



Front Desk Representative
Agilysys Training Manual

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Inventory Inquiry

- ❑ After signing on with your Cashier ID, you need to check the inventory available for sale for the day
- ❑ Before each reservation, you need to check inventory to prevent over-booking. We NEVER want o overbook the house for ANY reason.
- ❑ From the Reservation Add Screen, click on Inventory Inquiry Function Key (or F10)

The screenshot displays the 'Reservations Add' interface. On the left, a 'Command Functions' sidebar lists various actions, with 'Inventory Inquiry' highlighted in blue. The main area is titled 'Reservations Add' and 'Lms 7.0 Dev Environment'. It features several sections: 'Guest Information' with fields for CMD, Arrive, Depart, A/C, Rate Plan (RACK), Group Code, and Reservation Accepted By; 'Room Reservation Mode' with 'Arrival & Room Type' details including Wing, Room Type, Room #, Room Rate, and Net Rate; 'Name & Address' with fields for Last Name, First Name, Title, Guest Type, Company, Attention, Type H/B, Language, Address, City, State/Prov, Zip Code, Country, Address Override, and Phone; and 'Payment & Confirmation' with fields for Settlement (CSB), Card#, Exp, Auth, Credit Limit, Check Limit, Confirmation #, Deposit Req Amt, Request Date, Deposit OR, Post #, Deposit Received, Receive Date, Cancel #, Advice Code, Express C/O, Tax Exempt, Tax Reference, and CRID.

- ❑ The Available for Sale displays
 - Displays the number of rooms available by room type for the next 7 days
 - Shows only the House avails, excluding all group inventory
 - The hotel is divided into 2 wings: RC and RW
 - RC is the casino inventory
 - We will never book a guest into the RC Wing without a manger’s approval
 - RW is the hotel inventory

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- Search by RW wing

Inventory Inquiry Available For Sale 06/08/2009 18:50:48

Wing	Type	06/08/2009 Mon.	09 Tue.	10 Wed.	11 Thu.	12 Fri.	13 Sat.	06/14/2009 Sun.
RW	KN	9	6	12	5	4	7	2
RW	KS	1	1	1	1	1	1	1
RW	QN	27	26	26	28	28	27	30
RW	QS	0	0	3	3	3	3	2
RW	SK	1	0	1	0	0	0	1
TOTAL		38	33	43	37	36	38	36

Wing: RW 2 2 2 2 2 Start Date: 06/08/2009

- Click on the Previous Function Key (or F12) to get to the Inventory Inquiry Menu

Command Functions

- Enter
- Exit
- Prompt
- Toggle Wing / Type
- Previous
- PageDown

Inventory Inquiry Menu RIVERWIND CASINO "DEVELOPMENT" 02/18/2009 04:07 PM

Select One of the Following Options:

Available For Sale	Occupied Rooms
Expected Arrivals	O-O-O Rooms
Expected Departures	O-T-M Rooms
Confirmed Rooms	Reservations for O-O-O
Confirmed Guests	Reservations for O-T-M
Have Arrived	O-O-O Due Back in Inventory
Have Departed	O-T-M Due Back in Inventory
Stay Throughs	Day Use Rooms
Same Day Reservations	Occupied Day Use Rooms
Same Day Extensions	Room Rack Displays
Same Day Cancellations	Individual Room Availability
Walk-Ins Taken	Individual Suite Availability
Unexpected Departures	Multi-Room Rack
Number of No Shows	Multi-Suite Availability
Deposited Reservations	Inventory Forecast
Wait List Reservations	Occupancy Forecast

Wing: 2 2 2 2 2 Start Date: 11/22/2008

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Inventory Forecast

- Displays the number of vacant rooms, expected check out rooms, total arrivals, rooms available, rooms occupied, etc.
- Shows the House and all groups inventory

Inventory Inquiry												
INVENTORY FORECAST FOR												
EXPECTED OCCUPANCY												
06/08/2009 10 OR 20.0 %												
Wing	Type	Vacant Rooms	Exp C/O R	Nongtd Arvl	Gtd Arrivals	Total Arvls	Rooms Avail	Rooms Occ	UNAS Rooms	H/Dep	H/Arr	W/T
RW	KN	9	0	0	0	0	9	5	0	5	4	3
RW	KS	0	1	0	0	0	1	1	0	0	0	0
RW	QN	27	0	0	0	0	27	2	0	1	1	0
RW	QS	0	0	0	0	0	0	3	0	0	2	0
RW	SK	1	0	0	0	0	1	0	0	0	0	0
TOTAL		37	1	0	0	0	38	11	0	6	7	3

Wing: **RW** Start Date: **06/08/2009**

Expected Arrivals

- Displays the arrivals for the day

Inventory Inquiry									
Expected Arrivals									
06/08/2009 18:54:14									
Wing	Type	06/08/2009 Mon.	09 Tue.	10 Wed.	11 Thu.	12 Fri.	13 Sat.	06/14/2009 Sun.	
RW	KN	4	7	1	7	10	6	11	
RW	KS	0	0	0	0	0	0	0	
RW	QN	1	3	4	0	2	3	0	
RW	QS	2	0	0	0	0	0	1	
RW	SK	0	1	0	1	1	0	0	
TOTAL		7	11	5	8	13	9	12	

Wing: **RW** Start Date: **06/08/2009**

- ❑ Expected Departures
 - Displays the departures for the day

Inventory Inquiry 06/08/2009 18:55:25

Expected Departures

		06/08/2009		09	10	11	12	13	06/14/2009
Wing	Type	Mon.	Tue.	Wed.	Thu.	Fri.	Sat.	Sun.	
RW	KN	5	4	7	0	9	9	6	
RW	KS	1	0	0	0	0	0	0	
RW	QN	1	2	3	2	2	2	3	
RW	QS	0	0	3	0	0	0	0	
RW	SK	0	0	1	0	1	0	1	
TOTAL		7	6	14	2	12	11	10	

Wing: RW 2 2 2 2 2 Start Date: 06/08/2009

- ❑ Group Daily Display
 - Displays the details for a single group

Group Detail Display

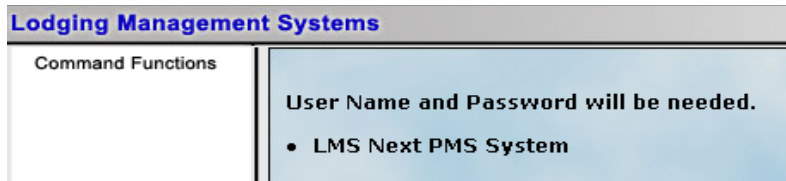
Group Code	CAS09	Group Type	OT	Group Name	CASINO BLOCK 2009
Arrival Date	3/10/09	Departure Date	1/01/10	For Beginning Date	31109

WingType	03/11/2009			03/12/2009			03/13/2009			Fri.
	Block	Confirmed	Available	Block	Confirmed	Available	Block	Confirmed	Available	
RC GK	0	0	0	0	0	0	0	0	0	0
RC JK	0	0	0	0	0	0	0	0	0	0
RC KN	0	0	0	0	0	0	0	0	0	0
RC KS	0	0	0	0	0	0	0	0	0	0
RC QN	0	0	0	0	0	0	0	0	0	0
RC QS	0	0	0	0	0	0	0	0	0	0
RC SK	0	0	0	0	0	0	0	0	0	0
RC SQ	0	0	0	0	0	0	0	0	0	0
RW KN	11	0	11	11	0	11	0	0	0	0
RW KS	0	0	0	0	0	0	0	0	0	0
RW QN	5	0	5	5	0	5	0	0	0	0
RW QS	2	0	2	2	0	2	0	0	0	0
RW SK	8	0	8	8	0	8	0	0	0	0
TOTALS	26	0	26	26	0	26	0	0	0	0

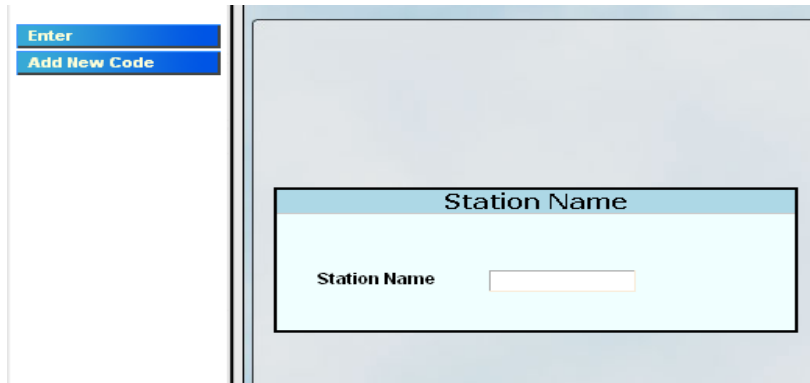
Reservations

Signing on to LMS

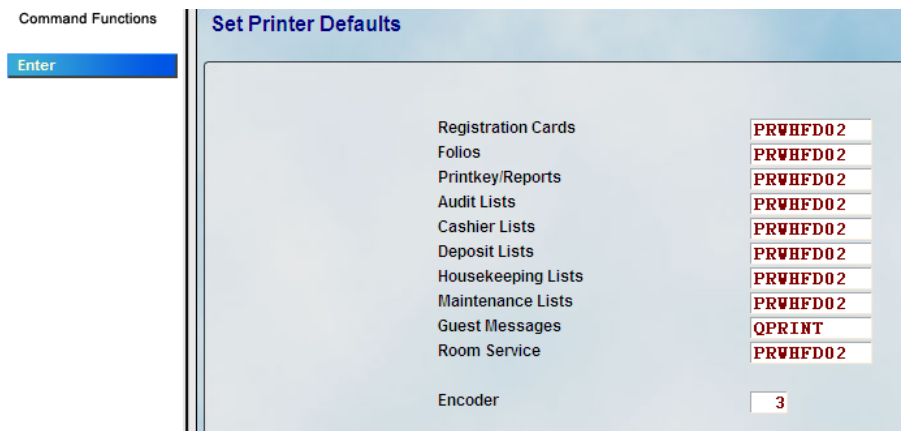
- ❑ Click on LMS Live
- ❑ Click on the LMS link to enter



- ❑ Type in your Station Name
 - The North computer is FD1, and the South computer is FD2



- ❑ The reports printer defaults and the encoder (key card) displays
- ❑ Enter through this screen – **Never change it!**



Reservations

Guest Search Screen Overview

- ❑ There are 7 different categories to search for a guest:
 - Name, Group, Reservation, Wing/Room, Company, Confirmation and Settlement

The screenshot displays a grid of search options:

- Name Search:** Guest Name, For Check-In? (Y/N), Arrival Date (opt).
- Wing / Room or Suite Search:** Wing/Room or Suite (RW 307), (R/S) (R), In-House or Check-Out or Neither (I/O/N) (I).
- Group Search:** Group Identifier (A/B/G), Guest Name, Group Name, Arrival Date (opt), For Check-In? (Y/N).
- Company Search:** Company Name, Arrival Date (opt).
- Reservation Search:** Reservation ID, Central Res ID, Reference ID (3 = PL#), with 'or' options between fields.
- Confirmation Search:** Confirmation Number, Post Number, Cancellation Number, with 'or' options between fields.
- Settlement:** Position cursor below to swipe credit card, Enter only-New Reservation.

❑ Name Search

Name Search
 Guest Name
 For Check-In? (Y/N)
 Arrival Date (opt)

- Guest Name – Last name, first name
- For Check-In is an optional field
- Arrival Date is optional field, but best to fill in
- If you are looking for all guests checking in on a specific day, then put a ? in the Guest Name field and fill in the arrival date

❑ Group Search – Use if the guest is a part of a group

Group Search
 Group Identifier (A/B/G)
 Guest Name
 Group Name
 Arrival Date (opt) For Check-In? (Y/N)

- Group Identifier is the group code
 - This is the best way to search for a group
- Guest Name – Last name, first name
- Group Name – The group’s name
- Arrival Date – Optional field
- For Check-In – Option field

❑ Reservation Search

Reservation Search

Reservation ID	<input type="text"/>	or
Central Res ID	<input type="text"/>	or
Reference ID	<input type="text"/>	3 (/3)

3 =PL#;

- Reservation ID – Each reservation has a 12 digit reservation ID. This is not the confirmation number.
- Central Res ID
- Reference ID – You can search by any of the 3 reference fields

❑ Wing/Room or Suite Search

Wing / Room or Suite Search

Wing/Room or Suite	RW <input type="text" value="307"/>	(R/S)	R
In-House or Check-Out or Neither (I/O/N)			I

- Search by Wing and Room number
- In-house/Check-out/Neither

❑ Company Search

Company Search

Company Name	<input type="text"/>
Arrival Date (opt)	<input type="text"/>

- Company Name
- Arrival Date is an optional field

❑ Confirmation Search

Confirmation Search

Confirmation Number	<input type="text"/>	or
Post Number	<input type="text"/>	or
Cancellation Number	<input type="text"/>	

- Search for a guest by the:
 - Confirmation number
 - Post number – added to reservation once room number is posted
 - Cancellation number

▣ Additional Name Search Function Key (or F5)

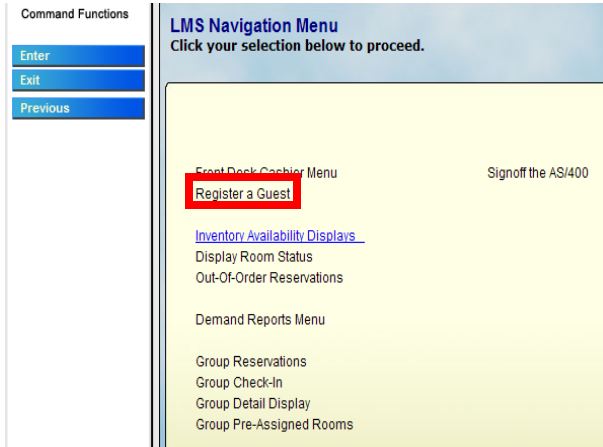
Enter
Exit
Addtl Name Search
Inventory Inquiry
Search Guest History
Display Group Text

- This is the only way to locate a non-registered guest other than by room number or reservation number

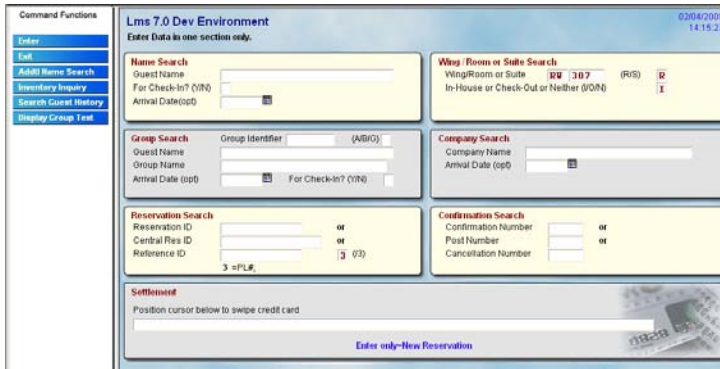
Reservations

Reservation Screen Overview

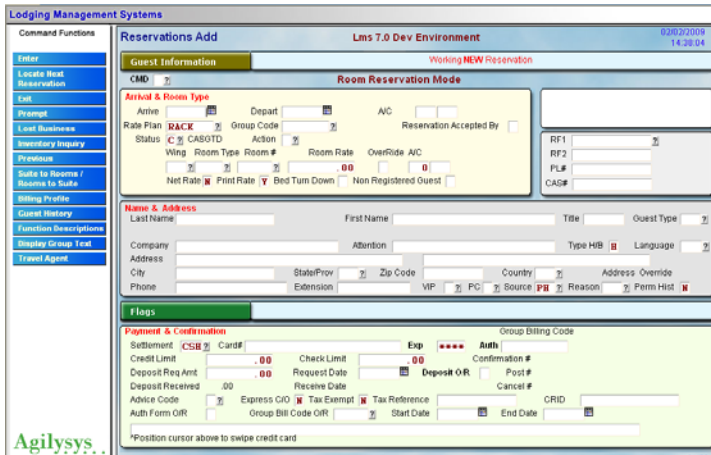
- ❑ From the main menu screen, click on Register a Guest



- ❑ You will come to the search screen



- ❑ Hit Enter to get to the Reservation Add Screen



- ❑ The Reservation Add screen is broken up into 3 sections:
 - Arrival & Room Type, Name & Address and Payment & Confirmation
- ❑ Arrival & Room Type

Arrival & Room Type

Arrive Depart A/C

Rate Plan **RACK** ? Group Code ? Reservation Accepted By

Status **C** ? CASGTD Action ?

