require. The fields of the Automatic Room Block dialog box are explained in Table 7, page 76.

4. Click BLOCK.

   The room blocking is performed. As each reservation is processed, its name and the assigned room number appear in the Guest and Room fields, respectively.

   A message box appears after all the blockings are processed.

5. Click OK.

   The Automatic Room Block dialog box appears.

6. Click CLOSE.

   The Room Blocking dialog box appears.

Table 7: Automatic Room Block dialog box fields

Field	Description
Arrival Date	The expected arrival date of the reservations being automatically blocked.
Features	The room features required for the blocking.
Override Guest Features	Overrides the room features specified in the guest profile. If this field is checked, no attention is given to room features on a reservation.
Start from Room	Begin blocking reservations from a specified room number.
Limit to Floor	Limit the room blocking to a specified floor.
Group/Block	This is an information-only field. If either the Group or Block Code field is completed in the Room Blocking dialog box, this field is filled in automatically.
Include Groups	Include groups in a global automatic blocking for a given date. If this field is unchecked, blocking will be only for individual reservations, not groups. If a group or block code is selected before the automatic blocking, this field is inactive.
Departing Rooms	If this field is checked, the rooms of guests scheduled to depart, but who have not yet checked out, will be included in the automatic room blocking.
Inspected Rooms Only	In hotels that maintain separate categories for clean rooms and rooms that have actually been inspected after cleaning, checking this limits the blocking to inspected rooms.
All Group Dates	If a group is selected and this field is checked, all members of a group are included in the automatic blocking, even those expected to arrive on different dates.

Field	Description
Guest	Information-only field. After clicking BLOCK, the name of the reservation being processed in the blocking process appears.
Room	Information-only field. After clicking BLOCK, the room number of the reservation being processed in the blocking process appears.

5

Messages

The Suite 7 Front Desk module includes the Messages option for sending and displaying messages for guests. This option allows you to send messages to guests individually or by group. You can keep an unlimited number of messages for each guest, mark messages as having been received or not, and print messages in a user-definable format.

With the appropriate interfaces, the messages will trigger the message-waiting lamp on the telephone to turn on or will send the message directly to the in-house video system so that the guest can call it up on the television screen.

Messages remain in the system until they are deleted or until the completion of the night audit after the guest has checked out.

Another option included is the Traces option. This option allows you to create a trace and attach it to a guest reservation. The trace is a message to the hotel staff to perform a specific action on a specific date. In addition to normal traces, you can create action traces, which will automatically change certain reservation data, such as the rate code, market code, number of adults, on a specified date.

Opening the Select dialog box

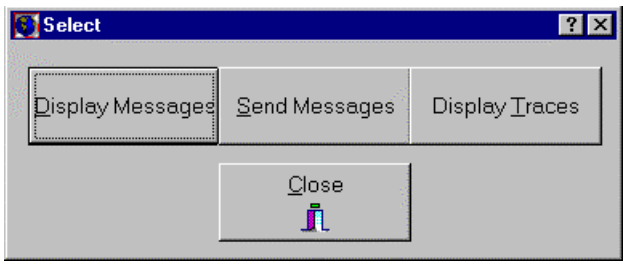
To open the Select dialog box:

1. From the main Suite 7 screen speedbar, click the FRONT DESK icon.

The Front Desk toolbar appears to the right of the icons.

2. Click the MESSAGES icon .

   The Select dialog box appears.



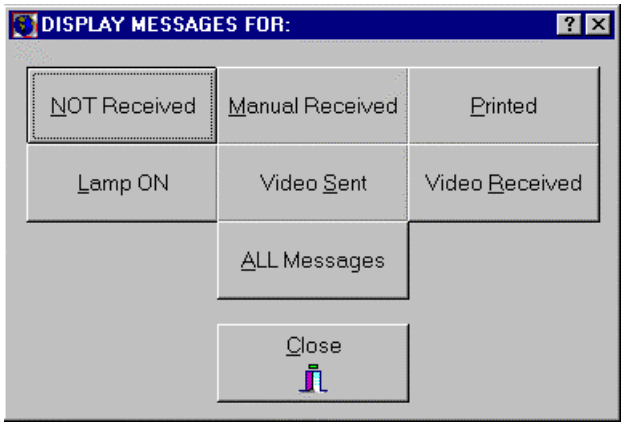
Displaying messages

Accessing the Display Messages option

To access the Display Messages option:

From the Select dialog box, click DISPLAY MESSAGES.

The Display Messages For dialog box appears.



The Display Message For dialog box contains buttons that allows you to select the type of messages to be displayed. For an explanation of these buttons, see Table 1, page 81.

Table 1: Display Message For dialog box options

Click this option button	To display this type of message
NOT Received	Messages that have not been marked as received by the guest.
Manual received	Messages that have been marked as received by a user.
Printed	Messages that have been printed.
Lamp ON	Messages with the status of Lamp On. The lamp on the telephone in the guest's room has been switched on to indicate that the guest has a message.
Video Sent	If the hotel is configured for the video option, messages that have been sent to the guest's television.
Video Received	If the hotel is configured for the video option, messages that have been viewed on the television by the guest.
ALL Messages	All messages in the system regardless of the status.

Displaying specific messages

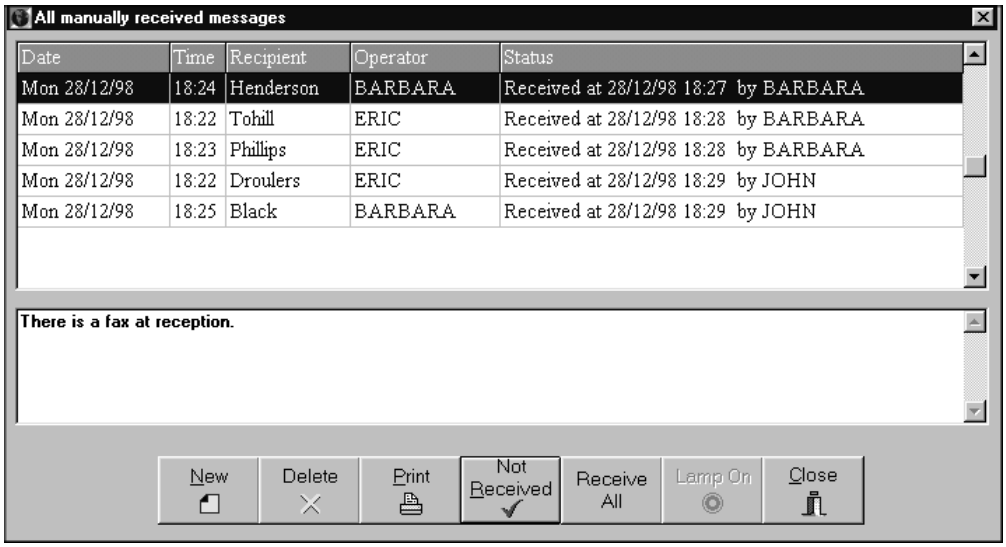
To display specific messages:

1. Click the button for the type of message to be displayed.

   A Message Display dialog box appears with the appropriate message title. For example, All manually received messages, All messages with status LAMP ON, and All messages sent to video. The guest names that have received the messages are listed in the grid box. The message for the highlighted guest is displayed in the text box. At the bottom of the dialog box are option buttons that allow you to perform additional procedures for the message.

   If there are no messages that meet the display criterion, a Message Display dialog box appears with the appropriate message title, an empty grid box, and an empty text box.

   For example, when MANUALLY RECEIVED is clicked, the All manually received messages dialog box appears displaying all the messages in the system that were marked as received by the guest.



