

HotelPlus

Hotel Management System

HotelPlus Restaurant
HotelPlus FrontOffice
HotelPlus Reservations
HotelPlus Stores
HotelPlus HealthClub
HotelPlus Business Centre
HotelPlus BackOffice
HotelPlus Accounts (Integration)

SYSTEM OVERVIEW

CADIFF SYSTEMS

hotel software solutions

CADIFF SYSTEMS

"5 years providing *hotel software solutions*. Hotels, bar and restaurants, health clubs, sports and recreation centre management systems."

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HotelPlus – Hotel Industry Software: Front Office, Restaurant, Bar, Stock Control, Asset Register, Health Club, SmartCard Door Lock, Back Office and Accounts. Best system for Hotel, Bar and Restaurant, Health Club, Sports and Recreation Centre, Snack Shop, Hostels and Motels etc.

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HotelPlus – Hotel Industry Software: Front Office, Restaurant, Bar, Stock Control, Asset Register, Health Club, SmartCard Door Lock, Back Office and Accounts. Best system for Hotel, Bar and Restaurant, Health Club, Sports and Recreation Centre, Snack Shop, Hostels and Motels etc.

INTRODUCING *HotelPlus*

This is a hotel and hospitality facility management system. Designed and developed by CADIFF SYSTEMS LTD. We were inspired to develop a hotel ERP solution to provide a product that comprehensively meets hotel industry IT needs and give skilled support with customization to client preference.

The ERP has 7 modules;

- Restaurant and Bar System
- Front Office System
- Reservations System
- Back Office System
- Health Club and Recreation Centre System
- Stores, Procurement and Stock System
- Business Centre / POS System

The modules are distributed and implemented as independent systems. They do operate independently i.e if you only need one system, but they do share a central database in the end if you have more than one system thus centralized operation and sales summaries. For example, a restaurant can operate alone, then when you add front office the restaurant can send guest bills direct to front office. And when you add back office, the front office can now send daily revenue postings to the accounts and back office system does the accounts summaries, totals and balances.

That way the client has a very diverse and flexible implementation plan and can choose what they need most and install just that or may decide to have all the modules implemented at once.

System Language

The systems are developed in Visual Basic 6 with addins and customized controls added. Some modules have been done in C++ but still integrate well with the other modules in VB6.

Database

The systems are currently running on MySQL 5.0 Database.

MySQL is FREE so you don't need to buy the database software. Before MySQL we started with Ms Access which had problems with network connectivity and overloading when too many users connect concurrently. And slow speeds as well.

Then we moved to Microsoft SQL Server 2000 which is excellent indeed. But then it has a license fee which might be too high i.e you have to buy the License from Microsoft or their dealer to use the database.

The system can still use Ms SQL Server if the client prefers it and ready to buy the licenses. Actually *SpaSoft* the club management system is still running on SQL Server in some of our clients Recreations Centres where they preferred not to change to MySQL. Next we changed fully to MySQL Server 5.0. MySQL is great! MySQL is very stable and even faster and amazingly good on network connectivity. Moreover, it is FREE and

available for free online. We changed all the systems to use MySQL as the default database system to make the whole thing cheaper and better for the clients. We highly recommend MySQL 5.0 and it is the database that the system comes with so no extra cost for database.

Architecture and Design

The systems are designed to suite each and every department in a hotel. Then they are linked to create the needed interconnectivity. This is achieved by pointing all the various modules to a centralized server.

The server we normally recommend is a Linux Server supplied and configured by us. You may still use a Windows server as well, however a Linux Server is preferred since its cheaper, more secure and the OS is faster in processing MySQL DBMS (Database Management System) data.

The systems can be accessed remotely via a VPN (Virtual Private Network) enabling module i.e you can access any of the systems from anywhere e.g from a different far off location.

This is mostly used for central reservations and online bookings. You may have several booking offices in different towns. Once booked all the data is loaded onto the central server at the hotel and at check in the data is automatically picked etc.

