

Imagicle Hotel – User Guide

2016



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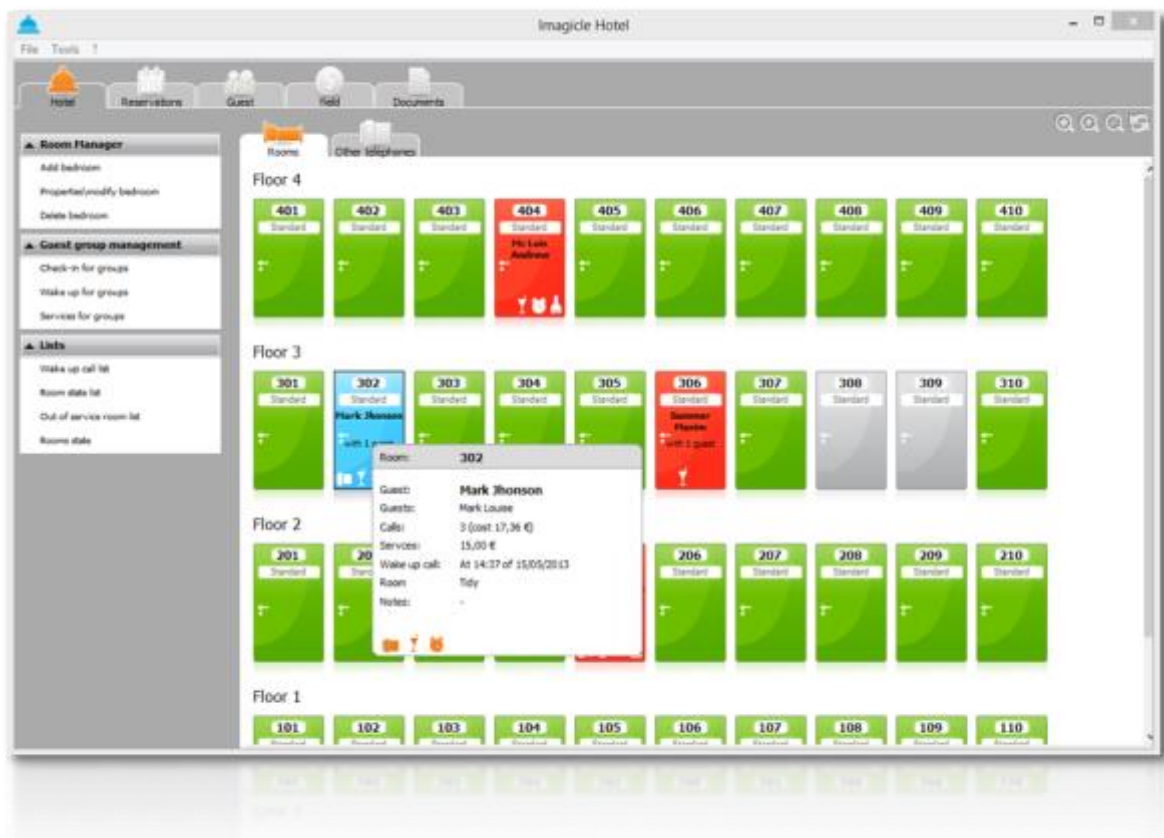
1 Introduction

Imagicle Hotel is designed to be intuitive and to simply manage reservations, rooms and hotel billing. Integrated with the most popular switchboards, it keeps track of guests' phone call costs and activates check-in, check-out and wake-up call services directly from your computer.

Imagicle Hotel is ideal for small hotels, B&Bs, farm stays, holiday rentals and rest homes seeking an economical and easy-to-use solution.

Here are a few of its main features:

- With a click, book rooms, check individual guests—or even entire groups—in and out.
- Schedule individual or group wake-up calls, charge phone calls, mini bar, restaurant and pay TV.
- Print ready-to-use lists for housekeeping and maintenance.
- Available on all of the hotel's computers at the same time.
- Create individual or group invoices, with itemized room services.
- Revenue and booking analyses. Intuitive and pre-configured reports. Compares occupancy data and average rates.





1.1 Initial Start-up

Before starting the program, you must first configure the application, connect it to your switchboard and set rates for call calculations. We recommend you consult the installations manual and contact your Imagicle reseller.

1.2 Starting the Application

To start the program, click on the Imagicle Hotel Pro icon on your desktop or Start menu.

You will be asked for your user name. The default user name is "Blues" and the password is "blues" (all lower case letters).

If you want to open the application without password protection, check the "Always log in with this user" box.

1.3 Application Structure

The application is divided into several views:

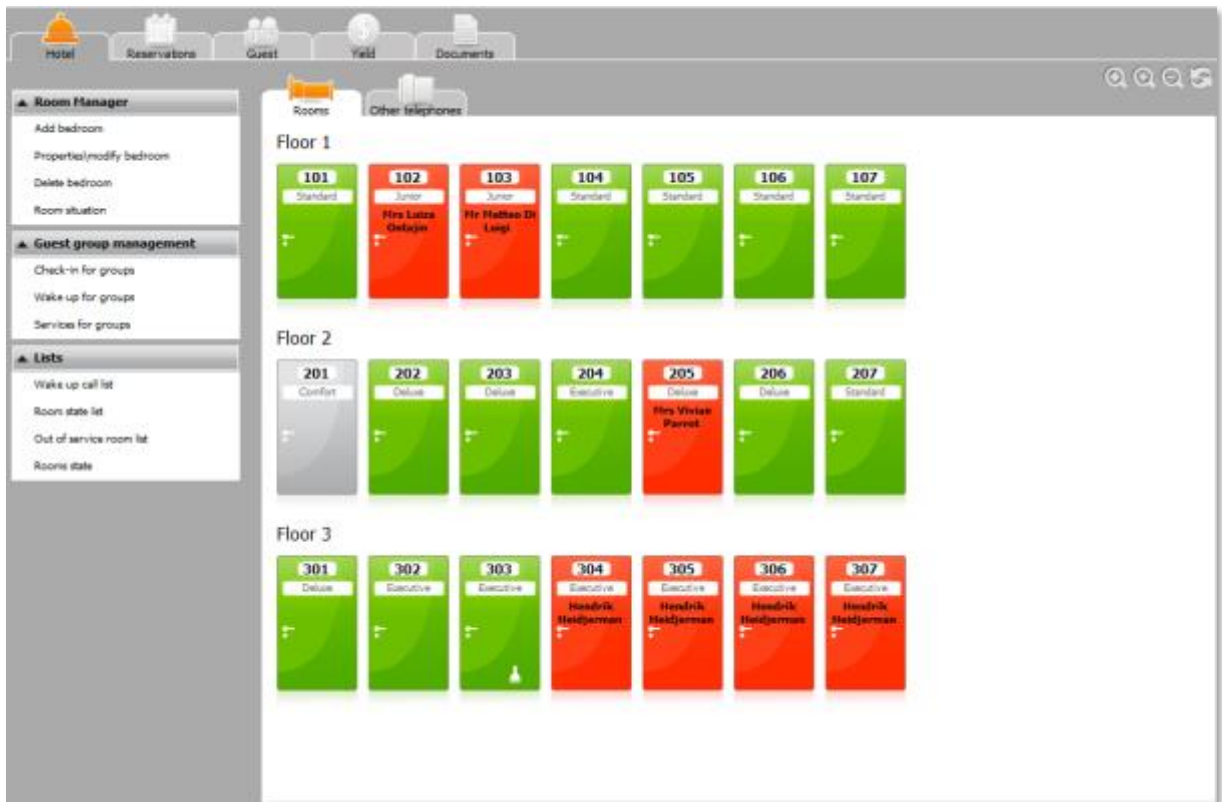
- Hotel: View of the hotel's structure with a list of rooms and phone booths. Hotel room and service management. Group management and lists.
- Reservations: Individual and group reservations. Check-in, check-out, room changes, reservation search and printing List of expected, present and departing guests.
- Guests: Guest info with view of stays and costs of stays. Printing and export.
- Yields: yield and reservation analytical reports.

2 Hotel View

This window is divided in two areas: the left-hand column contains the available commands, while the rooms are shown as doors in the central part.

You can use the three buttons on the top to enlarge or shrink the icons and update the room view.

The central area is divided in two parts: Rooms and Other telephones. "Other telephones" lists service numbers and any phone booths present inside the hotel.



2.1 Room Icon Colors

Empty rooms are green and contain no icon.

Occupied rooms are red. The guest's name is displayed on the room's door and icons may be displayed on the bottom half, indicating the following:

- Whether the guest has made any calls
- If any paid services have been charged to the room
- If a wake-up call has been set
- If the room is to be cleaned
- If the room is unavailable

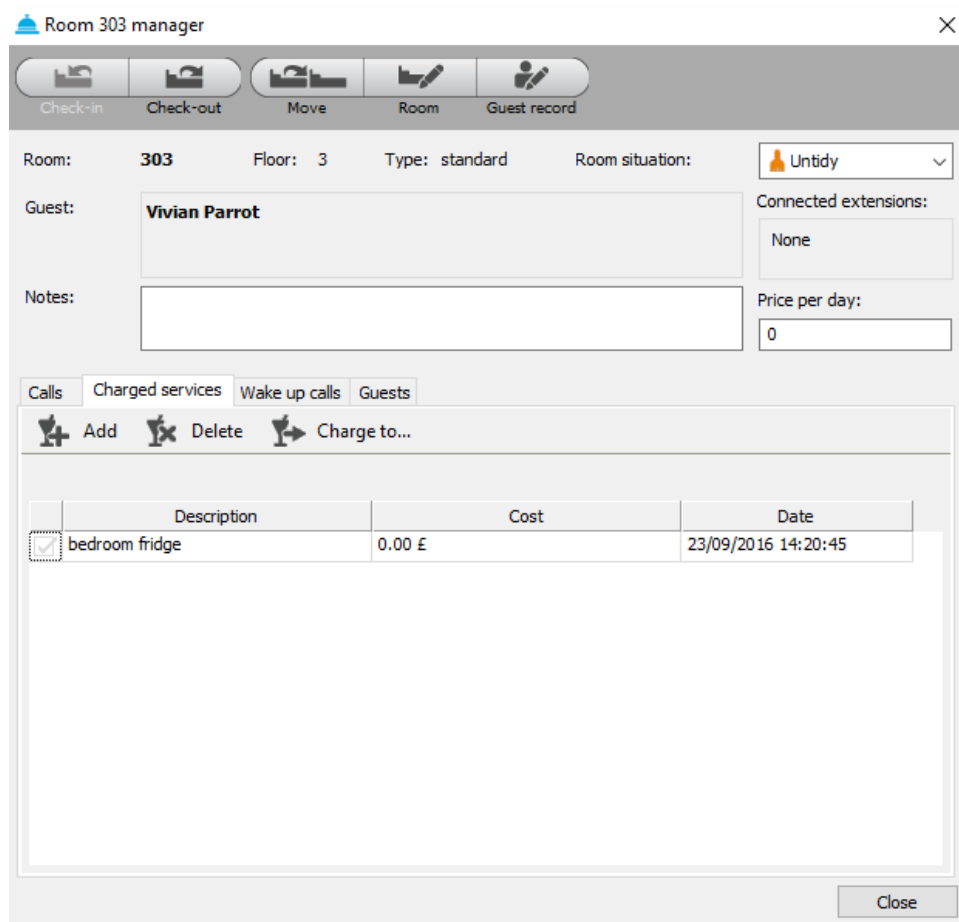
Hold your cursor over the room to display details for each room.