Wing Room Type Room # Room Rate OverRide A/C

? ? ? .00 0

Net Rate **N** Print Rate **Y** Bed Turn Down Non Registered Guest

- Arrive date (MMDDYY)
 - If the guest is staying ‘today,’ you can leave blank
 - If you click on the calendar icon, it will pull up a calendar where you can click on the correct arrival date
- Depart date (MMDDYY)
 - You can enter the total number of nights staying or the actual departure date
- A/C
 - The number of Adult/Child staying
- Rate Plan
 - Click on the ? to prompt to see the available rates for the day
 - You will come to a selection screen of the rates available for each night of the guest’s stay
 - By selecting the Rate Plan, you auto select the Wing and Room Type
- Group Code
 - Use when the guest is a part of a group. The group code dictates the rate when it is placed on a reservation.
- Status
 - C (Casino GTD), G (GTD), I (In-house), X (Cancel) or W (Walked)
- Action
 - This field is used with Travel and Share Withs
- Wing
 - The hotel has 2 wings: RC and RW
 - The hotel wing is RW
- Room Type
 - QN, QS, KN, KS, SK, SQ, JK or GK
- Net Rate
 - Leave set to N
- Print Rate
 - Majority of the time will be Y; Change to N for those guests receiving a comp’d room

- Non Registered Guest
 - If the guest does not want others to know that they are staying at the hotel, then put a Y in this field
- The top box displays any Remarks and Billing Profiles

A screenshot of a software interface showing a large empty rectangular box at the top. Below it are four input fields, each with a label and a small question mark icon to its right: RF1, RF2, PL#, and CAS#.

- RF1 - Reference 1
 - If a hotel guest redeems a voucher, put the voucher or coupon code in this line
- RF2 - Reference 2
- PL# - Player Number
- CAS#
 - Player Card Number; This is where the guest’s player card number will be entered

□ Name & Address

A screenshot of a form titled "Name & Address" in red text. The form contains several input fields: Last Name, First Name, Title, Guest Type (dropdown), Company, Attention, Type H/B (checkbox), Language (dropdown), Address, City, State/Prov (dropdown), Zip Code, Country (dropdown), Address Override, Phone, Extension, VIP (checkbox), PC (checkbox), Source (dropdown), Reason (dropdown), and Perm Hist (checkbox).

- Last Name and First Name
- Title
- Guest Type
 - TR (Transient), CA (Casino Guest) or CP (Corporate)
- Company
 - Only put the company name if they use the business address
- Attention
 - If the reservation is canceled, then put the person who canceled the reservation in this field. Cancellations are the only time the attention field should be filled in.
- Type H/B
 - Home/Business Address
- Address
- City
- State
- Zip Code

- Phone
- VIP
 - Put Y if Casino VIP
 - If they are a VIP, then a flag will appear
- PC - Physically Challenged
- Source
 - PR (Phone reservation) or WI (Walk-in) will be the most used
- Flags



- When you have an additional name, travel with or share with, flags will appear showing these additions on the reservation

□ Payment & Confirmation

- Settlement
 - CAS, RVS, RDS, RMC, RAX, FVS, FDS, FMC or FAX
 - Ex: R is used when making a phone reservation, and F is used with a walk-in reservation or on the Guest Settlement side
- Card #
 - If calling in, then you will need to type in the card number
 - If walk-in, then swipe the card
- Exp – Credit Card expiration date
- Deposit
 - We will not be taking deposits for individual reservations, so this will not be filled in
 - Groups are the only exception
- Tax Exempt
 - If the guest is tax exempt, then put a Y
- Tax Reference
 - If the guest is tax exempt, then you must put in the reference ID number

❑ Function Command Keys

Enter
Locate Next Reservation
Exit
Prompt
Lost Business
Inventory Inquiry
Previous
Suite to Rooms / Rooms to Suite
Billing Profile
Guest History
Function Descriptions
Display Group Text
Travel Agent

- Enter (or F1)
 - Goes to the next screen
- Locate Next Reservation (or F2)
 - Takes you to the search screen
- Exit (or F3)
 - Will take you to the top of the menu
- Prompt (or F4)
 - Brings up the options available for a specific field
- Lost Business (or F7)
 - If the guest decides not to complete the reservation, then put the reason why we lost that business
- Inventory Inquiry (or F11)
 - Shows the inventory available
- Previous (or F12)
 - Takes you to the previous screen
 - When Previous is an option, always use it over Exit
- Suite to Rooms/Rooms to Suite (or F14)
 - We will not use because all of our rooms are classified as rooms
- Billing Profile (or F17)
 - Click if a billing profile should be put on the reservation
- Guest History (or F20)
 - Displays the guest's history for non-casino guest only
- Function Descriptions (or F21)
 - Describes all of the functions available on the screen
- Display Group Text (or F23)
 - If putting in under a group, then can pull up the group text or notes
- Travel Agent (or F24)
 - Travel agent information; we will not be using travel agents at this time

Reservations

Reservation Screen Command Field

Enhanced Functions			
Enter	Code	For Option Description OR	Press Previous to Return <input type="checkbox"/>
Code	Option Description	Code	Option Description
C	Cleaning Status This Room(s)	L	Go To Confirmation Screen
D	Display Units/Rooms	M	Work With Rate Locks
E	E-mail address	O	Dup This Res With Date Offset
F	Frequent Traveller Numbers	Q	Query Availability
H	Display Reservation Log	R	ReRate This Reservation
K	Key Lock Program	S	Start Over From Last Update

Enhanced Functions			
Enter	Code	For Option Description OR	Press Previous to Return <input type="checkbox"/>
Code	Option Description	Code	Option Description
T	Display Total Travel/Withs	1	DEMAND REPORTS
W	Link to shoWgate	2	UPDATE ROOM STATUS
X	Display ROOM RACK	3	DISPLAY ROOM STATUS
Y	Bill Code History		
Z	ReZerve for Room Change		
<	Previous Guest		

- ❑ Email Address (E)
 - Displays the email address box and captures the email address to send confirmations
- ❑ Display Reservation Log (H)
 - Displays the history of the reservation and all of the changes made to that reservation
- ❑ Key Lock Program (K)
 - Allows you to make room keys using the encoder

TESA KEYLOCK	
1.	Make New Key for this Guest (CNx)
2.	Make Duplicate Key for this Guest (CCx)
3.	Check Out Key for this Guest (CO)
4.	Read Card and Display Information (LT)
5.	Make One Shot Key (CA)
Option==> <input type="checkbox"/>	
Enter Option or CF12 to Return	

- Make new key
 - Used when the guest checks in. It will erase all previous cards for the room.

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- This function also displays the rate by day by clicking on the Rate/Day Function Key

Rate Itinerary						06/10/20 16:35
Lms Riverwind Live System						
Package	Adult / Child	From	To	Nights	Component Price	
P1	/	0	0			
P2	/	0	0			
P3	/	0	0			
P4	/	0	0			
P5	/	0	0			

Rates per day:		Selected rates are highlighted.			
Date	Day	Type Code	Strategy	Rate	
6/11/09	Thu.	PLN AFFIL	15%	101.15	

- ❑ Work w/ Rate Locks (M)
 - Allows you to change the rate plan. See Reservations-Rate Change for details
- ❑ ReRate this Reservation (R)
 - If you change the group code or rate plan on the reservation and it is not rating correctly, then rerate for the correct rate to attach to the reservation. Do NOT rerate every reservation at check in. Look at guest services before rerating to ensure the correct room charge will get posted during night audit.
- ❑ Demand Reports (1)
 - This is a short cut to get to the demand reports menu
- ❑ Update Room Status (2)
 - Allows you to change the status of a room
 - Housekeeping will be updating the rooms after they are inspected
 - In the event that housekeeping request the front desk to update the rooms status, you will put in the wing, room number, status (if cleaned then put a 3) and your initials
 - Hit Enter

WING	ROOM	STATUS	GRA/INSP

Status Codes

1. Inspected/Vacant	7. Dirty/Vacant
2. Inspected/Occupied	8. Dirty/Occupied
3. Clean/Vacant	N. No Service
4. Clean/Occupied	R. Reset Turn Down Flag
5. GRA in Room	T. Turned Down
6. Pick Up Required	X. Cancel No Service

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❑ Display Room Status (3)

- Allows you to display or print the status of rooms and search for rooms that are a specific status
- The majority of the time, you will be searching for status 3 (Clean/Inspected) and occupancy 2 (Vacant)

OPTION 1. Display 2. Print	STATUS 1. Inspected 2. Cleaned 3. Clean or Inspected 4. Pick-Up 5. Dirty 6. Maintenance Requests 7. Out of Order 8. Off the Market 9. Turndowns Selected 10. Turned Down 11. Selected or Turned Down 12. GRA in Room	OCCUPANCY 1. Occupied 2. Vacant 3. Due-Outs 4. Discrepancies 5. Stayovers 6. No Service
---	---	--

Option ==> STATUS OCCUPANCY

Wing Room

- Example of the Clean or Inspected Vacant rooms

Houskeeping Room Status					
ROOMS NOW ON DISPLAY -			CLEAN or INSPECTED and VACANT		
ROOM			OCCUPANCY		
WING	TYPE	STATUS	RESVR	HSKPG	
RW	107	QN	Cleaned	Vacant	Vacant
RW	108	QN	Cleaned	Vacant	Vacant
RW	110	QN	Cleaned	Vacant	Vacant
RW	112	QN	Cleaned	Vacant	Vacant
RW	201	QN	Cleaned	Vacant	Vacant
RW	202	QN	Cleaned	Vacant	Vacant
RW	207	QNH	Cleaned	Vacant	Vacant
RW	208	KNH	Cleaned	Vacant	Vacant
RW	209	SQNH	Cleaned	Vacant	Vacant
RW	214	QN	Cleaned	Vacant	Vacant
RW	216	QN	Cleaned	Vacant	Vacant
RW	217	QN	Cleaned	Vacant	Vacant
RW	218	QN	Cleaned	Vacant	Vacant
RW	223	QN	Cleaned	Vacant	Vacant
RW	224	QN	Cleaned	Vacant	Vacant
RW	225	QN	Cleaned	Vacant	Vacant
RW	226	QN	Cleaned	Vacant	Vacant

Reservations

Making a Reservation

- ❑ From the main menu screen, click on Register a Guest
- ❑ Hit Enter to get to the Reservation Add Screen
- ❑ Put in the Arrival/Depart dates
 - If arriving ‘today’ and staying 1 night put a 1 in the depart date
- ❑ Put in the number of Adults and Children

Arrival & Room Type

Arrive **110908** Sun Depart **111108** Tue A/C

Rate Plan Group Code Reservation Accepted By

Status **C** CASGTD Action

Wing Room Type Room # Room Rate OverRide A/C

Net Rate **N** Print Rate **Y** Bed Turn Down Non Registered Guest

- ❑ Prompt on the Rate Plan to view the available rates

Rating Availability By Date And Accommodation LMS 7.0 Dev Environment 02/02/2009 14:41:10

Arrival Date **11/09/08** Departure Date **11/11/08** Rate Plan **DAILY** A/C Wing Type Source Code

Click on Type to Select Cursor Line or "X" Individual Days

Rate Plan	Wing	Type	11/09	11/10	Total
DAILY	RW	GK	<input type="checkbox"/>	<input type="checkbox"/>	798.00
DAILY	RW	JK	<input type="checkbox"/>	<input type="checkbox"/>	598.00
DAILY	RW	KN	<input type="checkbox"/>	<input type="checkbox"/>	238.00
DAILY	RW	KS	<input type="checkbox"/>	<input type="checkbox"/>	238.00
DAILY	RW	QN	<input type="checkbox"/>	<input type="checkbox"/>	238.00
DAILY	RW	QS	<input type="checkbox"/>	<input type="checkbox"/>	238.00
DAILY	RW	SK	<input type="checkbox"/>	<input type="checkbox"/>	318.00
DAILY	RW	SQ	<input type="checkbox"/>	<input type="checkbox"/>	318.00
DAILY	W	RI	<input type="checkbox"/>	<input type="checkbox"/>	238.00

- ❑ Put an X in the box for each day on the line of the room types wanted
- ❑ The Wing and Room Type will auto fill in. **Do not manually fill in these fields as it will not rate correctly.**

Arrival & Room Type

Arrive **110908** Depart **111108** A/C

Rate Plan **DAILY** Group Code Reservation Accepted By

Status **C** CASGTD Action

Wing Room Type Room # Room Rate OverRide A/C

RW **KN**

Net Rate **N** Print Rate **Y** Bed Turn Down Non Registered Guest

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- If the guest is staying across two days with different rates, then a Rate Change flag displays

Arrival & Room Type

Arrive Sat Depart Tue A/C

Rate Plan Group Code Reservation Accepted By

Status INHSE Action

Rate Change

Wing Room Type Room # Room Rate OverRide A/C

Net Rate Print Rate Bed Turn Down Non Registered Guest

- ❑ Fill in the Guest's name
- ❑ Prompt for the Guest Type
- ❑ Select the correct Guest Type – we will almost always use TR for Transient
- ❑ Fill in the guest's address and phone number
- ❑ Put a V if the guest is a casino VIP

Name & Address

Last Name First Name Title Guest Type

Company Attention Type H/B Language

Address

City State/Prov Zip Code Country Address Override

Phone Extension VIP PC Source Reason Perm Hist

- ❑ Click on the ? to prompt for the PC field
 - Do not ask the guest. If they are physically challenged, they will tell you.
 - Click on the appropriate Physically Challenged code

Code	Description	Seq#	
C	CANE/CRUTCH	1	Y
G	GUIDE ANIMAL	1	Y
H	HEARING IMPAIR	1	Y
O	OXYGEN	1	Y
V	VISUALLY IMPAIR	1	Y
W	WHEELCHAIR	1	Y

- ❑ Click on the ? to prompt for the Source field

SRC	Description	Print Rates	Source Group	Tracking Code Req	Tracking Codes				
					#1	#2	#3	#4	#5
CA	CASINO RESERVATIONS	NO	20	YES	C	T			
CP	CORPORATE GROUP	NO	30	YES	C	T			
ET	ENTERTAINMENT RESERVATION	NO	10	YES	R	T			
ON	ONLINE RESERVATION	YES	20	YES	R	T			
OT	OTHER GROUPS	NO	30	YES	C	T			
PR	PHONE RESERVATION	YES	20	YES	R	T			
TB	TOUR BUS GROUP	NO	30	YES	C	T			
WI	WALKIN RESERVATION	YES	20	YES	R	T			

- ❑ Click on the appropriate source code
- ❑ Fill in the settlement method

- Put a ? in the Authorization box
- ❑ If a walk-in is paying with a credit card, put the cursor in the bottom field and swipe the card
- ❑ Hit Enter
- ❑ The Guest History screen displays (See Guest History for more details)

Lodging Management Systems

Command Functions

- Enter
- Reservation Locate
- Exit
- Reservation Add
- Previous
- Request Reports

Guest History

LOCATE

Enter Search Criteria

Name / Group Type (I/C) I

City State (Not on Type=C)

From Date To Date

Group Code (End with "," for NON-GENERIC)

Firm (Not on Type=C)

Reference ID RF1 (Not on Type=C)

RF2 RF3

Casino ID

History ID (If entered - TYPE must be correct & no other data entered)

- ❑ Click on the Reservation Add Function Key
 - You must hit this button or the reservation will be lost!
- ❑ You will be back at the main reservation
- ❑ Hit Enter and the email box will display
 - Capture the guest's email address
 - Type Y in the Conf box
 - Hit the Send Function Key (or F7) to send the reservation confirmation
 - You will get a confirmation that your request has been submitted

Reservation Change Lms Riverwind Live System

Guest Information Working Reservation for: DANA DUVAL 398901230527

CMD E ?

