

# Front Office Software

## Hotels and Apartments



## WISH Front Office

PROLOGIC FIRST

### WISH Front Office

The most notable features of the **WISH Front Office** are its innovative user interface and the depth of its functionality.

Familiar graphics have been used in the Windows environment to make usage intuitive. For example, the customer database is presented as a diary while the front office cashier's screen looks and works like a cash register. Each screen is packed with features to reduce the number of forms the user navigates to perform their duties. The **WISH Front Office** is designed to reduce training costs and to make users more productive.

WISH features include everything that you look for and may find in a best-of-class front office software for hotels. And some features that you will not find in any other software. For example on-line guest history and duplicate reservations search while taking a new reservation, built-in customer contact management functions, cross-tabulated statistics for advanced business analysis, etc.

**WISH Front Office** is proven in busy business hotels and luxury resorts. A reduced version of WISH branded as **pWISH** is in use in limited service hotels and serviced apartments. No matter what your hotel's business, we are sure, **WISH Front Office** will suit you.

More Value for Money



## Functional summary

- **Set-up**
  - Almost all parameters & policies can be customized
  - Even business processes can be configured
  - User defined defaults are used to speed up operations
  - User specific forms make pre-printed stationary redundant
  - No practical limitation on records for any codes
- **System administration**
  - Users management
  - User defined set of emergency reports as back-up through breakdowns
  - Back up critical daily operational reports
  - Folio retrieval from archives
  - Guest log back-up and retrieval
- **User features**
  - Access by user identification & password
  - Read/write access restrictions per user type
  - Colour customization per user
  - 'Hotplate' of frequently used functions per user
  - Closed group user mailing
  - Possibility of using touch-screens in guest contact functions
  - Reports on screen, to printer or to file
  - Export reports to standard file types like text, Excel, Word, HTML, etc
  - Excel based report writer
- **Rooms & rate management**
  - Rooms
  - Rooms availability
  - Over / under-booking
  - Arrival/ departure restrictions
  - Multi- currency room rates
  - Up to octa occupancy rates
  - Rates for specific rooms
  - Rates inclusive / exclusive of taxes
  - Complex tax handling
    - On Rack Rate
    - Based on rate bands
    - Fixed amount
  - Add-on or inclusive Meal Plans
  - Packages
  - Auto-post charges
  - Rate stop sell
  - Minimum rate of the day
  - Auto-increment minimum rate
  - Room or Rate sell-through
  - Cancellation policy
  - One year availability chart
  - Floor plan with zoom to guests and status
  - Occupancy forecast
  - Market segment wise forecast
  - Current House status
  - Room planning rack
  - Reports
    - Availability chart
    - Package master & description
    - Occupancy forecast with / without revenues
- **Marketing**
  - **Corporate accounts**
    - Contact information
    - Rate contracts
    - Other discounts
    - Allotments
    - Production history
    - Future reservations
  - **Agents / Operators**
    - Contact information
    - FIT & Group rates
    - Multiple contract rates
    - Early booking incentive
    - Long stay incentive
    - Children's age based discounts
    - Rates based on youth/child occupancy
    - Allotments
    - Production history
    - Future reservations
    - Forecast/Contingency plan
  - **Guest in history**
    - Contact information
    - Room preferences
    - Billing instruction
    - Personal events
    - Card & memberships
    - Summary or detailed visits history
    - Summary or detailed revenue history
    - Multiple note pads
    - Complaints & comments
    - Merge/purge guests in history
      - Family
      - User defined attributes
      - Incidents history
      - Guest feedback
      - Communications log
  - **Contact management**
    - Diary to quickly access any customer
    - Contact history log
    - Next planned call
  - **Reports**
    - Master lists
    - Rate contract letters
      - Print, fax or email
    - Production reports
    - Direct mail labels
    - Client contact log
    - To do list
  - **Individual guests**
    - Single form for all actions - confirm, waitlist, cancel, modify and decline
  - **Data per guest**
    - Name and contact
    - Arrival/ departure
    - Adult / youth / child pax
    - Rate & meal plan or terms
    - Rate schedule / blend per stay
    - Room type / number / attributes requested
    - Affiliation for contracted rate
    - Allotment usage, if applicable
    - Special service requests
    - Segment, source, domicile classification
    - Passport / identification / visa details
    - Billing instructions
    - Automatic charge routing template
    - Automatic discount calculation
    - Automatic charges
    - Settlement mode & credit / card information
    - Loyalty affiliation
    - Transfer details
    - Log of updates to key fields
    - Communication log
    - Guest traces

