IO 5 – Video Guide – Transcript of the videos

Video 5 – Reservarion Calendar - Reservations

Hello, welcome back to the FFOED video guide.

Today, we will take a look at the reservations in the calendars. If you are in a different section of the PMS, simply click on the calendar icon.

In this video, we will go through the information you can access without entering the individual reservations and their details. Let's start with the various colours of the reservations. You can see many of them, and each describes the reservation's different status. Often, these are underlined with red dashed or full lines connected to the room account and payments.

Starting with colours, the grey ones are the check-out reservations.

Blue ones are the checked-in reservations, meaning the guest is staying in the hotel.

Green represents confirmed reservations with expected arrival on the specific date, and orange represents optional reservations.

For every optional reservation, there is always a number at the beginning of the reservation, showcasing the number of days to terminate the option.

Positive numbers give the client some time to confirm or cancel the reservation. Negative numbers (often red under coloured) are terminated options that need some action from the front office staff.

Lastly, you can see the purple reservations with other, unspecified statuses. There are also some colours on the individual dates in the calendar. These are the significant days. By simply hovering over them, you can see their description/label.

You can also see the pink area, which highlights the hotel rooms' closure. There might be several reasons for that: maintenance, internal use, and reconstruction.

The underlining of the reservations is used to highlight the payment status of the reservation. The dashed line is used for partially paid reservations, and the full line is used for unpaid reservations. In some cases, it is needed to access the reservation as the account is not updated, and the items were not automatically loaded.

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Individual reservations in the calendar hold other basic details as well. Name of the Guest (if missing, the guest was not assigned to the reservation), length of the stay, source and company. Companies and corporate reservations have the square with the company abbreviation. The source is labelled with its logo.

Lastly, you can check the hotel room number and the outlets' names. If the housekeeping module is activated, you can check the status of the hotel room. Red exclamation mark signs defect in the room. The status of the room might be changed from untidy by cleaning the room to clean, or inspection or check-up cleaning. Many of these changes are prosecuted automatically. For more details about housekeeping, you can check the other intellectual outputs of the project on the website.

To get more details about the reservation, you can hover over the reservation, which will load the reservation details as a quick summary.

That is the calendar structure and details you can easily find in it. In the following video, we will create the first reservation and include all the details for proper hotel operations.

See you in the following video!