Room Reservation Mode

Arrival & Room Type

Arrive 32009 Fri Depart 32109 Sat A/C 2

Rate Plan DAILY Group Code Reservation Accepted By

Status CK/OUT Action CAS

Electronic Contacts

Type data, press Enter.

E-mail address Conf

Fax number Conf

- ❑ Hit Enter
- ❑ The Confirmation Number will display
- ❑ The Registration Card should automatically print
 - If it doesn't, click on the Print Reg Card Function Key to have the guest initial by the rate and terms and sign

Reservations

Guest History

- ❑ Guest History stores guests' personal history as well as pertinent information about their preferences
- ❑ Guest History can only be used for hotel guests. Once the guest becomes a casino guest with a player number, their history is removed from LMS because the casino system (ACSC) takes precedent.
- ❑ To view or change a guest's history, click on the Search Guest History (or F20) for the guest search screen

- ❑ The Guest History screen displays

- ❑ Type in the guest's last name and select the guest

Front Desk Representative Agilysys Training Manual

- ❑ The guest's history page displays

Guest History				06/22/2009 14:39:29	
History ID 399491397767		LOCATE		DISPLAY	
Name	BALL	KEITH	VIP		
Address 1			Type	H	Last Arrival
Address 2			H/B		05/04/2009
City	NORMAN	St/Prov OK	Zip 73072	Currency	Number of Stays 0
Company	TRADITIONS SPIRITS				Number of Nights E 0
Phone			CAS	Reference	
Nationality			RF2	RF3	
Passport: Number	Country	Expiration Date			
ID Type	D-O-B	Language		Tax EXEMPT <input checked="" type="checkbox"/>	
Settlement Method CAS	Number	Expiration Date		***** CREDIT	
Retention: Current	as of 0	Highest			
Accumulated Revenue:					
TOTAL	.00	RETAIL		.00	
ROOM	.00	SHOWROOM		.00	
FOOD	.00	MISC		.00	
BEVERAGE	.00	QUALIFYING		.00	
BANQUETS	.00				

- ❑ You are able to view their address, birth date and accumulated revenue
- ❑ To update the guest's address or birth date information, click on Change Guest (or F18)

Command Functions		Guest History				06/22/2009 14:44:40	
Enter		History ID 399491397767		CHANGE		DISPLAY	
Locate Next		Name		BALL		KEITH	
Reservation Locate		Address 1				Type	
Exit		Address 2				H/B <input checked="" type="checkbox"/>	
Reservation Add		City		NORMAN		St/Prov OK	
Return Guest		Company		TRADITIONS SPIRITS		Zip 73072	
Guest Services		Phone				Currency	
Previous		Nationality				Number of Stays 0	
Nothing		Passport: Number				Number of Nights E 0	
Function Keys		ID Type				Reference	
Reports		Country				RF2	
		D-O-B				RF3	
		Expiration Date					
		Language				Tax EXEMPT <input checked="" type="checkbox"/>	
		Settlement Method CAS		Number		Expiration Date	
		as of 0		Highest		***** CREDIT <input type="checkbox"/>	
		Accumulated Revenue:					
		TOTAL		.00		RETAIL	
		ROOM		.00		SHOWROOM	
		FOOD		.00		MISC	
		BEVERAGE		.00		QUALIFYING	
		BANQUETS		.00			

Front Desk Representative Agilysys Training Manual

- ❑ Click on Guest Services (or F11) to view the guest's specific accommodate request or preferences

- ❑ If the guest is calling to make a new reservation, you are able to do so from this screen.
 - View the guest history to see what type of accommodations they like
 - Click on Return Guest (or F10) to make their next reservation

- The reservation add screen displays with the guest's information filled in

Reservations

Guest Services

- ❑ After getting the confirmation number, click on Guest Services Function Key (or F11)

Enter
Locate Next Reservation
Exit
Prompt
Add Name & Address
Duplicate Reservation
Travel Information
Inventory Inquiry
Guest Services
Previous CF11
Suite to Rooms / Rooms to Suite
More Rooms / Display Suite
Display Users
Billing Profile
Function Descriptions
Print Reg Card
Travel Agent

- ❑ Be careful with your comments!
 - 1-Internal Comments will stay on the reservation only
 - 2-Folio Comment will show up on the guest's folio

Guest Services		02/02/2009 15:43:58
RW		Name DUVALL,KARI
ADD MESSAGE OR COMMENT		
TYPE	<input type="checkbox"/>	
1=INTERNAL COMMENT	<input type="text"/>	
2=FOLIO COMMENT	<input type="text"/>	More Lines (Y/N) <input checked="" type="checkbox"/>
ADD WAKE UP CALL:	Time <input type="text"/> AM/PM <input type="text"/> Date 11/10/2008	3=message To Guest 4=front Desk Cmmts 5=reservation Cmmt
ADD SPECIAL REQUEST		CHG HSKP CLASS OF SVC <input checked="" type="checkbox"/> DAILY SERVICE
ROUTE TO	<input type="text"/>	ALERT DATE <input type="text"/>
1-Hskp 3=Room Service <input type="checkbox"/>	OR FIXED REQUEST <input type="text"/>	2=tele. 4=no Routing 5=charge 6=res Request 7=userdef1 8=userdef2
CHANGE MAIL/FAX FLAG <input type="checkbox"/> 1=Mail On 2=Mail Off 3=Fax On 4=Fax Off		
<input type="text"/>		

- ❑ In the Internal Comments, put the rates quoted with the date the reservation was made and your initials
 - Example: 119/119...5/29/09...KD
 - Put the rates for each night they are staying
- ❑ Hit Enter and the comment attaches to the reservation

- ❑ There are 2 types of Fixed Requests that can be added to the reservation; Housekeeping and No Routing
 - Housekeeping Fixed Requests

<u>Code</u>	<u>Request Data</u>
BLANK	EXTRA BLANKETS
CANDY	CANDY IN ROOM
CHOC	REQUESTING SUGAR FREE CHOCOLATE
COFFE	EXTRA COFFEE
NOTDS	NO TURN DOWN SERVICE
OTHER	OTHER
PILLW	EXTRA PILLOWS
TOWEL	EXTRA TOWELS

- Click on the correct request
- They appear as a special request.
 - You are able to add to the fixed description. For instance, if a guest request a specific number of extra blankets

- Hit Enter to attach the request to the reservation
- ❑ No Routing Fixed Requests

<u>Code</u>	<u>Request Data</u>
CASIN	CLOSE TO CASINO
CONN	REQUEST CONNECTING ROOMS
EARLY	EARLY CHECKIN REQUESTED AT
ELEV	CLOSE TO ELEVATOR
FLOOR	REQUESTING FLOOR -
LATE	LATE CHECKOUT REQUESTED AT
OTHER	OTHER
QUIET	REQUESTING QUIET ROOM/AREA
SMOKE	SMOKING ROOM REQUESTED

Front Desk Representative Agilysys Training Manual

- ❑ To change a posted request
 - Put a C in the ACT field box next to the request
 - Make the correct updates
 - Hit Enter

<u>TYPE</u>	<u>STS</u>	<u>ACT</u>	<u>MESSAGES, REQUESTS AND COMMENTS</u>
REQUEST			SMOKING ROOM REQUESTED
HSKP REQ			EXTRA BLANKETS
INTERNAL	Ln	1	119...KD

ACTION (A)dditional Information (C)hange (D)elete (F)orward/Finish (H)istory (P)rint

- ❑ Hit Enter to get to the reservation
- ❑ The remarks and request flag(s) display in the top right corner of the reservation

Room Reservation Mode

Arrival & Room Type

Arrive **110908** Sun Depart **111108** Tue A/C

Rate Plan **DAILY** Group Code Reservation Accepted By

Status **C** CASGTD Action

Wing Room Type Room # Room Rate OverRide A/C

RW **KN** **119.00**

Net Rate **N** Print Rate **Y** Bed Turn Down Non Registered Guest

Remarks Requests

RF1

RF2

PL#

CAS#

Reservations

Guest Check In

- ❑ Locate the guest's reservation from the search screen
- ❑ The guest's reservation displays
- ❑ Get 2 forms of ID to confirm the name on the reservation
- ❑ Confirm the method of payment
 - Ask for the credit card on file and swipe the card
- ❑ Ask if any additional names need to be added to the reservation
- ❑ Prompt on the Status codes
- ❑ Click I for In-House

Valid Status Codes	
Opt Code	Description
X	CANCEL
W	WALKED
L	WAITLIST
C	CASINO GTD
U	UNASSIGNED
P	PRE-REGISTERED
I	<u>IN-HOUSE</u>

- ❑ The Guest Service screen displays
 - Read the comments for important information!

- ❑ Hit Enter

- ❑ If the guest is not pre-assigned to a room, then the room search screen displays

Automatic Room Search Information							
Click Room Number to Select							
Wing	Room Number	Room Type	Next Reservation	Cleaning Status	Occupancy Status	Connecting Rooms	Penalty Points
RW	219	KN		INSPED	VACANT		0000
RW	231	KNH		INSPED	VACANT		0000
RW	303	KN		INSPED	VACANT		0000
RW	305	KN		INSPED	VACANT		0000
RW	308	KN		INSPED	VACANT		0000
RW	319	KN		INSPED	VACANT	317	0002

- ❑ Click on the room number
- ❑ The post number appears once the room number is attached to the reservation
- ❑ The registration card should print automatically. If it does not, then hit the Print Reg Card Function Key (or F22)
- ❑ The computer will prompt you to make keys. (See Reservations-Reservation Screen Command Field for more details on the key command)
- ❑ Hit Enter
- ❑ The credit card Authorization box will display
 - If the cc is declined, we must get another cc to put on the reservation or get a cash deposit at this time
 - If the cc times out, then make a note to check the reservation for authorization throughout the evening
 - This situation could happen for many reasons, but the most common is if there is a communication error between LMS and the cc banking center
- ❑ Hit Enter
- ❑ Follow the remaining check in procedures

Reservations

Changing the Rate

- ❑ You are able to change the rate of a reservation before room and tax is posted at night audit
- ❑ For instance, if someone booked online at the Resnet Rate Plan but at check in showed their AARP card, then they are eligible for the DISC10 Rate Plan
 - Locate the reservation
 - Put an M in the CMD field (Work with Rate Locks)
 - The work with rate locks screen displays

Rate Plan	Plan Type	Thu 6/11	Fri 6/12	Sat 6/13
RESNET	PLAN	119.00	139.00	139.00

DAILY	PLAN	<input type="checkbox"/> 119.00	<input type="checkbox"/> 139.00	<input type="checkbox"/> 139.00
DISC10	PLAN	<input type="checkbox"/> 107.10	<input type="checkbox"/> 125.10	<input type="checkbox"/> 125.10
AFFIL	PLAN	<input type="checkbox"/> 101.15	<input type="checkbox"/> 118.15	<input type="checkbox"/> 118.15
AGSPECL	PLAN	<input type="checkbox"/> 99.00	<input type="checkbox"/> 99.00	<input type="checkbox"/> 99.00
RESNET	PLAN	<input type="checkbox"/> 119.00	<input type="checkbox"/> 139.00	<input type="checkbox"/> 139.00
RACK	PLAN	<input type="checkbox"/> 1.00	<input type="checkbox"/> 1.00	<input type="checkbox"/> 1.00

- The rate plan above the dotted lines represents the current rate lock. The rate plans below the dotted lines are the available rate plans to sell.
- Put an X in the box next to the new rate plan you want for each day of the stay
- Hit Enter

Rate Plan	Plan Type	Thu 6/11	Fri 6/12	Sat 6/13
DISC10	PLAN	107.10	125.10	125.10

DAILY	PLAN	<input type="checkbox"/> 119.00	<input type="checkbox"/> 139.00	<input type="checkbox"/> 139.00
DISC10	PLAN	<input type="checkbox"/> 107.10	<input type="checkbox"/> 125.10	<input type="checkbox"/> 125.10
AFFIL	PLAN	<input type="checkbox"/> 101.15	<input type="checkbox"/> 118.15	<input type="checkbox"/> 118.15
AGSPECL	PLAN	<input type="checkbox"/> 99.00	<input type="checkbox"/> 99.00	<input type="checkbox"/> 99.00
RESNET	PLAN	<input type="checkbox"/> 119.00	<input type="checkbox"/> 139.00	<input type="checkbox"/> 139.00
RACK	PLAN	<input type="checkbox"/> 1.00	<input type="checkbox"/> 1.00	<input type="checkbox"/> 1.00

- The new rate plan now appears above the dotted line
- Click on the Exit/Update Function Key to update

Enter
Notes
Exit/Update
Prompt
Next Days
Manual Override
Select
Previous
Bill Code
All / Available

Reservations

Changing a Room

- ❑ If the guest is requesting a room change to a different room type, you are able to do so if the desired room type is available
- ❑ Locate the guest's reservation
- ❑ Click on the Inventory Inquiry (or F1 1) to check for room availability
- ❑ If the room type is available, click on the ? to prompt on the Room Type field

The screenshot shows the 'Room Reservation Mode' interface. It includes fields for arrival (32309 Mon) and departure (32409 Tue) dates, a rate plan of 'DAILY', and a room rate of '119.00'. There are also checkboxes for 'Bed Turn Down' and 'Non Registered Guest'. On the right side, there are input fields for RF1, RF2, PL#, and CAS#.

- ❑ The Available For Sale box displays

The 'Available For Sale' box displays a table with the following data:

WingType	HOUSE	Quantity
RW KN	2	<input type="text"/>
RW QN	26	<input type="text"/>

- ❑ Put the quantity of rooms desired in the correct Room Type box

The 'Available For Sale' box shows the same table as above, but with the number '1' entered in the quantity field for the RW KN row.

WingType	HOUSE	Quantity
RW KN	2	<input type="text" value="1"/>
RW QN	26	<input type="text"/>

- ❑ Hit Enter

- ❑ The Additional Rooms Information displays

Additional Rooms Information

Enter Information, Press Enter

WingType	Room #	Rate	A/C
RW	QN	119.00	1
RW	KN	.00	0
		.00	0
		.00	0
		.00	0
		.00	0
		.00	0
		.00	0
		.00	0
		.00	0
		.00	0
		.00	0

- This shows the original room type and room rate on the first line, and the changed room type on the second line
- ❑ Change the first line to the correct room type and make sure the rate and number of A/C is correct and clear out the second line

Additional Rooms Information

Enter Information, Press Enter

WingType	Room #	Rate	A/C
RW	kn	119.00	1
		.00	0
		.00	0
		.00	0
		.00	0
		.00	0
		.00	0
		.00	0
		.00	0
		.00	0
		.00	0
		.00	0

- ❑ Hit Enter
- ❑ The Room Type has been updated

CMD ? Room Reservation Mode

Arrival & Room Type

Arrive **32309** Mon Depart **32409** Tue A/C **1**

Rate Plan **DAILY** ? Group Code ? Reservation Accepted By

Status **G** ? GTD Action ?

Wing Room Type Room # Room Rate OverRide A/C

RW ? **KN** ? ? **119.00** **1**

Net Rate **N** Print Rate **Y** Bed Turn Down Non Registered Guest

RF1 ?