2. Perform the options required.

   The option buttons are described in Table 2.

3. Click CLOSE.

   The Message Display dialog box is closed.

Table 2: Message Display option buttons

Click this option button	To do this
New	Compose a new message.
Delete	Delete the currently highlighted message.
Print	Print the currently highlighted message.
Not Received/Receive	Toggle the message status: If the Status column does not indicate Received, it means that the message has not been received and the toggle RECEIVE button is activated. If the Status column displays the date and time that the message was received, it means that the message was received and the NOT RECEIVED button is activated.
Receive All	Mark the status of all messages as received. The date, time, and operator's name appear in the Status column.
Lamp On	Turn a lamp on the telephone in the guest's room, to indicate that a message is waiting.

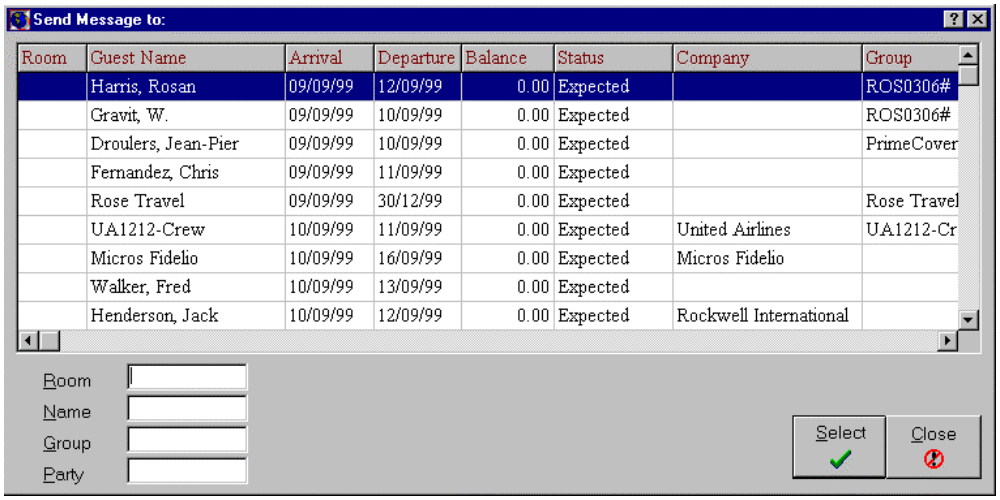
Note: Each time information about a guest is accessed, Suite 7 reminds the hotel staff that the guest has a message. After the message has been received by the guest, printed, or transferred to the in-house video system, Suite 7 stop giving out reminders. However, the message will remain available even after being marked as received, until completion of the night audit after the guest has checked out.

Creating a new message

To create a new message:

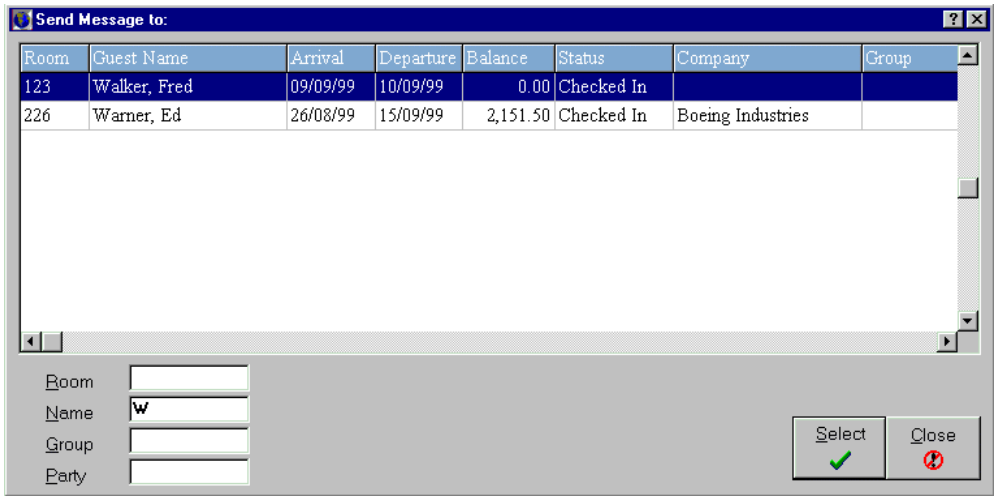
1. From the Message Display dialog box, click NEW.

   The Send Messages To dialog box appears.



2. Choose the guest that you want to leave a message for.
3. You can narrow the search by typing criteria in the fields Room, Name, Group, Party, at the lower left of the dialog box and pressing **Enter**.

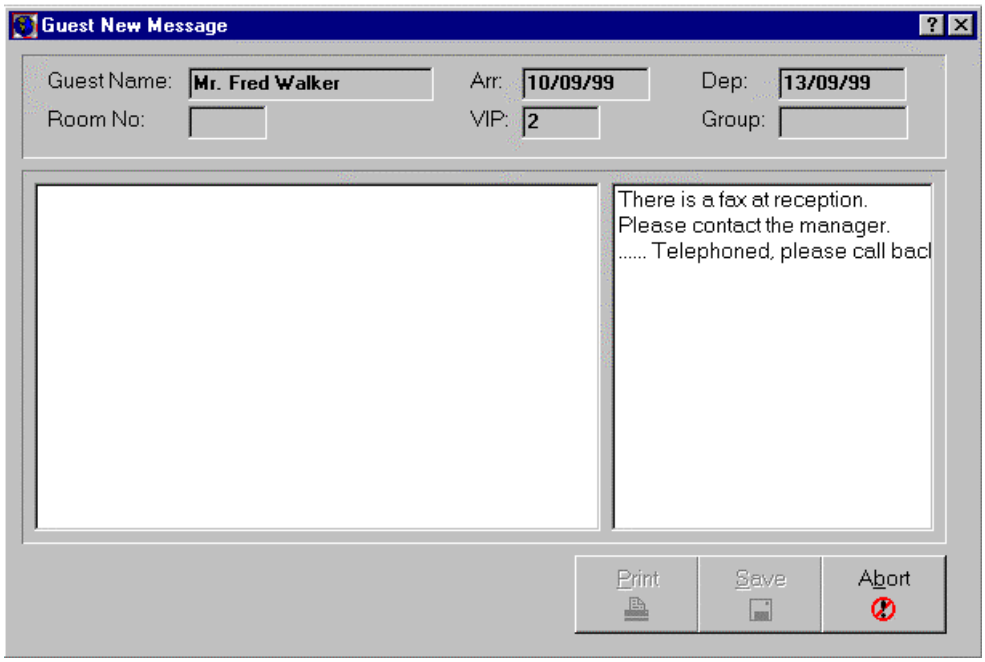
   The Send Message to dialog boxes appears with the searched for guest names.



4. Choose the guest that you want to leave a message for.

5. Click SELECT.

   The Guest New Message dialog box appears. In the right window pane of the dialog box is a list of pre-defined messages.



6. Type the message in the left window pane or select a pre-defined message by double-clicking the message.

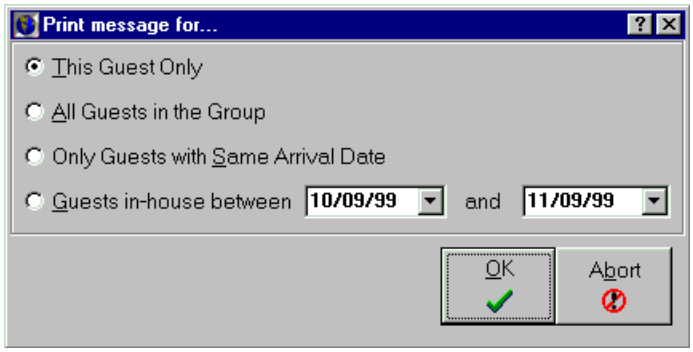
   The message appears in the left window pane and the PRINT and Save options are activated.

