

Chapter 4 Outline

Rooms Management Module
Room Status
Room and Rate Assignment
Guest Data
Housekeeping Functions
Generation of Reports
Guest Accounting Module
Types of Accounts
Posting to Accounts
Front Office Audit
Account Settlement
System Update

Competencies

1. Identify features and functions of the rooms management module of a hotel property management system. (pp. 77–83)
2. Define room status terms and explain the importance of eliminating room status discrepancies in hotel operations. (pp. 78–81)
3. Explain how managers can use various reports commonly generated by the rooms management module of a hotel property management system. (pp. 83–84)
4. Identify features and functions of the guest accounting module of a hotel property management system. (pp. 84–91)
5. Describe the different types of folios that a guest accounting module may use to monitor transactions. (pp. 85–88)
6. Explain how managers can use various reports commonly generated by the guest accounting module of a hotel property management system. (p. 91)