## ● Reservation

- Optional auto search in history for new reservations
- Auto check for suspected duplicate reservations
- Sharers with staggered stay dates
- Confirm / waitlist a new request
- Modify / cancel a confirmed reservation
- Confirm a waitlisted reservation
- Decline a reservation
- Day use reservations
- Dummy room reservations
- Copy an existing guest record to create a new reservation
- 'Option' date in reservation
- Pre-arrival guest messages
- 'Password' controlled override of system rates
- Link to guest history - manual or computer aided
- Proforma invoice
- Advance Deposit
- Automatic retention as per cancellation policy
- Advance payments
- Offers, confirmation, cancellation, etc.
  - Print/fax/email

## ■ Groups handling

- Group master information
- Tentative or cancelled groups
- Group block with block release date
- Multiple room types in group block
- Variable number of rooms per day
- Rooming list
- Sharers in rooming list with staggered stay dates
- Download details from master to members
- Group Log for major modifications
- Group movement
- Group billing instruction
- Member billing instructions
- Automatic charge routing template
- Assign rooms optionally on specified floor
- Group Proforma invoice
- Group Series
  - Master template
  - Auto-generate series blocks in repeating arrival pattern
  - Cancel series blocks

## ● Reports

- Expected arrivals report with / without members
- In-house group list with / without member folio balances (extras)
- Expected departures list with / without members
- Groups blocked/picked-up chart
- Group trace list
- Group movement list

## ■ Front desk

- Assign rooms manually or system assigned
- System assignment of least used rooms
- Pre-assign rooms for VIP arrivals
- Check in guest with reservations
- 'Queue' check-ins when rooms not ready
- Check-in walk-in guests
- Re-check-in checked-out guest
- 'Walk' guests but maintain local folio
- Attach folio if and when guest returns to hotel
- Modify guest record
- Add a sharer
- Sharers without folios
- Scanty baggage flag
- Guest message
- Optional, guest message delivery by mobile SMS
- Guest locator message
- Room transfer with automatic transfer of folios
- Room type upgrade
- Upto 4 sharers per room
- Wake up service
- Open / close phones
- Assign direct phone lines to guest
- Black listed guest tracking
- Passport image scan
- Property specific registration card format
- Police reporting in print or electronically

## ● Reports

- Reservations activity reports
- Expected arrivals reports
- In-house guest lists
- Expected departures report
- Registration card print
- Airport transfer list
- Special services list
- Meal planning list
- Room transfer audit list
- Discount rooms report
- Guest record update log
- Security reports
- Loyalty members production

## ■ Front Office cashiering

- Special accounts for non-room accounts
- Dummy rooms with guest details
- Optional phone extensions to special accounts with automatic call billing
- Guest / account inquiry by name or number
- Post / void / allowance charges
- Batch posting of repetitive charges
- Late charge posting
- Automatic calculation of tax / VAT
- Automatic application of discounts
- Automatic routing of charges as per charge routing template
- Late departure / half day / day use charge posting
- View POS checks (only Touché POS)
- Edit charge description for printing on folio
- Drag and drop charges to any one of 8 folios per guest
- Transfer charges or amounts from one guest to another
- Multi-settlement of folios - cash, credit card or city ledger
- Treat credit card as cash or credit settlement
- Settle to multiple City Ledger accounts per guest
- Foreign exchange encashment
- Transaction posting/settlement in foreign currency
- Check-out guests subject to settlement of folio and return of all loaned items
- Fast check-out of Group Members
- Bills in hold
- Property specific folio format
- Property specific voucher formats
- Configurable posting of vouchers when transactions posted
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## ● Reports

