



## Property Management System in the Hotel

A PMS is a general term used to describe application of various computers in hotel linked to various other interfaces e.g. FIDELIO, OPERA, IDS, as well as CLS (computerized lodging system).

- ☐ Computer applications in front office has a wider network as it replaces manual labor resulting in greater level of efficiency.
- ☐ this provides an automated working facility with interfaces with other system such as ;:-
  - ☐ 1) ENERGY MANAGEMENT SYSTEM (EMS)
  - ☐ 2) HUMAN RESOURCE SYSTEM (HRS)
  - ☐ 3) MATERIAL MANAGEMENT SYSTEM (MMS)
  - ☐ 4) ACCOUNTING SYSTEMS
  - ☐ 5) POINT OF SALES

In recent times hotels have started using PMS in order to manage and respond to the guest needs efficiently and effectively.

- ☐ A PMS is a single site version of central reservation and most importantly monitors the availability and status of rooms (A PMS is specific to an individual property of a particular chain property).
- ☐ The PMS will often be connected to other software applications interfacing with accounts, telephones, restaurants and management.
- ☐ Customers are increasingly savvy about prices and services when perceiving value in their travel related choices.
- ☐ Competition is fierce and traditional brand loyalty is often challenged by new competitors, therefore delivering a positive and constant experience for each guest is critical to all hotels who can achieve this by implementing the right hotel property management solution to make a guest feel unique and special at every visit.

A fully integrated hotel computer provides management with an effective mean with which to monitor and control many front office and back office activities, other areas of lodging operations may also be benefitted from automation.

important interfaces for a hotel operation includes.

- ☐ point of sale
- ☐ call accounting system
- ☐ electronic locking system
- ☐ energy management system



- guest operated services.

### POINT OF SALE

P.O.S system is made up of number of terminals that interfaces with a remote control processing unit .

- A POS consists its own input and out put components. in order for POS transactions to be processed the terminals must be interfaced with a c.p.u .
- generally the POS system processing unit is a stand alone system but is connected to an electronic cash register.
- the ECR houses all the necessities components of a computer system mainly an input, output device and CPU and storage or memory devices

At the end of the shift a server can obtain a report of all unsettled or open cheques usually the cheques are settled at the end of each shift.

- Once all cheques have been settled the server can print a settlement report showing the details of total sales and the breakdown of settlement.
- It should be remembered that each cheque raised should be signed by the respective guest.

## CENTRAL RESERVATION SYSTEM

The CRS offers a hotelier with more than one properties information , the capability of centralizing the reservation process with a fully integrated management package backed by fully service and support system is the major objective of any CRS.

- This particular system provides the hotel the ability to extend better guest services while achieving increased operation as well as management related information to be dealt with effectively and efficiently .
- All properties featured in the CRS database can be accessed by a search criteria. this means that a reservationist can assure customized service based on the needs of a prospective guest.
- Hotels fitting in search criteria and displaying availability for the



requested date will be displayed on the screen.

□.

This enables the reservationist to offer a hotel that may be a better option for the scheduled dates.

Repeat guest history data for each hotel can be stored in CRS .

□ The past stay information on each guest stay is updated at the time of the last departure when a guest wants to return to the same property or any other property of the same chain.

□ The stay information allows the reservationist to up sell as well as upgrade the product features with great amount of efficiency.

## GLOBAL DISTRIBUTION SYSTEM

The travel market place is a global arena where millions of buyers (customers) and sellers (service providers) work together to bring travel related services at one point of contact for the customers.

□ A GDS is linked globally through a satellite used for hotel and airlines reservation including other travel arrangements .

□ Usually GDS terminals are with travel agents helping to access wide varieties of information.

□ Example:- AMADEUS, APOLLO, GALILEO, SABRE, WORLD SPAN, ABACCUS, GEMINI.

□ SABRE IS THE BIGGEST SOFTWARE USED BY THE AIRLINES.

10



## The importance of a Property Management System in the Hotel industry

**GUEST HISTORY:-** Personal history on each guest is compiled, maintained and updated automatically. the guest history saved would be the most recent one. it includes guest profile .