7. Click SAVE to save the message or PRINT to save and print the message.

   When the SAVE button is clicked, the message is saved, the Guest New Message dialog box is closed and the Message Display dialog box appears.

   When the PRINT button is clicked the message is saved and sent to the printer, the Guest New Message dialog box is closed, and the Message Display dialog box appears.

   When a new message was created for a group and the SAVE or PRINT button was clicked, the Save Message for dialog box or Print Message for dialog box appears.



8. Click the required radio button, if necessary type the between dates, and click OK.

   A confirmation box appears.

9. Click OK.

   A confirmation box appears displaying the number of guests the messages was saved or printed for.

10. Click OK.

    The Message Display dialog box appears.

Deleting a message

To delete a message:

1. From the Message Display dialog box, select the guest name with the message that you want to delete.
2. Click DELETE.

   A Delete Message confirmation box appears.

3. Click YES.

   The message is deleted.

Printing a message

A message can be printed so that the guest can have a hard copy of the message

To print a message:

1. From the Message Display dialog box, select the guest name with the message that you want to print.
2. Click PRINT.

   The message is sent to the printer.

Marking a message as received

When a guest receives a message, the message is marked as received.

To mark a message as received:

1. From the Message Display dialog box, select the guest name with the message that you want to mark as received.
2. Click RECEIVE.

   The status of the message is changed to Received at a specific date and time along with a user name. The RECEIVE button is toggled to NOT RECEIVE.

Note: The message is removed from the All message NOT received dialog box and is moved to the All manually received dialog box.

Unmarking a received message

A message that has been marked as received can be unmarked to Not Receive.

To unmark a received message:

1. From the Message Display dialog box, select the guest name with the message that you want to unmark as received.
2. Click NOT RECEIVE.

   The status of the message is changed to Not Received. The NOT RECEIVE button is toggled to RECEIVE.

Note: The message is removed from the All manually received dialog box and is moved to the All message NOT received dialog box.

Marking all messages as received

All messages for all the guests can be marked as received in one action.

To mark all messages as received:

From the Message Display dialog box, click RECEIVE ALL.

The status of all the messages is changed to Received at a specific date and time along with a user name. The RECEIVE button is toggled to NOT RECEIVE.

Note: All the messages are removed from the All message NOT received dialog box and are moved to the All manually received dialog box.

Turning the Lamp On

The Lamp On option can be activated only when the message status is Not Received and after the guest has checked into the hotel.

Note: Normally the lamp is turned on automatically through the telephone interface.

To turn the Lamp On:

1. From the Message Display dialog box, select the guest name with the message that you want to turn the Lamp On.
2. Click LAMP ON.

   The status of the message is changed from Not Received to Lamp On at a specific date and time along with a user name.

Note: The message appears on the All message NOT received dialog box and the All messages with status LAMP ON dialog box.

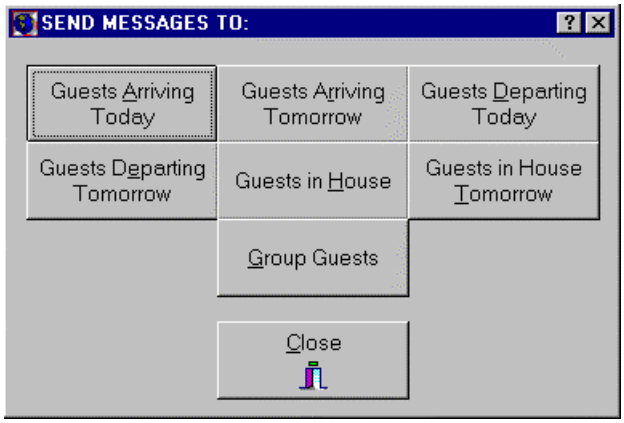
Sending messages

Accessing the Send Messages option

To access the Send Messages option:

From the Select dialog box, click SEND MESSAGES.

The Send Messages To dialog box appears.



The Send Messages To dialog box contains buttons for all the available types of guests to whom the message can be sent. For an explanation of these buttons, see Table 3, page 89.

Table 3: Send Messages To dialog box options

Choose this	To send messages to
Guests Arriving Today	Guests who are expected to arrive today.
Guests Arriving Tomorrow	Guests who are expected to arrive tomorrow.
Guests Departing Today	Guests who are expected to check out today.
Guests Departing Tomorrow	Guests who are expected to check out tomorrow.
Guests in House	All checked in guests who are in house today.
Guests in House Tomorrow	All checked in guests who will be in house tomorrow, regardless of arrival date.
Group guests	Guests who are part of a group.

Sending messages to guests

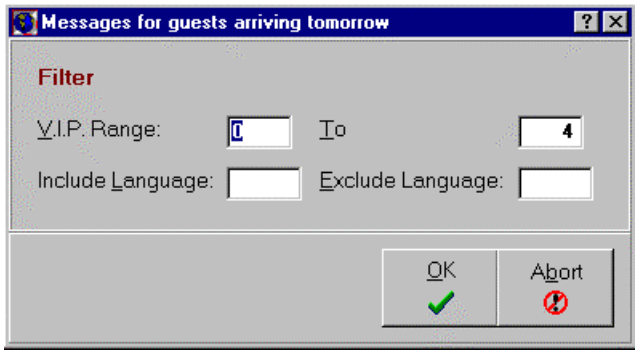
A global message can be sent to all the guests at one time.

To send messages to guests:

1. Click the button for the type of guests to send messages to.

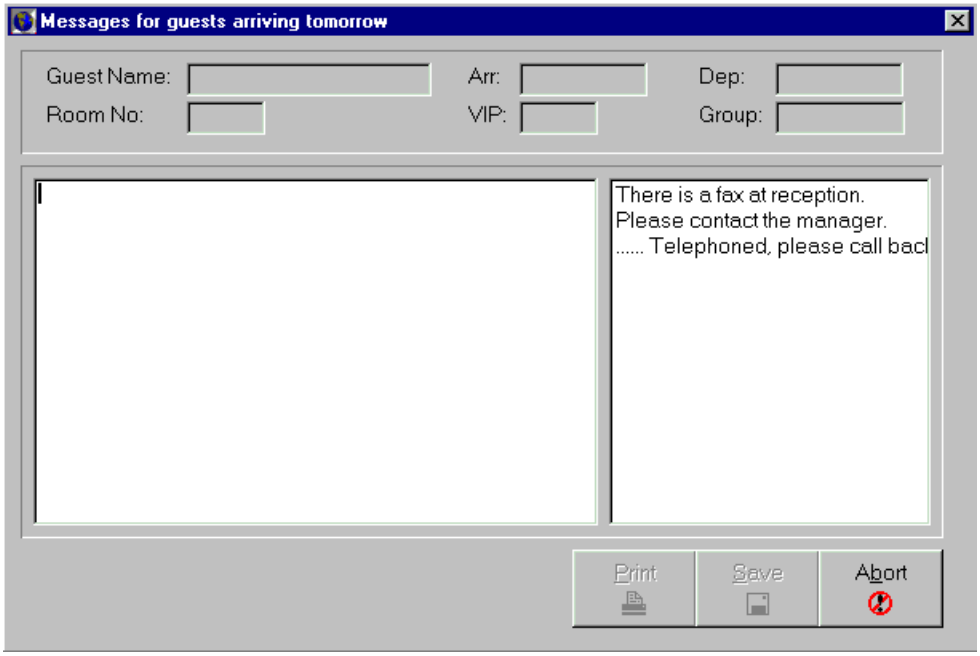
   A Messages for guests dialog box appears with the appropriate message title. For example, Messages for guests arriving today, Messages for guests departing tomorrow, and Messages for group guests.