2.2 Properties/Modify Bedroom

To change a room’s status, select its icon and click on “Properties/modify bedroom”, or **double-click** on the icon.

The Properties window contains the following commands:

- Check-in: To check in a guest. This command is available only if the room is available.
- Check-out: To check out a guest. This command is available only if the room is occupied. You can also select several rooms for a group check-out.
- Move: to assign a guest to another room.
- Edit guest record: to change a guest’s personal information.



2.2.1 Room situation

In the drop-down menu in the top right-hand corner of the screen, you can select the **room’s situation**: tidy, untidy, or out of service. The room situation function is not connected to the switchboard but managed only at the software level. You need to change the state here or in the “Room situation” item in the Room Manager menu.

2.2.2 Calls Tab

You can display the details of calls made from any room: the extension number making the call, start date and time, duration, cost and number called.

The total cost is shown at the bottom of the screen.

You can select calls to print them, charge them to other rooms or delete them. To charge or delete calls, select them by checking the box in the first column next to the calls. To select all calls, click on 'Select all calls'.

2.2.3 Charging a Service to a Room

To charge a paid service to a room, open the room's properties window, where you will find the 'Charged services' tab. You can add new kinds of charged services, delete or charge services to a room.

The commands are:

- Add: display the list of available charged services, if the requested service is not included in the list, click on 'New service' to add the new service with a description and its cost.
- Delete: delete the selected service.
- Charge to: charge one or more services to another room.

To select a service, check the box in the first column beside the service.

2.2.4 Wake-up Calls and Other Features

Depending on the type of switchboard you have chosen in the configuration and its features, the 'Wake-up call', 'Extension block/unblock' and other tabs may appear next to the Calls and Charged services tabs. These features may or may not be available, depending on your switchboard.

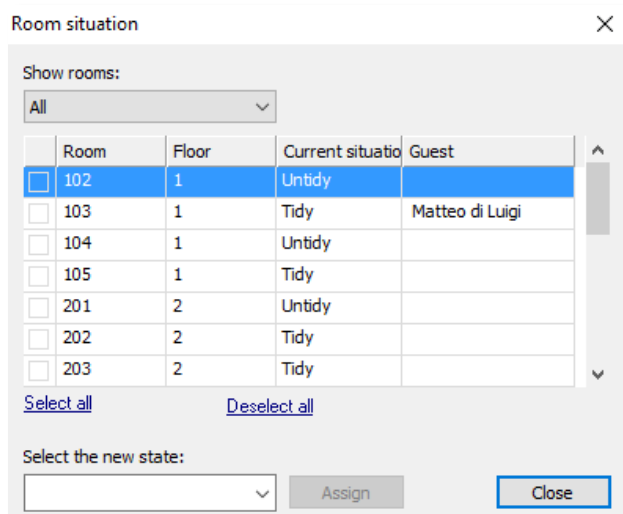
In the Wake-up call screen, you can add, edit and delete wake-up calls, and display a list of wake-up calls to be made (e.g. If the switchboard is unable to make them).

2.2.5 Guests list

In the Guest tab, you can modify the list of guests.

2.3 Room State

Click on 'Room state list' on the left-hand side of the screen to display a list of the rooms with their cleaning state. Select rooms that are tidy, untidy or out of service from the drop-down list. You can also select rooms one by one. Once you have selected the rooms, click on 'Assign' to change their state.



2.4 Other Telephones

In the ‘Hotels’ view, click on the ‘Other telephones’ tab to manage phones not located inside the rooms, such as phone booths or service telephones.

The ‘Telephone Manager’ menu is displayed on the left-hand side of the screen, with the following commands:

- Properties/modify telephone: This command lets you view telephone traffic made from the selected extension.

Click on the telephone number in the central part of this section to display the same level of detail. The commands are:

- Print: print a list of telephone calls made from the extension
- Charge to: charge the selected calls to an extension or room
- Delete: delete the selected calls

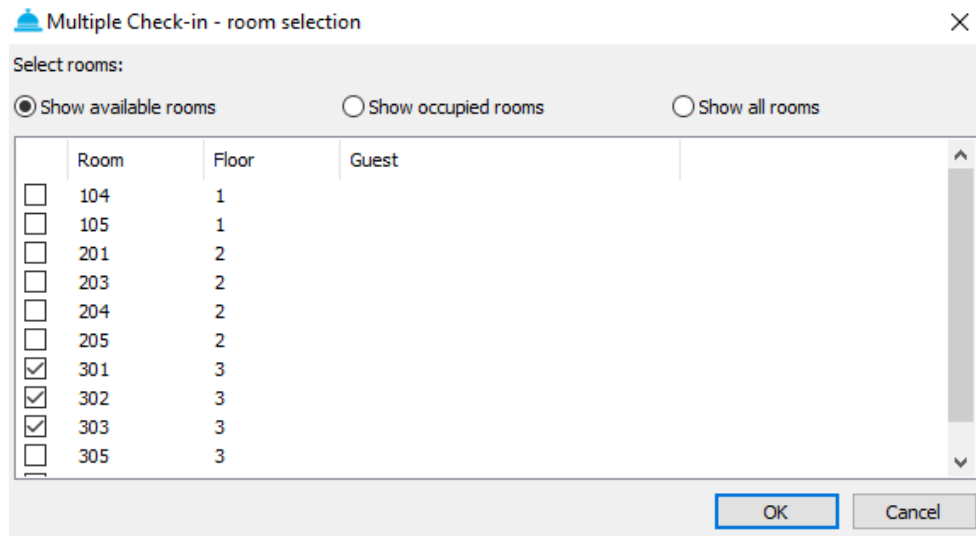
2.5 Managing Groups of Rooms

To manage groups of rooms, use the Guest Group Management commands in the vertical bar on the left-hand side of the Hotel view.

You can check in groups, set wake-up calls, and charge services.

