



- One easy to use software solution
- Quick and efficient accounting
- Simple and robust reservations
- Total financial transaction security
- Fast and direct information reporting

Dynamics Hotel Management is a complete software package that takes the effort out of running and managing a hotel. The software joins all critical operational areas of a hotel together into one **simple and easy to use** solution. The entire scope of hotel management is consolidated into one central system.

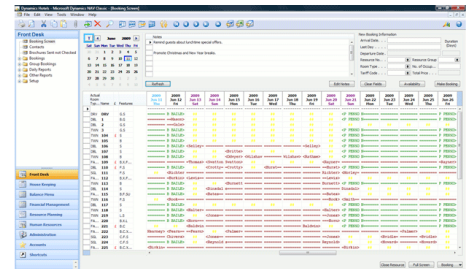


From reservations and accounting to housekeeping and catering through to marketing and administration, the system provides a complete set of tools to manage every area of the hotel with **full control** and **total visibility**. We understand how hotels really operate and what hotel owners require from a software system and we put this **extensive experience** into creating **Dynamics Hotel Management**.

Features and Functions

Booking Features

- A simple, intuitive interface which is instantly recognisable to users of other Microsoft products.
- The bookings screen displays a 2-week view that allows you to review your current bookings at a glance.
- The quick-view calendar provides an straightforward overview of bookings for future months.
- You can search for availability by room type and close off blocks of rooms when necessary.
- There is a quick-view tariff on the bookings screen and you can set up seasonal tariffs for high / low seasons.
- You can set prices for short break periods and for rooms booked for single occupancy. This means that no manual calculation of prices is required.



220 220 - Resource Availability(Booking)

Room Type DBL

Start Date Monday 03 August 2009 (m) Duration (Days)

Last Day Monday 10 August 2009 (m)

Departure date Tuesday 11 August 2009 (B)

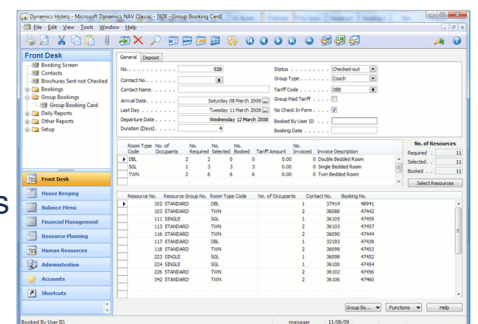
| Name | Resource Group No. | Actual Room Type Code | Default Bedding Type | Before (Available Days) | After (Available Days) |
|------|--------------------|-----------------------|----------------------|-------------------------|------------------------|
| 220 | STANDARD | FAMILY3 | BLANKETS | 2 | 18 |
| 221 | STANDARD | FAMILY3 | BLANKETS | 2 | 5 |
| 333 | STANDARD | FAMILY3 | BLANKETS | 5 | 5 |
| 230 | STANDARD | FAMILY3 | BLANKETS | 2 | 5 |
| 109 | SUPERIOR | FAMILY3 | DUVETS | 10 | 22 |
| 112 | SUPERIOR | FAMILY3 | DUVETS | 16 | 0 |
| 115 | SUPERIOR | FAMILY3 | DUVETS | 3 | 5 |
| 222 | SUPERIOR | FAMILY3 | DUVETS | 9 | 3 |
| 225 | SUPERIOR | FAMILY3 | DUVETS | 9 | 10 |
| 228 | SUPERIOR | FAMILY3 | DUVETS | 13 | 11 |
| 334 | SUPERIOR | FAMILY3 | DUVETS | 23 | 10 |
| 337 | SUPERIOR | FAMILY3 | DUVETS | 37 | 5 |
| 341 | STANDARD | DBL | DUVETS | 2 | 9 |
| 229 | STANDARD | DBL | BLANKETS | 2 | 1 |
| 339 | STANDARD | DBL | DUVETS | 2 | 5 |
| 331 | STANDARD | DBL | DUVETS | 9 | 5 |

Select Cancel Help

- Tariff values are added to bills on check-in; alternative tariffs can easily be added if guests extend their booking.
- It's easy to apply discounted rates, using percentages or a specific value.
- The interface includes booking detail lines, allowing staff to quickly review guests' supplements, such as meals and newspapers.
- The 'Daily Notes' field allows managers to leave reminders / instructions for staff.
- Bookings can be linked together – so a guest who has reserved several rooms can pay for them all on one bill rather than have several bills.
- You can 'mail merge' in Microsoft Word to produce confirmation letters directly from the booking card.

Group Booking Features

- Record and update group numbers (e.g. coach tours) on an on-going basis.
- You can specify 'priority of use' for each room – e.g. you can specify that Room A's primary use is as a family room and that its secondary use is as a double room. This ensures that you derive the maximum potential revenue from each of your rooms.
- It's straightforward to auto-create bills based on rooms booked.