   For example, when GUESTS ARRIVING TOMORROW is clicked, the Messages for guests dialog box appears.



2. Type the VIP code range.
3. Type the language codes you want to include or exclude.
4. Click OK.

   A Messages for guests dialog box appears.



5. Type the message in the left window pane or select a pre-defined message by double-clicking the message.

   The PRINT and SAVE options become activated.

6. Click SAVE to save the message or PRINT to save and print the message.

   A confirmation box to save or print the message appears.

7. Click Yes.

   A message box appears displaying the number of guests that the message has been saved and/or printed for.

8. Click Ok.

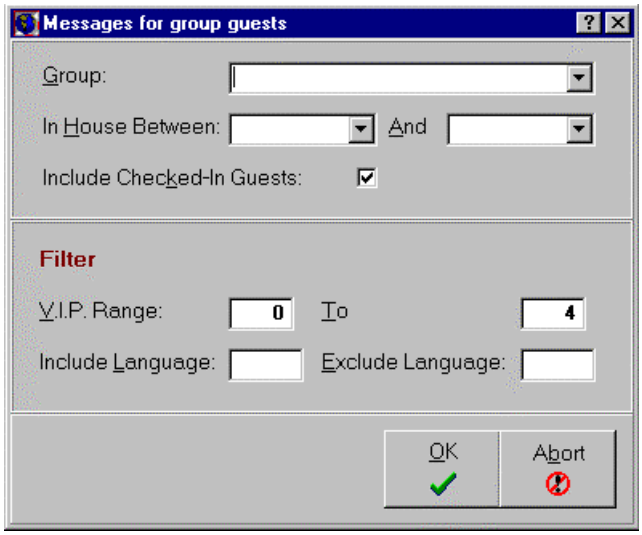
   The Message for guests dialog box is closed.

Sending a message to a group

To send a message to a group:

1. From the Send Messages To dialog box, click GROUP GUESTS.

   The Messages for group guest dialog box appears.



2. Type or select a group from the drop-down list next to the Group field.
3. Type or click the In House Between drop down arrow and select a date from the calendar.
4. Check the Include Checked-In Guests to include the guests are checked-in.
5. Type the VIP code range.
6. Type the language codes you want to include or exclude.

7. Click OK.

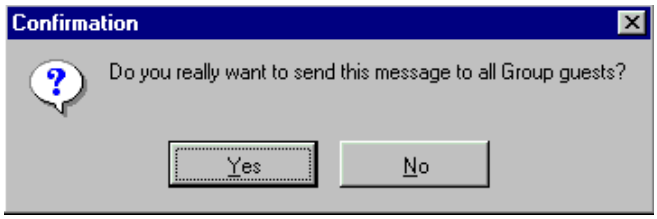
   The Messages for group guests dialog box appears.

8. Type the message in the left window pane or select a pre-defined message by double-clicking the message.

   The PRINT and SAVE options become activated.

9. Click SAVE to save the message or PRINT to save and print the message.

   A confirmation box to save or print the message appears.



10. Click Yes.

    A message box appears displaying the number of guests that the message has been saved and/or printed for.

11. Click Ok.

    The Message for group guests dialog box is closed.

Displaying traces

With the Display Traces option, you can view traces, resolved traces, and unresolved traces. The Traces option allows you to communicate guest's requests with other hotel staff. The Traces option allows the hotel to keep track of things that have to be done for guests on a specific date. For example, if the guest needs a baby crib, you advise housekeeping that they need to bring a crib to that guest on that date. On the specified date entered, Suite 7 notifies housekeeping, through the trace report, that a crib is requested. You can create, modify, delete or resolve a trace or mark it as completed.

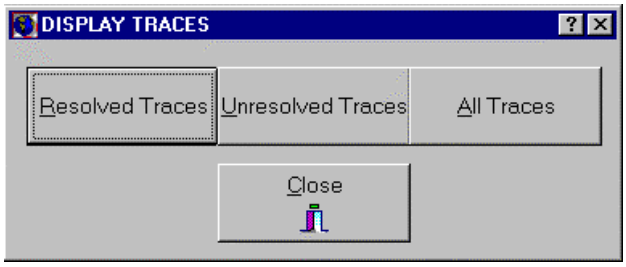
In addition, there is a special type of trace called Action trace. The Action trace relates to changes in the reservation itself (such as change of rate code, price, or the number of guests), and is resolved automatically during the night audit. An Action trace cannot be modified and would normally be entered from the individual reservation screen.

Accessing the Display Traces option

To access the Display Traces option:

From the Select dialog box, click DISPLAY TRACES.

The Display Traces dialog box appears.



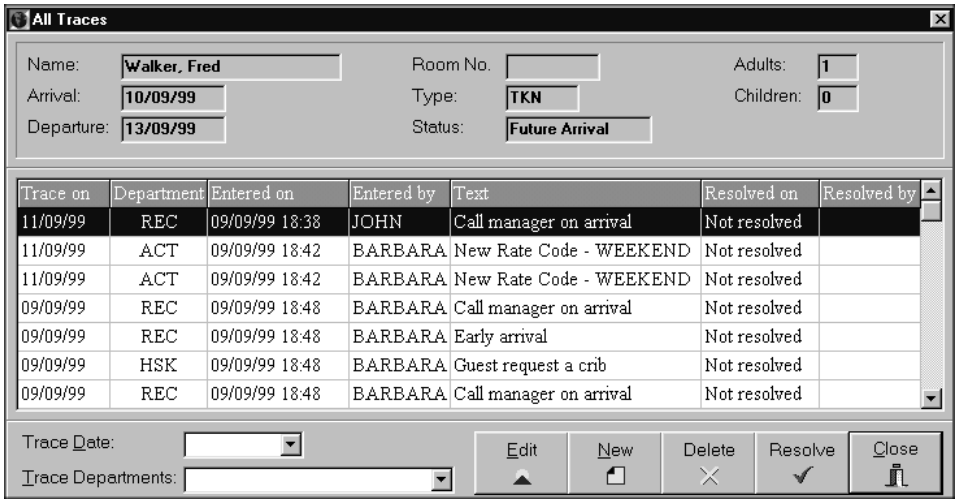
Creating a new trace

To create a new trace:

1. From the Display Traces dialog box, click the button for the type of trace to be displayed.

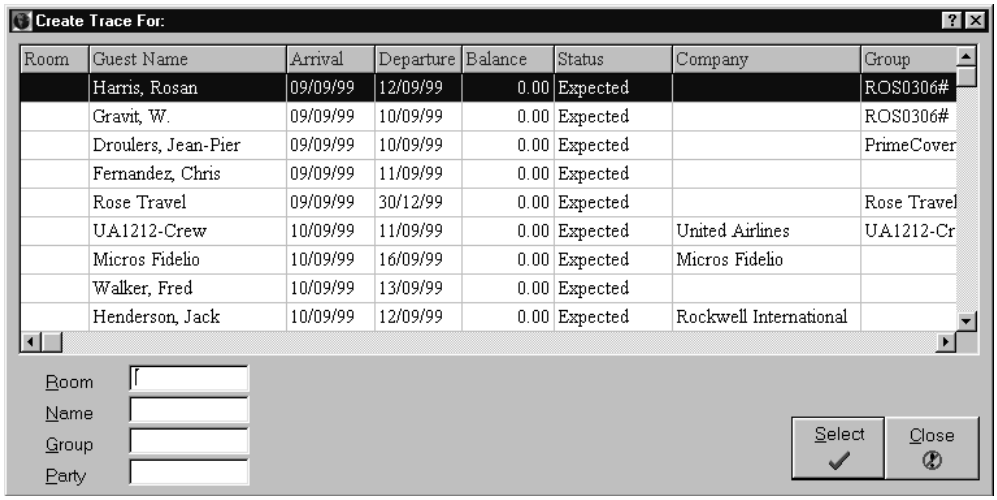
   A Traces dialog box appears with the appropriate message title. For example, Resolved Traces, Unresolved Traces, or All Traces. At the bottom of the dialog box are option buttons that allow you to perform additional procedures for the trace.