**REGISTRATION:-** This linked by information transferred from the reservation screen.

- pre-registration, quick guest room assignments, online verification of room status increases the efficiency during check in process.
- this information gets updated automatically.
- this also fastens the process of handling group reservation and issuance of key cards etc.

**GUEST ACCOUNTING:-** This provides accurate on line posting of guest charges when interfaced with POS., s.split charges, add multiple folios with specific billing instructions that have been set for each guest.

speedy group check out is possible with the group quick check out option.

master and individual folios can be assigned easily. foreign exchange voucher, controlling of account receivable accounts, handling settlement guest folios with different payment method can be easily handled.

**HOUSE KEEPING:-** This allows for constant updating of room status, maintenance request for guestrooms can also be communicated and accessible and confirmed when required. it may have equipment or supplier, inventory functions and can also show assignment of staff on various floors for cleaning as well as create room occupancy chart.

Call accounting system module gets switched on automatically at the time of guest check in and switched off automatically at the time of guest check out.

□ **BANQUETS:-** It caters to banquet reservations which gives information on the booking status for any particular function hall.

- specific occasion as well as day and time. more advanced systems also record number of people and transaction to the sales ledger





which can be handled efficiently through this module.

The PMS whether used in a small, medium or large hotel irrespective of the hotel size caters to certain important functions. A property management system in general is divided into two functional categories.

□ **FRONT OFFICE SYSTEM**

□ **BACK OFFICE SYSTEM**

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□ **RESERVATION:-** This handles all reservation related activities, it allows for an individual and to a group conference or ledger as well as other group bookings to be made for future dates.

□ The reservation accounting function allows for advance deposit handling as well as transfer of charges to future reservation.

□ Room availability can also be checked for reservation request depending on room type and the number of rooms requested for a particular date.

□ It also handles enquires generated room wise on type of room or name of the guest.

□ It also prepares letter for confirmation or cancellation.

The right property management system (PMS) is a key factor in hotel success. Having a system that makes frontdesk workflows easy, will create a seamless guest experience. With the abundance of new technology in the property management systems industry, there is no time like the present to upgrade your PMS.

### **Guest's first impression**

Upon arrival, a guest's first impression is created as they walk through the doors and interact with the first point of contact, your front desk. A property management system should easily display arrivals for the day and have any important information about stay preferences attached to a guest's booking. This will ensure you make a good and memorable first impression.

### **Streamlined check in and checkout**

There is nothing more frustrating than waiting a long time to be checked in or out, these processes should be fast and easy to provide a seamless guest experience. Having streamlined and easy check in and checkout processes is important for both the guest experience and hotel efficiency. A property management system will help you perform these tasks with ease, increasing productivity and delivering that exceptional guest experience.

### **Clear communication**

Having clear lines of communication between all departments of your property and with the guest is integral to a successful accommodation. With a property management system you can facilitate easy communication, and ensure that all departments are operating effectively and efficiently.



## No double bookings

A PMS that connects to a channel manager means all your availability is constantly being updated. This means no double bookings, saving you and your team time by eliminating double bookings. When the guest arrives there won't be any complications with their room or booking, making for a pleasant guest experience.

## Focus on your guests

The guest experience is such an important aspect of your accommodation, and is the key to returning guests. Using a streamlined and intuitive PMS will save you time on your day-to-day processes. So you'll have more time and opportunities to interact with your guest and offer them a truly personalized experience.

A PMS is at the heart of hotel operations, helping with efficiency and guest experience, it is an indispensable hotel tool.

## NIGHT AUDITING

NIGHT AUDITING:- Most important function of daily operations in hotel is night auditing.

this process posts room tariffs including taxes automatically to all guest folios.

- This helps to confirm and reconcile the final balance of the entire days transaction.

- a night audit generally starts by establishing end of the day. the end of the day is declared by night auditor at a time when there are few or expected business transactions.

- this is important because during the night audit procedure rights and functions of front office are limited. eg the front office would not be able to show check in, check out postings as well as postings on guest folios.

- the night audit trial starts post 12 am general timing for conducting night audits are from 1am to 3am.