Click on one of the three commands to display a window in which to select the rooms to be included in the group.

Click OK to confirm (check-in, wake-up call or service) as you would an individual room.



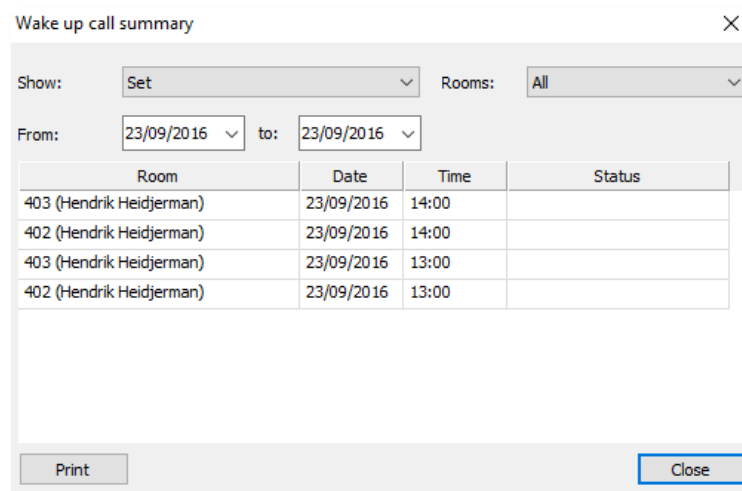
2.6 Lists

You can quickly create reports on rooms using the Lists menus, the last group in the Hotel view. All of the reports can be printed or saved in PDF format.

2.6.1 Wake-up Call List

In the selection window, you can select the wake-up calls to be set, already set or unanswered during a specific time period. You can apply the filter to an individual room or to all rooms.

The room number and guest name (if the room is occupied), date and time, and result are displayed for each wake-up call. Click on “Print” to generate the report.



2.6.2 Room State List

In the selection window, you can choose to display all rooms or only those rooms that need to be cleaned. Rooms not needing to be cleaned will not be displayed in the list. Click on “Print” to generate the report.

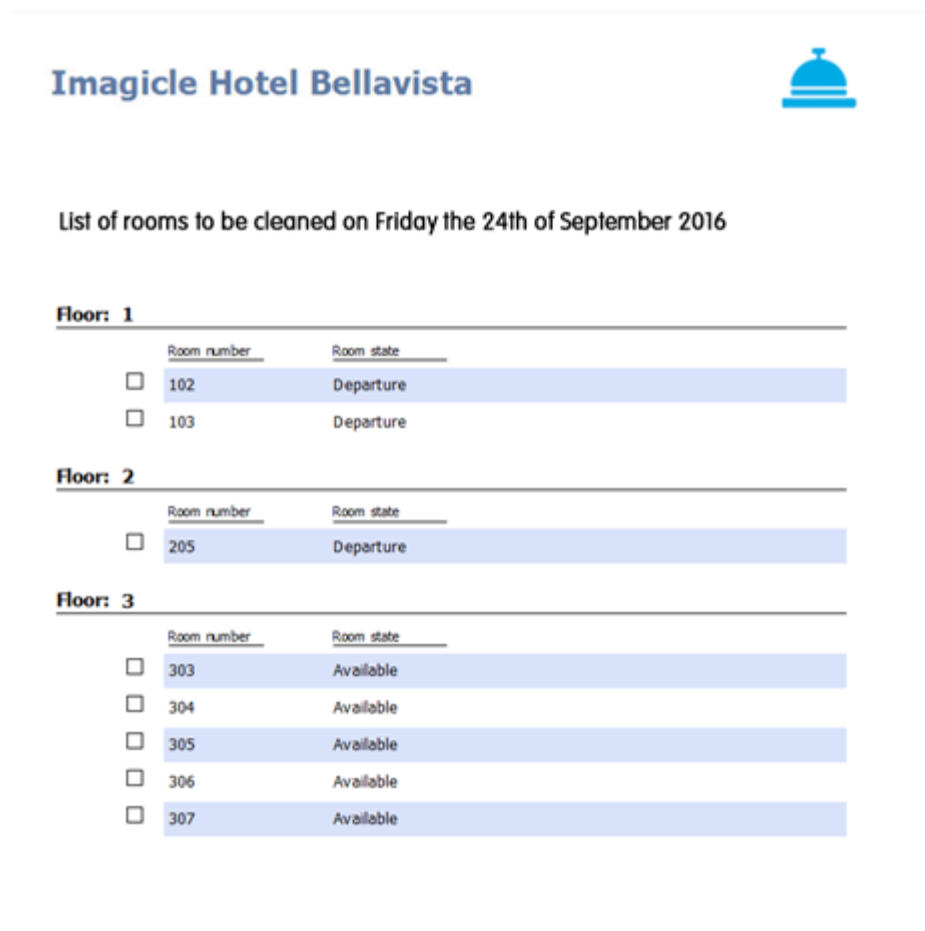
2.6.3 Out of Service Rooms List


There are no selection options in this list. It displays the list of rooms that are out of service and the floor they are on.

2.6.4 Room State

Click on “Room state list” to generate a single report listing all available rooms with their cleaning state, occupied rooms with the guest’s name, rooms awaiting check-out and ones awaiting check-in.

The report refers only to the day on which it is generated.



