

Registration

The HAL® Registration module provides control over the first direct guest contact area: the Front Desk. Using this module, desk clerks assign rooms to arriving guests, perform check-ins and room changes, and maintain control over room availability for the current date. The information stored on each reservation is available to the registration staff on the day of arrival, and is printed on arrival lists, special handling reports, and registration cards.

The check-in and room change programs have on-line searches for available rooms by attribute, allowing the clerk to meet the guest's accommodation requirements rapidly and thoroughly without interrupting the check-in process.

The module is fully integrated with the other modules of HAL for instant credit checks and travel agent verification. Room status changes made here update PBX, Point-of-Sale, Call Accounting, and other systems interfaced to HAL.

The registration module lets the clerk spend more time with each guest by providing:

- ◆ guest check-in by status (due-in, walk-in, future arrival, etc.).
- ◆ a feature to duplicate an existing guest record for walk-ins.
- ◆ the ability to check in a no-show, canceled guest, or a guest who has recently checked out, with proper audit trails.
- ◆ all reservation information displayed on the registration screens: the date, time, operator and person requesting or changing the reservation, and deposit information.
- ◆ assignment of surcharges for automatic posting during the guest's stay.
- ◆ an easy way to take arrival payments and print the folio without leaving the check-in screen.
- ◆ automatic room assignment with the next clean, vacant room in priority order.
- ◆ registration cards with updated information reprinted from the check-in function on demand.
- ◆ maintenance of sharing guests, with a room change updating all share members or automatically splitting shares.
- ◆ access to corporate or travel agent accounts for a walk-in registration, with the applicable information transferred to the guest record.
- ◆ the ability to search guest history for information about previous guest stays, and to designate whether each guest should be updated to history.
- ◆ guest inquiry by name, arrival, departure, company name, group, room number, account number.
- ◆ preprinted registration cards for all due-in guests to speed the check-in process.
- ◆ special handling report to alert clerks to guest requests such as cribs, limousine pickup, and late check-out.
- ◆ inquiry based on VIP status.
- ◆ an audit trail of changes made to guest records, recording the operator ID, time, date, and person requesting the change.
- ◆ same day cancellations and reservations.

HAL
Hospitality and Leisure

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3506 Breakwater Court
Hayward CA 94545-3611

Phone: (510) 731-2080
Toll-free: (800) 666-3686
Fax: (510) 731-2075

email: info@qantel.com
web: www.qantel.com