RF2

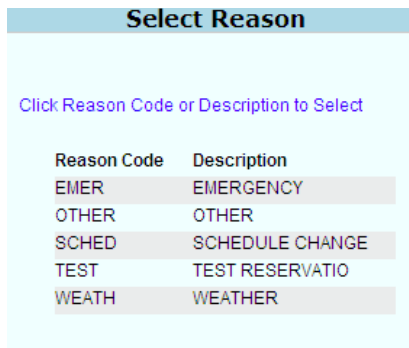
PL#

CAS#

Reservations

Canceling a Reservation

- ❑ Locate the guest's reservation
- ❑ Prompt on the Status codes
- ❑ Click X for Cancel
- ❑ The cursor goes directly to the Attention field on the reservation
 - Put in who canceled the reservation with your initials (CXL by John Doe...KD)
 - You have to fill in the Attention field for the cancellation to hold
- ❑ Hit Enter
- ❑ The reason screen displays



Reason Code	Description
EMER	EMERGENCY
OTHER	OTHER
SCHED	SCHEDULE CHANGE
TEST	TEST RESERVATIO
WEATH	WEATHER

- ❑ Click on the appropriate reason
- ❑ A cancellation number is generated and displays in the cancel field
- ❑ The rate lock has been released and the rate field displays a zero dollar amount

Reservations

Guest Settlement Screen Overview

❑ Guest Ledger

- Wing – Wing code is associated with the room number (RC-Riverwind Casino wing and RW-Riverwind Hotel wing)
- Room – Guest’s Room Number
- In-House/Checked Out:
 - I – Searches In-House Reservations
 - O – Searches Reservations that have been Checked Out
- Guest Name – Last Name, First Name of Guest
- Owner-ID – 12-Digit reservation number
- Group Code – Code assigned to a specific group
- Group Control
 - M – Master; I – Individual; O – Checked Out; D – Due Date; A – All; X - Canceled

❑ City Ledger

- Account No – City Ledger Number
- Guest Name – City Ledger Account Name
- Account Type:
 - C – Credit Card
 - I – Individual
 - E – Employee
 - F – Firm

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- P – Package
 - S – Suspense
 - Owner-ID – 12-Digit Folio number
- Guest Settlement Command Functions
 - Enter – Sends command and information for processing
 - Exit – Go back to Front Desk Cashier Menu
 - Additional Name Search – Search for Additional Names on the Reservation
 - Previous – Takes you back one screen
 - Post Charges – Allows for posting of tickets
 - Reservations – Toggles from Settlement Screen to Reservation Screen
- Guest Check Out / Settlement Screen
 - See Reservations-Guest Check Out for more detail

Reservations

Guest Check Out

- ❑ Locate the reservation
- ❑ Click on the Exit Function Key (or F3)
- ❑ The Guest Settlement screen displays

Guest Check Out / Settlement
02/01/14

Casino #	RF1	RF2	
PL#			

WARD CHILTON
1234 NORTH 6TH
RENO NV 12321

EMAIL FOLIO? **N**

Wing	RW	Room	307
Arrive	11/01/2008	Depart	11/11/2008
Delayed C/O	00:00 AM	Group	
Credit Limit	.01		
Status	I	Number of Persons	1

Line	Folio Type	Room	Bill Code	Description	Folio Total
1	GUEST PAY FOLIO			GUEST PAY FOLIO	1632.50
Total					1,632.50
Guest Pay Total					1,632.50

Enter line number to select folio

Amount Paid	<input type="text"/>	DIFF.	<input type="text"/>
Settlement Method	CSH	Currency From/To	<input type="text"/>
Credit Card Number	<input type="text"/>	EXP	*****
Check Out Rooms (Y/N)	<input type="text"/>	AUTH NO:	<input type="text"/>
Delayed Check-Out	<input type="text"/>		

- ❑ Enter the line number to select folio

Guest Check Out / Settlement
02/01/14

Casino #	RF1	RF2	
PL#			

WARD CHILTON
1234 NORTH 6TH
RENO NV 12321

EMAIL FOLIO? **N**

Wing	RW	Room	307
Arrive	11/01/2008	Depart	11/11/2008
Delayed C/O	00:00 AM	Group	
Credit Limit	.01		
Status	I	Number of Persons	1

Line	Folio Type	Room	Bill Code	Description	Folio Total
1	GUEST PAY FOLIO			GUEST PAY FOLIO	1632.50
Total					1,632.50
Guest Pay Total					1,632.50

1 Enter line number to select folio

Amount Paid	1632.50	DIFF.	<input type="text"/>
Settlement Method	CSH	Currency From/To	<input type="text"/>
Credit Card Number	<input type="text"/>	EXP	*****
Check Out Rooms (Y/N)	Y	AUTH NO:	<input type="text"/>
Delayed Check-Out	<input type="text"/>		

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- ❑ Enter the Amount Paid
- ❑ Enter the correct Settlement Method
 - The credit card's information on file will transfer over, so confirm that the guest wants to charge the card that is on file
 - If they wish to change credit cards, simply type in the new settlement method, the card's number and expiration date
 - Be careful to put the correct settlement method in. Credit cards will be FVS, FMC, FDS or FAX.
- ❑ In the Check Out Rooms field, put a Y (Yes)
- ❑ Hit Enter
- ❑ The Guest Pay Total should be \$0 when the guest checks out
- ❑ Type in the line number and click on the Print Folio Function Key
- ❑ Print a copy of EVERY folio and attach it to the registration card
- ❑ Put all folios in your folder for night audit
- ❑ IMPORTANT:
 - If you change the Settlement Method but forget to put Y/N on Check Out and it prompts you to fill this field out, then you will have to re-type the new settlement method again. If you do not re-fill in the new settlement method, it will revert the payment to the method on the reservation.

Reservations

Guest Check Out

For Casino Comp'd Guests

- ❑ Locate the reservation
- ❑ Click on the Exit Function Key (or F3)

Line	Folio Type	Room	Bill Code	Description	Folio Total
1	COMPLIMENTARY RC	409	CSPA1	COMP SPA RM \$75	75.00
2	OTHER GUEST PAY RC	409	IROOM	INC ROOM	.00
Total					75.00
Guest Pay Total					.00

|Enter line number to select folio

Amount Paid	<input type="text"/>	DIFF.	<input type="text"/>	<input type="text"/>	City Ledger Number	<input type="text"/>
Settlement Method	FMC	Currency From/To	<input type="text"/>	<input type="text"/>		
Credit Card Number	*****1487	EXP	*****	AUTH NO:	<input type="text"/>	

- ❑ The casino guest that have their rooms comp'd will have 2 billing profiles attached to their reservation
 - The complimentary billing profile is directed to ping their gaming patron account. This is usually the CSTD1, CSPA1, CJNR1 or CGUV1 billing profile.
 - The IROOM billing profile captures the remaining balance. This billing profile gets direct billed to the casino.
- ❑ You do not have to do anything with the complimentary folio. Night audit process will automatically distribute this where it needs to go.
- ❑ When the guest checks out, we will do the same check out process as the other guests for IROOM and/or Guest Pay folio
 - Enter the IROOM line number to select the folio
 - Enter the Amount Paid
 - Enter DIR as the Settlement Method
 - DIR is for Direct Bill
 - Enter the correct City Ledger Number
 - You will find the correct city ledger number in the guest services
 - The city ledger number for the casino players is 10013
 - Delete out the cc number and expiration date, if one is on the reservation
 - In the Check Out Rooms filed, put a Y
 - Hit Enter
 - The Guest Pay Total will be \$0
 - Print a copy of the guest pay folio for the guest, if they request one
 - Print a copy of EVERY folio and attached it to the registration card
 - Paper clip all casino guest folios together in the following order:

Front Desk Representative Agilysys Training Manual

- Direct bill
- Other guest pay, if any
- Comp
- Put all folios in your folder for night audit

Reservations

Creating a Share With

- ❑ A Share With is a reservation in which two or more guests have their own reservation and confirmation number but are sharing a room
- ❑ Share With reservations need only one date overlapping to be considered a share
- ❑ To split the room and tax equally between the shares, leave the OverRide field blank
- ❑ If the guests want to split the room rate by the number of people on the reservation, you will use an X in the override field
 - Takes the rate entered and divides it by the number of people on that reservation
 - On Share One with 2 adults:
 - Place the X in the OverRide field and the guest will be charged for 2/3 of the entire room and tax
 - On Share Two with 1 adult:
 - Place the X in the OverRide field and the guest will be charged for 1/3 of the entire room and tax
- ❑ Create both reservations separately
- ❑ After creating the second reservation, click on the ? to prompt in the Action field
- ❑ The Valid Action Codes box displays

Valid Action Codes	
Opt Code	Description
A	Add This Reservation To The Previous Reservation (Makes a Share)
B	Break This Reservation From Its Tie With Group (Travel With)
C	Change Room # Or Suite ID For Entire In House Share Chain
F	Forward This Reservation To Its Next Tie With Reservation
J	Join This Resy To Whoever Has This Room On This Arrival Date
M	Remove this Reservation From Its Share Chain
T	Tie This Reservation To The Previous Reservation (Travel With)
X	Cancel This Entire Share Chain

- ❑ Click on A (Add This Reservation to the Previous Reservation (Make a Share))
- ❑ Put an X in the OverRide field

Arrival & Room Type							
Arrive	111908	Wed	Depart	112108	Fri	A/C	2
Rate Plan	DAILY	?	Group Code		?	Reservation Accepted By	<input type="checkbox"/>
Status	C	?	CASGTD	Action	A	?	
Wing	Room Type	Room #	Room Rate	OverRide	A/C		
RW	QN		119.00	X	2		
Net Rate	N	Print Rate	Y	Bed Turn Down	<input type="checkbox"/>	Non Registered Guest	<input type="checkbox"/>

- ❑ The Share With Flag displays



- ❑ Click on the Share With Flag and the Share Chain Member displays

Share Chain Members						
Click Name to Select						
Last Name	First Name	Arrive	Depart	Group	City	Status
SHARE	TEST1	111908	112108		NORMAN	CASGTD

- ❑ If the share didn't work then too much time had passed between making the first and second reservation. Therefore, locate the first reservation, and then locate the second. Follow the steps of putting an A in the Action field and an X in the override box on both reservations.
 - Locate the first reservation
 - Locate the second reservation
 - Put an A in the Action field and an X in the OverRide field

Reservations

Checking in a Share With

- ❑ Check in the first share guest and assign them a room number
- ❑ Check in the second share guest
 - It will automatically assign them to the same room as their share
- ❑ To make a room change for shares
 - Put C in the Action field (This will change the room number on the share with as well)
 - Click on the ? to prompt in the Room Number field
 - Select a new room number from the rack by placing a 1 in front of the room number
 - Hit Enter

Reservations

Checking out a Share With

- ❑ Check out a Share With guest like all other guests
- ❑ Locate the first reservation
- ❑ Click Exit (or F3) to display the Settlement screen
- ❑ The first share settlement shows 2/3 of the entire room charge
 - See Reservations-Guest Check Out for details on completing the check out process

TEST1 SHARE				Wing	RW	Room	104		
123 MAIN ST.				Arrive		11/19/2008	Depart	11/21/2008	
NORMAN OK 73059				Delayed C/O		00:00 AM	Group		
EMAIL FOLIO? <input checked="" type="checkbox"/>				Credit Limit		.01			
				Status	I	Number of Persons	2		

Line	Folio Type	Room	Bill Code	Description	Folio Total
1	GUEST PAY FOLIO			GUEST PAY FOLIO	89.25
Total					89.25
Guest Pay Total					89.25

Enter line number to select folio

- ❑ The second share settlement shows 1/3 of the entire room charge

TEST2 SHARE				Wing	RW	Room	104		
123 MAIN ST				Arrive		11/19/2008	Depart	11/21/2008	
NORMAN OK 73072				Delayed C/O		00:00 AM	Group		
EMAIL FOLIO? <input checked="" type="checkbox"/>				Credit Limit		.01			
				Status	I	Number of Persons	1		

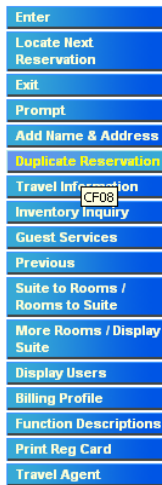
Line	Folio Type	Room	Bill Code	Description	Folio Total
1	GUEST PAY FOLIO			GUEST PAY FOLIO	44.63
Total					44.63
Guest Pay Total					44.63

Enter line number to select folio

Reservations

Creating a Travel With

- ❑ The Travel With function links reservations together. This is ideal for groups and guests with two different rooms traveling together.
- ❑ Travel With reservations do not need overlapping dates
- ❑ Create the first reservation
- ❑ Click on the Duplicate Reservation Function Key (or F8)



- ❑ The Arrival/Depart dates, Room Type and Address duplicate over to the new reservation (Change any information, if needed)
- ❑ Put in the second guest's name
- ❑ Click the ? to prompt on the Action field
 - The Valid Action Codes box displays

Valid Action Codes	
Opt Code	Description
A	Add This Reservation To The Previous Reservation (Makes a Share)
B	Break This Reservation From Its Tie With Group (Travel With)
C	Change Room # Or Suite ID For Entire In House Share Chain
F	Forward This Reservation To Its Next Tie With Reservation
J	Join This Resy To Whoever Has This Room On This Arrival Date
M	Remove this Reservation From Its Share Chain
T	Tie This Reservation To The Previous Reservation (Travel With)
X	Cancel This Entire Share Chain

- ❑ Click on T (Tie This Reservation to the Previous Reservation (Travel With))
- ❑ The Travel With Flag displays



- ❑ Click on the Travel With Flag to view the Chain Member

Reservations

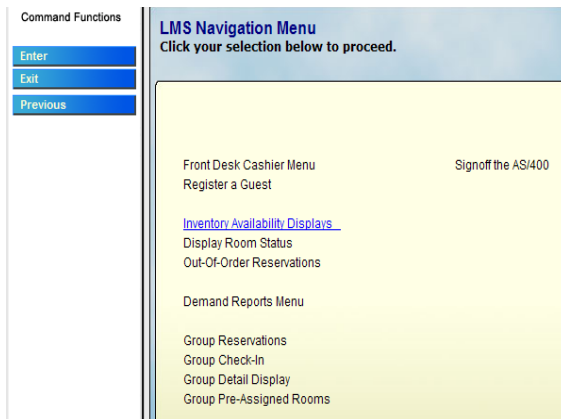
Checking in a Travel With

- ❑ Check in Travel With guests the same as any other guest
- ❑ Travel Withs are not sharing a room and need to be checked in separately
- ❑ Try to put Travel Withs in rooms close together

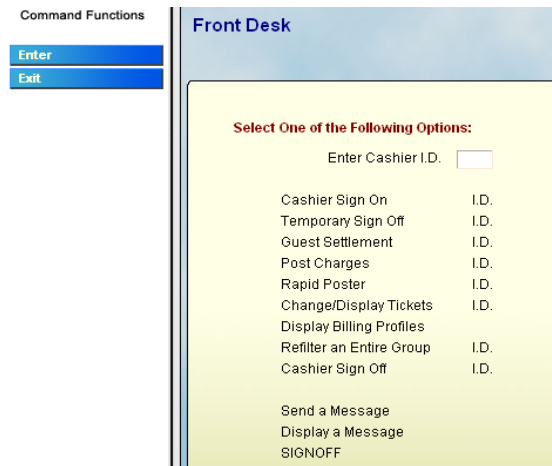
Cashiering

Cashier Sign On

- ❑ Your Cashier ID will allow you to get to the Guest Settlement Screen, where you can check guests out and post charges/adjustments
- ❑ After logging on to LMS, the first step is to sign on with your cashier ID
- ❑ Cashier Sign On/Off is allowed only once a day
 - You can sign off of LMS without signing off of your cashier ID. Only sign off of your cashier ID at the end of your shift.
- ❑ Once logged into LMS, you will come to your main menu screen



- ❑ Click on the Front Desk Cashier Menu
 - Cashier Sign On screen displays



Front Desk Representative Agilysys Training Manual

- Type in your Cashier ID and click on Cashier Sign On. (Do not hit enter once your ID is inputted!)