Imagicle Hotel Bellavista 

List of rooms to be cleaned on Friday the 24th of September 2016

Floor: 1

	Room number	Room state
<input type="checkbox"/>	102	Departure
<input type="checkbox"/>	103	Departure

Floor: 2

	Room number	Room state
<input type="checkbox"/>	205	Departure

Floor: 3

	Room number	Room state
<input type="checkbox"/>	303	Available
<input type="checkbox"/>	304	Available
<input type="checkbox"/>	305	Available
<input type="checkbox"/>	306	Available
<input type="checkbox"/>	307	Available

3 The Reservations View

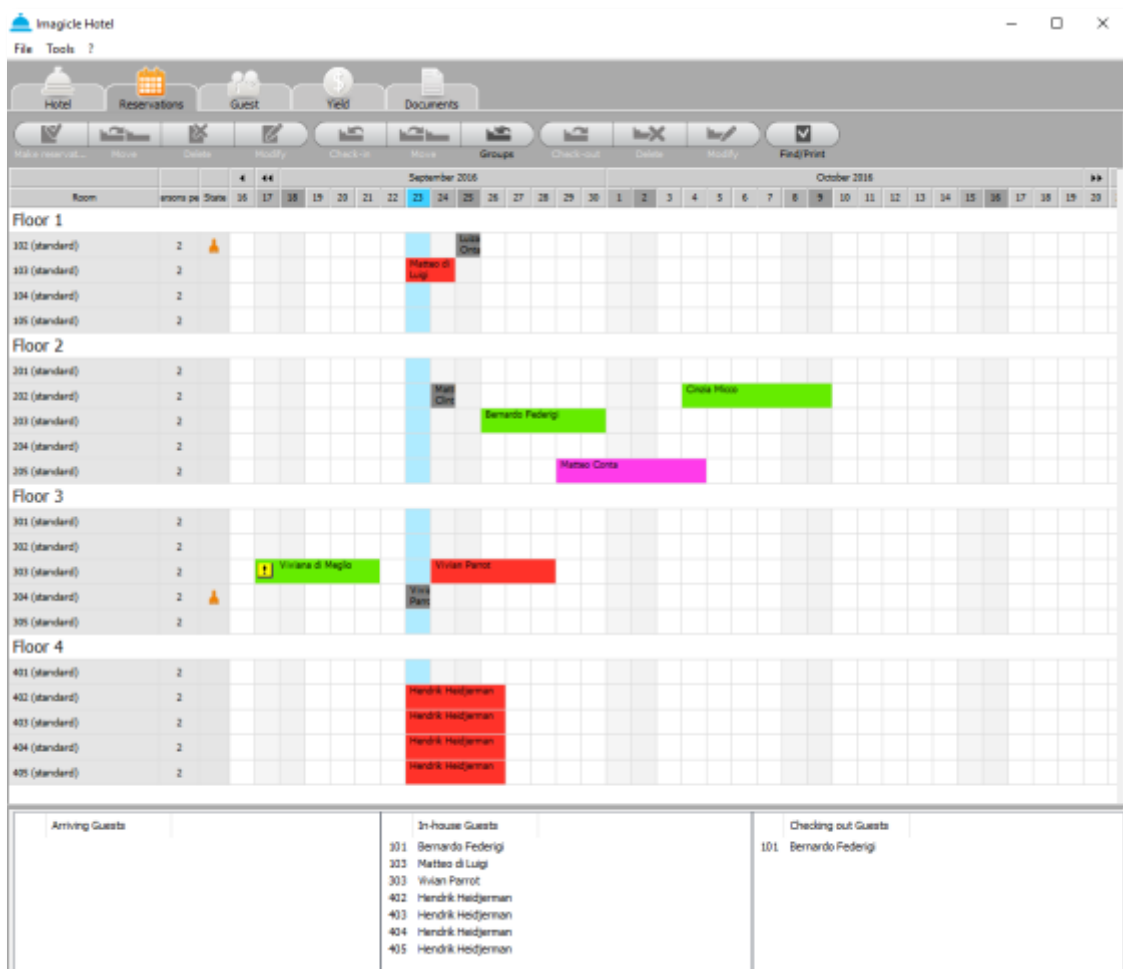
This view contains a calendar organized by floor and room, showing reservations and guests currently present.

This is where you make new reservations, check guests in and out, edit rooms, add services and wake-up calls, and print reports.

Position the cursor on a colored cell in the calendar to display a description of the reservation or the room's state.

Three lists are displayed at the bottom of the view:

- Arriving Guests: displays the room number and names of guests arriving today. Double-click on a name to check in the guest.
- In-house Guests: displays the room number and names of guests already having checked in. Double-click on the name to display the room's properties.
- Checking out Guests: displays the room number and names of guests leaving today. Double-click to check out the guest.



3.1 Using the Reservations Calendar

3.1.1 Entering a Reservation

To add a reservation, highlight the row and column for the chosen room and period.

To highlight the period to be reserved, click on the first day, then holding the mouse button down, drag to the last day. Release. The new selection will turn blue.

Once you have selected the period, make the reservation or check in the guest directly. You can select the period with the mouse, or using the date buttons in the bar at the top of the calendar.

Make reservation: a window is displayed in which you enter the guest's information, such as classification, family name, name, telephone number and e-mail address. Use the Search... button to find a guest in the list. Use the Details... button to edit the guest's information and consult a list of previous stays.

You must set the state when you add or edit a reservation.

- Confirmed: the reservation is confirmed.
- With option: a date is linked to the reservation by which confirmation must be received or the reservation is canceled. If the guest has confirmed the reservation, select Confirmed.
- Waiting for deposit: a date is linked to the reservation by which a deposit must be made. If the deposit is received on time, select Confirmed and enter the deposit in the Deposit field. If the deposit is not received on time, an exclamation point will be displayed on the reservation. You can display all reservations for which the deposit is late.
- No-show: when a guest having made a reservation does not arrive, an exclamation point is displayed on the reservation. Select No-show to release the room.

The updated situation will be displayed on the grid.

The cells in the calendar grid can be of various colors:

- Blue: Shows today's date. Nothing has been done yet to this cell.
- Green: An active reservation. Double-click on the cell to display the summary. The more adjacent reservations there are on the same line, the darker the shade of green.
- Red: The guest has checked in. Double-click on the cell to manage the type of guest and room, add services, set wake-up calls, and view calls made.
- Yellow: A no-show reservation.
- Purple: An operation with Option.
- Dark gray: Indicates that guests checked out the previous day. Right-click on the cell to modify or delete the reservation.