## MATERIAL MANAGEMENT SYSTEM. MMS

This covers the entire MMS such as requirement, planning, purchase, receiving stock, accounting and so on. the system provides information for effective decision making, counting and costing.

- purchase requirement helps in better ordering.

- the most important information received is regarding the history of purchase vendor in order to effectively study cost analysis for lower purchase costs.

- it gives automatic reminders on pending, purchase which is very helpful during high occupancy .



## MANAGEMENT INFORMATION SYSTEM M.I.S:-

- THE M.I.S. should provide statistical information to the management to assist in decision making and revenue control.
- M.I.S. provides database regarding forecasts and budgeting which helps the management in establishing room rates.
- comparison of budgeted figures along with actuals established by sales and marketing department in unison with front office helps the management to address the problem in case the organization is running under heavy losses.
- Automatic M.I.S. should provide data that is comprehensive accurate and provides detailed business and sales analysis. to ensure increased revenues and higher occupancy

## FINANCIAL ACCOUNTING SYSTEM (F.A.S)

- 1.The module provides information required for basic accounting as well as financial management of the hotel incorporating a comprehensive set of integrated modules.
- 2.integration of of account receivable, account payable, material management, journal ledger and pay roll (wages and salaries) are an important part of financial accounting system.
- 3.an accounting system facilitates the administration in audit reconciliation (on daily basis this happens through night audit) comparing cash with the raised vouchers.
- 4.monthly information regarding balance , profit and loss statement is also prepared.
- 5.this provides timely updated and accurate financial information to account receivable for future financial control.
- 6.forecast of daily cash flow is also facilitated by efficient cash Management

## FOOD AND BEVERAGE CONTROL SYSTEM

- 1. This is the most important area of concern as a major P.O.S. since this can raise and create a lot of savings through control of food and beverage usage material, minimizing wastage.
- 2. Any efficient food and beverage control system should establish standards of raw material usage in order to minimize wastage.
- 3. This should also highlight raw material consumption reports in case the consumption is



exceptionally high.

☐ 4. This system should automatically pick up sale details from P.O.S.system.

☐ 5. This should also control and check beverage consumption through P.O.S

or electronic

control system.

### ☐ E. **PERSONAL MANAGEMENT SYSTEM (P.M.S)/ HUMAN RESOURCE INFORMATION SYSTEM**

**(HRIS):-**

☐ 1. The personnel of hotel is most important and the most expensive asset of a hotel. A good

HRIS should integrate the requirement for effective career planning, personnel administration

and most importantly payroll detail information.

☐ 2. The system should also include comprehensive data regarding personnel career

development as well as future man power requirement.

☐ 3. it should also facilitate extensive reporting on employees profit and appraisal.

☐ 4. the system should also facilitate a complete data base on leaves and attendance.

☐ 5. The system should also facilitate comprehensive and detailed payroll system with automatic salary calculation and printing of pay slips.

### **MISCELLANEOUS:-**

#### **HOTEL SECURITY:**

☐ This facilitates electronic locks and computerized card system, other locking system such as recording signature, attendance of employees through punching cards are all result of advance technology.

☐ this should also facilitate guest room video check out .

☐ Telephone services, hotel security alarms as well as wake up calls are managed by telephone operations again a part of hotel security

#### **ENERGY MANAGEMENT SYSTEM (EMS):-**

☐ An E.M.S. is used by maintenance department to keep a track of energy consumption by the hotel by various departments as it gives a more effective control by highlighting over consumption.

☐ The most important part of this module is to keep a track on temperature regulation in guest rooms and public areas in the hotel.





## electronic locking system

- An ELS replaces traditional brass keys and mechanical locks with sophisticated computer based guest room access devices.
- Installing electronic locks on existing guestroom doors may be a minor job or it could involve a major reconstruction effort.
- Some systems require only the drilling of small hole for wires to pass to pass from the outside to the inside portion of the lock.
- Currently, there are a variety of electronic locking systems available to lodging properties.
- Most of them are either hard wired or micro fitted locking systems.