   For example, when ALL TRACES is clicked, the All Traces dialog box appears displaying all the traces in the system regardless of whether the trace was resolved or unresolved.



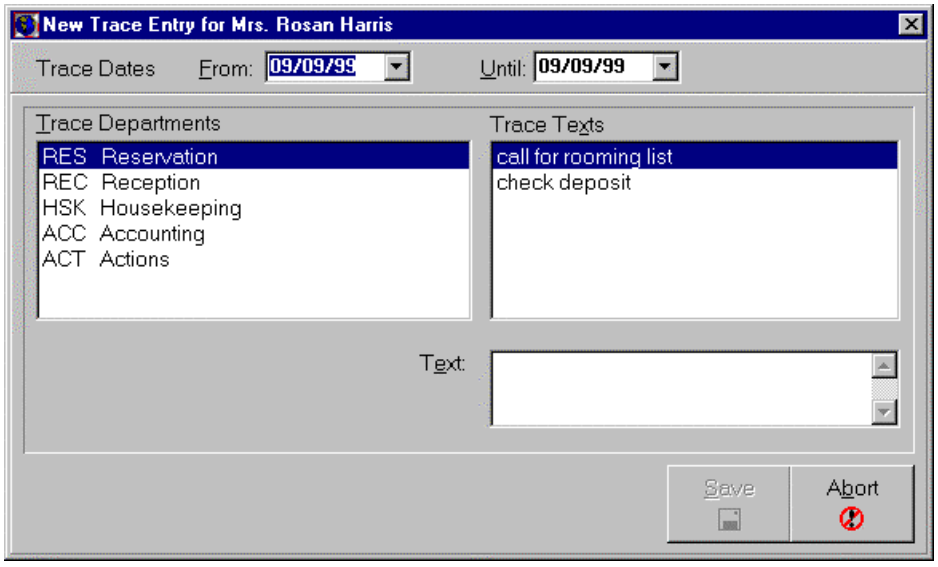
2. Click NEW.

   The Create Trace For dialog box appears.



3. Enter the selection criteria: Room, Name, Group, or Party, OR, select the guest, and click SELECT.

   The New Trace Entry dialog box appears.



4. Enter From and Until Trace Dates.

5. Under Trace Department, select the department the trace is for.

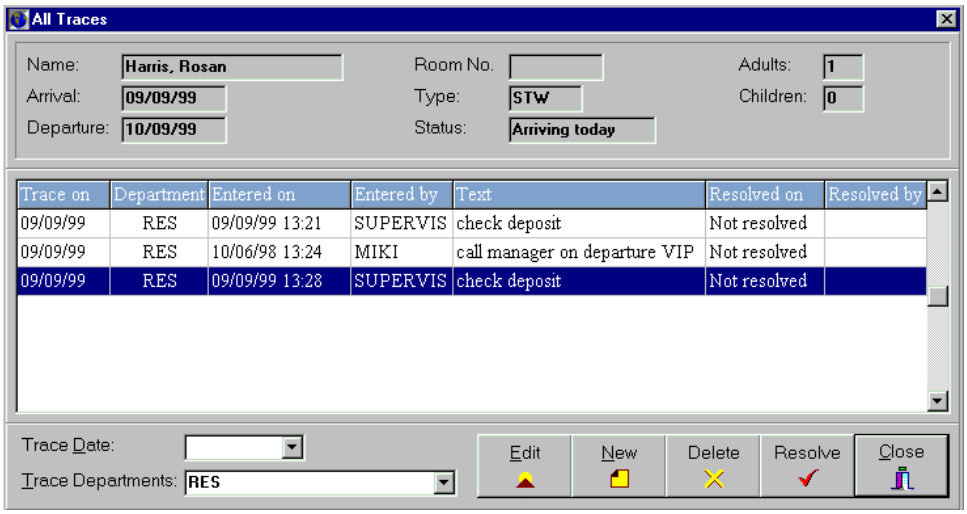
   On the right-hand side, a list of texts that you may select from appears under Trace Texts. A free format text box is also displayed.

6. Type the message in the text box or select a pre-defined message by double-clicking the message.

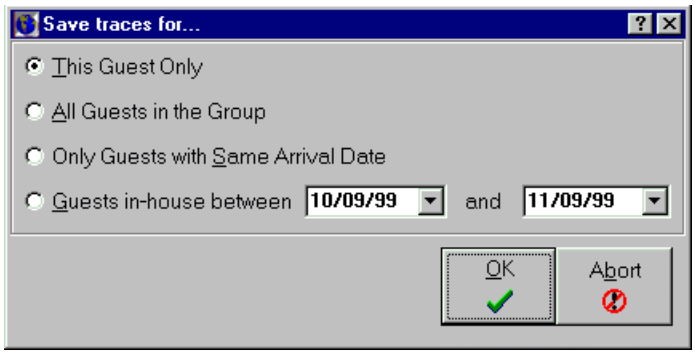
   The selected text appears in the text box and the Save button is activated.

7. Click SAVE.

   The Traces dialog box reappears with the text you entered.



   If the guest is part of a group, the Save traces for dialog box appears.



8. Click the required radio button.

9. Click OK.

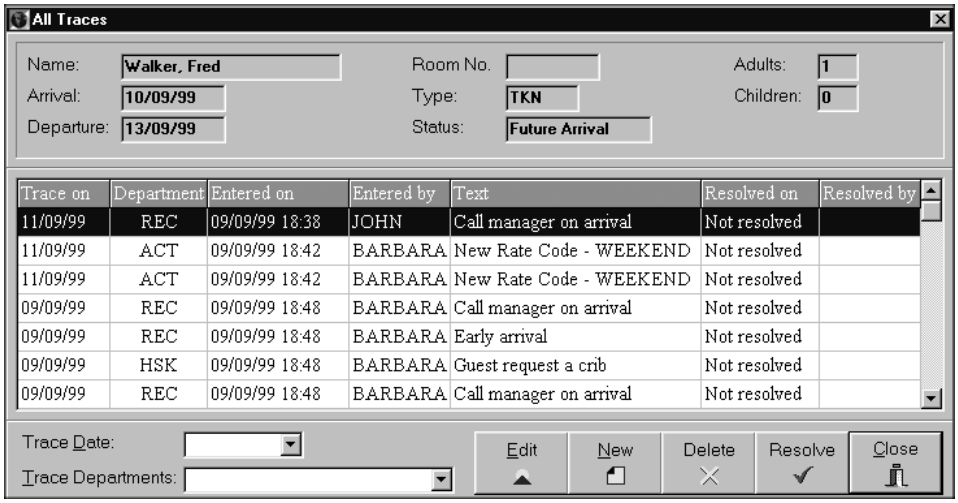
   The Traces dialog box appears.

