OPERA DOWNTIME

STEP   STANDARD

OPERA Downtime	
• Advise the Manager on Duty	If the hotel's PMS (Opera) shuts down, immediate action is required. The MOD is to be advised of the outage immediately.
• Advise the team.	MOD will advise the team that Opera has failed through an email
Handling the operation during a downtime	
03. Reports.	GSA to provide MOD with most updated backup reports (report is auto generated every 4 hours and saved in folder location specific to property: *Room Plan (2 weeks out), Wake-up calls, Arrivals detailed, HSKP Room status, PMs in house, Guests in house, Guests departures, Alerts in house, Traces, Guest Ledger, Inventory Report* A copy of the reports is to be provided to the MOD, front desk, housekeeping, and guest services. *Arrivals* and *departures spread sheet* manual file to be kept at FO to be updated by FOH and MOD. A copy of *arrivals, in house guests and departures* is to be provided to outlets A copy of *PMs in house* is provided to Banquets Manager.
04. Advise guests.	Advise every guest who requires Opera related information or service that we currently do not have access to our system. The downtime may cause delays which could inconvenience guests. Maintain a high level of empathy and provide any necessary information to the guest through the reports, remain calm.

05. Arrivals.	The front desk is provided with the *arrivals report*. A copy is to be kept in the MOD office. If a guest is not on the list they do not have a reservation. Double check third party extranets for last minute reservations or bookings that did not interface. If the reservation is in on the extraneous, add manually it to *arrivals report* and spread sheet. Walk-in should not be accommodated during a downtime. If the guest appears on the *arrivals list* check if a room has been allocated (*arrivals detailed*). If not attempt to locate a suitable vacant inspected room on the *HSKP room status reports* and on *room plan*. If no vacant inspected room is available, allocate suitable vacant clean first, then vacant dirty (or occupied dirty if no vacant available either) on the HSKP room status reports and on room plan. Collect guest's contact info. If any HSKP software is used on property room allocation and room status can be found on software itself.
06. Record check-in.	Record the guest's info on the *arrivals spread sheet*. • If check-in was successful: change the status of the allocated room from vacant inspected to occupied inspected in the HSKP status report. Register in *arrivals detailed* and in *arrivals spread sheet* that guest is in house • If check-in was not possible: register in *arrival spread sheet* adding telephone number and enter comments that reservation is in queue.
07. Method of payment	FOH host must inform guests that the internal system is currently down, therefore we are not able to swipe CC. FOH host to collect CC and to write down on arrivals spread sheet type of CC and last 4 digits of credit card

08. Communicate check-in.	If check-in was successful: inform HSKP and IRD Manager that guest has checked in, provide team with guest's name and room number. If check-in was not possible inform HSKP of queue room.
BILLING	
a. Balance.	*Guest Ledger* provides detailed information about guest's balance, method of payment on file and billing instructions

b. Interfaces.	Once Opera is down, interfaces will not communicate with it. • Micros: outlets won't be able to close any check until system is restored, therefore they will keep checks open and maintain every paper check safe • Telephone calls: if guests are not able to call from their room, they can dial 0 and the operator will connect them to the desired number. For internal and external calls always double check guest's name and room number in *guest in house* report • Keys: all keys must be cut through property key writer. should key system be down as well, fail safe must be used for guests to access rooms. • In room entertainment system: guests must be informed they won't be able to access our TV/entertainment system during downtime • Internet: guests will not be able to log-in our network with no name and room number interface, therefore network must be open • HSKP and dispatcher softwares will be working and guest request can be sent as per normal operations. However softwares will show the information Opera sent before interruption therefore might not be accurate/updated and needs to be double checked with arrivals/in house/ departures report and spread sheet. • IRD orders: before any order gets input in micros, guest's name and room number must be checked in reports and communicated to server