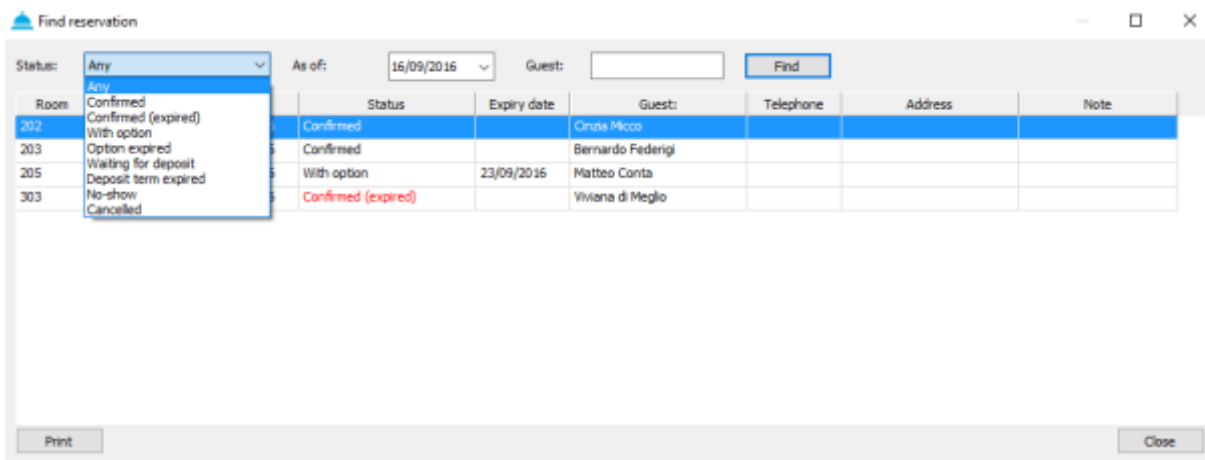
Saturday and Sunday are colored light gray.

3.1.2 Finding a Reservation

Use the Find reservation button in the bar above the calendar to filter previous reservations. You can search for reservations based on their status, date, or you can insert part of a guest's first or last name.

The list of rooms is displayed in a grid. The results can be organized according to the column titles.

Click on Print to display a print preview, from which you can either print or create a PDF file.



3.1.3 Check-in and Checkout

Like the other commands, you can right-click on the colored selection in the calendar or use the button on the bar at the top of the screen. For detailed instructions on these operations, see the next section.

3.1.4 Group Check-in

This button has the same function as the menu option in the Hotel view.

3.1.5 Moving a Guest to another Room

To move one or more guests to another room, right-click on the colored selection in the calendar or use the button on the bar at the top of the screen.

3.1.6 Managing Rooms and Changing the Cleaning State

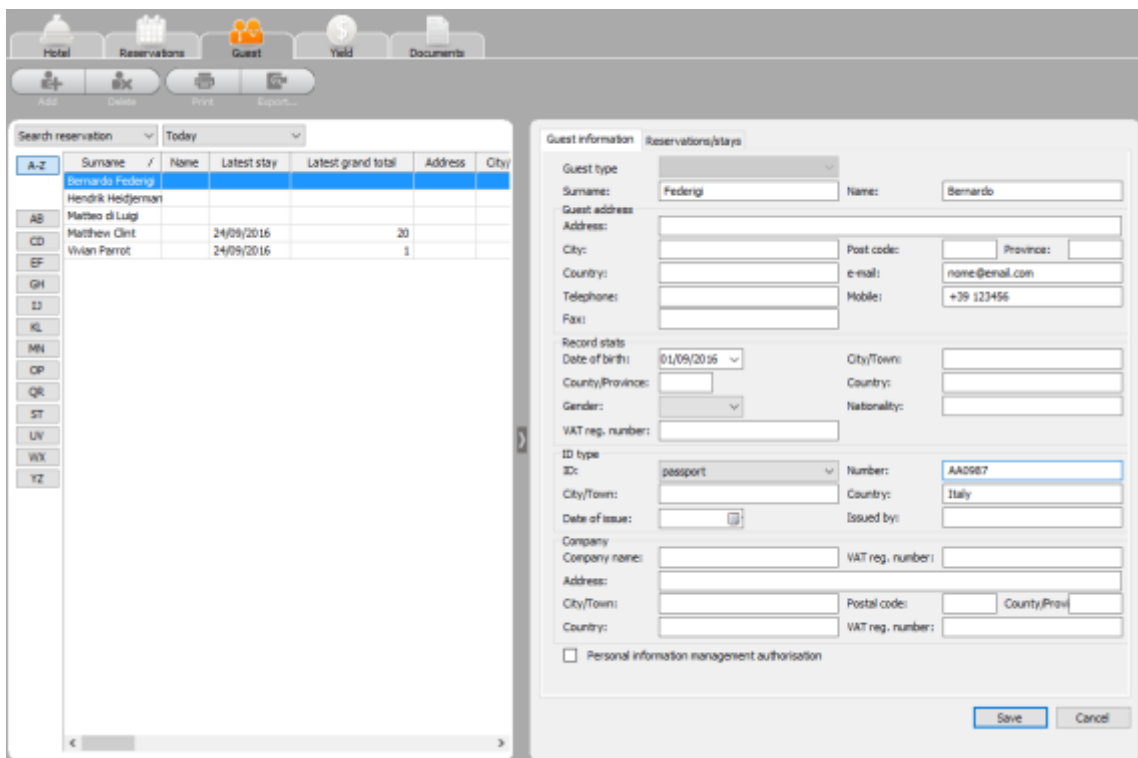
Double-click on the room in the left column to open the room management window, the same one as can be accessed from the Hotel view. Here, you can edit or view details, assign costs and modify the cleaning state.