## ROLE OF INFORMATION TECHNOLOGY IN HOTELS:-

- The advantage of IT to the hotel industry is determined by the ways to combine technology into daily operations for effective guest service management. new hotels are finding the option advantageous in improving guest services and providing necessary facilities to the guest. The most important advantage provided by a computerized system is
  - effective guest complaint handling.
  - Room status reports.
  - Occupancy percentage
  - Forecast and actual room revenue .
  - Departmental revenue breakup.



## CALL ACCOUNTING SYSTEM

A CAS may operate as a standalone system or it may be interfaced with the hotels property management system.

- Generally, a CAS is able to handle direct distance dialing, distribute calls through a least routing network, and price outgoing calls.
- When a CAS is interfaced to a PMS front office guest accounting module, telephone charges can be posted immediately to the proper guest folio.
- CAS conserve valuable space and often reduce maintenance and labor costs associated with traditional telephone systems.
- CAS hardware takes up much less space and requires less maintenance

than

the bulky switchboard equipment that it replaces.

- labour costs decreases since a telephone operator is not involved in CAS call

placement and distribution functions.

- Similarly the automatic pricing of calls eliminates the need for mutually calculating and posting charges.

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### auxiliary guest services

Automation has simplified many of auxiliary guest services, such as placement of wake up calls and the delivery of message to the guest.

- these functions are often performed by devices marketed as standalone systems that can be interfaced to the rooms management module of PMS.
- Perhaps the main reason for interfacing auxiliary guest service to a PMS



lies in the comprehensive coordination and tracking of guest related functions.

- while automated wakeup call devices are often best operated as standalone units , it may be beneficial to interface a guest messaging system to the PMS.
- the ability to notify the guests about messages waiting for them depends on access to the PMS mechanism that links with guest room telephones and televisions.
- An automated wake up system permits front desk employees to input a guest's room number and the requested time.

### Self check in/ check out

In order to use one of the terminals, a guest typically must arrive at the hotel with an advance reservation and must possess a valid credit card.

- the guest initiates the self registration process by inserting the credit card into the terminal.
- the terminal then prompts the guest to use a key pad and enter necessary information. after collecting registration data, the terminal screen may display room types and rates.
- Since most terminals are interfaced to a PMS rooms management module, automatic room and rate assignment is possible.
- Once a room and the assigned rate have been determined, the terminal automatically dispenses an electronic key board or tells the guest how to obtain a room key.
- Lobby terminals are also capable of handling self check/checkout procedures.
- typically, the guest uses the credit card used at check in to access the appropriate folio and review its contents.
- After the guest completes the designated check in check out procedures, the system automatically posts the account balance to the credit card for billing and dispenses an itemized statement for the guest.
- One system therefore is capable of registering guests, assigning rooms, handling credit card, or cash transactions, providing a room key and printing the receipt for the guest.
- In addition, guests have the opportunity for both in room folio review and

in

room check out.

□ These systems may use in room computer terminals, the property's television

cable station, or guest room telephones to access and display folio data on the guest room television screen.

□ When in room computers are interfaced with PMS guest accounting module



they are capable to access folio data and provide guests with a means to approve and settle their accounts.

### ENERGY MANAGEMENT SYSTEM

Heating, lighting, ventilating and air conditioning equipment are essential to a hotel's existence.

- The greater the efficiency of this equipment, the better the hotel serves the need of guests.

- EMS may conserve energy, contain energy costs, and tighten operational controls over guest room and public area environments.

- An important feature of these systems is their ability to minimize the building's energy needs while not significantly affecting the hotel's comfort conditions.

- An EMS may be a centre feature of the room's management module.

Historically these systems have been marketed as standalone devices and therefore had to be interfaced to the room's management module to provide maximum efficiency.

- An EMS is a computer based control system designed to automatically manage the operation of the mechanical equipment in a property.

- The programming of this system enables the management to determine when equipment is to be turned on or off or otherwise regulated.

- For example, if the meeting rooms of the property will be used from 10:00 am to 2pm, the computer can be programmed to automatically conserve energy during the hours the guest rooms will not be used.

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At the specified time, the system automatically rings the room and calls back at predetermined intervals until system stops calling and makes a note of guest's failure to answer.