System Stability and Reliability

The core issues we looked at in developing the systems were mainly 4;

- ✚ Functionality – comprehensiveness i.e it has many features and functionalities normally required in this industry. We did this in consultation with hoteliers.
- ✚ Efficiency and speed – this is a very important aspect of any system, especially so if the system is to be used in busy places like restaurants and front office checking in and out guests etc.
- ✚ Reliability – a system is reliable if it does what you want, takes short time, user friendly and simplified, and if the support service is readily available and data security is looked into. HotelPlus is just that.
- ✚ Affordability – price plays a major role in choosing a system. HotelPlus is indeed one of the best priced with flexible purchase options. Support is equally cheaper and variable charged depending on workstations used.

SYSTEMS FUNCTIONALITY

1. FRONT OFFICE SYSTEM

This is a front office management system. It has the following features;

Operations and features

- # Check in guests.
- # Rooms control i.e check in to a room only if VACANT.
- # Bookings and reservations (Reservations System).
- # Check in from booking.
- # Check in options automated (BB, HB, and Full Board rates picked as set by admin and rate negotiable and calculated automatically on screen).
- # Check outs reminder (system beeps red showing pending and due check outs).
- # On screen statistics of rooms (number vacant, occupied, booked and out of order).
- # Guest account management (individual).
- # Client account management (group).
- # Expenses posting on account (group expenses).
- # Expenses posting on guests (on account but to specific guests e.g food, telephone bills etc).
- # Expenses posting to personal account (on a guest paid for by a particular account who incurs some personal bills not payable by the account).
- # Expenses posting direct from restaurant or bar (e.g guest having a meal at restaurant and signing to pay on account. The bill is automatically posted to his account or room at the front office).
- # Subsidiary account management for guests within main account i.e for guests personal bills which they will pay personally.
- # Payment of bills (for both main account and guest personal account).
- # Cashier summary of payments each shift.
- # Account statements.
- # Accounts balances management (balance carried forward from previous visit i.e debit or credit balance carry forward to next visit).
- # Debtors and Creditors (Listing of accounts with debts and credits and summary totals).
- # Guest invoices with invoice numbers generated.
- # Client account control with account numbering controlled by system.
- # Visiting group/trip management (i.e group 1, 2, 3 etc each time the guest came over a period. Also group voucher numbers or group names for tour firms. Useful in getting invoices per trip or per group).
- # Guest invoice numbering controlled by system.
- # Payments allocations to vouchers and groups.
- # Credit control and blocking of checkouts until paid up.
- # Shift management and change over.
- # Guest search and details (all guest data stored and retrieved when needed).
- # New day controls.

Reporting and financials

- ✚ Cashier summary at close of each shift (paymodes break down and total collection).
- ✚ All shift summaries backed up and can be retrieved later.
- ✚ Report of postings done.
- ✚ Reports of account statements.
- ✚ Reports of guest invoices.
- ✚ Reservations report of list of bookings in place (reservations system).
- ✚ Report of check ins and check outs, Due Outs, Stay Overs etc for the day.
- ✚ Room list report (who is in the hotel, room, name, account, days).
- ✚ Night auditor report of payment collections from all departments.
- ✚ Report of accumulated revenue (e.g per month per year, select dates).
- ✚ Reports of taxes due and percentages set by admin.
- ✚ Guest history report.
- ✚ Nationalities report (list of visitors, countries n dates of visits).
- ✚ Transactions reports (records of who did what at what time).

Settings

- ✚ Room rates set.
- ✚ System users at login set.
- ✚ Food rates set e.g at check in Bed Breakfast the price of breakfast which will be added to the room rate to get a full rate (the system will use this price to calculate the real price of accommodation if total rate negotiated at check in).
- ✚ Access rights settings (who can access what).
- ✚ Seminar rates set for the halls.
- ✚ System backup path, server name and time of the day for automatic backups)
- ✚ Hotel details (e.g name, address, PIN and VAT numbers) to appear on receipts and invoices.
- ✚ Messages and adverts on receipts (e.g Thank You, Merry Christmas, or any promotions you wish to advertise to customers).

Security features

- ✚ Login requires; user title, user name and password.
- ✚ Access rights control (you only access what you are allowed to access).
- ✚ Data security (automatic database backups).

Administrative tasks

- ✚ Setting access rights.
- ✚ Adding and removing users, waiters, supervisors, managers and system administrators.