The screenshot shows the 'Front Desk' menu. On the left, there are 'Command Functions' buttons: 'Enter' and 'Exit'. The main area is titled 'Front Desk' and contains the instruction 'Select One of the Following Options:'. Below this is a text input field for 'Enter Cashier I.D.' with three red vertical bars indicating a cursor. A list of options follows, each with an 'I.D.' label to its right:

- Cashier Sign On
- Temporary Sign Off
- Guest Settlement
- Post Charges
- Rapid Poster
- Change/Display Tickets
- Display Billing Profiles
- Refilter an Entire Group
- Cashier Sign Off
- Send a Message
- Display a Message
- SIGNOFF

- The sign on menu displays

The screenshot shows the 'Cashier Sign On' menu. On the left, there are 'Command Functions' buttons: 'Enter', 'Exit', 'Previous', and 'PageDown'. The main area is titled 'Cashier Sign On' and contains the following fields and options:

Last Name: DUVALL
First Name: KARI
Meal Period:
Revenue Center Code:
Shift:
Bank:

MEAL PERIODS

Blank All or NA
L LUNCH
R RECEPTION
B BREAKFAST
D DINNER
A AFTER HRS

CODE REVENUE CENTER

APR	ADDITIONAL PRIZES
AVI	AUDIO VISUAL
BKG	BURGER KING
BKN	BURGER KING
BQT	BANQUETS
BUF	WILLOWS BUFFET
CIN	CINNABON
COL	COLLATERAL - NON MAIL

- Revenue Center is ROM (For Room Revenue)
- Bank is the amount of money in your drawer at the start of your shift
- Meal Period and Shift should be left blank

The screenshot shows the 'Cashier Sign On' menu with the following fields populated:

Last Name: DUVALL
First Name: KARI
Meal Period:
Revenue Center Code: ROM
Shift:
Bank: 100

MEAL PERIODS

Blank All or NA
L LUNCH
R RECEPTION
B BREAKFAST
D DINNER
A AFTER HRS

Front Desk Representative Agilysys Training Manual

- After pressing Enter, a completion message displays on the Front Desk Cashier Menu

Select One of the Following Options:

Enter Cashier I.D.

Cashier Sign On	I.D.
Temporary Sign Off	I.D.
Guest Settlement	I.D.
Post Charges	I.D.
Rapid Poster	I.D.
Change/Display Tickets	I.D.
Display Billing Profiles	
Refilter an Entire Group	I.D.
Cashier Sign Off	I.D.

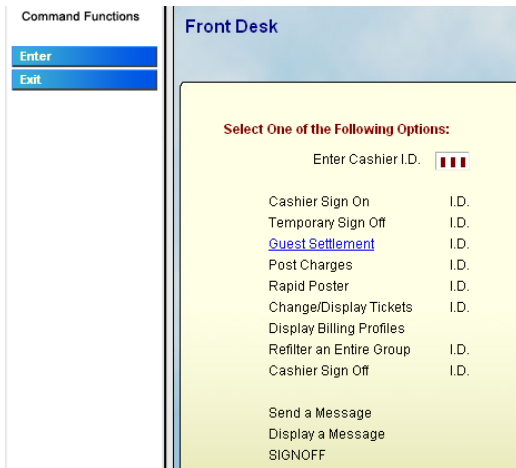
Send a Message
Display a Message
SIGNOFF

Cashier KARI DUVALL Signed On

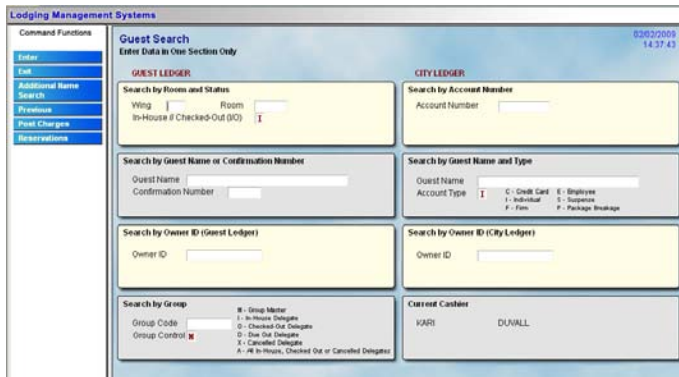
Cashiering

Toggle the Screens

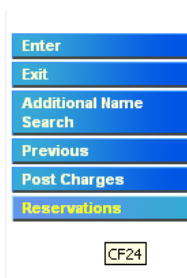
- ❑ After signing on with your Cashier ID, you will need to toggle your screen. This will allow you to go between the Reservations and the Guest Settlement Screens.
- ❑ Enter your Cashier ID and click on Guest Settlement



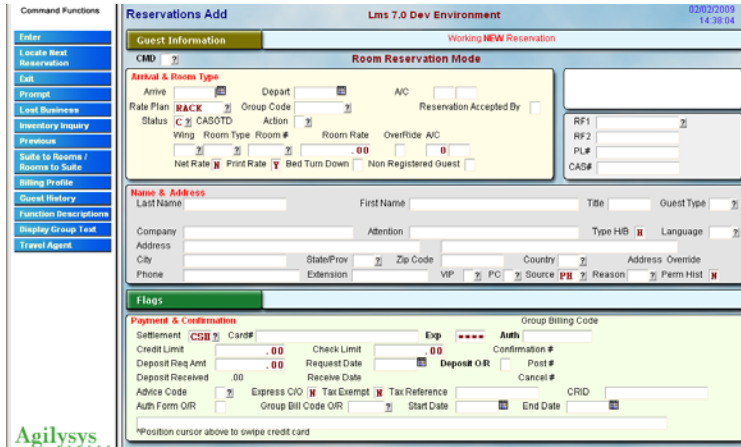
- ❑ The Guest Settlement Search Screen displays



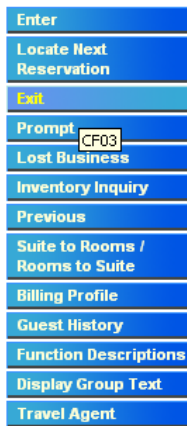
- ❑ Click on the Reservations Function Key (or F24)



- ❑ The Reservations Screen displays



- ❑ Click on the Exit Function Key (or F3)



- ❑ You will come back to the Guest Settlement Screen
- ❑ You are now signed on and can start making reservations!

Cashiering

Cashier Sign Off

- ❑ At the end of your shift, you will sign off of your cashier ID
- ❑ Count your drawer (bank)
- ❑ Go to the Front Desk Cashier Menu, enter your cashier ID and click Cashier Sign Off

The screenshot shows a software interface with a sidebar on the left and a main content area. The sidebar is titled "Command Functions" and contains two buttons: "Enter" and "Exit". The main content area is titled "Front Desk" and has a yellow background. It displays the instruction "Select One of the Following Options:" followed by a text input field labeled "Enter Cashier I.D." with a red cursor. Below this is a list of menu items, each followed by "I.D.":

- Cashier Sign On
- Temporary Sign Off
- Guest Settlement
- Post Charges
- Rapid Poster
- Change/Display Tickets
- Display Billing Profiles
- Refilter an Entire Group
- [Cashier Sign Off](#)
- Send a Message
- Display a Message
- SIGNOFF

- ❑ The Cashier Sign Off screen will display. It will display all of the settlement methods that you took in that day (Cash, Guest Ledger, Credit Cards, etc.)

The screenshot shows a report screen with a yellow background. At the top, it displays "CASHIER KARI DUVALL". Below this is a table with the following structure:

Settlement Method	Reported Amount
Total Cash Types	<input type="text"/>
GUEST LEDGER	<input type="text"/>

At the bottom of the screen, the instruction "KEY IN AMOUNTS THEN PRESS ENTER" is displayed.

- ❑ Click on the Preliminary Report to print it off
 - This will allow you to double check and balance your paperwork

- ❑ Balance your paperwork against the preliminary report (See Cashiering-Balancing for more details)
- ❑ Once your paperwork is balanced, enter the reported amounts for each settlement method

Cashier Sign Off					
CASHIER	KARI	DUVALL			
Settlement Method		Reported Amount	Actual Amount	Variance	Voids
Total Cash Types		108.00	108.00		
GUEST LEDGER		167.50	167.50		
TOTAL NON-CASH TYPES		167.50			
100.00					
PAID OUTS	.00	TIPS PAID	5.00	DED COMM	.00

- ❑ All variances should be \$0
- ❑ Click on the Complete Sign Off to print the report



- ❑ The Cashier Sign Off report and all paperwork for the day go in your folder for Night Audit
 - Cashier packets should include final sign off, Revenue Centers, Settlements, Paid Outs and Cash folios totaled (with tape)
- ❑ Click SignOff to sign off of LMS
- ❑ Complete the remaining procedures before leaving your shift

Cashiering

Balancing

- ❑ The most important step before leaving your shift is making sure you are balanced
- ❑ From the Cashier Sign Off screen, print a Preliminary Report
- ❑ Run an adding machine tape of your Cash Receipts. The total should equal the CASH total on the first page of your preliminary report.
- ❑ Run an adding machine tape of your Check Receipts. The total should equal the Check total on the first page of your preliminary report.
 - We will only accept checks for groups and business travelers paying with a company check, but a manager must approve the use of a check prior to payment
- ❑ Run an adding machine tape of your Paid Outs. The total should equal the Less Paid Outs total on the first page of your preliminary report.

CSHR35G USER-LCARMAN		PRELIMINARY REPORT				11/01/00	12:34:19	PAGE 1
LAST NAME	FIRST NAME	EMPLOYEE NUMBER	SIGN ON DATE	SIGN OFF DATE	MEAL PERIOD	SHIFT	WORK STATION	REVENUE CENTER
CARMAN	LINDA		8/29/99	0/00/00	ALL/NA		QPADEV000X	ROOM REVENUE
NON-CASH SETTLEMENTS		REPORTED	ACTUAL	VARIANCE	VOIDS			
GUEST LEDGER		.00	109.30	109.30-	320.25			
TOTAL NON-CASH SETTLEMENTS		.00	109.30	109.30-	320.25			
CASH SETTLEMENTS		REPORTED	ACTUAL	VARIANCE	VOIDS			
CASH		.00	255.84		.00			
TOTAL		.00	255.84		.00			
PLUS OPENING BANK			.00					
LESS TIPS PAID			.00					
LESS PAID OUTS			.00					
TOTAL CASH SETTLEMENTS		.00	255.84	255.84-	.00			
TOTAL DEDUCTED COMMISSIONS			.00					
TOTAL ALL SETTLEMENTS		.00	365.14	365.14-	320.25			

- ❑ Separate all tickets by REVENUE CENTER and run an adding machine total for each. Note that any Ticket Type 4 Adjustment tickets are to be included (as a minus) with the tape total.
- ❑ Verify that each revenue center total equals the total found on the final section of your preliminary report

CSHR35G USER-LCARMAN		TICKET SETTLEMENTS				11/01/00	12:34:19	PAGE 2	
LAST NAME	FIRST NAME	EMPLOYEE NUMBER	SIGN ON DATE	SIGN OFF DATE	MEAL PERIOD	SHIFT	WORK STATION	REVENUE CENTER	
CARMAN	LINDA		8/29/99	0/00/00	ALL/NA		QPADEV000X	ROOM REVENUE	
INTERNAL SETTLEMENT METHOD	EXTERNAL TICKET	RESERVATION NUMBER	REV CENTER	TICKET TYPE	CHARGE TO REFERENCE	SPLIT SETIM	TICKET AMOUNT	TIP AMOUNT	DEDUCTED COMMISSION
		364030583181	LOCAL	REVENUE	LINN, WILLIAM	TW 307	.60		
		364030583185	BUFFET	REVENUE	LINN, WILLIAM	TW 307	20.00		
		364510578465	RMREV	ROOM CHRG	TEST, LJ	GA 102	48.80		
		364510578471	RMREV	ROOM CHRG	QMETST, LJC	GA 223	40.00		
TOTAL FOR SETTLEMENT METHOD GST							109.30		
TOTAL FOR CASHIER PAIDOUTS							109.30	.00	.00

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CSHR35G2 USER-LCARMAN										PRELIMINARY REPORT		11/01/00	12:34:21	PAGE	1
LAST NAME	FIRST NAME	EMPLOYEE NUMBER	SIGN ON DATE	SIGN ON TIME	SIGN OFF DATE	SIGN OFF TIME	MEAL PERIOD	SHIFT	WORK STATION	REVENUE CENTER					
CARMAN	LINDA		8/23/99	:00	0/00/00	:00	ALL/NA		QRADEV000X	ROOM REVENUE					
GUEST LEDGER SETTLEMENTS			REPORTED	ACTUAL	VARIANCE	VOIDS									
GUEST LEDGER			.00	109.30	109.30-	320.25									
NON-CASH SETTLEMENTS			REPORTED	ACTUAL	VARIANCE	VOIDS									
GUEST LEDGER			.00	109.30	109.30-	320.25									
TOTAL NON-CASH SETTLEMENTS			.00	109.30	109.30-	320.25									
CASH SETTLEMENTS			REPORTED	ACTUAL	VARIANCE	VOIDS									
CASH				255.84		.00									
TOTAL			.00	255.84		.00									
PLUS OPENING BANK				.00											
LESS TIPS PAID				.00											
LESS PAID OUTS				.00											
TOTAL CASH SETTLEMENTS			.00	255.84	255.84-	.00									
TOTAL DEDUCTED COMMISSIONS				.00											
TOTAL ALL SETTLEMENTS			.00	365.14	365.14-	320.25									

CSHR35G2 USER-LCARMAN										TICKET SETTLEMENTS		11/01/00	12:34:21	PAGE	2
LAST NAME	FIRST NAME	EMPLOYEE NUMBER	SIGN ON DATE	SIGN ON TIME	SIGN OFF DATE	SIGN OFF TIME	MEAL PERIOD	SHIFT	WORK STATION	REVENUE CENTER					
CARMAN	LINDA		8/23/99	:00	0/00/00	:00	ALL/NA		QRADEV000X	ROOM REVENUE					
INTERNAL RESERVATION		TICKET NUMBER	TICKET TYPE	CHARGE TO REFERENCE	SPLIT SETLM	TICKET AMOUNT	TIP AMOUNT	DEDUCTED COMMISSION							
REVENUE CENTER BUFFET		364030553185	364030553168	REVENUE LINN, WILLIAM	TW 307	20.00									
FOOD		20.00	BEVERAGE	TOTAL FOR REVENUE CENTER		BUFFET	20.00								
REVENUE CENTER LOCAL		364030553181	364030553168	REVENUE LINN, WILLIAM	TW 307	.50									
LOCAL CALLS		.50	LOCAL	TOTAL FOR REVENUE CENTER		LOCAL	.50								
REVENUE CENTER RMREV		364510578465	364470577307	ROOM CHRG TEST, LJJ	GA 102	48.80									
		364510578471	364510578173	ROOM CHRG GMEST, LJC	GA 223	40.00									
TOTAL FOR REVENUE CENTER					RMREV	88.80	.00	.00							
TOTAL FOR CASHIER						109.30	.00	.00							
PAID OUTS						.0									

- ❑ To Balance Cash Settlements:
 - Add Cash Settlement receipts (including Check Settlements) and opening bank amount
 - Subtract Paid Outs
 - The total should be equal to the Cash Settlements total on the first page of the preliminary report and also the total contents of your cash drawer
- ❑ To Balance Guest Ledger:
 - All tickets posted to the Revenue Center for Rooms should be listed as Ticket Type Room Charge (or F)
 - All tickets posted to any Revenue Center beside ROM should be listed as Ticket Type Revenue (5) or Adjustment (4)
 - All Adjustment Ticket Types should be negative amounts
 - All Paid Out Ticket Types should be positive amounts
 - If all tickets have been posted correctly the total should be equal to the Guest Ledger total on the second page of your preliminary report (don't forget to include all Paid Outs in this total)

