OPERA PMS

Property Management System

**The Most Flexible,
Most Comprehensive
PMS Ever Developed**

At the core of the OPERA Enterprise Solution is the **OPERA Property Management System** (PMS). Designed to meet the varied requirements of any size hotel or hotel chain, OPERA PMS will provide the tools to help you run your operation at a greater level of productivity and profitability than ever before. The application is configurable to your specific requirements making it easy to use and enabling you to obtain fast, accurate, up-to-the-minute information.

OPERA's Multi-Property functionality can help you dramatically reduce your hardware, software and labor expenses by running multiple properties off of a single database. Its design allows you to use a centralized database for multiple PMS installations. Centralized software and hardware make system support and upgrades easier by containing them to one central location. Hotels may also realize labor efficiencies by sharing functions between properties including Reservations, Accounting, Sales and PBX.

Rooms Management task assignment functionality allows you to create unlimited task assignments for room attendants and supervisors for daily cleaning, special projects, turn down service and much, much more.

Accounts Receivable gives you a clear financial picture of your entire operation

The Accounts Receivable Module clearly demonstrates the superiority of OPERA PMS. By integrating accounting functions with property management you get a truer picture and better control over every aspect of your operation. Accounts Receivable gives you complete information that lets you analyze the profitability of accounts. You get full multi-currency and multi-language support features along with cross-property posting and reporting for seamless world-wide operations.

Reporting

The OPERA PMS reports function is provided by the powerful Oracle® Report Writer. Most key management reports are included within OPERA PMS, but we know that every hotel and hotel chain will require their own special reports to support their needs. OPERA and the Oracle® Report Writer give you and your staff the ability to design new reports to fit your operation's specific needs.

be unique to each item within a complex package. This eliminates the need for tedious accounting intervention. Packages can be created in advance with any individual or group rate or can be created "on the fly" by your reservation or sales agent to meet the guest's specific requirements at the time of booking.

View Room Availability for any day at a glance

OPERA PMS and its multiple quick view functions, give you accurate, up-to-the-minute availability information for planning and marketing. You have immediate access to any level of detail for a particular day—for example, number of guests arriving, departing, and staying over. Information is compiled on all facets of hotel operations to maximize revenues and enhance operating efficiency.

Rooms Management gives you an instant, total picture of room status

Our Rooms Management function ensures up-to-the-minute room status information including clean, dirty, inspected, pick up, out of order, and out of service. It helps you maximize occupancy and room revenue with minimum availability conflicts. You get house status and guest data to make efficient housekeeping assignments. Extensive

Increase your average daily rate through systematic control of rate schedules.

Our Reservations capability lets you instantly find the right room on site or across the world

Here you can see the remarkable capability of OPERA PMS in giving you total control over future bookings. In seconds you can search for rooms across the largest multi-property systems. You get real time availability to ensure full occupancy during peak periods.

Planning for Groups and Blocks has never been easier, faster or more profitable

OPERA PMS gives you a full array of tools for inventory management, group rooms control and contract administration, reducing the administrative overhead associated with groups and blocks. The application is integrated with the OPERA Sales and Catering System which eliminates the need for messy third party interfaces and provides a set of common information to share between sales and the front office.

Fast, total communications through Messages, Traces and Locators

OPERA PMS provides a new level of communications through your entire operation. Telephone operators and front desk clerks can quickly locate guests at their own or at other properties. Guest satisfaction

You have immediate access to any level of availability information for a particular day.

increases with timely and accurate messaging and locator services. The system also reduces staff overhead when handling batch messages and provides staff in all departments with the information they need to efficiently meet guest needs.

Rate Management Tools provide greater control over rate inventory and availability

Powerful rate management tools allow you to increase revenues by fine tuning rate inventory levels and availability. You can also increase your average room rates through systematic control of rate schedules. The powerful rate management functionality will execute the yield strategies that you and your staff create without constant manual intervention.

Powerful Package Handling

Extensive package handling functionality allows you to create flexible, detailed packages to meet the very particular needs of your hotel operation. Posting patterns may

Your front desk often makes the difference between "never agains" and "long term relationships."

Gain complete and accurate guest information through "Profiles"

Profiles capture demographic, statistical, and historical data for individual guests, companies, travel agencies, groups and more. This data can be utilized to support your hotel's customer relationship management (CRM) program, fine tune marketing strategies, and analyze revenue sources.

"Front Desk" makes check-in remarkably fast and easy

Your front desk is the focal point of your entire operation. It's where you make your first and last impression. It often makes the difference between "never agains" and "long term relationships." Our front desk module is designed with powerful features that dramatically cut check-in time and provide a higher satisfaction level for both your guests and your staff. Front desk features include:

• Automatic Room Blocking
• One Key Stroke Check-In
• Rapid Walk-In Check-In
• OPERAPalm Integration for Remote Check-In

Our simple Cashiering capability yields greater profits with fewer charge disputes

Our cashiering module accommodates all major posting activities efficiently and securely, including transfers and split postings with detailed posting history. Its easy to understand messages guide you through all transactions to speed postings and reduce errors. Moreover, these functions simplify all major cashiering activities with no sacrifice in security.

Perform Night Audits with no system downtime

Now you can perform the Night Audit function with no interruption to your operation. In fact, the complete night audit, including an on-line backup, can be totally transparent to your staff.

In addition, you do not have to schedule your "Income Audit" to coincide with your end of day—you can perform your income audit at any time, and adjust the revenues for a given day even after the "night audit" is performed. Of course, once you have performed your income audit for a given day the revenues are "locked in," ensuring that your reporting remains accurate.

You can create and assign housekeeping sections on demand.

Get full multi-currency and multi-language support features **along with cross-property posting and reporting.**

Commission Processing gives you accurate, rapid disbursement

Traditionally, commissions are calculated after the guest leaves the hotel and are usually based on the room rate paid during the stay. This can often result in inaccurate, disputed payments. OPERA PMS, on the other hand, is driven by commission codes and business rules that give you an instant, accurate picture of commissions.

Seamless International Communications

Today, your industry is truly a global business. You need a powerful application that brilliantly and seamlessly accommodates differences in language, currency, and government regulations. That application is OPERA PMS. No matter where your properties are located, no matter where your guests call home, OPERA PMS can speak in the language, transact in the currency, and calculate the tax requirements you need.

Hot Keys, Shortcuts and Graphical Aids make OPERA PMS extraordinarily responsive and enjoyable to use

No complicated keystrokes or formulas to remember. No multi-screen puzzles to navigate. At every stage, the OPERA PMS graphical presentations, hot keys, and shortcuts are easy-to-use features built into the system to dramatically simplify operation and improve productivity. Graphics help to summarize vast amounts of data in easily comprehended formats.

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