2. RESERVATIONS SYSTEM

The reservations system handles booking and forecasting.

Operations and features

- ✦ Capturing a booking (pick name, arrival date, departure date, room type required, qty, PAX, comments etc).
- ✦ Room Allocation control (the system allocates rooms for the future using the dates and room type. If a room type on a given date in the future are all already booked it will tell and block the booking thus no overbooking, but depends on client preference since some hotels actually prefer to have an overbooking then cancel the over-bookings after confirmation).
- ✦ Forecasting (uses the room allocation control tool to come up with a forecast for the future showing how many rooms of each type are booked and how many remaining on each date and percentage occupancies for the future period).
- ✦ Booking adjustments (these are changes on the current bookings if need be).
- ✦ Booking cancellation (when a booking is cancelled it is not deleted it's simple inactivated and can be reactivated. At reactivation the booking is subject to allocation control to check if that qty of room types still available or been taken since the cancellation was done).
- ✦ Booking Confirmation (once a booking is taken, before the arrival date a confirmation may be made hence recorded).
- ✦ Drop a booking (after cancellation a booking may now be removed or deleted completely from the list).
- ✦ Booking Listing (once a booking has been entered and the room is not yet allocated it is a PENDING and when the allocation is successful it is a LISTING).
- ✦ Booking No-Shows (Bookings which don't arrive on the booking date become No-Shows and reports available).
- ✦ Reminders and Pickups (can set at booking to remind you to pick up the guest on the arrival date).
- ✦ Booking statistics (an analysis and graphs of the booking statistics; arrivals, bookings, cancellations, no-shows etc) within a selected period.
- ✦ Automatic confirmation letter sent to guest by email when the booking is done, when confirmed and when cancelled.

Reporting and financials

- ✦ Expected Arrivals Reports.
- ✦ Confirmed bookings Report.
- ✦ Unconfirmed bookings report.
- ✦ Cancelled bookings report.
- ✦ No-shows reports.
- ✦ Bookings by Travel Agent or Tour Firm reports.
- ✦ Bookings on account reports
- ✦ Bookings by nationalities reports.
- ✦ Bookings journal for a selected period reports.

Settings

- ✚ Booking Mail setting (automatic mails settings).
- ✚ Users at logging.
- ✚ Access rights etc.

Security features

- ✚ Login requires user title, user name and password.

Administrative tasks

- ✚ Setting access rights.
- ✚ Create system users

3. BAR AND RESTAURANT SYSTEM

The restaurant system manages billing at the restaurant and ordering to kitchen and bar.

Operations and features

- ✚ Waiter billing – waiters punch bills on the Touch Screen terminal. Can create bills, add content of their existing bills and sent order to kitchen and bar.
- ✚ Cashier billing – cashiers receive payments and clear bills. May also merge and split bills when waiters request for that.
- ✚ Bill clearing – after guests have eaten, the bill and th payment is given to cashier who clears the bill by CAH, CREDIT, CHEQUE, CREDIT CARD, OFFICE or COMPLEMENTARY.
- ✚ Once cleared cannot be opened again but pending bills remain listed until cleared.
- ✚ End of shift – at en of shift he cahier summary, departmental sales reports printed.
- ✚ Shift ended and new shift start.

Reporting and financials

- ✚ End of shift reports – cashier summary and departmental sales report.
- ✚ Pending bills – bills uncleared.
- ✚ Voided bills - entries removed e.g if food not served, guest changed order etc. shows time, waiter, table, item, qty, who voided and why.
- ✚ Periodic revenue totals – totals income over a period e.g a month. Complete with VAT, CAT LEVY and NET. Show shifts and paymode totals.
- ✚ Periodic sales reports – total sales over a period shown by items or item groups e.g how many Grilled Steak sold for the month, what is the fastest and slowest moving item etc
- ✚ Old shift reports – past shift summary can be reprinted.
- ✚ Waiter totals.
- ✚ Staff and management food totals.

Settings

- ✚ Food items and prices.
- ✚ Food categories e.g Kitchen and Bar and groups e.g Main Course, Starters, Snacks, Hot Beverages etc
- ✚ Users at logging.
- ✚ Access rights etc.

