This **Jump Start Guide** will quickly familiarize you with the Hotelogix FrontDesk. You will really appreciate and enjoy its simplicity and power of the system within the next few minutes.

Some sample data is been added for your convenience.

**Overview**

The FrontDesk Tape Chart is a single screen with a complete status of your Property/Hotel.

- The FrontDesk is designed to make your work really simple.
- The FrontDesk Tape Chart is actually a Reservation Table that shows the latest status of the Rooms in your Property.
- You can work directly on this Tape Chart.

<table>
<thead>
<tr>
<th>Suite</th>
<th>Deluxe</th>
<th>Executive</th>
</tr>
</thead>
<tbody>
<tr>
<td>101</td>
<td></td>
<td></td>
</tr>
<tr>
<td>102</td>
<td></td>
<td></td>
</tr>
<tr>
<td>103</td>
<td></td>
<td></td>
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<tr>
<td>104</td>
<td></td>
<td></td>
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<tr>
<td>105</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100</td>
<td>107</td>
<td>111</td>
</tr>
<tr>
<td>106</td>
<td>108</td>
<td>112</td>
</tr>
<tr>
<td>109</td>
<td>109</td>
<td>113</td>
</tr>
<tr>
<td>110</td>
<td>110</td>
<td>114</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Oct 21, 2014 - Nov 20, 2014</th>
<th>Current</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blocked</td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>22</td>
</tr>
<tr>
<td>Tu</td>
<td>We</td>
</tr>
</tbody>
</table>

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*Click and drag mouse here to reserve*
- The dates are displayed on the top row of the FrontDesk Tape Chart.

- The Tape Chart clearly displays the up-to-the-minute Room’s status for the dates in the top row.

- The Room Types with Room Numbers (or Names) are listed in the first leftmost column of the FrontDesk Tape Chart. Further, Room Types are shown in bold, with Rooms under each Room Type.
- As you view from top to bottom, all Rooms under each Room Type are shown with different colors. The color of Room indicates its **Housekeeping Status** which may be **Dirty, Clean, Inspect** or **Touch Up**.

- Each Cell in front of the Room denotes a **Room Night**, and shows its **status**. The color of these cells indicates **Reserved, Occupied, Checked-Out**, or **Available**, for the Room it is in front of, and for the dates it is displayed under.

- In order to change the dates on FrontDesk Tape Chart, just select the desired date in the Calendar shown on the left.

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**Calendar**

- **December 2014**
  - Dec 1
  - Dec 2
  - Dec 3
  - Dec 4
  - Dec 5
  - Dec 6
  - Dec 7
  - Dec 8
  - Dec 9
  - Dec 10
  - Dec 11
  - Dec 12
  - Dec 13
  - Dec 14
  - Dec 15
  - Dec 16
  - Dec 17
  - Dec 18
  - Dec 19
  - Dec 20
  - Dec 21
  - Dec 22
  - Dec 23
  - Dec 24
  - Dec 25
  - Dec 26
  - Dec 27
  - Dec 28
  - Dec 29
  - Dec 30
  - Dec 31

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**Rooms by Type**

- **Standard**
  - Room 113
  - Room 114
  - Room 115
  - Room 116
  - Room 117
  - Room 118
  - Room 119
  - Room 120
  - Room 121
  - Room 122
  - Room 123
  - Room 124
  - Room 125
  - Room 126
  - Room 127
  - Room 128
  - Room 129
  - Room 130

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**FrontDesk Tape Chart**

- **Checked-Out**
  - Room 101
  - Room 102
  - Room 103
  - Room 104
  - Room 105
  - Room 106
  - Room 107
  - Room 108
  - Room 109
  - Room 110
  - Room 111
  - Room 112
  - Room 113
  - Room 114
  - Room 115
  - Room 116
  - Room 117
  - Room 118
  - Room 119
  - Room 120
  - Room 121
  - Room 122
  - Room 123
  - Room 124
  - Room 125
  - Room 126
  - Room 127
  - Room 128
  - Room 129
  - Room 130

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**Room Legends**

- **Reserved**
- **Occupied**
- **Checked-Out**
- **Available**

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**Task List**

- All

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**Housekeeping Legends**

- **Dirty**
- **Touch Up**
- **DNR**
- **Inspect**
- **Clean**
- **Repair**

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**Web Reservation**

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**Help Videos**

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**FrontDesk > Housekeeping > Sample Restaurant > Others > Report**

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**How to use?**

- Room Operations
  - Check in list
  - Check out list
  - Reservation list
  - Temp Room List

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**Payment Tracker**

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**Guest In-House List**

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**Guest Look-up**

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**House Status**

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**Tariff Chart**

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**Accounts**

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*Note: The image contains various diagrams and screenshots illustrating the Housekeeping Status and Room Night status of different rooms.*
How to make a Reservation?

