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# Chapter 1 - Introduction

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## Welcome to the OPERA Property Management System

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This Reference Manual serves as a reference tool that answers your questions about the use and operation of the Opera Hotel Edition software system. It is intended to guide you through how to use most functionality in the Property Management System.

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### How this manual is organized

This manual follows the design of the Opera modules in addition to several supplemental management chapters.

The manual contains the following chapters:

1. Introduction
  2. Reservations
  3. Front Desk
  4. Cashiering
  5. Rooms Management-Housekeeping
  6. Accounting
  7. Miscellaneous
  8. End of Day-Night Audit
  9. Groups
  10. Commissions
  11. Packages
  12. User Management
  13. Rate-Revenue Management
  14. Index
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## Additional Resources

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	<p>While this Manual will be your on-site reference tool, there are a variety of additional resources available to you. When you need to check on a process or look up additional information there are several additional resources available that can answer your questions quickly and easily.</p>
Online Help	<p>When you are actually working in the software, the most quickly accessible resource is the OPERA On-Line Help Function.</p> <p>Pressing the <b>F1</b> key displays OPERA's On-Line Help from any screen in the system.</p>
Hyperlinks	<p>Hyperlinks appear in the electronic version of this Training Guide: Table of Contents Hyperlink</p> <p>Clicking an item in the Table of Contents navigates you to that page of the document. After reviewing the information, you can click the header of each chapter to go back to the Table of Contents.</p>
eLearning	<p>Training of new employees or retraining of current employees may be performed via the Opera eLearning CDs provided during your installation. Should you require additional CDs, you may purchase them by sending an email to <a href="mailto:eLearning@micros.com">eLearning@micros.com</a>.</p>
Training Activity Workbook	<p>This workbook, used during the Opera installation is a valuable tool to use when training your new employees. After they have completed the Opera E-Learning CDs they may then take manager-guided training via the Workbook, which reinforces and builds on the topics learned in eLearning. This Workbook offers activities to be performed live in the Opera system using your Training schema.</p>

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## Navigational Aids

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As you use this manual as your guide to successful Opera PMS software operation, you will notice several symbols that we have created to reinforce and call attention to vital points. Please become familiar with these symbols, as they will play an important part in your understanding of the content in this guide. You will find these aids in the left column of this manual:

### Operational Suggestions

The compass will direct you to recommendations and “best practices” for software operation. Though there are many ways to perform most functions in the system, it is our suggestion that you follow this practice for maximum system performance. This symbol can also a suggestion or process that is directly related to providing your guests with the highest level of service and satisfaction possible.



### Key Concepts

This symbol represents a “key concept” that is especially important to your overall understanding of the software and its functionality. This symbol can also indicate operational suggestion or key factor that increases the profitability of your property and will help you to maximize revenue production.



### Extremely Important

Information highlighted by this symbol is extremely important; you will want to focus on and review this information carefully.



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## Recognizing Software Terms and Operations

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	<p>As you begin your exploration of the OPERA Property Management System, you will find that new terms are quickly entering your vocabulary. As you may or may not know, we present information in software system documentation in specific ways to assist you with quickly recognizing and performing tasks.</p>
<p>Press a Key - Click the Mouse - Select a Button</p>	<p>As you probably know, there are three primary ways to give commands and make the software perform in a certain way:</p> <ol style="list-style-type: none"><li>1. Pressing a key on the keyboard</li><li>2. Placing the cursor in a particular place on the screen and clicking the mouse</li><li>3. Placing the mouse cursor on a button that appears on the screen and then clicking the mouse.</li></ol> <p>In this Guide, if we instruct to press a key, the name of that key will be presented bold type.</p> <p>Example:</p> <p>Press the <b>F1</b> key to access Online Help.</p> <p>Likewise, if you are to place the cursor at a particular point on the screen, or on a particular button that appears on the screen and then click the mouse to perform the operation, the name of the operation you are performing is also printed in bold type.</p> <p>Examples:</p> <p>Select <b>OK</b> to save.</p> <p>Click in the <b>Name</b> field, enter the guest last name and select <b>Search</b>.</p>
<p>Screens</p>	<p>The system organizes software tasks on screens that appear on the monitor. When instructions refer to a specific screen, the screen name appears in capital letters and in bold text.</p> <p>Example:</p> <p>From the <b>RATE QUERY DETAILS</b> screen, select....</p>
<p>Fields</p>	<p>A field is an area of a screen where you are asked to enter information (i.e. the user Name field). In this guide, references to fields also appear in bold text.</p> <p>Example:</p> <p>Enter the <b>Block Code</b> you wish to search for and select <b>Search</b>.</p>

## Numbered Steps

In most cases, each software procedure is broken down into a number of specific steps. In cases where there are multiple steps required for you to perform a task within the system, they are numbered.

Example:

Follow the steps below to edit a reservation:

1. Locate the reservation using the **RESERVATION SEARCH** screen.
2. Once you locate the reservation, select **Edit**.
3. Make any modifications you wish and choose **OK** to save changes.