Security features

- ✚ Login requires user title, user name and password.

Administrative tasks

- ✚ Setting access rights.
- ✚ Create system users

4. HEALTH CLUB SYSTEM (SpaSoft)

A Sports and Recreation Centre or Health Club need membership data management and payments control system.

Operations and features

- # Sign in and Sign out of club members.
- # Expiry dates validations (block member if membership expired).
- # Reminders for members when expiry nears (e.g if set to remind in 10 days pops up message at check in).
- # Check in by swiping a Membership Card (Magnetic Card reader or SIM reader which identifies the member n brings his details to screen plus his passport photo for verification by check in attendant).
- # Bookings (members can book a facility for an event).
- # Bookings list availed each day showing due bookings for the day.
- # POS (sell gym items at the club e.g sport shoes, swimming kit, balls etc).
- # Stocks (the items sold are stocked. As the POS sells the qty reduces. Can be restocked. When finished in stock cannot sell. Stock reports available).
- # Asset register (health clubs normally have equipment and expensive facilities. These can be managed by an inventory in the system. Depreciation rate set, depreciation calculated each year and NPV (Net Present Value) determined).
- # Memberships (the system controls memberships, new member registered, computes payment per Category and Period chosen, membership renewals, Freezing memberships and even expulsion etc).
- # Member Picture (passport size photo taken and picked from camera by system and saved in server. When card is swiped picture appears).
- # Membership Card (the system makes a member card, with magnetic stripe containing the member data, swiped at check in and out).

Reporting and financials

- # Cashier summary (payments made on that shift).
- # Attendance reports (select dates and report is generated of attendance. Further analysed per category and per sport or event. Graphs are also available).
- # Membership reports (Membership is in Categories – FULL MEMBER, OFFPEAK, JUNIOUR etc and in Type/Period – YEARLY, HALF YEARLY, QUARTERLY, MONTHLY and DAILY. Reports are available of such classifications and also per Company and per Activity. Also per new sign ups etc).
- # Financial reports (all the payments are analysed and presented in several reports. Report of revenue for the month, revenue per Category, Total revenue within a given period etc).
- # Old shift report retrievable.
- # Transactions reports (records of who did what at what time).

Settings

- # Lockers and towels

- ✚ Peak and Off-Peak time controls for price change.
- ✚ Massues (the people doing the massage and body treatments).
- ✚ Rates and tariffs for club membership.
- ✚ Rates and tariffs for massages and body treatments.
- ✚ Sports activities.

Security features

- ✚ Login requires user title, user name and password.
- ✚ Auto log off when system not in use.
- ✚ Set system users

Administrative tasks

- ✚ Setting access rights.

5. STORES SYSTEM

The store has the supplies and issues goods or food stuff to restaurant daily. Also issues locks to front office and anything else to any department. The stores itself is in charge of procurement and supplies to the hotel. Eventually the stores accounts for the goods received and how it issued them. The purchases are done by stores but the money is given and accounted for in accounts system.

Its operations are fairly simple; procure, disburse and account for the goods out and in stock.

Operations and features

- ✚ Procurement (the stores raises purchase requests to accounts, if approved it gets funds from accounts and buys).
- ✚ Receiving goods (the goods are delivered to store and entered into the system).
- ✚ Issuing goods (each day the storeman issues food to the kitchen e.g 2kg of meat, 10kg of flour etc. Enters the issues and prints a report signed by the chef as the goods give to kitchen. Any other logistical stuff like pens, writing pads are also issued to any other department and entered into the system as issues).
- ✚ Stock control (at any one time the system show how much of every item was procured and supplied, how many issued, how many in stock. Also how many spoilt if actually spoilt or wasted etc).

Reporting

- ✚ Stock reports (the storeman avails at anytime the report of stocks available).
- ✚ Issues report (from the system you can extract a report of issues done over a given period, per department, qty and total costs).
- ✚ Purchases report (report of all the purchase done in a given period, from which supplier and the total cost incurred).
- ✚ Transactions reports (records of who did what at what time).

Settings

- ✚ Supplier list
- ✚ Goods in stock
- ✚ Prices of goods

Security features

- ✚ Login requires user title, user name and password.

