

wSimple Hotel Management System

System Specification

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We have worked very hard to construct our comprehensive software suite **wSimple** Front Desk consisting of integrated modules for various aspects of hotel management field, it is providing the end-users with flexible features to allow them to view the rooms availability status classified by the rooms' types and flagged by the room status, providing the on-line hotel position chart and the on-line Tape-chart, which is showing the actual status of each room using one click at any time during the usage of the software.

The **wSimple** Front Desk system manager can define different rooms types, room numbers, telephone extensions, room rates, seasons, room features, room amenities, plan settings, business sources, sales executives and others.

Reservation Module

This module is responsible for maintaining the reservation activities such as the Individual Reservation option and group reservation option including the amendments, the cancellation, the confirmation, blocking the rooms and reinstating the cancellation.

Registration Module

This module is responsible for checking-in the walk-in guests and the pre-reserved guests as well whether they are individuals or groups, occupying the specified rooms based on the predefined types and creating their folios automatically during the check-in process, including the amendments of the guests' information, changing the reserved rooms and rooms upgrading.

Cashier Module

This module is responsible for managing the guests folios by creating sub-folios to manage different types of charges according to the international standards for the room, food, beverage, others, telephone calls, laundry and miscellaneous, including the capabilities of the transaction transfers between the folios and other guest's folios, checking-out the guests from the room and generating the bill and receiving the payments.

House Keeping Module

This module is responsible for updating the status of the rooms by the house keeping staff, which will help the receptionist to select the new cleaned rooms for the current guests, also the module will provide more options to determine the out of order rooms due to the maintenance activities, the daily guests complains & provided resolutions, the special guests' requests, the rooms' inventory and lost & found items.

Guest Services Module

This module is responsible for the wakeup calls, guests' requests and received guests' messages, including the guest search facility and house count.

Reporting Module

This module is providing the hotel management with standard reports and allowing the super user to generate the required reports as per the higher management decision.

Default Reports List

- Check-In Guests Report.
- Check-Out Guests Report.
- Today's Physical Vacant Status Report.
- Check-In Chart Status Report.
- Guest Arrival Report.
- Automated Morning Report (Revenue Analysis).
- Automated Morning Report (Occupancy Analysis).
- Guest Departure Report.
- Room Change Report.
- Today's Walk-ins Report.
- Today's Guests' Types.
- Foreigner's Verification Report (Daily Police Report).
- Periodic Day use Occupancy Report.
- Occupancy List.
- Expected Arrived Groups.
- Outstanding Advance Deposits.
- Daily Cashier Report.
- Guest Trail Balance - Payments.
- Guest Trail Balance - All Folios.
- Active Ledger Alias Codes List.
- Detailed Travel Agency Report.

- Summary Travel Agency Report.
- Travel Agency Statement.
- Groups Folios List.
- Today Ledger Alias Balances.
- Today Voided Transactions.
- Current Vacant Cleaned / Dirty / Out of Order Rooms.
- Guests' Complains Report.
- Reservations List.
- Cancelled Reservations List.
- No-Show Guests' Reservations.
- Expected Arrivals.
- Expected Departures.
- Guests Folios (Voucher / Bill).
- Guests In-house.

Integration with other Systems

The **wSimple** Front Desk System is integrated with the **wSimple** Point of Sale Module which allows you to post all related checks of the hotel's outlets and restaurants directly into the guests folios, where the **wSimple** POS is capable of retrieving the current In-house guests folios to select the right folio for charge posting along with the cash/credit card/city ledger payments as well.

The **wSimple** Front Desk System is integrated with the wSimple Back office System which is responsible for the accounting activities. The Night Auditor should execute a sequential process to close the daily transactions in a systematic way and the results of the calculation will be transferred to the wSimple Back office System with the proper descriptions.

The **wSimple** Telephone call Accounting Interface is linked to the **wSimple** Front Desk to post automatically all the related telephone calls done through the specified room extension.