- Transaction List by
  - Transaction type
  - Room number
- Cashier's shift report
- Voided transactions list
- Folio print out / re-print
- Long stay folio for date range
- Folio in guest's language
- Invoice print
- Print receipts
- Print encashment certificates
- Invoice register
- VAT register
- Bills on hold report

## ■ Night audit

- 'Wizard' based guidance and processing
- 'Non-stop' night audit
- Back-ups without work stoppage
- No 're-indexing' of database
- Property specific reports printing /back-up
- Auto-post room charges
- Auditor's post / void charges
- Auto-settlement of special account / non-room & long stay folios to city ledger
- Transfer to city ledger
- Update front office statistics
- Archival of
  - Key reports
  - Folios
- Purge historical transactions based on user defined data retention days
- Night Audit log

## ● Reports

- Rate Change Report
- Auto-post edit list
- Daily transaction list & summary
- Voids Register
- Guest / group / special account balance report
- City ledger transfer list
- Guest ledger trial balance
- Configurable Flash /Manager's Report
- Night Clerk's Report

## ■ Telephone operator

- Room/guest inquiry
- Telephones directory
- Post manual charges
- Open/close room phones
- Guest messages handling

## ■ Housekeeping

- View / update housekeeping status
  - Dirty, maid-in-room, clean inspected, re-check
- Day wise cleaning schedule
- Update status through interfaced telephone or interactive systems
- House use rooms
- Temporary and permanently out-of-order rooms
- View / update discrepancy status
- View front office status and guest movement
- Room status updates log
- Room 'zoom' to view guest summary
- Loaned items handling
- Lost & found log
- Maintenance requests

## ● Reports

- Room status list
- Expected / stay-through / departure rooms list
- Maid assignment report
- Staff Planning Report
- Loaned items list
- Lost & found list
- Maintenance log

## ■ MIS / Statistics

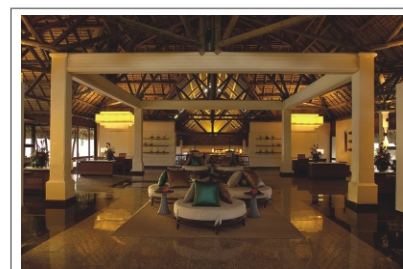
- User defined MIS periods
- Budgets
- General Manager's flash 'console'
- Spreadsheet or graph view
- Cross-tab MIS, by periods, database for ad-hoc user queries
- ODBC interface for extraction of statistical data to, for example, spreadsheets.
- Actual production, variance & trend reports
- Daily statistics by
  - Market segment
  - Business source
  - Domicile
  - Nationality
  - Revenue type
  - Charge code
  - Occupancy
- Period wise Statistics by
  - All as in daily statistics plus
  - Corporate accounts
  - Agents / Operators
  - Room type
  - Rate type

## ■ Interfaces

- Traditional and IP based telephone systems
- Electronic door locking systems
- Interactive entertainment systems
- Internet access systems

## ■ Integration with other modules

- **SmartTEL** Call accounting
- **Touché** Point-of-sale system
- **WISH Scheduler** Activities management
- **Pro!IFIC** Back Office Accounting
- **Pro!IFIC** Materials Management & Costing
- **WISH Messenger** SMS based guest messaging
- **SmartCAFE** Business centre usage billing



## PROLOGIC FIRST

578 (2<sup>nd</sup> Floor) Udyog Vihar Phase 5, Gurgaon 122016, India

☎ +91 (124) 4259700 📠 +91 (124) 4259710 ✉ corp@prologicfirst.com 🌐 www.prologicfirst.com

### Sales / support locations

**India** Gurgaon +91 (124) 4259702, Bangalore +91 (80) 41256958, Mumbai +91 (22) 26610019 ✉ india@prologicfirst.com

**Middle East** Dubai +971 (4) 3366345, Abu Dhabi +971 (2) 6780950, Riyadh +966 (1) 4627135 ✉ mea@prologicfirst.com

**East Africa** Nairobi +254 (20) 2063516 ✉ ea@prologicfirst.com **Turkey** Ankara +90 (312) 4177379 ✉ turkey@prologicfirst.com