Administrative tasks

- ✚ Setting access rights.

5. BUSINESS CENTRE (POS) SYSTEM

This is a Point of Sale at a gift shop or sales of any other items bought direct e.g telephone, fax, email, stationery etc

Operations and features

- ✚ Point of Sale screen.
- ✚ Very direct; sell, get cash and give receipts.
- ✚ Can post bill direct to front office account if signed by a guest in the room or an account holder at the front office system.
- ✚ End of day cashier summary.

Reporting and financials

- ✚ Cashier summary at close of each shift (paymodes break down and total collection).
- ✚ Transactions reports (records of who did what at what time).

Settings

- ✚ Item prices
- ✚ Quantities received from store etc

Security features

- ✚ Login requires user title, user name and password.

Administrative tasks

- ✚ Setting access rights.

6. THE BACK OFFICE SYSTEM

This is the core module where all the sales from all the other HotelPlus systems are consolidated to make a Daily Night Audit Report and other back office reports.

Operations, features and reports

- + Departmental postings by night auditor.
- + Night audit report.
- + Room list and food list (splited from rack rate) showing guests and meals to take.
- + Retrieve cashier summaries.
- + Retrieve night audit.
- + Accumulated night audit totals.
- + Occupancy statistics.
- + Sales segmentation by total and by account types; INDIVIDUAL, CORPORATE, DIPLOMATIC, NGO and TOURS.
- + Debtors, aging debtors; 30 days, 60 days, 90 days and plus 90 days.
- + Debtors by account types and, change systems day .
- + Audit trail; a comprehensive search and find facility for night auditor and management to verify bills and payments.
- + End system Day.
- + Export direct to excel all reports.

Settings

- + Access Rights.
- + System support option.
- + Renew support contract.
- + Register workstation on server.
- + Set auto back ups.

Security features

- + Login requires user title, user name and password.

Administrative tasks

- + Setting access rights.

7. ACCOUNTING SYSTEM

We integrate to Tally Accounting System.

The totals in the cashier summaries of each of the other sales departments (restaurant, front office, health club and business centre) are automatically posted in the sales ledgers of the accounts system. Expenses are posted. The accounts system prepares the individual ledger accounts for each of the departments and other financial statements. Handles the entire accounting cycle.

Operations and features

- ✚ Postings of revenue (done automatically from each of the sale points. At end of shift, the totals are sent to the accounting system).
- ✚ Posting of expenses (the accounts department gives the money for any purchases in the hotel. Each of these purchase are posted in the general Ledger. The accounting system sorts the postings into the Individual Accounts Ledger and prepares each Account Expense Accounts).
- ✚ The Ledger accounts (each department has its own ledger accounts automatically generated at the accounts department. On the Debit side are sales from that department and on the Credit side are the expenses for that department. And account balances as well).
- ✚ Other related accounts (other ledger accounts can be created in the system e.g Cash account, Bank accounts, salary accounts, asset account etc. The accountants control these accounts by debiting and crediting).
- ✚ The Trial Balance (the account balances from each of the accounts are used to make the Trial Balance using the Accounting Principles and Procedures).
- ✚ P and L account (the profit and loss account is constructed using the data or totals in the trial balance. This reflects the actual profit or loss the hotel has made for that period).
- ✚ The Balance Sheet (uses details from the trial balance to determine the actual financial position of the hotel).

Reports

- ✚ Ledger Accounts
- ✚ Trial Balance.
- ✚ P and L
- ✚ The Balance Sheet

Settings

- ✚ Set users

Security features

- ✚ Login requires user title, user name and password.

Administrative tasks

- ✚ Setting access rights.

NB: the accounts can be integrated to other accounting systems.

HotelPlus – Hotel Industry Software: Front Office, Restaurant, Bar, Stock Control, Asset Register, Health Club, SmartCard Door Lock, Back Office and Accounts. Best system for Hotel, Bar and Restaurant, Health Club, Sports and Recreation Centre, Snack Shop, Hostels and Motels etc.

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CONCLUSION

We hope the systems are comprehensive and suitable for your hotel.
Please get in touch with us. We look forward to hearing from you soon.

Thank You.

Denis Muchene
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hotel software solutions
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