

HANDLING SERVICES

You will learn:

1. How to prepare services
2. How to include them in reservations
3. How to manage the services calendar and add services through there

1. Accessing services creation menu

Services and their rate plans can be created in **Tools → Configuration → Services**.

The first screen will show you the already existing services and some basic information regarding them (Quantity, validity date).

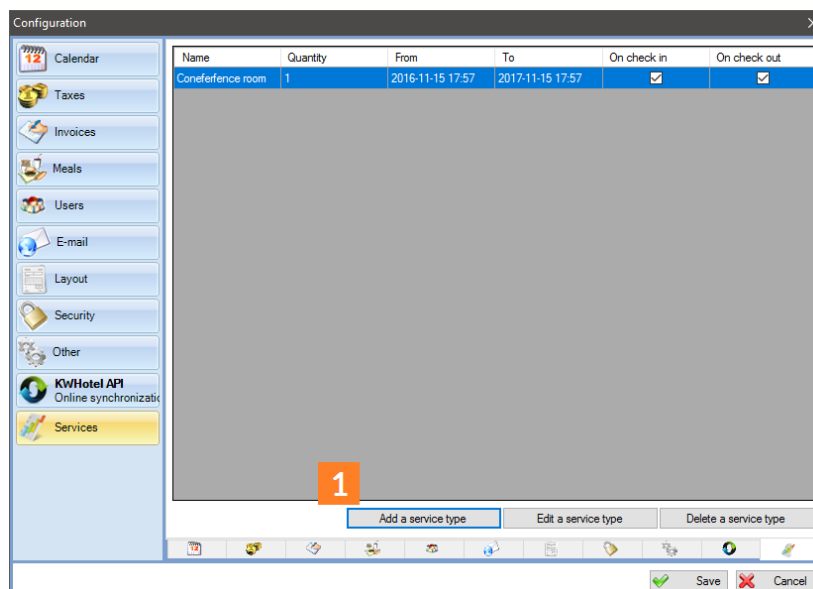
Below you will find three options:

- **Add a service type:** makes it possible to create new services and specify rate plans for them. Creating new services will be described in detail in part 2 of this manual.
- **Edit a service type:** similar to adding a service, allows you to modify the existing service
- **Delete a service type:** erases the selected service type

2. Creating new services and their rate plans

Step by step guide to create new services:

1. In the Services menu click Add a service type



2. Type a name of your service
3. Choose a service type

Pay attention:

There are two service types to choose from:

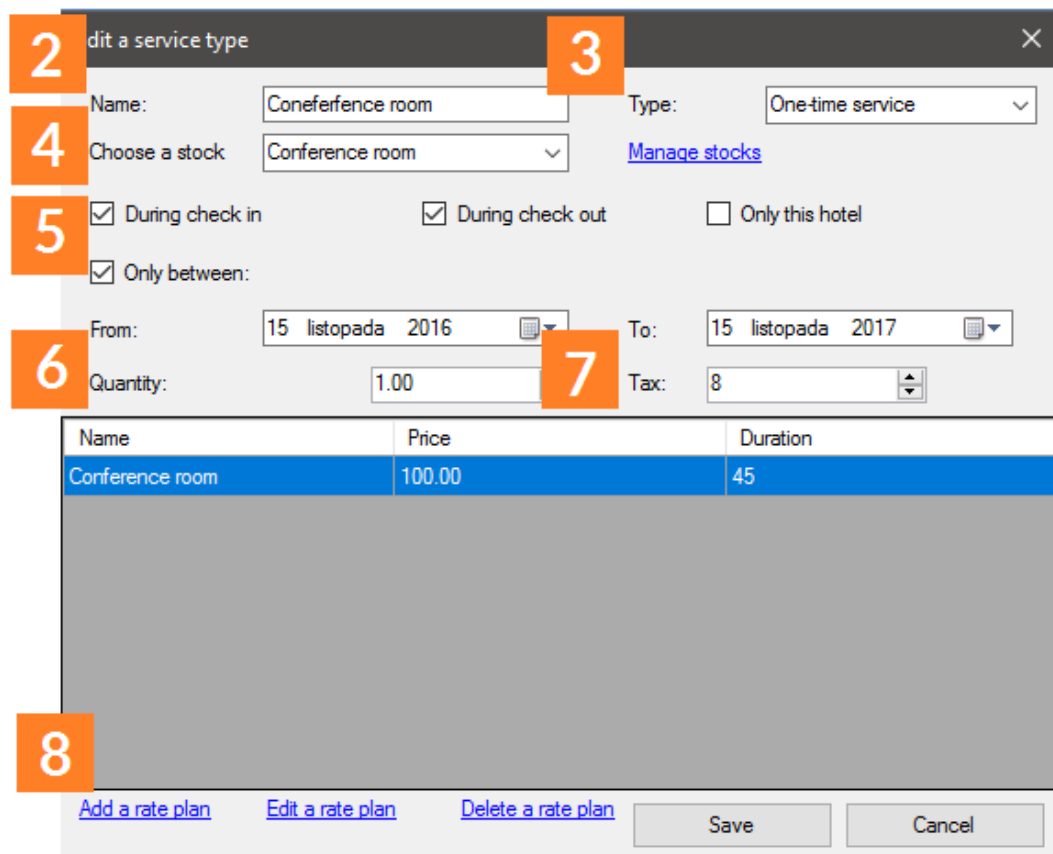
One time service – services such as conference hall rental; available from the Services module
 Fixed service – services such as parking spot, rented for days; available from the Meals tab in the reservation screen.

