**Rooms’ Division Lab**

**TS2 (60 Hours)**

**Course Description:**

This course encloses all different operations to be done using the FIDELIO system within rooms division departments specially in Front Desk and reservations department such as creating new profiles for companies and travel agencies, taking reservation, checking in and checking out procedures. It is a full operating system that assists students to have a full knowledge on all hotel software related to all departments: Front office, housekeeping, maintenance, account receivables and many more…

**Learning Outcomes:**

After the completion of this course, students will be able to:

* Understand what is exactly the program is about
* Make a company profile
* Make a guest profile
* Make a reservation
* Know how to make a sharing guest reservation
* Know how do the program facilitate internal communication in the hotel
* Traces, locator and messages
* Check in the guest after assignment is done
* Handle all charges during the guest stay
* Updating guests bill
* Housekeeping functions
* Status of rooms update
* Check out the guest from the hotel
* Check the history of the guests
* Night Audit
* Some theft that can be done through Opera and how do we avoid them

**Topics to Cover:**

1. Departmental Application of FIDELIO
2. Opera Function Keys
3. Creating Profiles
4. Taking Reservations
5. Reservations Terminologies
6. Front Desk Procedures
7. Accounting Procedures
8. Night Audit, Final Exam
9. Housekeeping procedures
10. Account receivables procedures
11. Reports
12. Setup