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- ❑ Tickets which have been posted incorrectly need be fixed. Follow the correct procedures on making any corrections/voids.
- ❑ Once all necessary corrections have been made and you are in balance, type your totals in the Reported Amount column on the Cashier Sign Off menu
- ❑ Follow the remaining Sign Off procedures (See Cashiering-Cashier Sign Off for more details)

Cashiering

Posting Charges

Screen Overview

- ❑ There are times where we will need to manually post a charge or an adjustment to a guest's folio
- ❑ While we do want to keep the number of these charges/adjustments low, we need to be accurate on how these charges are posted
- ❑ You must get a manager's approval before posting any charges/adjustments
- ❑ The guest must be checked in to post any charge/adjustment
- ❑ Be sure to fill out the appropriate slip after posting a charge/adjustment
- ❑ Either from the Guest Settlement Search Screen or the Check Out/Guest Settlement Screen, click on the Post Charges Function Key (or F14)

- ❑ The Post Charges screen displays

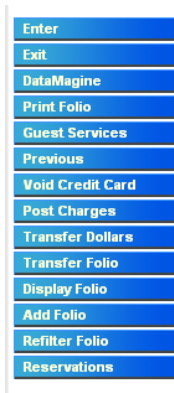
- The revenue center defaults to ROM for room revenue (this is the revenue center we filled in when signing on to our cashier)
- There are 3 sections to the post charges screen
 - Ticket, Settlement and Distribution
- Ticket
 - Total is the total amount of the ticket including tax and tip
 - Tax 1 is for food and beverage
 - Tax 2 is for hotel and room taxes (this is the tax field that we will fill out)
 - Number is the ticket number (it is not a mandatory field)
 - Server is the server's initial (it is not a mandatory field)
 - Convers/Pers is the number of people in the party (it is not a mandatory field)
 - Tip is the tip amount, which is included in the ticket total (it is not a mandatory field)
 - Type is the ticket type (the system defaults to 5)
 - There are 4 different ticket types:
 - 4 for Adjustments
 - 5 for Normal Revenue
 - 6 for Paid Out
 - F for Room Revenue
- Settlement
 - Method
 - Wing is the wing of the guest you are posting a charge/adjustment
 - Room is the room number of the guest you are posting a charge/adjustment
 - Group is the group code if you are posting a charge to a group master
 - Guest/Compee Name – put in the first 3 letter of the guest's last name in this field
 - Ticket Comments – be careful with your comments because they appear on the guest's folios. Put in comments as to why you are posting the charge/adjustment
- Distribution
 - It will list out the distribution of the ticket total minus the tax
 - Room Revenue is the room charge prior to tax

Cashiering

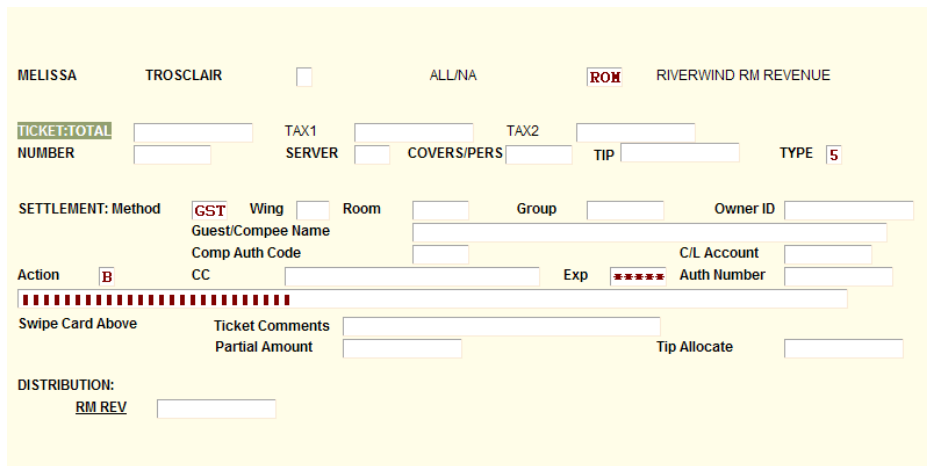
Posting Charges

Ticket Type 4-Adjustments

- ❑ Adjustments are used when making a correction, like adjusting a portion off of the posted room revenue
 - An example is if a guest informs the front desk upon check out that they were tax exempt and night audit has already posted room and tax. We will need to adjust off the tax.
- ❑ Locate the reservation
- ❑ Make sure the guest is checked in and make a note of their wing, room number and last name
- ❑ Click on Post Charges (or F14)



- ❑ The Post Charges screen displays



- ❑ Fill out the ticket total

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- ❑ Enter the tax amount in the Tax2 field. If the adjustment does not include tax, then leave this field blank.
- ❑ Change the ticket type to 4

MELISSA TROSCLAIR ALL/NA **ROM** RIVERWIND RM REVENUE

TICKET:TOTAL TAX1 TAX2
NUMBER SERVER COVERS/PERS TIP TYPE **4**

SETTLEMENT: Method **GST** Wing Room Group Owner ID
Guest/Compee Name
Comp Auth Code C/L Account
Action **B** CC Exp ********* Auth Number

Swipe Card Above Ticket Comments
Partial Amount Tip Allocate

DISTRIBUTION:
RM REV

- ❑ Enter the wing and room number
- ❑ Enter the first three letters of the guest's last name

MELISSA TROSCLAIR ALL/NA **ROM** RIVERWIND RM REVENUE

TICKET:TOTAL TAX1 TAX2
NUMBER SERVER COVERS/PERS TIP TYPE **4**

SETTLEMENT: Method **GST** Wing **RW** Room **102** Group Owner ID
Guest/Compee Name **bal**
Comp Auth Code C/L Account
Action **B** CC Exp ********* Auth Number

Swipe Card Above Ticket Comments
Partial Amount Tip Allocate

DISTRIBUTION:
RM REV

- ❑ Enter the ticket comments of why you are making the adjustment
- ❑ If tax was broken out, then enter the Room Revenue Distribution amount
- ❑ Hit Enter to post the adjustment
- ❑ You will get a confirmation that the ticket was posted successfully
- ❑ Hit Previous to go back to the Guest Settlement screen
- ❑ Review the adjustment to make sure it went through correctly
- ❑ Follow the remaining check out procedures if the guest is checking out
- ❑ Fill out a green adjustment slip and attach it to the folio

Cashiering

Posting Charges

Ticket Type 5-Charges

- ❑ When posting any charges other than room revenue, you will post it as a ticket type 5.
 - This will be used when posting a smoking fee charge, a meeting room rental fee or the purchase of a product (if we start selling our products)
- ❑ Locate the reservation
- ❑ Make sure the guest is checked in and make a note of their wing, room number and last name
- ❑ Click on Post Charges
- ❑ The Post Charges screen displays

MELISSA TROSCLAIR ALL/NA **ROM** RIVERWIND RM REVENUE

TICKET TOTAL TAX1 TAX2
 NUMBER SERVER COVERS/PERS TIP TYPE **5**

SETTLEMENT: Method **GST** Wing Room Group Owner ID
 Guest/Compee Name
 Comp Auth Code C/L Account
 Action **B** CC Exp ********* Auth Number

Swipe Card Above Ticket Comments
 Partial Amount Tip Allocate

DISTRIBUTION:
RM REV

- ❑ Change the revenue center, if needed
 - For example, if the charge is the \$200 smoking fee then the revenue center needs to be changed to MIS for Miscellaneous
- ❑ Fill out the ticket total
- ❑ Enter the tax amount in the Tax2 field
- ❑ Leave the ticket type as 5, since the system defaults to 5
- ❑ Enter the wing and room number
- ❑ Enter the first three letters of the guest's last name
- ❑ Enter the ticket comments of why you are posting the charge

- ❑ Enter the Room Revenue Distribution amount

MELISSA TROSCLAIR ALL/NA **ROK** RIVERWIND RM REVENUE

TICKET: TOTAL TAX1 TAX2
NUMBER SERVER COVERS/PERS TIP TYPE

SETTLEMENT: Method Wing Room Group Owner ID
Guest/Compee Name
Comp Auth Code C/L Account
Action CC Exp Auth Number

Swipe Card Above Ticket Comments
Partial Amount Tip Allocate

DISTRIBUTION:

- ❑ Hit Enter to post the charge
- ❑ You will get a confirmation that the ticket was posted successfully
- ❑ Hit Previous to go back to the Guest Settlement screen
- ❑ Review the charge to make sure it went through correctly
- ❑ Follow the remaining check out procedures if the guest is checking out
- ❑ Fill out a yellow misc charge slip and attached it to the folio

Cashiering

Posting Charges

Ticket Type F-Room Revenue

- ❑ When posting a room revenue charge, you will always post it as a ticket type F
 - An example of when to use this ticket type is when someone needs to be charged for a half day's room and tax due to a late check out
- ❑ Locate the reservation
- ❑ Make sure the guest is checked in and make a note of their wing, room number and last name
- ❑ Click on Post Charges or (F14)
- ❑ The Post Charges screen displays

The screenshot shows the 'Post Charges' screen in Agilysys. At the top, it displays the guest name 'MELISSA TROSCLAIR' and the reservation 'ALL/NA ROM RIVERWIND RM REVENUE'. Below this, there are fields for 'TICKET:TOTAL NUMBER', 'TAX1 SERVER', 'TAX2 COVERS/PERS', 'TIP', and 'TYPE' (set to 'F'). The 'SETTLEMENT: Method' is 'GST', and there are fields for 'Wing', 'Room', 'Group', and 'Owner ID'. The 'Guest/Compee Name' field is partially filled with 'TROSC'. There are also fields for 'Comp Auth Code', 'C/L Account', 'CC', 'Exp', and 'Auth Number'. A red bar indicates a card swipe. Below that, there are fields for 'Ticket Comments', 'Partial Amount', and 'Tip Allocate'. At the bottom, the 'DISTRIBUTION:' section shows 'RM REV' selected.

- ❑ Fill out the ticket total
- ❑ Enter the tax amount in the Tax2 field
- ❑ Change the ticket type to F
- ❑ Enter the wing and room number
- ❑ Enter the first three letters of the guest's last name
- ❑ Enter the ticket comments of why you are posting the charge

- ❑ Enter the Room Revenue Distribution amount

The screenshot displays a software interface for a front desk representative. At the top, it shows the name 'MELISSA TROSCLAIR' and a status 'ALL/NA'. Below this, there are fields for 'RIVERWIND RM REVENUE' with a value of '66.94'. Further down, 'TAX1' and 'TAX2' are listed with values '7.44' and '7.44' respectively. The 'TYPE' is set to '5'. The 'SETTLEMENT' section includes 'Method' (GST), 'Wing' (RW), 'Room' (102), and 'Guest/Compee Name' (bal). There are also fields for 'Action' (B), 'CC', 'Exp', and 'Auth Number'. A 'Ticket Comments' field contains the text 'chrg 1/2 days rm and tx'. At the bottom, the 'DISTRIBUTION' section shows 'RM REV' with a value of '59.50'.

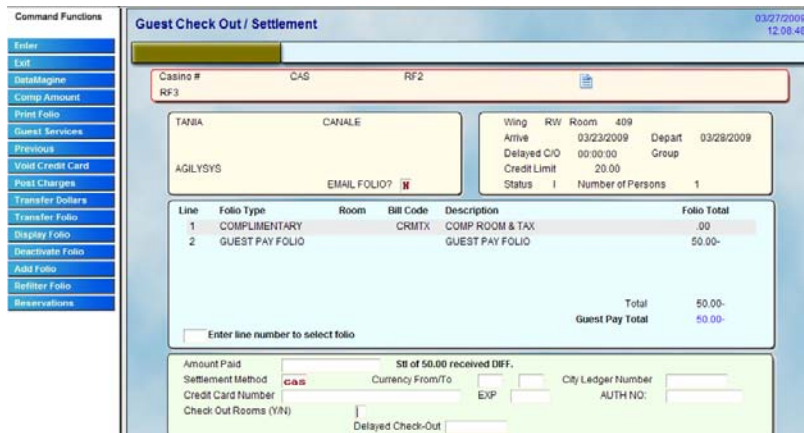
- ❑ Hit Enter to post the charge
- ❑ You will get a confirmation that the ticket was posted successfully
- ❑ Hit Previous to go back to the Guest Settlement screen
- ❑ Review the charge to make sure it went through correctly
- ❑ Follow the remaining check out procedures if the guest is checking out
- ❑ Fill out a yellow misc charge slip and attached to the folio

Cashiering

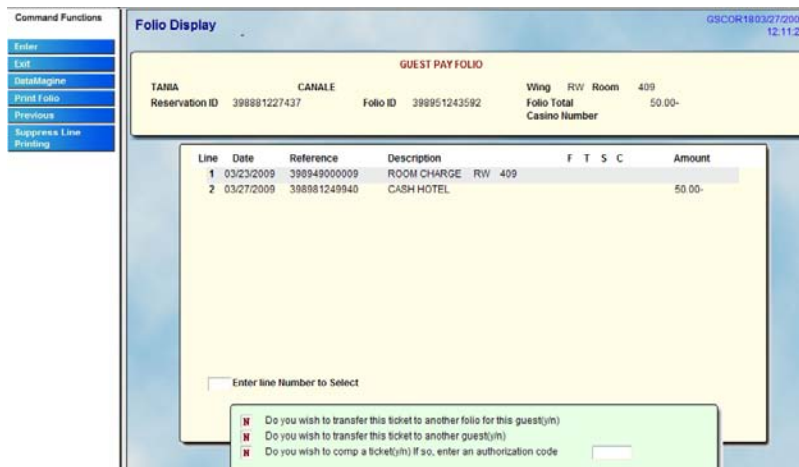
Posting Charges

Ticket Type 6-Paid Out

- ❑ When making a paid out for a guest that gave a cash deposit, you will post it as a ticket type 6
- ❑ Locate the reservation
- ❑ Notice the guest pay has a credit or negative amount



- ❑ Confirm the amount that needs to get refunded (the deposit less any charges for incidentals fees)
 - Select the line number of the guest pay and click on Display Folio (or F18)
 - Confirm that the credit is hotel cash



- Hit Enter
- ❑ Make sure the guest is checked in and make a note of their wing, room number and last name

- ❑ Click on Post Charges (or F14)
- ❑ The Post Charges screen displays

- ❑ Fill out the ticket total (It will ALWAYS be a positive on a Paid Out)
- ❑ Enter the tax amount in the Tax2 field
- ❑ Change the ticket type to 6
- ❑ Enter the wing and room number
- ❑ Enter the first three letters of the guest's last name
- ❑ Enter the ticket comments of why you are posting the paid out
- ❑ Enter the Room Revenue Distribution amount

- ❑ Hit Enter to post the charge
- ❑ You will get a confirmation that the ticket was posted successfully
- ❑ Hit Previous to go back to the Guest Settlement screen
- ❑ Review the paid out to make sure it went through correctly

- ❑ The guest pay should now be \$0

Guest Check Out / Settlement 03/27/2009
12:17:25

Casino # CAS RF2 RF3

TANIA CANALE	Wing RW Room 409
AGILYSYS	Arrive 03/23/2009 Depart 03/28/2009
EMAIL FOLIO? <input checked="" type="checkbox"/>	Delayed C/O 00:00:00 Group
	Credit Limit 20.00
	Status I Number of Persons 1

Line	Folio Type	Room	Bill Code	Description	Folio Total
1	COMPLIMENTARY		CRMTX	COMP ROOM & TAX	.00
2	GUEST PAY FOLIO			GUEST PAY FOLIO	.00
Total					.00
Guest Pay Total					.00

Enter line number to select folio

- ❑ Follow the remaining check out procedures if the guest is checking out
- ❑ Fill out a pink refund slip and attach to the folio

Cashiering

Voiding Posted Charges

- ❑ If you incorrectly post a charge, you can void it or void and repost it
- ❑ Go to the Front Desk Cashier Menu
- ❑ Type in your cashier ID and click on Change/Display Tickets
- ❑ The Ticket Maintenance screen displays

