

Modules of PMS -1



GALGOTIAS
UNIVERSITY

Reservation Module



- Room status
- Colour coding of status
- Booking status
- Room availability status
- Attach guest message
- Automatic rate calculation
- Create group booking blocks
- Rooming list
- Special group rate
- Pre-assign room
- Define 'sharer' booking
- Send auto confirmation (e-mail, SMS, FAX)
- Process advance payment
- Add remarks
- Add guest trace (demands) for things\service.

Front Desk Module

- Process Check-In
- Display room layout with location
- Track guest activities
- Print GRC
- Attach information to folio
- Auto transfer of a/c
- Create split folio
- Up-date room change status
- Guest services



Rooms Module

- Display hotel lay-out, floor-wise.
- Scroll up\down to floors
- Zoom (close-up view)
- Display room, HK, FO status
- Latest room status
- Schedule maintenance work of rooms
- Auto adjust room inventory (+\-, OOO, OOS)
- Schedule linen change (long stay rooms)
- Track room status discrepancies (HK\FO)



School of Hospitality

Course Code :BSCH3003

Course Name: Front Office Management

Colour

Vacant

Comp.

Code

VIP

Departure

Room

Dirty

occupied

Cashier Module

- Add incidental folio
- Transfer charges between two a/c
- Retrieve folio
- Post debits, credits, adjustments, transfers
- View & print folio
- Process speedy check-outs (quick calculation)
- Attach unlimited folios to one a/c



Night Audit Module

- Post room rate
- Change room reservation status
- Auto data back-up
- Re-build room availability after crash
- Direct access to report module
- Step-by-step process display
- Auto post service charge
- Auto post recurring charge
- Auto update room status
- Batch print GRC
- Process retention charge
- Print reports selectively
- Auto archive all records
- Close out system without total shut-down



Set-up Module



- Specify mandatory fields for data
- Add custom fields & forms
- Customize fields according to market\source\rate code
- Define text inputs for fields
- Define & customize colour codes
- Define user access (log-in password)
- Specify room rate, code, availability, season, weekend\weekday, hurdle rate, minimum length of stay (Revenue Management)
- Create profile types (FIT, GIT, Companies, TA, TO)

References

- **Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—
Core Textbook, Students & Faculty to follow this book.**
- Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill
- Managing front office Operations by Michale L Kasavana (AHLEI - Books)
- Front Office Operations and Management by Ismail Ahmed (Cengage Earning)
- Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)



**GALGOTIAS
UNIVERSITY**

School of Hospitality

Course Code : BSCH3003

Course Name Front Office Management



Name of the Faculty: Jyoti

Program Name: BSChm/BHM