4 Guest View

In the Guest view, you can manage guest information, edit their details, and display all of a guest's stays and reservations. You can also print the bill at the end of a stay.

To add or delete a guest, click on the buttons on the bar at the top of the screen. To modify a guest's information, find the guest, select him/her in the list on the left-hand side of the screen, and then click on Guest information.

When you select another guest, the application asks you if you want to save any changes you have made.



4.1 Finding a Guest

Choose your search method from a drop-down list:

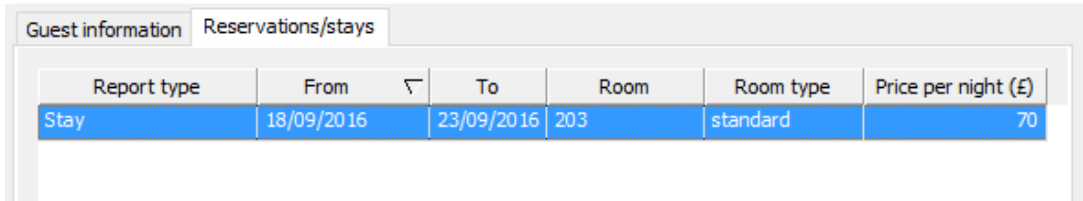
- Guest search: you can find a guest based on the first few letters of their given or surname ("starts with"). If you enter nothing in the search field, all guests will be listed. The search begins as soon as you enter the letters in a guest's name. Click on the X button to start over.
- By date of stay: here, the search criterion is the date on which the guest stayed at the hotel. You can choose a predefined period (today, yesterday, this week, etc.) from the drop-down menu, or choose "Related to a time interval" and enter a start and end date.
- By reservation date: this is similar to the stay search but uses the reservation period as the criterion.

You can use the letter buttons to further filter your search with the first letters of the guest's surname.

4.2 Reservations and Stays

The **Reservations/stays** window displays the list of the selected guest's reservations and stays.

You can print lists of stays using the Print the selected bill... button in the bottom right-hand corner.



The screenshot shows a software window with two tabs: "Guest information" and "Reservations/stays". The "Reservations/stays" tab is active and displays a table with the following data:

Report type	From	To	Room	Room type	Price per night (£)
Stay	18/09/2016	23/09/2016	203	standard	70

4.2.1 Printing and Exporting the Guest List

Select Print list on the bar at the top of the screen to print the list of *guests currently displayed on the screen*. To print a list of all guests, remove any filters, by pressing the A-Z button, for example.

Select Export list to export the list of guests in Excel, text or CSV (delimited) format.

5 Repetitive Operations

5.1 Checking in Guests

You can check in guests in various ways:

- In the Hotel view, double-click on a free room, or select a room, then click Check-in on the bar at the top of the screen.
- From the Reservations view, select a green reservation and click Check-in on the bar at the top of the screen. Right-click a reservation to open a context-specific menu.
- In the Reservations view, double-click on a guest in the Arriving Guests list.

In the check-in window, check the period, daily fee and deposit, if not already available.

Use Guest search to find the guest to be checked in from the guest list.

Use the Info button to open the guest information window, enter the telephone number and e-mail address.

5.2 Checking out Guests

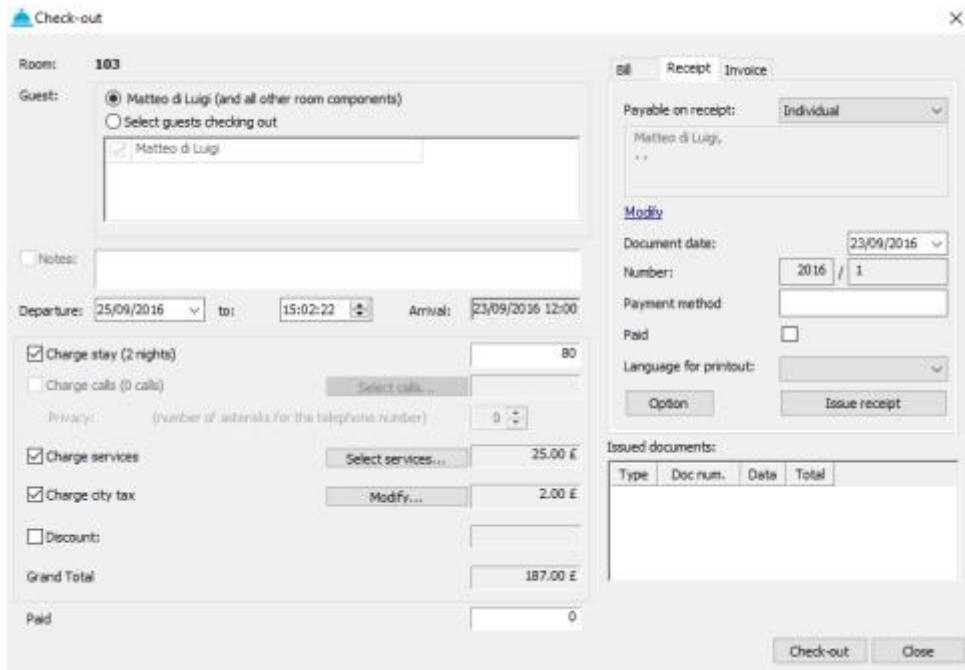
You can check out guests in various ways:

- From the Hotel view, double-click on an occupied (red) room, then click Check-out on the bar at the top of the screen.
- From the Reservations view, select a red reservation and click Check-out on the bar at the top of the screen.
- In the Reservations view, double-click on a guest in the Checking out Guests list.

To complete check-out, enter or edit the daily fee to be applied to the room. Use the other options to bill telephone calls and charged services for the room and any other occupied rooms in the guest's name (such as for a group check-out).

To apply a discount, check the Discount box and enter the amount to be deducted from the total.

Print the bill, receipt or invoice as described below, and then click on Check-out to release the room.