Ticket Maintenance

Click One of The Following

- Change Tickets (Current Sign On ONLY)
- Distribute undistributed tickets
- Display tickets

- Send Message
- Display Messages

Tickets will be searched by Internal Ticket ID
If different selection criteria is desired
Key a Y here ==>

- ❑ Click on Change Tickets (Current sign on only)
- ❑ All of your tickets for the day will display

Ticket Maintenance 06/23/2011 11:03

INTERNAL ID Ticket Selection - CHANGE ALL REVENU
DUVALL ,KARI TUE 06/23/2009 ONLY ALL REVENUE CENTERS

Internal ID	External ID	Date	Time	Type	Meal	Revenue Center	Amount
399881518273		6/23/09	11:00	5-Revenue		HTLMTG	499.20

Skip to Ticket

Front Desk Representative Agilysys Training Manual

- ❑ Click on the ticket that needs to be corrected and the ticket details display

Ticket Maintenance 06/23/2011 11:04

Ticket Detail - TAX TAX2 Posted By CHANGE
 Ticket 399861518273 DUVALL ,KARI 62309 11:00 AM
 Amount 499.20 .00 Tip .00 .00
 Type 5 REVENUE Server Covers/Persons
 DISTRIBUTION: Currency Amount .00
 HTLMTR 499.20

Meal Period ALL/NA Revenue Center HOTEL MEETING ROOMS MTR

COMMENTS **WILLOW'S BUFFET MEAL TICKETS**
 SETTLEMENTS:
 GST TRAVELINK TOUR JUNE 2009 *G/P TIP .00 TOT 499.20

Key changes and ENTER OR F13 to Void OR F18 to Void & RePost

- ❑ If the ticket needs to be voided altogether, click on the Void Function Key (or F13)

Enter

Exit

Previous

Void

Void/Repost

- ❑ If the tickets need to be corrected, click on Void/Repost (of F18)
- ❑ The Post Charges screen displays

Post Charges 06/23/2011 11:11:00

KARI DUVALL ALL/NA **MTR** HOTEL MEETING ROOMS

TICKET:TOTAL 499.20 TAX1 TAX2
 NUMBER SERVER COVERS/PERS TIP TYPE 5

SETTLEMENT: Method **GST** Wing Room Group Owner ID
 Guest/Compee Name
 Comp Auth Code C/L Account
 Action **B** CC Exp ***** Auth Number

Swipe Card Above Ticket Comments **WILLOW'S BUFFET MEAL TICKETS**
 Partial Amount Tip Allocate

DISTRIBUTION:
 HTLMTR 499.20

Front Desk Representative Agilysys Training Manual

- ❑ Make the corrections
- ❑ Hit Enter
- ❑ The Ticket Maintenance displays and a confirmation shows at the bottom of the page that the ticket has been Voided/Reposted

Ticket Maintenance 06/23/2009 11:11

INTERNAL ID Ticket Selection - CHANGE ALL REVENUE
DUVALL ,KARI TUE 06/23/2009 ONLY ALL REVENUE CENTERS

Internal ID	External ID	Date	Time	Type	Meal	Revenue Center	Amount
399861518273		6/23/09	11:12	5-Revenue		HTLMTG	499.20

Skip to Ticket

Ticket 399861518273 has been Voided/Re-Posted

Cashiering

Voiding Credit Cards

- ❑ If you mistakenly charge the credit card on file, you can void the credit card
- ❑ If you are voiding the credit card within 24 hours of it being charged:
 - Locate the reservation
 - From the Guest Settlement Screen, enter the line number and click on Void Credit Card (or F13)
 - The Void Credit Card screen displays

Guest Check Out / Settlement GSCOR1506/15/2009
17:52:25

KARI	DUVALL	Wing	RW 219	00:00 AM	
		Arrive	03/25/2009		03/26/2009
		Delayed C/O			Group
		Credit Limit	.01		
		Status		Number of Persons	1

This Guest Has No Credit Card Settlement to Void. Press Enter.

- The credit card will appear, so you will put the line number that you want voided and click on Void Credit Card
 - Fill out a green adjustment slip and attach it to the folio
- ❑ If you are voiding a credit card after 24 hours of it being charged:
 - Locate the reservation
 - From the Guest Settlement Screen, enter the line number
 - Enter the amount that needs to be credited back to the credit card with a negative behind it

Front Desk Representative Agilysys Training Manual

- o Confirm the settlement method is the correct card to be credited

Guest Check Out / Settlement 06/15/20
17:57

Casino # RF1 RF2
PL#

KARI DUVALL	Wing RW Room 219 Arrive 03/25/2009 Depart 03/26/2009 Delayed C/O 00:00 AM Group Credit Limit .01 Status 1 Number of Persons 1
-------------	---

EMAIL FOLIO?

Line	Folio Type	Room	Bill Code	Description	Folio Total
1	COMPLIMENTARY		CRMTX	COMP ROOM & TAX	133.88
2	GUEST PAY FOLIO			GUEST PAY FOLIO *REF	.00
3	GUEST PAY FOLIO			GUEST PAY FOLIO	343.74-
Total					209.86-
Guest Pay Total					343.74-

Enter line number to select folio

Amount Paid	171.87--	DIFF.	
Settlement Method	frs	Currency From/To	
Credit Card Number	4444333322221111	EXP	1212
Check Out Rooms (Y/N)	N	AUTH NO.	
Delayed Check-Out			

v-- Swipe Credit Card Below

- o The credit card is credited back the amount that was charged

Folio Display GSCOR1806/15/2009
17:59:31

GUEST PAY FOLIO

KARI DUVALL	Wing RW Room 219
Reservation ID 398961018859	Folio ID 398971018917
	Folio Total .00
	Casino Number

Line	Date	Reference	Description	F	T	S	C	Amount
1	03/26/2009	398961018866	CASH		F			200.00-
2	03/26/2009	398971018902	RIVERWIND RM REVENUE		F		C	28.13
3	03/26/2009	398971018927	FRONT DESK VISA					171.87-
4	03/26/2009	398971018929	FRONT DESK VISA					171.87
5	03/26/2009	398971018931	PAID OUT				C	171.87

Enter line Number to Select

<input checked="" type="checkbox"/>	Do you wish to transfer this ticket to another folio for this guest(y/n)
<input checked="" type="checkbox"/>	Do you wish to transfer this ticket to another guest(y/n)
<input checked="" type="checkbox"/>	Do you wish to comp a ticket(y/n) if so, enter an authorization code <input type="text"/>

- o Fill out a pink refund slip and attach it to the folio

Cashiering

Adjusting Cash Payments

- ❑ If the payment is posted as cash at check out but the actual payment method is a credit card, then you will have to void that cash payment through the Guest Settlement Screen
- ❑ Locate the reservation
- ❑ Go to the Guest Settlement Screen
- ❑ Enter the line number
- ❑ Enter the cash amount with a negative behind it
- ❑ Make sure the settlement method is CAS
- ❑ Delete out the credit card number and expiration date, if there is one listed
- ❑ Put an N for No in the Check Out Guest box
- ❑ Hit Enter
- ❑ The cash payment has been reversed
- ❑ Fill out a green adjustment slip and attach it to the folio

Cashiering

Refilter Folios

- ❑ If a folio doesn't automatically filter to the correct one, then you need to refilter to get it into the correct folio
- ❑ Refilters start at the top folio and move down until it finds the correct folio to go into
- ❑ If you add a comp folio after the guest has checked in and the dollars remain in the guest pay folio, then you will need to refilter

02/04/2009
16:12:22

Guest Check Out / Settlement

Casino # RF1 RF2 •VIP•

PL#

MICKIE LITTLE
BOOBOO'S WAY
MOORE OK 75698

EMAIL FOLIO?

Wing RW Room 101
Arrive 11/11/2008 Depart 11/12/2008
Delayed C/O 00:00 AM Group
Credit Limit .01
Status I Number of Persons 1

Line	Folio Type	Room	Bill Code	Description	Folio Total
1	COMPLIMENTARY	RW 101	CRMTX	COMP ROOM & TAX	.00
2	GUEST PAY FOLIO			GUEST PAY FOLIO	100.24

Folio Added CRMTX
Compor: WOLF .LISA

Total 100.24
Guest Pay Total 100.24

Enter line number to select folio

Amount Paid DIFF.

Settlement Method **CSH** Currency From/To City Ledger Number

Credit Card Number EXP AUTH NO:

Check Out Rooms (Y/N) Delayed Check-Out

- ❑ Locate the reservation
- ❑ Go to the Guest Settlement Screen
- ❑ Enter the folio number
- ❑ Click the Refilter Folio Function Key (or F23)

- Enter
- Exit
- DataMagine
- Comp Amount
- Print Folio
- Guest Services
- Previous
- Void Credit Card
- Post Charges
- Transfer Dollars
- Transfer Folio
- Display Folio
- Deactivate Folio
- Add Folio
- Refilter Folio
- Reservations

Front Desk Representative Agilysys Training Manual

- ❑ The amount will filter up to the comp folio

Casino #		RF1	RF2	*VIP*	
PL#					
MICKIE LITTLE BOOBOO'S WAY MOORE OK 75698 EMAIL FOLIO? <input checked="" type="checkbox"/>			Wing RW Room 101 Arrive 11/11/2008 Depart 11/12/2008 Delayed C/O 00:00 AM Group Credit Limit .01 Status I Number of Persons 1		
Line	Folio Type	Room	Bill Code	Description	Folio Total
1	COMPLIMENTARY	RW 101	CRMTX	COMP ROOM & TAX	100.24
2	GUEST PAY FOLIO			GUEST PAY FOLIO *REF	.00
3	GUEST PAY FOLIO			GUEST PAY FOLIO	.00
Refilter Completed Successfully					Total 100.24
					Guest Pay Total .00
<input type="checkbox"/> Enter line number to select folio					
Amount Paid	<input type="text"/>	DIFF.			
Settlement Method	CSH	Currency From/To	<input type="text"/>	City Ledger Number	<input type="text"/>
Credit Card Number	<input type="text"/>	EXP	*****	AUTH NO:	<input type="text"/>
Check Out Rooms (Y/N)	<input type="checkbox"/>	Delayed Check-Out	<input type="text"/>		

Cashiering

Transfer Folios

- ❑ Portions or entire folios can be transferred to another folio for the same guest or to another guest
- ❑ Locate the reservation
- ❑ Go to the Guest Settlement Screen
- ❑ Click on Exit (or F3)

Guest Check Out / Settlement 06/15/2009 18:2

Casino # RF1 RF2
 PL#

KARI DUVALL

EMAIL FOLIO?

Wing	RW	Room	219
Arrive	03/25/2009	Depart	03/26/2009
Delayed C/O	00:00 AM	Group	
Credit Limit	.01		
Status	I	Number of Persons	1

Line	Folio Type	Room	Bill Code	Description	Folio Total
1	COMPLIMENTARY		CRMTX	COMP ROOM & TAX	162.01
2	GUEST PAY FOLIO			GUEST PAY FOLIO *REF	.00
3	GUEST PAY FOLIO			GUEST PAY FOLIO	200.00-
Total					37.99-
Guest Pay Total					200.00-

Enter line number to select folio

Amount Paid DIFF.

Settlement Method **CSH** Currency From/To City Ledger Number

Credit Card Number EXP AUTH NO:

Check Out Rooms (Y/N) Delayed Check-Out

- ❑ Select and display the folio you wish to transfer

Folio Display GSCOR1806/15/2009 16:28:51

COMP ROOM & TAX

KARI DUVALL Wing RW Room 219
 Reservation ID 398961016859 Folio ID 398971016916 Folio Total 162.01
 03/25/2009 03/26/2009 Casino Number

Line	Date	Reference	Description	F	T	S	C	Amount
1	03/26/2009	398969000004	ROOM CHARGE RW 219	F				133.88
2	03/26/2009	398971016902	RIVERWIND RM REVENUE	F		C		28.13

Enter line Number to Select

Do you wish to transfer this ticket to another folio for this guest(y/n)

Do you wish to transfer this ticket to another guest(y/n)

COMPOR: WOLF ,LISA

Front Desk Representative Agilysys Training Manual

- ❑ Enter the line number you wish to transfer
- ❑ Put a Y for Yes in the 'Do you wish to transfer this ticket to another folio for this guest' box

Folio Display GSCOR1806/15/2009
16:28:51

COMP ROOM & TAX

KARI DUVALL Wing RW Room 219
 Reservation ID 398961016859 Folio ID 398971016916 Folio Total 162.01
 03/25/2009 03/26/2009 Casino Number

Line	Date	Reference	Description	F	T	S	C	Amount
1	03/26/2009	398969000004	ROOM CHARGE RW 219	F				133.88
2	03/26/2009	398971016902	RIVERWIND RM REVENUE	F		C		28.13

Enter line Number to Select

Y Do you wish to transfer this ticket to another folio for this guest(y/n)

N Do you wish to transfer this ticket to another guest(y/n)

COMPOR: WOLF ,LISA

- ❑ Hit Enter
- ❑ The transfer to box displays
- ❑ Enter the line number you wish to transfer the ticket to

Guest Check Out / Settlement 03/25/2009
13:51

Casino # RFP1 RFP2
 PL#

KARI DUVALL Wing Room
 Arrive 03/25/2009 Depart 03/26/2009
 Delayed CO 00:00 AM Group
 Credit Limit 31
 Status I Number of Persons 1

Line	Folio Type	Room	Bill Code	Description	Folio Total
1	COMPLIMENTARY		CREDIT	COMP ROOM & TAX	162.01
2	GUEST PAY FOLIO			GUEST PAY FOLIO *REF	00
3	GUEST PAY FOLIO			GUEST PAY FOLIO	200.00-
TOTAL					37.99-
GUEST PAY TOTAL					200.00-
GROUP					

Enter line number to select folio

F KARI DUVALL

R TICKET: 398971016902

O

M

Press ENTER to Transfer Ticket

-Q- Previous to Cancel the Impending Transfer

- ❑ The transfer a ticket box displays

The screenshot shows the 'Transfer A Ticket' interface. At the top right, it displays '3815000' and '18:31:0'. The main area contains the following information:

TICKET:	38871318932	POST BY:	LMS CASHIER	ROOM:	32600	TIME:	12:21 PM
AMOUNT:	28.13	REV CTR:		SEAL PD:		ALL IN:	
TYPE:	5	REVENUE:	SERVER	COVERS/PERSONS:	1	TIP:	.00
COMMENTS:	PURCHASE FELLOW		TAX1:		TAX2:	3.13	

Below this, there are input fields for 'REVENUE' and 'RM REV'. The 'RM REV' field contains '25.99'. At the bottom, there are instructions: 'To XFR [ENTIRE] Ticket Key an "X" here' and 'To XFR [PORTION] of Ticket Key an "X" in front of items to be transferred'.

- ❑ If you are transferring a portion of the ticket:
 - Place an X in front to Tax 2 and enter the tax amount you wish to transfer
 - Place an X in front of the Rm Rev and enter the room revenue amount you wish to transfer

This screenshot shows the same 'Transfer A Ticket' interface as the previous one, but with modifications to indicate a partial transfer. The 'TAX2' field now has an 'X' in front of it and the value '2.58'. The 'RM REV' field also has an 'X' in front of it and the value '28.00'. The instructions at the bottom remain the same.