Editing the trace

To edit text on the Traces list:

1. From the Display Traces dialog box, click the button for the type of trace to be displayed.

   The Traces dialog box appears.



2. Click EDIT.

   The Edit Trace Entry dialog box appears.

3. Edit the text in the text box.
4. Click SAVE.

   The Traces dialog box appears displaying the edited text.

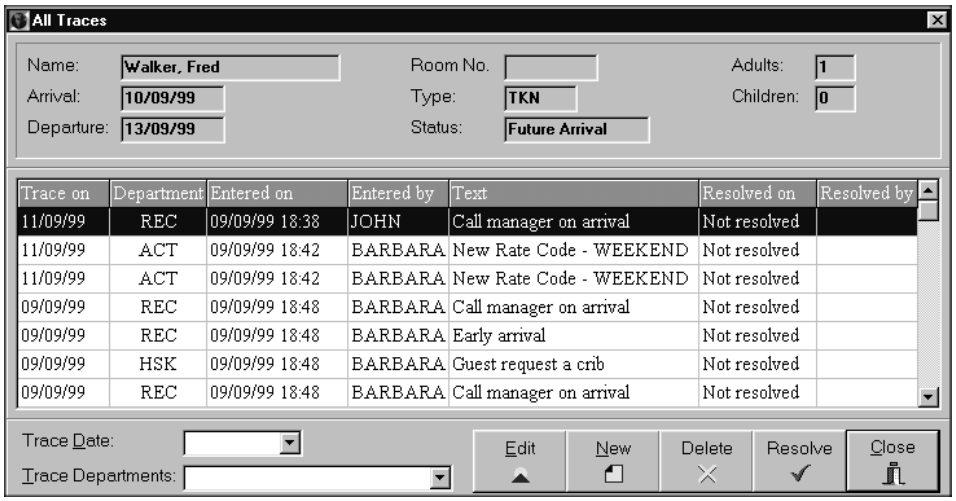
Resolving a trace

When a trace is marked resolved, it indicates that the trace has been performed.

To resolve a trace:

1. From the Display Traces dialog box, click ALL TRACES or UNRESOLVED TRACES.

   The Traces dialog box appears.



2. Select the trace that you want resolved.

   The Resolve button is activated, unless the trace you highlighted is an *action trace*, a trace that can only be resolved in the night audit. For example, to change the room charge for an additional number of guests is an action trace. Bringing in an extra pillow or towel, though, is handled by the housekeeping staff and is not an action trace.

3. Click RESOLVE.

   The trace's status changes from Not resolved to Resolved indicated by the date, time, and the user who changed its status. If you are viewing the All Traces dialog box, the RESOLVED button is toggled to UNRESOLVE.

Note: The message is removed from the Unresolved Traces dialog box and moved to the Resolved Traces dialog box.

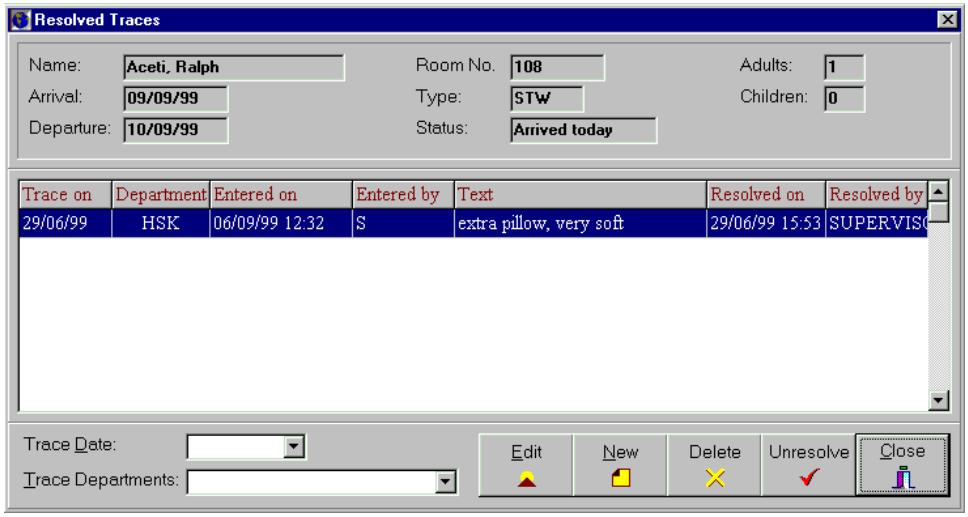
Unresolving a trace

If a trace was mistakenly marked as resolved, you can unmark the trace to unresolved.

To unresolve a trace:

1. From the Display Traces dialog box, click ALL TRACES or RESOLVED TRACES.

   The Traces dialog box appears.



2. Select the trace that you want unresolved.
3. Click UNRESOLVE.

   The trace's status changes from Resolved to Not resolved. If you are viewing the All Traces dialog box, the UNRESOLVE button is toggled to RESOLVED.

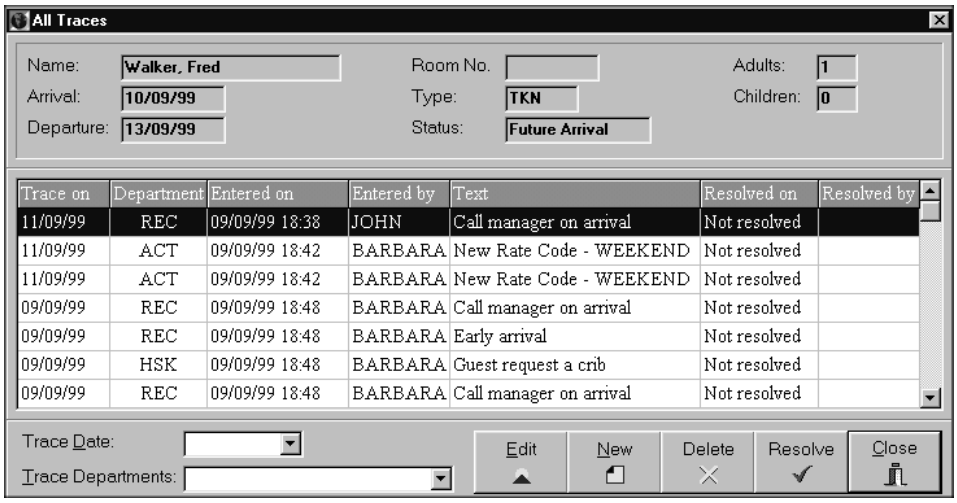
Note: The message is removed from the Resolved Traces dialog box and moved to the Unresolved Traces dialog box.

Deleting a trace

To delete a trace:

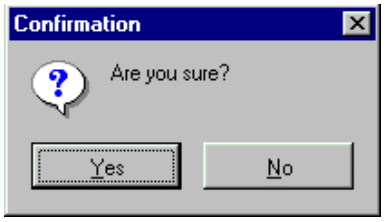
1. From the Display Traces dialog box, click the button for the type of trace to be displayed.

   The Traces dialog box appears.



2. Click DELETE.

   A confirmation box appears.



3. Click YES.

   The trace is deleted.

6

House Status

The House Status screen gives an overall picture of the hotel at that very moment.