5.2.1 Printing the Bill

Select the Bill, Receipt or Invoice window to prepare the desired document. Use the drop-down list in the top left-hand corner of the window to address the document to a specific person or company, and the Edit button to enter the details.

Enter the method of payment and language for the document.

The system also lets you enter the tourist tax, calculated according to the number of nights stayed.

Click on "Issue bill" to display the print preview. The document is considered to be actually issued only once it has been printed or saved in PDF format.

You can print the document again from the Reservations/stays window in the Guests view.

To delete the guest's information, use the delete command in the Guests view.

Number	Date	Payment method	page n.		
	23/09/2016		1 / 1		
Stay		Matteo di Luigi			
Arrival	Departure	Room	Nights	Daily rate	VAT rate
23/09/16	25/09/16	103 standard	2	80,00 €	17,50%
Total					160,00 €
Pay services		2			
Date	Hour	Description		VAT rate	Cost
23/09/16	15:30	taxi		17,50%	0,00 €
25/09/16	13:24	taxi		17,50%	25,00 €
Total					25,00 €
City tax (VAT Exempt)					Cost
					2,00 €
Total					
	Reserve	VAT Total	VAT 17,5%	27,55 €	
	157,45 €	27,55 €			187,00 €
Total paid					187,00 €
Total due					0,00 €

5.3 Setting a Wake-up Call

You can set a wake-up call in the *Wake-up call* tab in the room's properties window. You can also set a wake-up call using group management commands.

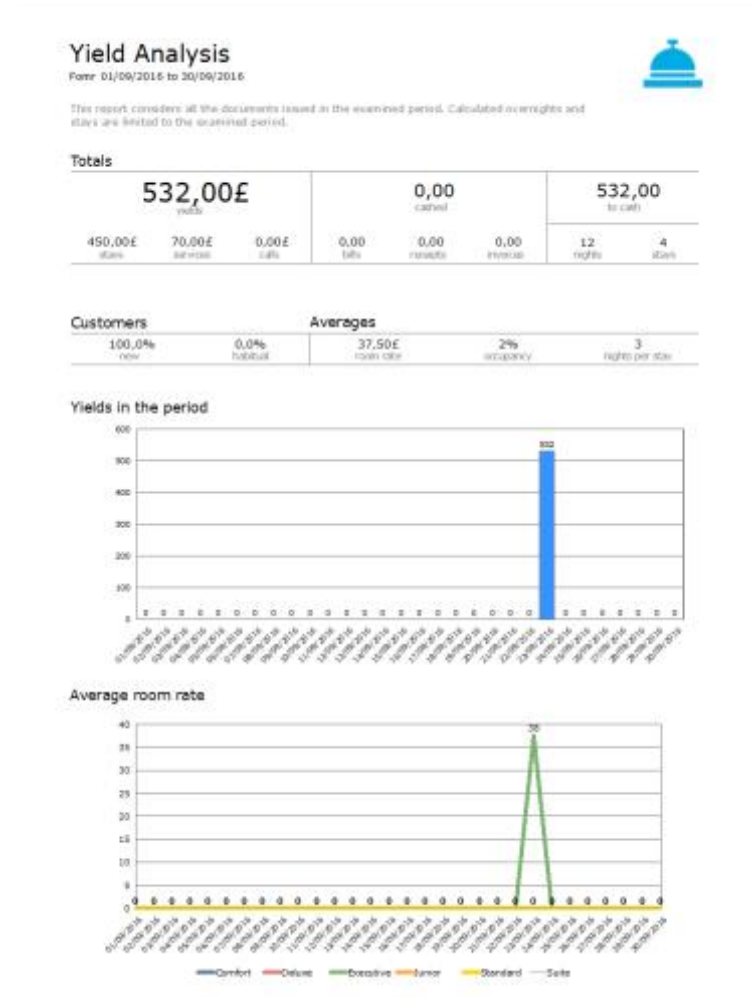
- Click on the Add command, set the day and time and click OK.
- To check the result of the wake-up call, use the 'Wake-up call list' command in the Hotel view.

In the side Lists menu, select Wake-up call list to display all wake-up calls, or filter those you want to set, those already set and answered by guests or only those unanswered.

With some switchboards, an alert is sounded every five seconds and a reminder window is displayed if the wake-up call is not answered.

6 Yield and Reservations Analysis

In this section, you can create detailed lists of costs, services and reservations.



Use **yield analysis** to filter data by a pre-set period (this week, last month, etc.) or free period, selecting “Related to a Time interval”. You can also limit the search to type of room.

The analysis is done in real time and shows:

- Total revenue, amounts received from bills, receipts and invoices, and outstanding amounts
- Guest breakdown by new and regular guests
- Average fee per room, average number of nights per stay and occupancy rate

A number of graphs show the revenue breakdown by period and fee changes for rooms.

Reservations analysis shows:

- Total value, nights and stays
- Breakdown of reservations between reservations with deposit, confirmed, to be confirmed and no-shows
- Average fee per room, average number of nights per stay and expected occupancy rate

A number of graphs show the changes in average fee per room and average occupancy.

To display details, check the button in the top right-hand corner and wait a few seconds.

Click on the buttons in the top left-hand corner to print or save the analyses in PDF or Word format.

The view can be limited to a specific period or you can view all guests and every single stay.

In this section, you can manage guest info and search for guests having stayed or currently staying at the hotel.

7 Documents

In this section, you can create and print analyses, including invoicing and administrative requirements.

7.1 Bills, Invoices and Receipts

The data is displayed in table format for review. Click on the column headings to change the order in which they are listed. Use the buttons in the bar at the top of the screen to print or save in doc or pdf format. To delete an item in the list, select it and click on “Delete”, starting with the last one issued.

7.2 Information on Personal Data Use

A list of guests is displayed. Simply select a guest for a form that has been filled in with guest data.

