

IO 5 – Video Guide – Transcript of the videos

Video 15 – Services

Hello, welcome back to the FFOED video guide.

In the previous videos, we have created a reservation and entered the room account. We made some changes, like the discount, but we also added a new item to the room account. The commonly provided services and products should be added to the system to strengthen the reporting power of the room accounts.

To add the services, you should go to the Pricelist menu option and pick the Services submenu.

After accessing the submenu, you can see the full overview of available services and use the filter on the left-hand side of the screen. To add a new service, click the green plus button.

A new dialogue is opened, and plenty of the details must be filled in for proper administration and reporting. Start with the name of the service, its segment, and its order. The segment is used as a meta-description and analytical level for groups of services and products. Order is later used while placing the service in the list of available services. The lower the number, the higher the position of the service.

In the next step, the price settings are defined. Firstly, you should pick the calculation methods where this list provides you with a finite set of calculation options. Then you are setting the price of the service and VAT level.

In the next steps, the connection to pre-created facilities and offering of the services in additional products might be enabled. These might be available during the online reservation or the Alfred app. Lastly, you are defining the accounting settings and restrictions, such as where the services might be only available to specific rooms, specific lengths of stays, etc.

In the next tab, you can set the prices during a season and differentiate between the different room types.

The hotel management should provide much of this information, so connecting to management and respecting their restrictions and instructions is crucial.

In the following video, we will return to the room account and check other functions and options.



See you in the next video.