4. Choose a stock that will be used for this service

Pay attention:

If you wish to quickly modify your stock, click the “Manage stocks” option.

5. Determine when will the service be available
6. Pick how much quantity will this service deduct from the stock
7. If service is influenced with a tax, type it in the “Tax” field
8. Click “Add a rate plan” option



2 Name: **3** Type:

4 Choose a stock: [Manage stocks](#)

5 During check in During check out Only this hotel

Only between:

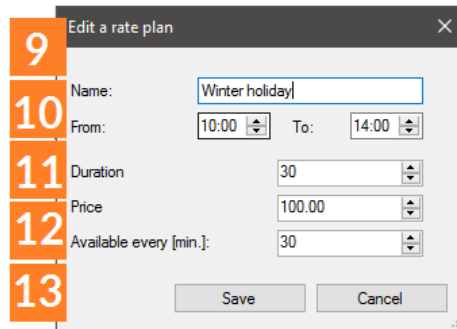
6 From: **7** To:

6 Quantity: **7** Tax:

Name	Price	Duration
Conference room	100.00	45

8 [Add a rate plan](#) [Edit a rate plan](#) [Delete a rate plan](#)

9. Type a name of the rate plan (i.e. Winter holidays)
10. Determine the hours during which the service can be rented under this rate plan
11. Insert a duration of the service usage
12. Type a price of the service
13. Select the interval between renting the same service again



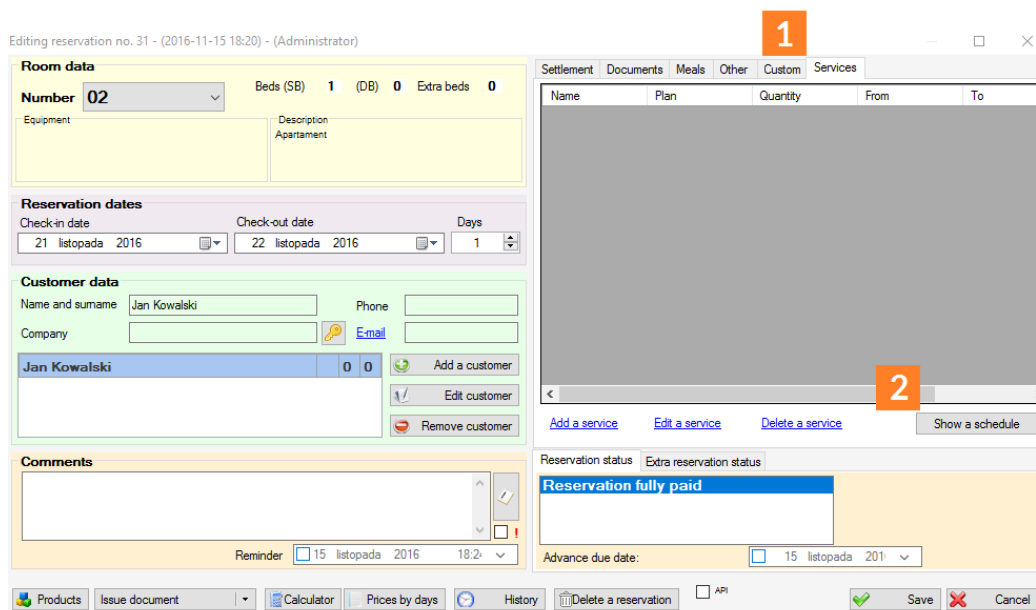
3. How to include services in the reservations?