10. Departures.	The front desk is provided with *departures report, guest ledger* and *departures spread sheet*. One copy is at FO, one in the MOD office, and one in PBX. Inform guests of situation and advise balance on their room according to guest ledger, keeping in mind any charge incurred to the room after system interruption won't show on their bill. Collect method of payment for guest. Never enter full CC number (always type of CC and last 4 digits)
11. Record check-out.	Update *departure spread sheet* with guest's info and method of payment. Note down type of Credit Card and last 4 digits. no Cash payment can be accepted during a downtime due to the fact that balance is not final and might not be accurate. Collect guest's email address and write down on *departures* as well. This is important to send updated folio or be able to reach out to them if CC provided or on file is declined. Record on *room plan* that guest has checked out. Change room from occupied to vacant dirty on *HSKP status report*. If HSKP software is used on property GSA or MOD can check room out from software itself
12. Communicate check-out.	Inform HSKP that guest has checked out and room is now vacant dirty.

13. HSKP rooms status	Housekeeping will wok off HSKP software information (if any on property) which will be functional however will display the latest info Opera sent before the downtime. They will update FO and HSKP room status on software itself. If no HSKP software is used on property they will work off reports as well, and will update *room plan* and *room status reports*, HSKP will advise PBX and MOD of every room that is occupied as per the report, but found vacant during departures check, so front desk can record check out. HSKP will inform PBX and MOD of every room that is turned inspected, or will update room status on HSKP software if any on property. Front desk will update the *room plan* and *HSKP status reports* in order to find inspected rooms for arrivals.
KEEP THE LOGS UPDATED	
Master contingency log.	MOD is responsible for keeping all logs updated and to maintain a copy in the MOD office and at FO. MOD is also responsible for passing info periodically to HSKP, PBX and IRD to ensure all information is up to date across the board.
a. HSKP Room Status.	Room status is written in capital letters: O represents occupied V represents vacant. D represents dirty C represents clean I represents inspected PU represents pick-up
b. Room Plan.	If the room is vacant leave the field blank. If the room is occupied write the guests first and last name in the correspondent number in the *room plan*. Also write the guest's departure date next to the name in the room plan, in MM/DD format in this field.
OPERA RESTORED	
1. Advise the team	Once the use of Opera has been restored the MOD will send an email to the team and inform the team. MOD will advise to restart all terminals and log-in to the network and Opera.

2. Update Log.	MOD, FO Manager and HSKP Manager compare all final information and update one Log before updating the system.
3. Update Opera.	GS Manager and/or MOD work from the Back Office in order to update Opera. Arrivals are a priority as rooms need to be blocked and occupied as per spread sheet. It is highly recommended that any changes to arrivals and departures are made by the MOD and/or GS Manager only. - DEPARTURES/ARRIVALS Using the master contingency log and the HSKP software if any on property, ensure that all departures during the Opera downtime period are checked out and all arrivals are checked in. Ensure that all the credit card details are updated correctly and charged for check-outs. Send guests updated folio via email, and note down any CC declined for authorization or payment. Ensure CC on spread sheet matches CC on file and authorizes for check-ins. Guests in house can be reached in their room if CCs don't match and different method of payment is required. Guests who have departed can be reached via email. Once queue rooms can be checked in, follow regular queue reservation procedure
4. Room Status update.	When PMS is restored, HSKP software will send updated info back to Opera. HSKP Manager compares HSKP software and PMS and identifies discrepancies. Therefore completes an update in Opera on the status of every room.
5. Posting outlet charges.	Once Opera is restored all manual charges must be posted and all checks can be closed. FOM and MOD pre-authorize CC for remaining balance if in house, or re-open folio and charge CC for balance if departure
6. Lost interface	For all other charges check lost interface and investigate where they are coming from so we can post to correct guest's room.

Master Log and all reports must be scanned together and saved as one PDF document in: N Drive/Public/OperaFailure with full date and signed by MOD.
Copy of new downtime reports must be kept in guest services throughout the day