Features and Functions

Accounting Features

- It is simple to handle deposits, billing and payments. The software ensures that the VAT element of deposits is correctly dealt with in the chart of accounts (i.e. the nominal ledger).
- You can view cost and revenue breakdowns on package rates (e.g. dinner and breakfast inclusive rates).
- Allows easy reporting and balancing of bills and deposits taken. You can also identify cancelled bookings that need billing.
- You can review posting of bank payments, based on payment type.
- It's straightforward to generate outstanding billing reports, so you can keep track of debtors.
- A till balancing feature that allows you to reconcile till figures with figures held on the system.



Housekeeping Features

- Produce a list of arrivals, their allocated rooms and preferred bedding type (see screen image below). The 'Daily Notes' field allows managers to leave reminders / instructions for staff.
- 'Carryover' functionality - rooms not cleaned can be carried over to the next day, provided no booking is in place for the next day.
- You can produce a daily summary of which rooms require attention whether it is a linen change, complete change or a deep clean.
- Auto-allocation of rooms to room attendants and calculations of their workload.

| Reservations / Arrivals List for Saturday 27 June 2009 | | | | | | | Date: 11 June 2009 | |
|--|------|---------|------|----------|------------------|---------|--------------------|------------------------|
| Dynamics Hotel | | | | | | | Page: 1 | |
| Resour | Ta | Room No | Tax | Departur | Resour | Room | manager | |
| Name | Stat | Co | Type | No. | No. | Group N | Attendan | Group |
| | | | | Date | Booking Notes | | N | |
| DRV | # | DRV | | | | | | |
| 1 | A | DBL | | 1 | Mrs S Smith | 4-Jul | | Duvet |
| 2 | # | DBL | | | | | | |
| 3 | A | SGL | | 1 | Mr Alan Paterson | 11-Jul | | Extra pillows K/Kelley |
| 104 | A | TWN | | 2 | Mr & Mrs Koober | 11-Jul | | Blankets K/Kelley |
| 105 | # | TWN | | | | | | Box of Chocolates |
| 106 | A | SGL | | 1 | Condy | 4-Jul | | Duvet Miles |
| 107 | A | DBL | | 1 | Mrs C Carpenter | 4-Jul | | Premier Guest |
| 108 | # | TWN | | | | | | |
| 109 | # | FAM | | | | | | |
| 110 | A | DBL | | 2 | Mrs M Miles | 4-Jul | | Blanket Miles |
| 111 | # | SGL | | 1 | M Money | 28-Jun | D | |
| 112 | # | FAM | | | | | | |
| 113 | # | TWN | | | | | | |
| 114 | A | SGL | | 1 | Condy | 4-Jul | | Theatre club Miles |
| 115 | # | FAM | | | | | | |
| 116 | # | TWN | | 2 | Mr S Jones | 28-Jun | D | Premier Guest Blanket |
| 117 | # | DBL | | | | | | |
| 118 | # | TWN | | | | | | |

Marketing Features

- Allows you to record 'Source of booking' information – this records how guests heard about the hotel. This allows you to monitor the effectiveness of your marketing efforts.

Integration

The system integrates with a number of other applications, including:

- AFD post code finder – allows reception staff to quickly look up guests' post codes, using the first line of the address as a starting point.
- Panasonic phone systems – allows accurate billing of phone calls made. The software will be developed to integrate with other phone systems in future.
- Online booking system – allows guests to book rooms over the internet.

Features and Functions

Reporting Features

You can produce reports based on any of the data held in the database. Some useful reports that you may want to produce include:

- Alphabetical arrivals list - useful when large groups arrive all at once.
- Chef's restaurant numbers with notes (2 week view) – provides chef and kitchen staff with a summary of diner numbers and special dietary requirements.
- Restaurant seating report.
- Daily newspaper report – a list of newspapers requested by guests.
- Billing and deposit reports by date.
- Top customers by revenue / number of bookings.
- Revenue per staff member – so you can identify and reward best-performers with figures held on the system.



Data Security and Integrity

- You can securely store guests' credit card numbers until check-out.
- Log and review which user entered /changed specific data.
- Export accounts data to spreadsheets in Microsoft Excel.
- Make regular data backups to ensure your data is secure.

What our customers think.....

“We wanted a new system as our old one didn't do everything we wanted. I think a few of the front desk staff were a bit wary of changing to something new. They were worried it would be difficult to learn and might cause disruption. In the end, we all picked it up quickly and there were no big problems. I don't think any of us would want to go back to the old system now.”

Sue Harris, General Manager, New Wilmington Hotel, Eastbourne

If you would like any further information about Dynamics Hotel Management and would like someone to discuss your requirements with please do not hesitate to contact us.

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For information on our other services including ecommerce, web design in addition to customer and collaboration portal solutions please visit our website.

www.dynamics-consultants.co.uk