1. Open the reservation screen and click Services.

Pay attention:

You can also use this screen to quickly move to the Services calendar – just click “Show a schedule”.

2. Click “Add a service”. Your current progress in the reservation will be saved.



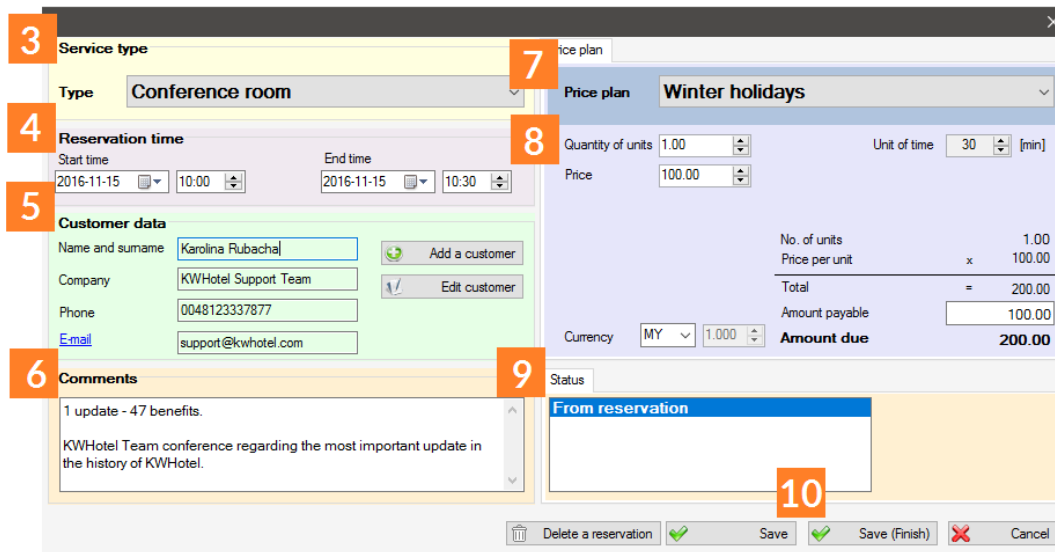
3. A new window will open. Choose a service type.
4. Determine the service reservation time.
5. Insert your customer data.
6. Write any comments if necessary.
7. Pick a rate plan
8. Modify the price, quantity or currency if necessary

Pay attention:

If you decide to modify the default currency, a field next to it will become available – here you can type the exchange rate. All prices will be recalculated according to this rate.

9. Select the service status

10. If all adjustments have been made, you can save your service. It will be accessible from both the reservation screen and services calendar.



The screenshot shows a reservation form with the following sections and callouts:

- 3 Service type:** Type dropdown set to "Conference room".
- 4 Reservation time:** Start time (2016-11-15, 10:00) and End time (2016-11-15, 10:30) fields.
- 5 Customer data:** Name and surname (Karolina Rubachal), Company (KWHotel Support Team), Phone (0048123337877), and E-mail (support@kwhotel.com) fields.
- 6 Comments:** A text area containing "1 update - 47 benefits. KWHotel Team conference regarding the most important update in the history of KWHotel."
- 7 Price plan:** Price plan dropdown set to "Winter holidays".
- 8 Quantity of units:** Quantity of units (1.00) and Unit of time (30 [min]) fields.
- 9 Status:** Status dropdown set to "From reservation".
- 10 Amount due:** Amount due field showing 200.00.

At the bottom of the form, there are buttons for "Delete a reservation", "Save", "Save (Finish)", and "Cancel".

4. Services schedule

To see all booked services on a legible calendar, click the Services icon, visible on the main KWHotel toolbar.

The schedule consists of the following parts:

- Time filter** – allows you to switch between different views.
- Services calendar** – here you can view your current services` reservations (each service type is shown in a separate tab) as well as add new ones.

