



**An
Integrated
Coverage of
all Hotel
Operations**

DELOTEL

Delta Hotel Management System



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Delta Hotel Management System "DELOTEL" is designed to assist in the management of today's modern hotels. From registration (Web Enabled) to budgeting, DELOTEL features an array of modules that provide integrated coverage of all hotel operations. A host of bookkeeping functions tie the front and back office modules together, and help secure a consolidated information base. To administrators DELOTEL means a wealth of easy to access information through reports and charts that enable them to manage every facet of their hotel operations.

Overview :

- DELOTEL is an online PC-based Hotel Information System that has been developed using state-of-the-art object-oriented technology.
- DELOTEL incorporates the latest advances in hotel information management practices. It is web enabled, which means that it is possible to reserve and confirm bookings online with multimedia and an interactive GUI. It can therefore meet today's requirements, as well as requirements to accommodate aggressive future growth.
- In the DELOTEL environment, information becomes more immediate, and easier to access and maintain. As a result, staff productivity across the entire hotel operation is greatly enhanced. Upper management finds DELOTEL an invaluable aid in supporting the decision making process.

System Specifications:

- The system has the capability to save and retrieve any requested information on guests, hotel activities, and hotel facilities.
- The system enables and provides its users to have prompt and efficient services.
- Facilitates the process of charging rooms and meals.
- The ability to retrieve and modify any information on room status using a visual indicator that shows a floor plan, which deals with the status of rooms through a color-coding system.
- A completely integrated Group System (Reservations, Check-in, Walk-in, and Check-out) to guarantee in handling group Business.

Modules:

- Reservation
- Front Desk
- Cashier and Night Auditor
- Room Management
- Accounts Receivable

Systems Integrated with Delotel

- The Back Office System (Delta EIMohaseb), which is based on international accounting modules.
- Delta Restaurant P.O.S Management, which manages daily restaurant operations.
- Call account that specializes in effectively sending, calculating cost of calls, duration of calls, and received calls.

System Requirements

The package operates through Client/Server protocol under Windows NT.

It is compatible with various DB engines such as Oracle9i and SQL Server.

The minimum configuration is as follows:

Server: (256 MB RAM, HD 4GB, O.S. Windows 2000 Server or Windows NT.

Client: (128 MB RAM, HD 2 GB, O.S. Windows 98, 2000 Prof. XP.

- It provides night auditors with the required reports to control: room revenues, posted transactions, cancelled transactions, and trial balances. In addition to providing a simplified system to automatically post daily room's services and taxes.
- A housekeeping and maintenance system are also included to continuously update computer systems with the room's final status (Occupied, Vacant, Out of Order, Out of Service).
- A marketing database that is based on information from market segments, sources, and geographical codes in order to obtain daily updated statistical reports and prepare a detailed monthly marketing plan.
- Aids top management with the decision making process through a system which builds upon cross variable reports that obtain information according to assorted criteria, which are selected at run time.
- A system covering guest history that saves regular guest information.
- Implements a hierarchical password system to ensure database security and grant access rights based on management level.
- Keeps hotel's maintenance information to help in the periodical maintenance process of the hotel, including related tasks such as maintenance transactions.



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DELOTEL MODULES

Reservation:

The system consists of individual and group reservations. Through available data and reports, it is possible to find out the number of available rooms, in addition to the ratio of occupancy in the future. The user may also enter, display, and print confirmed reservations. A newly added feature to the system is the ability to enable web reservations and confirmations online through multimedia, and an interactive Graphical User Interface (GUI). Through this feature, hotel guests have the ability to check the hotels' room availability, and images of the rooms. In turn, the system sends an e-mail confirmation to guests verifying the reservation process. This gives hotel management many advantages over competing hotels, as it enables a quick and efficient reservation process, maximum satisfaction to the guests, and a global advertising aid to face upcoming challenges in the new millennium.

Reservation (Front Desk)

The Front Desk streamlines your front office process. It provides the applications needed for controlling operations in both complex and simple hotel environments, in addition to comprehensive reservation, registration, check-in, and checkout. The Front Desk boasts numerous features:

- Accommodating walk-in as well as in-advance registration. This process can be changed, cancelled, or reinstated at any time.
- There is no date limit for future reservations according to room availability.
- Integrated handling of group business plus tracking of expenditures and payments in advance.
- A mailing option, which generates guest confirmation letters, including new package features for friendly guests.
- The system gives the user a visual indicator showing a floor plan that deals with the status of rooms through a color-coding system.
- Recording any service charges or taxes after making related calculations.
- Complete Integration regarding the status of rooms between the Front Desk & Housekeeping (Discrepancy) through rooms that are marked with "skip" or "sleep" for example.

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Reservation -Cashier and Night Auditor

The cashier and Night Auditor modules compile reports of high bill balances for guests that are over their credit limit and prohibiting them from exceeding this limit through daily reports (out of deposit). They also Keeps daily guest balance totals and deposit limits after daily night auditor calculations and guest posting are prepared.

Other features of this module include: All in-house guest folios – Guest detail balances – Posting Journal - Departure Report – Guest trial balance – Audit reports – Transaction totals – Rate discrepancy report.

Reservation -Room Management

This module compiles detailed and summed data regarding various status of rooms such as: Occupied (Individuals - Groups) – Vacant – Clean or Dirty – Out of Assigning (Out of service - Out of order), which can be viewed as reports; in addition to providing reports on unexpected movements (Early departures – Walk-ins – Extended stays) in the hotel.

The module also allows clerks to issue to maintain rooms, change status of rooms, and location of rooms.

Reservation -Accounts Recievable

- This Module calculates and prints all companies bills. Views the checked out companies account, collects the delayed cash, displays TAI company aging & outstanding.

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