- ❑ If you are transferring the entire ticket:
 - Place an X at the bottom where it asks to XFR the Entire ticket

- ❑ Hit Enter
- ❑ The ticket will show a T since it was successfully transferred

Line	Date	Reference	Description	F	T	S	C	Amount
1	03/25/2009	3888999999934	ROOM CHARGE R/W 219		P			133.00
2	03/25/2009	38871019932	R/W R/W R/M REVENUE		P	T	C	

- ❑ Display the folio to view that the ticket was transferred correctly

Folio Display GSCDR 8888152009
18:35:28

GUEST PAY FOLIO

NAME	DUWALL	Wing	R/W	Room	210
Reservation ID	388851015855	Folio ID	38871018217	Folio Total	171.87-
		Casino Number			

Line	Date	Reference	Description	F	T	S	C	Amount
1	03/25/2009	388851015855	CASH	F				200.00-
2	03/25/2009	38871018217	RIVERVIEW RM REVENUE	F			C	20.13

Enter the Number to Select

- Do you wish to transfer this ticket to another folio for this guest?(y/n)
- Do you wish to transfer this ticket to another guest?(y/n)
- Do you wish to comp a ticket?(y/n) if so, enter an authorization code

Night Audit

- ❑ Night audit has additional responsibilities outside of manning the front desk, making reservations and checking in/out guests
- ❑ Night audit has 4 key steps:
 - Balance the hotel paperwork, roll the date, post room and tax and run night audit
- ❑ Balance the day's paperwork
 - Collect all cashier work for the day and verify totals from adjustments, cash etc.
 - Separate by revenue center and settlement method
 - Check the suspense accounts for charges that can be transferred to the proper room
 - From the Settlement Screen, Enter Suspense Account numbers on City Ledger Account number line

- Each charge needs to be researched and transferred accordingly to each guest, if there is a credit card on file. If there is no credit card on file, adjust the charges, as needed.
- Check each Disputed Account adjust accordingly
- Fill out appropriate paperwork
- Deactivate folio once in Zero Balance by selecting the line # and pressing Deactivate twice
- Be sure to print a folio with a city ledger adjustment or posting to go with your sign off
- Run the Rooms Revenue Potential report
 - Go to Demand Reports, click on Revenue Reports, and then click on Rooms Revenue Potential

Front Desk Representative Agilysys Training Manual

- Verify that all rooms have correct rates running on them
- Make adjustments as required and fix rate plans if necessary
- Audit all cashiers paperwork
 - Tapes are attached for all Adjustments (negative balances) with Ticket Types 4
 - Check for negative Cash settlements (verify that the posting was not intended as a paid out)
 - Confirm that all postings on Revenue Center Rooms have a ticket type F (unless it is an adjustment)
 - Correct errors, if necessary. Reverse incorrect charges exactly as posted or settled and re-post or settle the transaction correctly.
- Run a preliminary report for yourself and add your work with theirs
- Run adding machine tapes on each pile of work and attach
- Run the balancing reports
 - Ticket List by Revenue Center
 - The totals for Paid Outs should balance and match to the first page of the Ticket List by Revenue Center. Attach folios to ticket list page.
 - Demand Reports Menu
 - Ticket Reports
 - Ticket List by Revenue Center (1st page will be the Paid Out Ticket List)
 - Revenue Center Detail (under Revenue Reports)
 - Settlements to Guest Ledger
 - The totals for each settlement method should balance and match the Guest Ledger Grand Totals. Attach folios to matching settlement method page.
 - Demand Reports Menu
 - Miscellaneous Reports
 - Settlements to Guest Ledger (B for Both)
 - This will show all settlements for settlement Methods settled (Cash, DIR, FAX, FVS, FMC, etc.)
 - Settlement Control
 - Each Revenue Center with manual postings should have a manual posting slip and totaled, matching the Settlement Control
 - Demand Reports Menu
 - Miscellaneous Reports
 - Settlement Control
 - This will show all postings from Revenue Centers. It will be needed for adjustments and manual postings.
- Check that the charges to each revenue center match the totals on your tapes

- Then check that the settlements (CSH, CHK, DIR, etc.) match the totals on your tapes
- Sign off all human cashiers that have not done so
- Sign off your cashier ID and add it to the day's audited work
- When the hotel is in balance and all paperwork required is collected, run the Back-up Reports
 - In House Numerical Long
 - Demand Reports Menu
 - In-House Reports
 - 1 next to In-House under numeric
 - PBX Listing
 - Demand Reports Menu
 - Miscellaneous Reports
 - PBX Listing
 - 'G' for Print Guest List
 - This will print guests with additional names
 - Expected Arrivals for current and next day
 - Demand Reports Menu
 - Reservations Reports
 - Expected Arrivals
 - Arrival Date for Current Date to next day
 - Expected Departures for following Day
 - Demand Reports Menu
 - In-House Reports
 - Expected Departures [ENTER]
 - Input Departure Date for the next day
 - Input N on Late C/O only [ENTER]
 - Printed Rack
 - Housekeeping Menu
 - Display Room Status
 - 1 to Print and press ENTER
 - Print Vacant Rooms
 - From the Reservation Add Screen, prompt in CMD field for Display room status
 - Input '2' in the Option field
 - Input '2' in the occupancy field
- Go to the Night Audit Menu and Stop the Asynch Charge Poster
- Roll the hotel date
 - There are two warning notices that may appear when entering the night audit menu:
 - That it has been more than 25 hours since the last Date Roll or Less than 23 hours since last date roll

Front Desk Representative Agilysys Training Manual

- The system expects date to be rolled at approximately the same time each day. Do not dismiss these lightly. Take a moment to look at the time and date of the last Date Roll.
- Put in your ID
- Click on Roll the Hotel Date
 - It should show as IN PROCESS
 - Click on RESET until it goes away

Enter	<table border="1"> <tr> <td>Last Audited Night Audit</td> <td>Thu.</td> <td>06/12/2008</td> <td></td> </tr> <tr> <td>Current Hotel Date</td> <td>Sat.</td> <td>06/14/2008</td> <td></td> </tr> <tr> <td>Calendar Date/Time of Last Date Roll</td> <td>Fri.</td> <td>06/13/2008</td> <td>09:19 AM</td> </tr> <tr> <td>Calendar Date/Time of Last Room & Tax Posting</td> <td>Fri.</td> <td>06/13/2008</td> <td>09:20 AM</td> </tr> </table>	Last Audited Night Audit	Thu.	06/12/2008		Current Hotel Date	Sat.	06/14/2008		Calendar Date/Time of Last Date Roll	Fri.	06/13/2008	09:19 AM	Calendar Date/Time of Last Room & Tax Posting	Fri.	06/13/2008	09:20 AM
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Exit																	
Reset																	
Post Room & Tax																	
Submit Audit																	
Force Date Roll																	

Select One of the Following Options:			
Enter Cashier ID if Required: <input type="text"/>			
Cashier Sign On	I.D.	Roll the Hotel Date	
Cashier Temporary Sign Off	I.D.	Post Room & Tax	I.D.
Front Desk Cashier Menu			
Post Prior Adjustments	I.D.		
Post Deposit Adjustments	I.D.	Run Audited Night Audit	I.D.
Cashier Sign Off	I.D.		
Work with Submitted Jobs		Select Unaudited Reports	
Send a Message			
Display a Message		Stop Asynch Charge Poster	
SIGNOFF			

□ Post Room and Tax

- Enter your cashier ID
- Click on Post Room & Tax
 - The system will ask you to enter a function key to process.
 - The sentence at the top of the page that says Calendar date/time of Last Room & Tax Posting should be highlighted
 - After a time, click on RESET to see if it is finished

Enter	<table border="1"> <tr> <td>Last Audited Night Audit</td> <td>Thu.</td> <td>06/12/2008</td> <td></td> </tr> <tr> <td>Current Hotel Date</td> <td>Sat.</td> <td>06/14/2008</td> <td></td> </tr> <tr> <td>Calendar Date/Time of Last Date Roll</td> <td>Fri.</td> <td>06/13/2008</td> <td>09:19 AM</td> </tr> <tr> <td>Calendar Date/Time of Last Room & Tax Posting</td> <td>Fri.</td> <td>06/13/2008</td> <td>09:20 AM</td> </tr> </table>	Last Audited Night Audit	Thu.	06/12/2008		Current Hotel Date	Sat.	06/14/2008		Calendar Date/Time of Last Date Roll	Fri.	06/13/2008	09:19 AM	Calendar Date/Time of Last Room & Tax Posting	Fri.	06/13/2008	09:20 AM
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SIGNOFF			

Front Desk Representative Agilysys Training Manual

- ❑ Run the Audited Night Audit
 - Enter your cashier ID
 - Click on Run the Audited Night Audit
 - The system will ask for a function key to submit
- ❑ From the Night Audit Menu, Start the Asynch Charge Poster

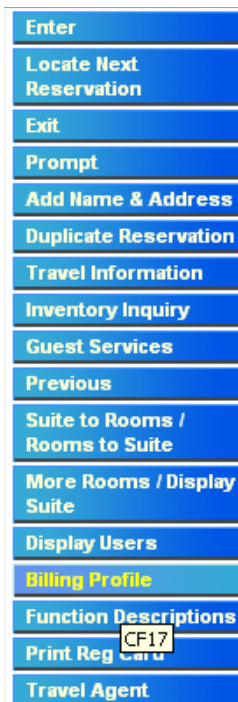
- ❑ Note: If a guest checks in after room and tax has posted, you will need to manually post room and tax
 - Confirm that the reservation has the same check in and check out date. Even if the guest checks in at 4am, their check out time is still 12pm (unless they pay for multiply nights).

Billing Profiles

Attach to a Reservation

- ❑ Billing profiles trap the charges
- ❑ Billing profiles dictate where the charges will go based on how they will be paid
- ❑ Managers must approve the use of a billing profile on a hotel guest
- ❑ Some reservations in the casino wing will have 2 billing profiles
 - One billing profile will ping the guest's gaming patron account
 - The other billing profile will trap the charges that will be direct billed to the casino

- ❑ Locate the reservation
- ❑ Click on the Billing Profile Function Key (or F17)



- ❑ The Guest Billing Profile displays
- ❑ Click on the ? to prompt the Billing Code
 - Billing Profiles for the casino wing are based on room type and if the guests are a share with

- ❑ Click on the Billing Profile
 - The hotel will use CRMTX the majority of the time, and again only a manager can approve the use of a billing profile
- ❑ Click Select Billing Profile for Use

Billing Profile Display Riverwind Hotel,Llc

To Change Starting Position Enter new Bill Code **CGUV1**

Bill Code	Description	Type	Effect	Expire
CGUV1	COMP GUV SUITE \$150.00	COMP	3/26/09	0:00:00
CGUV2	COMP SHARE GUV SUITE 75.00	COMP	3/26/09	0:00:00
CJNR1	COMP JNR S	COMP	3/26/09	0:00:00
CJNR2	COMP SHARE	COMP	3/26/09	0:00:00
CRMFD	COMP ROOM	COMP	2/09/09	0:00:00
CRMTX	COMP ROOM	COMP	6/06/06	0:00:00
CSPA1	COMP SPA R	COMP	3/26/09	0:00:00
CSPA2	COMP SHARE	COMP	3/26/09	0:00:00
CSTD1	COMP STD R	COMP	3/26/09	0:00:00
CSTD2	COMP SHARE	COMP	3/26/09	0:00:00
IFOOD	INC FOOD CH	INC GP	3/26/09	0:00:00
IROOM	INC ROOM	INC GP	3/26/09	0:00:00

Click Bill Code or Description to Select

- ❑ The Code will fill in
- ❑ You must fill in the Auth code (or comping code)
- ❑ Fill in the Start and End Date of the profile. It can be for one day or the entire guest's stay.

Guest Billing Profile Information

Enter Billing Profile Information and press Enter

Type	Code	Description	Auth	Ini	Ntp	Adl	Chl	Str Date	End Date
	CRMTX ?		10004					111108	111208
	?								
	?								
	?								
	?								

GROUP

- ❑ The Billing Profile Flag displays on the top right of the reservation

Reservation Change Lms 7.0 Dev Environment 02/04/2009 15:43:01

Working Reservation for: **TEST DUVALL** 397621008280

Guest Information Room Reservation Mode

CMD ?

Arrival & Room Type

Arrive **111108** Tue Depart **111208** Wed A/C **1**

Rate Plan **COMP** ? Group Code ? Reservation Accepted By ?

Status **C** ? CASGTD Action ?

Wing	Room Type	Room #	Room Rate	OverRide	A/C
RW ? QN ?			95.00		1

Net Rate **N** Print Rate **Y** Bed Turn Down Non Registered Guest

Billing Profile

RF1 ?

RF2

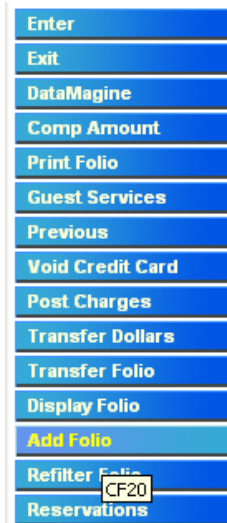
PL#

CAS#

Billing Profiles

Attach to the Guest Settlement

- ❑ A billing profile can still be attached once the guest has been checked in
- ❑ From the Guest Settlement Search Screen, locate the reservation
- ❑ You will come to the Check Out/Guest Settlement screen
- ❑ Click the Add Folio Function Key (or F20)



- ❑ The Add a Folio displays at the bottom of the screen

Line	Folio Type	Room	Bill Code	Description	Folio Total
1	GUEST PAY FOLIO			GUEST PAY FOLIO	100.24

To add a folio key in the following fields:

Bill Code	<input type="text" value="?"/>	(ADULT / CHILD COMPONENTS)	
Authorization Code	<input type="text"/>	GUEST PAY? (Y)	<input type="text"/>
A / C Package Multiplier	<input type="text" value="1"/> / <input type="text" value="1"/>	GROUP CODE	<input type="text"/>
Effective Date	<input type="text" value=""/> <input type="text" value=""/>	NTP:	<input type="text"/>
Wing <input type="text"/> Room <input type="text"/>	<input type="text"/>	TERMINATION DATE	<input type="text" value=""/> <input type="text" value=""/>

- ❑ Click on the ? for Bill Code
- ❑ Select the billing profile to use
- ❑ Click on Select Billing Profile for Use
- ❑ The Bill Code will fill in
- ❑ Fill in the Auth Code, Effective and Termination (or end) Date

- ❑ You can fill in the Wing and Room number; however, they are not mandatory fields

Line	Folio Type	Room	Bill Code	Description	Folio Total
1	GUEST PAY FOLIO			GUEST PAY FOLIO	100.24

To add a folio key in the following fields:

Bill Code	<input type="text" value="CRMTX ?"/>	(ADULT / CHILD COMPONENTS)	GUEST PAY? (Y)	<input type="text"/>
Authorization Code	<input type="text" value="10004"/>		GROUP CODE	<input type="text"/>
A / C Package Multiplier	<input type="text" value="1"/> / <input type="text" value="1"/>		NTP:	<input type="text"/>
Effective Date	<input type="text" value="111108"/>		TERMINATION DATE	<input type="text" value="111208"/>
Wing	<input type="text" value="RW"/> Room	<input type="text" value="101"/>		

- ❑ The Comp Room & Tax Folio will appear as folio 1, and the compor will display

Line	Folio Type	Room	Bill Code	Description	Folio Total
1	COMPLIMENTARY	RW 101	CRMTX	COMP ROOM & TAX	.00
2	GUEST PAY FOLIO			GUEST PAY FOLIO	100.24

Folio Added	CRMTX	Total	100.24
Compor:	WOLF ,LISA	Guest Pay Total	100.24

Enter line number to select folio

Amount Paid	<input type="text"/>	DIFF.	<input type="text"/>
Settlement Method	<input type="text" value="CSH"/>	Currency From/To	<input type="text"/>
Credit Card Number	<input type="text"/>	EXP	<input type="text" value="*****"/>
Check Out Rooms (Y/N)	<input type="text"/>	AUTH NO:	<input type="text"/>
	Delayed Check-Out	<input type="text"/>	

- ❑ The Folio amount will remain in the guest pay folio. However, we need it to be in the Complimentary Folio. So, you will need to re-filter the guest pay folio up into the Comp Folio. (See Cashiering Refilter Folios for more details)
- ❑ The comp amount will remain in the total line, but the guest pay will be \$0. At date roll the night of check out, the comp billing profile will get redirected correctly, and the total will be \$0.