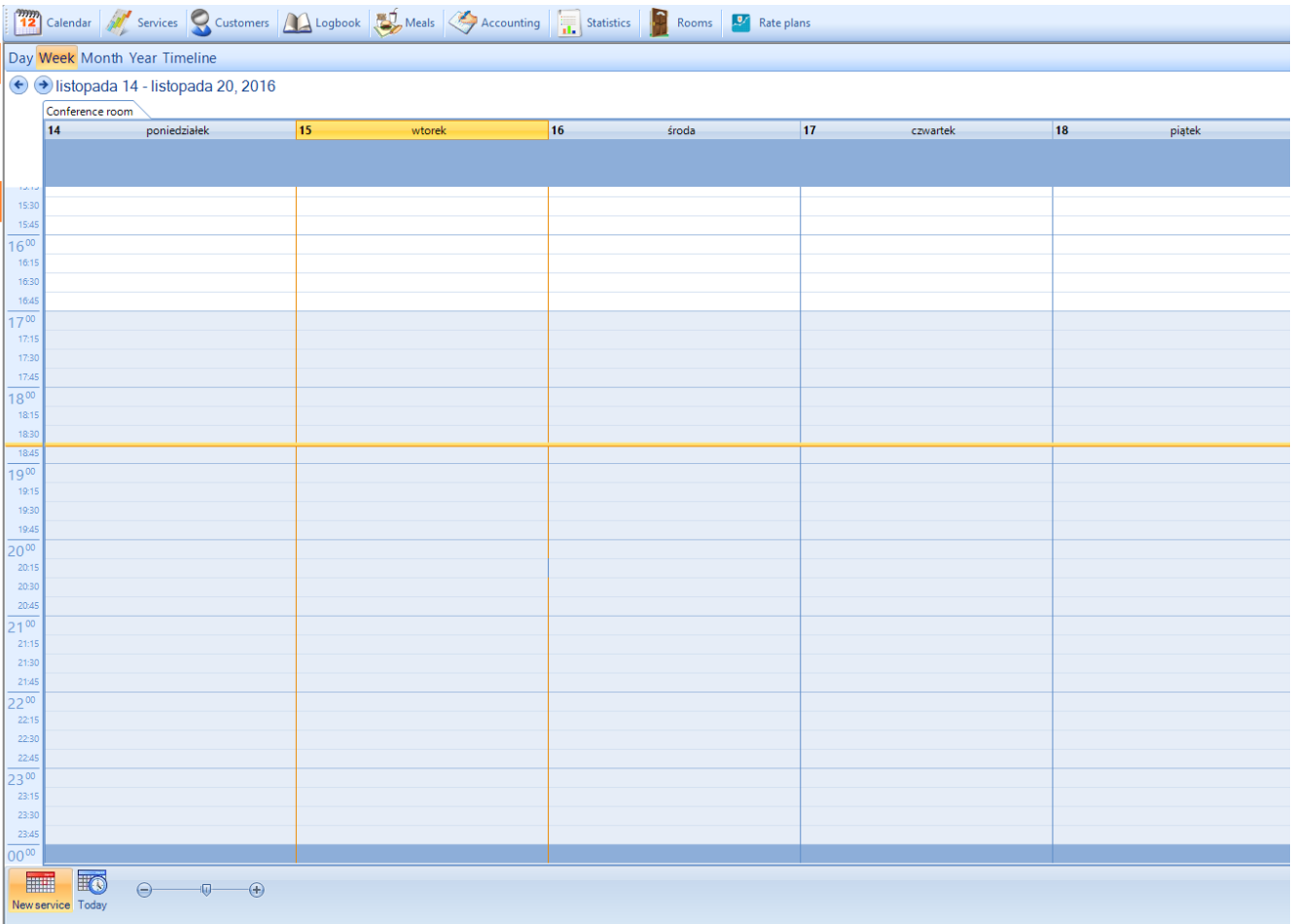
Pay attention:

To add service on the calendar, drag your mouse over the term that you wish to reserve and either press the "Enter" button or click "New service" option on the bottom.

- "New service"** – allows you to add a new service to the schedule.

d. "Today" button – reverts the schedule back to the current day

e. Calendar resizer



The screenshot shows the KWHotel software interface. At the top, there is a navigation bar with icons for Calendar, Services, Customers, Logbook, Meals, Accounting, Statistics, Rooms, and Rate plans. Below this, a header bar shows the current view as 'Day' and the selected date range as 'listopada 14 - listopada 20, 2016'. The main area is a timeline for a 'Conference room'. The timeline is organized into columns for each day from Monday (14) to Friday (18). The vertical axis represents time, with labels every 15 minutes from 15:30 to 00:00. A horizontal orange line is drawn across the timeline at the 18:45 mark. At the bottom left, there are three orange buttons labeled 'C', 'D', and 'E'. Button 'C' is a calendar icon, 'D' is a clock icon, and 'E' is a zoom-in icon. Below these buttons, the text 'New service Today' is visible.