

## Chapter 8 Outline

Sales Office Automation  
  Group Guestroom Sales  
  Function Room Sales  
  Sales Filing Systems  
  Sales Performance Reports  
Revenue Management  
  Elements of Revenue Management  
  Using Revenue Management  
  Revenue Management Software  
Catering Software  
  Off-Premises Catering  
  Home Delivery Catering

## Competencies

1. Identify characteristics of guestroom and function room sales that affect the design and operation of hotel sales software. (pp. 183–188)
2. Identify the types of data, files, and reports used in the operation of a hotel sales office. (pp. 188–193)
3. Identify characteristics of revenue management in hotel operations that affect the design and operation of hotel sales software. (pp. 193–199)
4. Describe the features and functions of software designed for off-premises and home delivery catering operations. (pp. 199–203)