APPLICATION NOTE

Functionality: Web based Front Desk Management for Small to Large Hotels

Product: SARVAM Hospitality PBX

What is Front Desk Management Wizard?
The Front Desk Management Wizard is a web based management tool that actively contributes in the routine functioning of a hotel. It offers an intuitive interface to perform day-to-day Guest and Room Management, minimize manual intervention and thereby increases the staff's productivity.
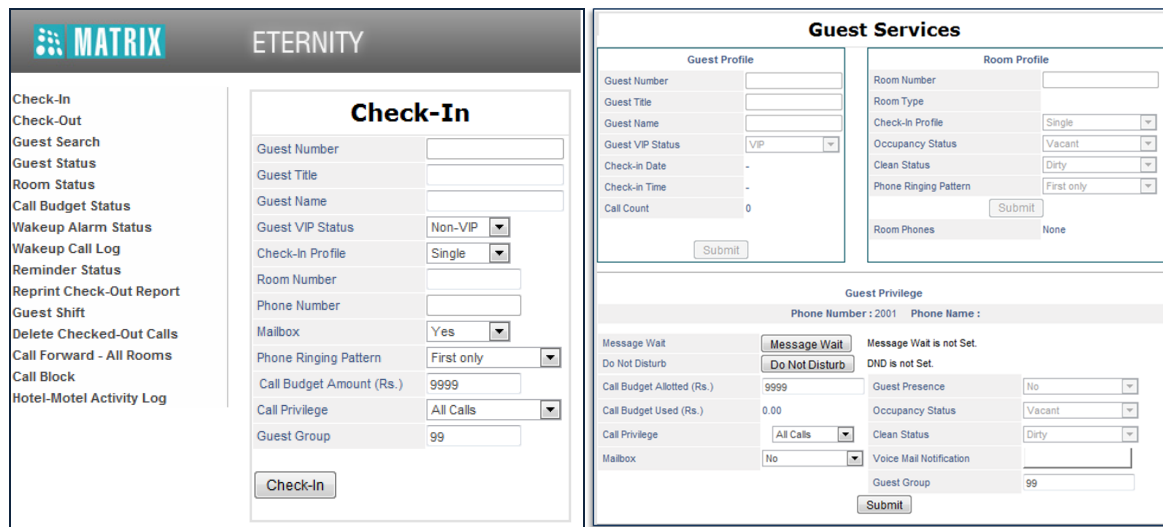
How it helps in Hotel Administration?
A Hotel Concierge or Receptionist can perform routine hotel activities such as guest check-in and check-out, setting-up of wake-up alarms and DND facility for guests, printing check-out reports, monitoring room occupancy status, housekeeping and others from a single operational terminal –The Front Desk.

No special training or expertise is required to use the Front Desk Management Wizard. It's easy and user friendly GUI allows features to be set or cancelled with a single click.

Front Desk Management: Access and Utility
To access the Front Desk Management Wizard, enter the IP address of ETERNITY in a Web browser (e.g. Internet Explorer, Mozilla Firefox) and log-in as 'Front Desk User'. On successful log-in, a user is directed to the homepage. A feature can be accessed by clicking on the respective link, from the feature list placed on the left.

Check-Out

- ○ Guest Number   [   ]
- ● Room Number   [   ]
- ○ Phone Number   [   ]

[Check-Out]

Reprint Check-Out Report

- ● Guest Number   [   ]
- ○ Room Number   [   ]
- ○ Phone Number   [   ]

[Submit]

COM Port 1 of the Eternity is assigned for Check out Report.

Room Status

Room Number	Check-In Profile	Phone Number	Occupancy Status	Guest Presence	Clean Status	Call Privilege
2004	Single	2003	Occupied	Guest-In	Clean	All Calls
	Budget	2001	Occupied	Guest-In	Clean	All Calls
	Budget	2002	Occupied	Guest-In	Clean	All Calls
	Budget	3001	Occupied	Guest-In	Clean	All Calls

Hotel-Motel Activity Log

Online

[Start]   [Abort]

Ethernet of the Eternity is assigned for Online Hotel-Motel Activity Log.

Report

[Start]   [Abort]

Ethernet of the Eternity is assigned for Hotel-Motel Activity Log Report.

Wakeup Alarm Report

Phone Number	Alarm	Cancel Alarm
2001	20:30 * +	☐
2004	20:20 * +	☐
3001	20:00 +	☐

Reminder Report

Phone Number	Reminder	Cancel Reminder
2001	08-May-2012 at 23:15 +	☐
3001	08-May-2012 at 09:00 +	☐

	Feature	Description
1,2	Check-in/Check-out	Fill in guest particulars before room allocation and on guest check-out, generate consolidated bills.
3	Guest Search	View/Alter particulars of a guest such as profile, type of room, call privileges allocated to him.
4	Guest Status	View status of checked-in guests entering the guest name, room number or the guest's unique ID number.
5	Room Status	View/Print the status of hotel rooms, categorized by the room types, cleanliness status or the guest occupancy status.
6,7	Wake-Up Alarms and Reminders	A guest can set wake-up alarms from his room phone or else an operator can set an alarm/reminder on behalf of guest.
8	Reprint Check-out Reports	A Check-out report can be re-printed with the help of unique guest id number.
9	Guest Shift	Transfer guest credentials and accounting details to anew room.
10	Delete Check-out Reports	Deletes guest check-out reports from system memory.
11	Call Forward	Forward ones call to another internal number or one's mobile phone.
12	Call Block	Block room-to-room calls within the hotel during specific timing.
13	Hotel-Motel Activity Log	Prints log of all activities performed by the system.

Benefits:

- Automates routine front desk activities with no additional software cost
- Easier Administration
- Better Monitoring and Management with detailed Activity Logs and Reports
- Enhanced Guest Services
- Increased Staff and Hotel Productivity

Target Customers:

- Small to Large Hotels/Motels.

Essential System Requirements:

- Activation of SARVAM Hospitality Features License