Viewing the House Status screen

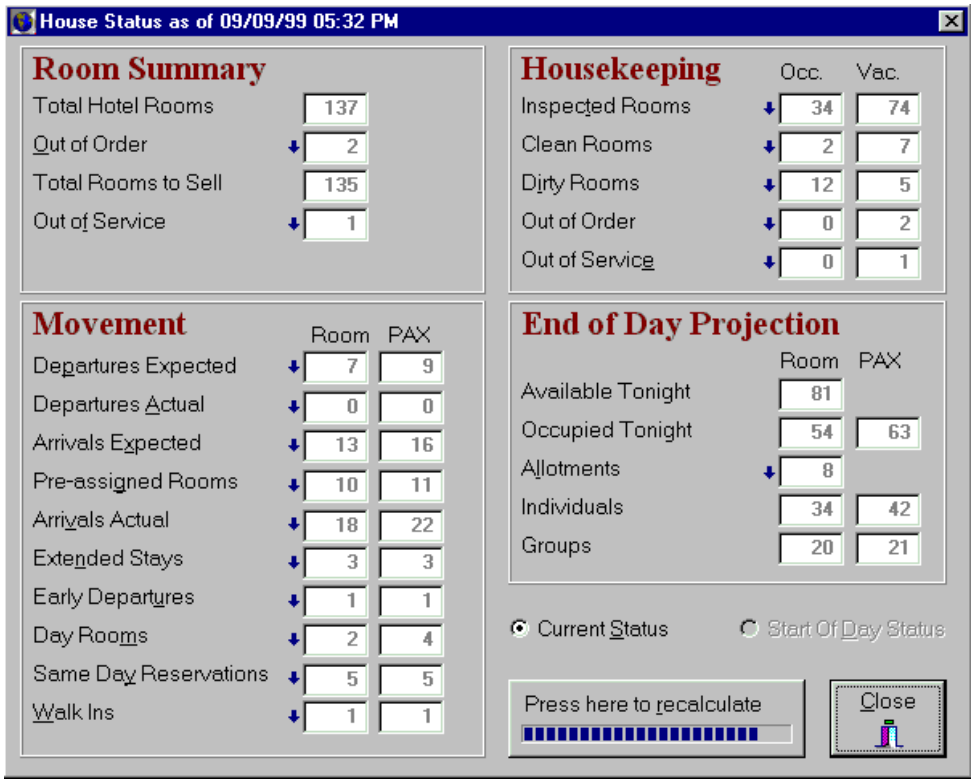
To view the House Status screen:

1. From the main Suite 7 screen speedbar, click the FRONT DESK icon.

The Front Desk toolbar appears to the right of the icons.

2. Click the HOUSE STATUS icon .

The House Status screen appears.



To recalculate the House Status screen:

1. From the House Status screen, click the CURRENT STATUS radio button.
2. Click PRESS HERE TO RECALCULATE.

   The House Status screen figures are updated in all categories and fields.

For House Status screen room summary terms, see Table 1, page 105.

For House Status screen movement terms, see Table 2, page 105.

For House Status screen housekeeping status terms, see Table 3, page 106.

For House Status screen end of day projection terms, see Table 4, page 107.

Table 1: House Status screen room summary terms

Term	Definition
Total Hotel Rooms	The total number of rooms in the hotel.

Term	Definition
Out of Order	The number of rooms that are out of order and are not available for sale. For example: No electricity.
Total Rooms to Sell	The number of rooms available for sale. Total rooms less Out of order.
Out of Service	The number of rooms that are taken out temporarily for a specific day but are included in the availability and can be brought back at any time. For example: Closed Floor.

Table 2: House Status screen movement terms

Term	Room / PAX	Definition
Departures Expected	Room	The number of rooms which are due to depart that day.
	PAX	The number of persons which are due to depart that day.
Departures Actual	Room	The number of rooms that have departed that day.
	Pax	The number of persons that have departed that day.
Arrivals Expected	Room	The number of rooms which are due to arrive that day.
	PAX	The number of persons which are due to arrive that day.
Pre-assigned Rooms	Rooms	The number of rooms which are due to arrive that day that have room numbers assigned to them.
	PAX	The number of persons which are due to arrive that day that have room numbers assigned to them.
Arrivals Actual	Room	The number of rooms that arrived that day.
	PAX	The number of persons that arrived that day.
Extended Stays	Room	The number of rooms that were due to depart that day and have extended their stay.
	PAX	The number of persons, which were due to, depart that day and have extended their stay.
Early Departures	Room	The number of rooms that departed earlier than expected.
	PAX	The number of persons that departed earlier than expected.

Term	Room / PAX	Definition
Day Rooms	Room	The number of rooms that were occupied during the day and did not stay overnight.
	PAX	The number of persons that occupied rooms during the day and did not stay overnight.
Same Day Reservations	Room	The number of rooms which have guests that have checked in and made the reservation the same day.
	PAX	The number of persons who checked in and made the reservation the same day.
Walk-Ins	Room	The number of rooms that did not have prior reservations, walked into the hotel, and checked in.
	PAX	The number of persons that did not have prior reservations, walked into the hotel, and checked in.

Table 3: House Status screen housekeeping status terms

Term	Occ / Vac	Definition
Inspected Rooms	Occ	The number of occupied rooms that were cleaned and inspected.
	Vac	The number of vacant rooms that were cleaned and inspected.
Clean Rooms	Occ	The number of occupied rooms that were cleaned but not inspected.
	Vac	The number of vacant rooms that were cleaned but not inspected.
Dirty Rooms	Occ	The number of occupied rooms that were used by a guest and have not been cleaned.
	Vac	The number of vacant rooms that were used by a guest and have not been cleaned.
Out of Order	Occ	The number is always zero because an out of order room can not be occupied.
	Vac	The number of vacant rooms that are out of order and are not available for sale. For example: No water.
Out of Service	Occ	The number is always zero because an out of order service room can not be occupied.

Term	Occ / Vac	Definition
	Vac	The number of vacant rooms that are taken out temporarily but are included in the availability and can be brought at any time. For example: Closed Floor.

Note: The Housekeeping status term "Inspected" is optional and is set up during configuration. It may or may not appear depending upon the setup of the system.

Table 4: House Status screen end of day projection terms

Term	Room / PAX	Definition
Available Tonight	Room	The number of rooms that will be available for sale that night.
Occupied Tonight	Room	The number of rooms that will be occupied that night.
	PAX	The number of persons that will be occupying the hotel that night.
Allotments	Room	The number of rooms that are from a block which is due to arrive and do not have guests (non picked-up group reservation). These rooms are not available for sale.
Individuals	Room	The number of rooms that are occupied by individuals who are not part of a group.
	PAX	The number of individual persons that are occupying rooms and do not belong to a group.
Groups	Room	The number of rooms that are occupied by a group.
	PAX	The number of persons that are occupying rooms and belong to a group.

7

House Accounts

The House Accounts option is used to open accounts in the hotel. For example, a hotel guest who wants to pay some charges separately from his room bill or a non-guest who came into the hotel to attend a convention and has to pay charges. A house account is charged like any other folio.

Opening the House Accounts dialog box

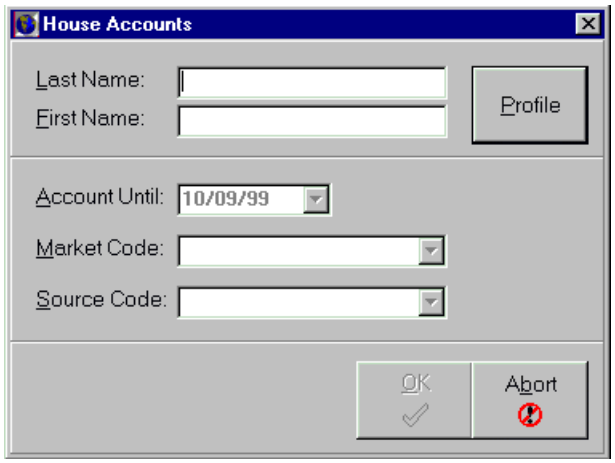
To open the House Accounts dialog box:

1. From the main Suite 7 screen speedbar, click the FRONT DESK icon.

The Front Desk toolbar appears to the right of the icons.