Here is explained the quick way to make a Reservation:

Step 1: On FrontDesk Tape Chart, click (left-click) in front of the Room Type to be reserved. Drag your mouse (with the button pressed) from the Check-In date to the Check-Out date.

A yellow panel, i.e. Quick Reservation Form would open up.

Step 2: Select Occupancy (No. of Guests) and the Rate Type.

- The FrontDesk is a dynamic Reservation Chart that virtually lets you draw Reservations on it. You can also choose to assign a Room if you want to. But all Reservations, Single or Groups, when made are not assigned to any specific Room. In fact, they are placed on the Tape Chart to ensure all upcoming bookings may get easily accommodated, thus allowing maximum placement to the bookings.

How to make a Reservation?

- The meaning of colors is shown on the left side of the FrontDesk.
- Click the plus ‘+’ sign in front of Room Legends. (Colors can be changed from the Administrator Console).
- Click the plus ‘+’ sign in front of Housekeeping Legends. (Colors can be changed from the Administrator Console).
- So it is simple to look at the status of any Room along with its Housekeeping Status in the FrontDesk Tape Chart.
How to assign a Room?

Note:

The default Rate which you can see is a Seasonal Rate. Clicking on the Rate Type drop down will show different Rate Types that you have defined in the Administrator Console. For now, we have added the sample data in the Administrator Console for you to choose.

Step 3: Enter Guest Details – Name, Phone No. and Email id.

Step 4: Click Reserve and you are done!

Important:

1. The system automatically assigns Room to the Reservation at the time of Check-In.

2. The amenities/inclusions of the selected Package/Rate also get added automatically.

How to assign a Room?

- Ideally the Tape Chart automatically places the Reservations in the optimum position from its end.

- If you wish to assign a Room at the time of creating a Reservation, simply draw the Reservation in front of the Room you wish to reserve and click on the Assign checkbox that appears at the top-left corner of the Quick Reservation form before you hit Reserve.
How to Check-In a Guest already reserved?

Here is explained the right-click quick function to Check-In the Guest:

Step 1: To Check-In an already reserved Guest, just right click on the Reservation.

A small menu will show up.

Step 2: Select Check-In and you are done!

How to Check-In a Guest making fresh Reservation?

Here is explained the method to Check-In a Guest at one go:

Step 1: On FrontDesk Tape Chart, click (left-click) in front of the Room Type to be reserved. Drag your mouse (with the button pressed) from the Check-In date (which should be the Current Date) to the Check-Out date.

A yellow panel, i.e. Quick Reservation Form would open up.

Step 2: Select Occupancy (No. of Guests) and the Rate Type.
How to Check-Out a Guest?

Note:

The default Rate which you can see is a **Seasonal Rate**. Clicking on the **Rate Type** drop down will show different Rate Types that you have defined in the Administrator Console. For now, we have added the sample data in the Administrator Console for you to choose.

**Step 3:** Enter Guest Details – Name, Phone No. and Email id.

**Step 4:** Click **Check-In** and you are done!

**Important:**

1. The system automatically assigns Room to the Reservation at the time of Check-In.
2. The amenities/inclusions of the selected Package/Rate also get added automatically.

How to Check-Out a Guest?

Here is explained the method to Check-Out a Guest from the FrontDesk Tape Chart:

**Step 1:** Just right click on the Occupied Room.

A menu will show up.

**Step 2:** Select **Check-Out**

The **Payment** screen with all the accounts till date will open up.

**Step 3:** Settle the payments and you are done.

The Checked-Out Room is automatically marked dirty.
### How to Check-Out a Guest?

