

## **Dynamics Hotel Management** **Frequently Asked Questions (FAQ)**

### **What does the software do?**

Dynamics Hotel Management allows you to manage all the main aspects of running a busy hotel. This includes: bookings / front desk tasks (for individuals and groups), check-in and check-out procedures, billing, accounts and housekeeping.

### **Why should I use this software, rather than another software package?**

The system is based on Microsoft software, so you can be sure it will be reliable and stable. The software includes a complete accounts package, so you don't need separate accounts software. The system allows you to manage certain tasks that other hotel software developers have overlooked, 'Carryover' functionality for room attendant schedules is one example.



### **Can the software be customised for my particular hotel?**

Yes. We realise that all hotels work in slightly different ways. We can work with you to set up and develop the software so that it meets your exact needs.

### **What are the operating system and hardware requirements?**

To run the software, you will need at least one PC running one of the following operating systems: Windows XP, Windows Vista or Windows 7.



If several members of staff are going to use the system, the only other hardware requirement is a computer to act as a server on which to run Microsoft SQL Server – this is the 'back office' program that the database runs on. This can be an existing PC or a dedicated server, depending on user requirements. Installing a server also means that you can access your hotel system from any computer with an internet connection, using a secure login and password.

### **What will it cost to install and run the software?**

This depends on the number of members of staff (or 'users') who will need to use the software. Having researched the market for hotel software we believe the cost of the software represents good value for money. Please call us for a comprehensive quote.

### **How long will it take to install?**

This can vary, depending on the level of customisation you need. Average installation time, from the initial meeting to handing the system over to you, is around 4-6 weeks.

### **How much training will be involved?**

The person you choose to be your main user of the software will need around 8 hours of instruction and training. Front desk staff will need around 4 hours of training.



Our aim is to ensure that everyone is happy with how the software works before you start using it fully. We can arrange the training in quiet times when your staff are less busy.

### **What if I need help once the software is installed?**

Dynamics Consultants can provide help and support over the phone or via email. You will receive prompt and effective help from the team of people that developed the software. We appreciate that problems may arise outside of office working hours, so out of hours support is also available.

### **Do I have to sign up to a minimum contract term?**

The minimum contract term is 12 months. You are free to cancel the contract after that, without additional charge or penalty, provided you give us 3 months' notice.

**For more information about Dynamics Hotel Management or to discuss the software with one of our team contact us via email: [enquiries@dynamics-consultants.co.uk](mailto:enquiries@dynamics-consultants.co.uk) or phone: +44 (0) 845 225 0005**