2. Click the HOUSE ACCOUNTS icon .

The House Accounts dialog box appears.



For an explanation of the House Accounts dialog box fields, see Table 1.

Table 1: House Accounts dialog box fields

Field	Description
Last Name	The last name of the guest.
First Name	The first name of the guest.
Account Until	The date until which the account will be valid. The default is the next day.
Market Code	A drop-down list of market codes, used to maintain statistics of market segments.
Source Code	A drop-down list of source codes, used to maintain statistics of source of business.

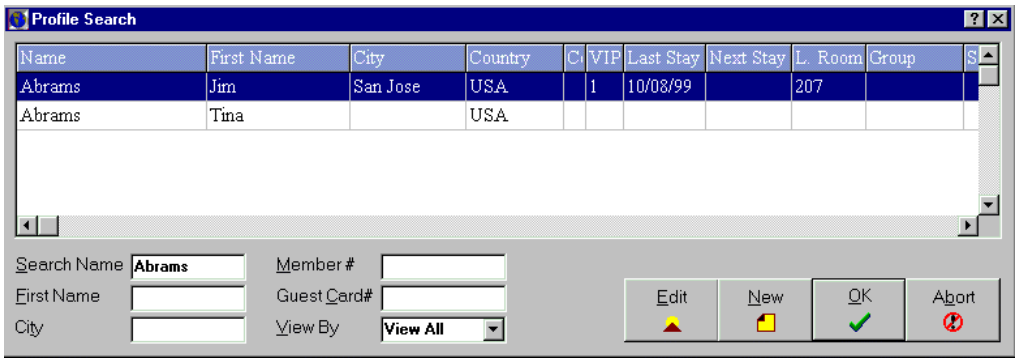
Creating a house account

After creating a house account, the account is treated by Suite 7 as an In-House account.

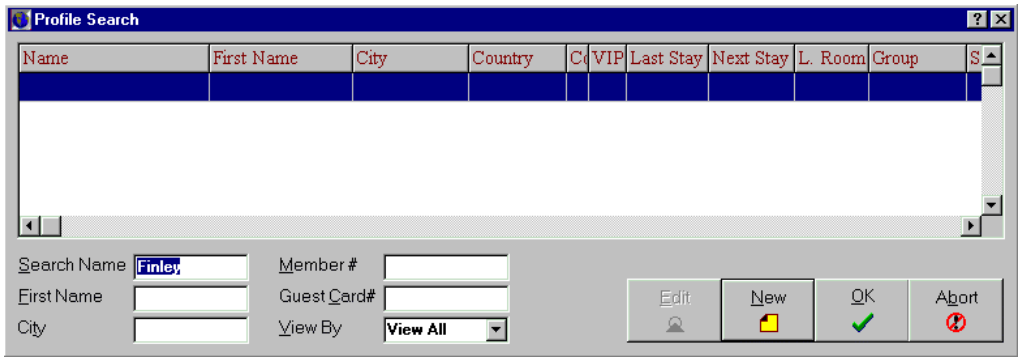
To create a house account:

1. Type the complete last name or the first letters of the last name in the Last Name field and click PROFILE.

   The Profile Search dialog box appears displaying the guest names that meet the criteria typed in the Last Name field.



If no profile exists or matches the criteria typed in the Last Name field, the Profile Search dialog box appears without any guest names.

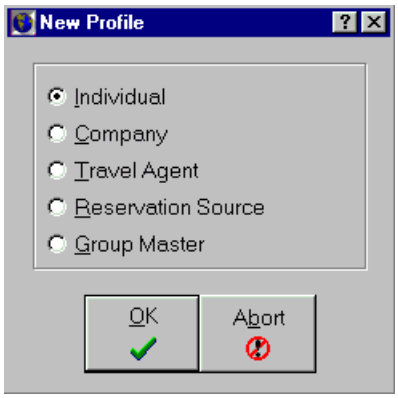


2. If a profile exists, select the guest name and click OK.

   The House Accounts dialog box appears with the last name filled in. Continue to step 7.

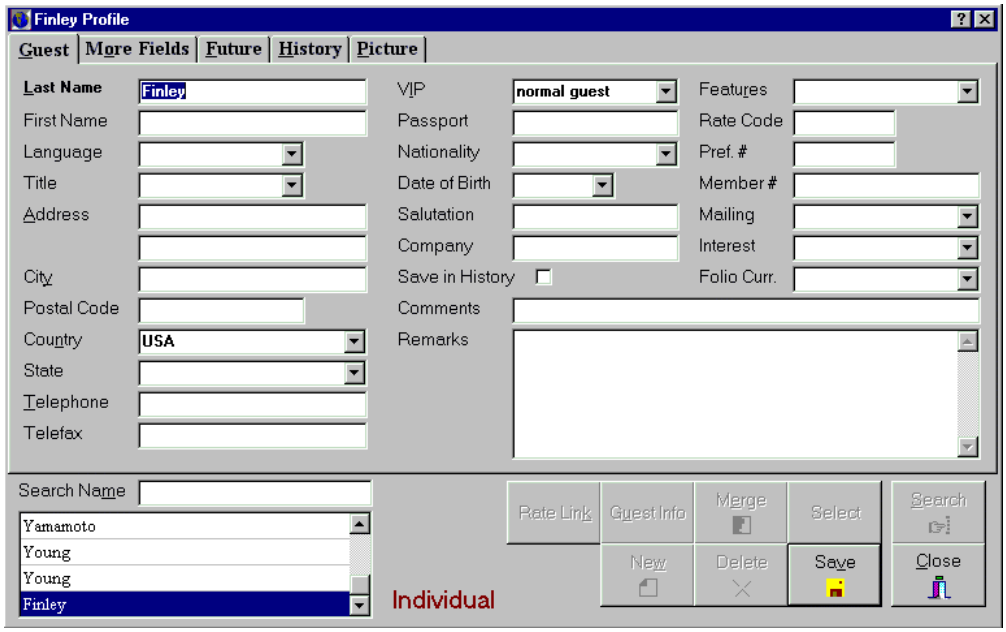
3. If a profile does not exist, click NEW.

   The New Profile dialog box appears.



4. Click the required radio button and click OK.

   The Profile screen appears with the last name filled in.



5. Fill in the required information and click SAVE.

   The profile is saved.

6. Click CLOSE.

   The House Accounts dialog box appears with the last name filled in.

7. Type a date in the Account Until field or click the drop down arrow and select a date from the calendar.
8. Click the Market Code drop down and select a market code from the market code list.
9. Click the Source Code drop down and select a source code from the source code list.

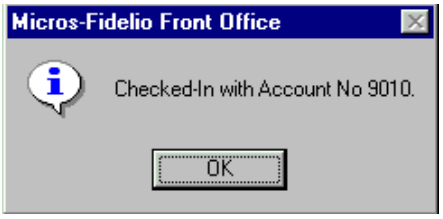
   The OK button is activated.

Note: All the fields except First Name are mandatory. If the date, market code or source code are not entered, you will not be able to save the account.

---

10. Click OK.

    A notice appears displaying the account number and confirming that the account has been checked in.



11. Click OK.

    The House Account dialog box is closed.

Note: It is strongly suggested at this time to enter the payment method, see “In-House Guests”. To post charges or pay the bill, see the *Suite 7 Cashiering Manual.*

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