#### Payment Screen

**BOOKING DETAILS**
- **Guest Name:** Mr. David Harris (P27)
- **Address:** 456 Main St.
- **Phone:** 555-1234
- **Email:** david.harris@gmail.com

**Created On:** Nov 05, 2014
**Stay Details:**
- **Room(s):** Suite 101
- **Persons:** 2 Adults, 1 Child
- **Amount:** $1,322.00

**ACCOUNT STATEMENT**

<table>
<thead>
<tr>
<th>Date</th>
<th>Description - References</th>
<th>Folio #</th>
<th>Discount</th>
<th>Charge</th>
<th>Tax</th>
<th>Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov 05, 2014</td>
<td>Sample All Meal Plan Room Rent Sub102</td>
<td></td>
<td></td>
<td>$300.00</td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td>Nov 06, 2014</td>
<td>Qty 1 Sample Sandwich - Sample Restaurant (Folio 1)</td>
<td></td>
<td></td>
<td>$5.00</td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td>Nov 06, 2014</td>
<td>Qty 1 Sample French Fries - Sample Restaurant (Folio 2)</td>
<td></td>
<td></td>
<td>$3.00</td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td>Nov 06, 2014</td>
<td>Sample All Meal Plan Room Rent Sub102</td>
<td></td>
<td></td>
<td>$300.00</td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td>Nov 07, 2014</td>
<td>Qty 1 Sample Massage - Sample SPA (Folio 3)</td>
<td></td>
<td></td>
<td>$40.00</td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td>Nov 08, 2014</td>
<td>Sample All Meal Plan Room Rent Sub102</td>
<td></td>
<td></td>
<td>$300.00</td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td>Nov 08, 2014</td>
<td>Qty 1 Sample Wine - Sample Restaurant (Folio 1)</td>
<td></td>
<td></td>
<td>$10.00</td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td>Nov 08, 2014</td>
<td>Sample All Meal Plan Room Rent Sub102</td>
<td></td>
<td></td>
<td>$300.00</td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td>Nov 09, 2014</td>
<td>Qty 1 Sample Champagne - Sample Restaurant (Folio 2)</td>
<td></td>
<td></td>
<td>$5.00</td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td>Nov 09, 2014</td>
<td>Qty 1 Sample Chicken Noodles - Sample Restaurant (Folio 3)</td>
<td></td>
<td></td>
<td>$10.00</td>
<td>$0.00</td>
<td></td>
</tr>
</tbody>
</table>

**Total**
- $1,394.75

- **Balance:** $1,394.75

#### Payments

- **Payment Gateway is not integrated. Credit card will not be charged.**
- **Type:** Select
- **Amount:** Select
- **CC/Check No:** 5994-75
- **Receipt #:**

**Accept Payment here**

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**Check-Out:**

- **33. Jennifer Collins**
- **32. David Harris**
- **31. Robert King**
- **13. Charles Jones**

**Dirty:**
How to reserve more than one Room?

Here is explained the method to make a Group Reservation:

Step 1: On FrontDesk Tape Chart, click (left-click) in front of the Room Type to be reserved. Drag your mouse (with the button pressed) from the Check-In date to the Check-Out date.

A yellow panel, i.e. Quick Reservation Form would open up.

Step 2: Select Occupancy, number of Rooms to be reserved and the Rate Type.

Note:
The default Rate which you can see is a Seasonal Rate. Clicking on the Rate Type drop down will show different Rate Types that you have defined in the Administrator Console. For now, we have added the sample data in the Administrator Console for you to choose.

Step 3: Enter Group Owner details – Name, Phone No. and Email id.

Step 4: Click Reserve and you are done!

Note:
The amenities and inclusions of the selected Package/Rate get added automatically to all the Rooms reserved.
How to handle Payments?

Here is explained the method to take Payments:

**Step 1:** Right-click on the Reservation.

**Step 2:** Select **Payments** from the options that show up.

The **Payment** screen for the clicked Reservation will open up with up-to-date accounts.

**Step 3:** At the bottom of this **Payment** screen, type the amount and select the Mode & Type of Payment.

**Step 4:** Click **Pay Now** and you are done!

Print the Account Statement if needed.
How to change the Housekeeping Status of a Room?

Here is explained the method to change the Housekeeping Status of Room:

**Step 1:** Right-click on Room Name/Number (on the first leftmost column) in FrontDesk Tape Chart.

**Step 2:** Select the desired Housekeeping Status and you are done!

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