- ☐ if the guest answers the call, the system completes a prerecorded morning greeting and then disconnects.
- ☐ some sophisticated wakeup call devices requires that the guest actually speaks into the phone to confirm that he or she is awake.
- ☐ A notation of the answered call is often stored for the day within the system.
- ☐ Electronic Message waiting systems are designed to let the guest know that the message is waiting at the front desk.
- ☐ traditional message waiting devices are capable of flashing a light on telephone or television in the guest's room.
- ☐ Electronic systems are now available that actually display messages on the television screens in the guest room..

### INTELLECT DATA SYSTEM (IDS)

This software was established in the year 1987 with its headquarters in Bangalore, with operations running in almost 18 countries across the world.

- ☐ It offers software solution for the need of hospitality industry through a range of fortune products.
- ☐ it is one of the top five CRS vendors in the world.
- ☐ It has concurrent alliance with IBM and Microsoft that operate in India with local support infrastructure in all its major markets such as India Egypt and Singapore.

### FORTUNE E-CRESCENT

- ☐ This system facilitates online booking and most importantly allowing last room sales made available via the internet either directly to a corporate client or a travel agent or a regional sales office.
- ☐ It is based on the application of service provider model that maintains all data in central location.

### FORTUNE LITE

- ☐ This system is predominantly used in compact hotels.
- ☐ This compact hotel management system is specially used by small and medium sized hotels, motels and lodges.



- it aims to control departments with critical revenue generation with minimum wastage and does not elaborate training.

### FORTUNE F&B

- This system is used for F&B and material management.
- It is Microsoft window NT based graphically assisted interface GUI.
- This allows for basic issue based costing as well as recipe based costing.

### SHAWMAN

It has several modules with POS, MS and MMS earning an industry wide acceptance with national and international hospitality organization.

- It was founded by the Indian hotels and restaurant chains ( Taj group of hotels, TGIF, Pizza delight, Radisson hotels, KEMPENSKI , Accor chain of business hotels and Regent hotel chain.
- the POS is a touch screen which allows the user to select from simultaneous key based operations.
- In a way the taj group is standardized on the combination of Fidelio (Front office and telephone interface), SHAWMAN (POS, MMS and also interfaces with other international brands such as MICROS.
- The Taj group recently has reached an understanding with SHAWMAN POS, HRIS across the various parts of hotel chains and groups in india using a system interface.

### FUNCTION

MANAGEMENT (sales and catering module)

- Smart debit system
- pool and billiards
- Customer loyalty programme
- Club style sheet

### AMADEUS

As a part of GDS, AMADEUS is generally used by travel agents for group reservations. Founded in the year 1987 jointly by Air France, Lufthansa and Scandinavian air service (SAS) but began its operations 1992.

- It is one of the four major major IDS's used in the industry (SABRE (airlines) GALILEO (travel agents) WORLDSPAN). It extended its operations in India early 1990.

Main objectives of AMADEUS are as follows

- improve the efficiency of airline booking.



- To replace the existing reservation system and provide an efficient distribution system with leading edge technology.
- To give access to car rental services, hotel service by catering to a global distribution system.
- The product of AMADEUS progressive corporation, the AMADEUS central system, is located in Madrid Spain (AMADEUS headquarters are in Munich Germany)
- The system is connected to the world via its own high speed communication network (AMANAT) operating 24 hours throughout a year.

### FEATURES

It provides immediate guarantee and confirmation for car rental services, hotel reservations and air line bookings.

- it has an integrated and intelligent system to track PNR (passenger name record) which stores all consumer details, their travel details and integrates the same with the customers profile.
- This also provides online information and destinations and their attractions.
- Over 64000 travel agents registered and more than 16000 airlines sales offices use AMADEUS systems to run their business.
- Through this GDS system, travel agencies and airline offices can make bookings for up to 95% of the world's scheduled airline seats.

### ADVANTAGES

**TIME SAVING:** as it provides all travel clients and travel agencies information through single screen access to travelers around the globe.

- information is easy to access and understand
- it is efficient and more economical as best rates are offered by AMADEUS
- quick response time
- Better control as the entire travel business is integrated.
- Possibility of cross selling the products gives larger options to the clients.
- Cost effective as it maximizes operational efficiency.