



choiceADVANTAGE

**Manual Operations
and
Emergency Procedures
Guide**

JUNE 2013

PROPERTY SYSTEMS

Contents

WELCOME	3
PREPARE FOR THE UNEXPECTED	4
PREVENTATIVE MAINTENANCE	5
EMERGENCY PHONE NUMBERS AND CONTACT INFORMATION	5
EMERGENCY EQUIPMENT RECOMMENDATION	6
SPECIAL NEEDS GUESTS	7
REPORTS	7
FORM RECOMMENDATIONS	8
CREDIT CARDS	8
OPERATING MANUALLY	9-10
Immediate Response	9
CONTINUING MANUAL OPERATIONS	11-13
Making a Reservation	11
Checking in a Guest	11
Posting Charges and Payments	12
Shift Processing	12
Night Audit	13
choiceADVANTAGE RECOVERY PLAN	14
Powering Up From a Power Failure	14
EMERGENCY FORMS	16-23
Emergency Contact Information Form	17
Registration Form	18
Folio Form	19
Availability Form	19
Room Rack Form	20
Housekeeping Report Form	21
In House List / Balance Sheet Form	22
Daily Posting Log Form	23

Welcome

Welcome to the Manual Operations Guide. There are many things to do in preparing for and dealing with an emergency. This document provides a starting point for developing procedures and forms that will allow you to operate your hotel in the event of the following scenarios: choiceADVANTAGE cannot function due to a power outage, internet connection problem, satellite outage, system outage, or any other unforeseen event.

Note: In the event of a system outage, choiceADVANTAGE hotels can still process payments via their credit card system.

Included are suggestions to prepare for the unexpected, manual operation processes and forms, and information on restoring data after computers become operational again. The information in this guide can be used to help you develop manual operating procedures specific to your property.

choiceADVANTAGE provides this manual as a reference guide only. It is not a mandatory program, nor is it intended to cover all situations or events in which you may need to operate your hotel manually. This material is for informational purposes only, and may not be relied upon as a representation, warranty or agreement of choiceADVANTAGE to undertake any specific task to achieve any particular result, or for any other purpose. You need to make your own, thorough investigation and preparations. choiceADVANTAGE does not warrant the accuracy or completeness of the procedures described herein, the effectiveness of such procedures or the effect or effectiveness of any forms (printed or electronic) contained herein.

As with any emergency planning, the main consideration should be for the safety and well being of your guests and your staff. However, you also want to take reasonable steps to minimize any potential negative impact to your business. The issues outlined in this document are the beginnings of a plan that you should construct for your hotel that will help you with both goals.

Take the time to develop plans to address potential problems now so you will be ready to help your guests, your staff, and your business during emergency situations.

Prepare for the Unexpected

The key to a successful transition to manual operations in the event of an emergency is planning for the unexpected. Preparing forms, reports, and procedures in advance will ease the transition from computer operations to manual operations for your hotel.

This section provides suggestions for planning and preparing for the unexpected. Everything listed in this section should be done upon receiving this guide, except for the Reports section which should be completed daily.

Use this section to develop your hotel's contingency plan for emergencies. For each section, ask yourself the following questions:

- What is the importance of this item to hotel operations?
- Who is responsible for this item and can we operate manually if necessary?
- When is this item operational? When should I check it?
- How does this item work? How often should I check it?
- Where is this item located? Is it secure? Where are instructions, manuals, backups, support numbers, etc. stored?
- If it is a system and it is unavailable, do I have a manual means of operation?
- And always ask, "How are my guests affected and how can I minimize any negative impact?"

Preventative Maintenance

Preventive maintenance will reduce (but not eliminate) the likelihood of your computer equipment failing. Keep your equipment clean from dust, and ensure that it is in a well-ventilated area to avoid overheating.

Emergency Phone Numbers and Contact Information

Keep a current list of phone numbers for all agencies you would need to contact if your computer equipment fails for any reason. Complete the Emergency Contact Information Form (page 17) and place it in a location readily available to your staff.

Keep the following in mind when filling out the Emergency Contact Information Form:

1. Locate and verify all telephone numbers.
2. Obtain secondary problem-escalation telephone numbers.
3. Review with hotel staff the procedures for calling Property Support. Staff will need to know your property code when calling Property Support.
4. Include phone numbers for your general manager, property management company, and other agencies specific to your property.

Emergency Equipment Recommendation

In preparing for the unexpected, you should also maintain a supply of the following equipment and supplies to help your staff provide service to your guests.

Place these items in a box labeled “Emergency Supplies” at the front desk so they are easy to locate if you need to run manually.

Periodically review with your employees the steps required to manually operate the hotel in the event of a power outage or equipment malfunction.

1. Highlighters in a variety of colors.
2. A printing calculator (battery operated).
3. Manual credit card imprinters. (Electric ones won't work if your power goes out.)
4. Sufficient supply of paper credit card vouchers (you can obtain these from your bank). Please note: PCI dictates that physical copies of credit cards must be securely stored at all times and shredded with a cross-cut shredder when no longer needed.
5. Completed Emergency Contact Information Form that lists all your contact names, phone numbers, and credit card merchant numbers.
6. Construct a form letter to all guests briefly explaining the situation. Make sufficient copies for all guests and distribute to all guest rooms.
7. Several flashlights with extra batteries.
8. Pens, pencils, white out, and paper.
9. A registration card file (bucket) for in-house guests and new reservations, or some other method to keep a file of registration cards (forms).
10. A “Paid/Received” stamp (you can purchase this from a local office supply store).
11. Make copies of all the manual forms needed to operate the hotel smoothly until power is restored. Have enough copies on hand to sustain a power outage of several days. **NO POWER MEANS NO COPY MACHINE!**
12. Paper receipts for cash paying guests.

Special Needs Guests

Have a system in place to identify and take action to assist guests who are handicapped or hearing impaired.

Reports

To ensure your hotel can transition quickly to manual operations, you should run these reports several times every day (go to **Run** on toolbar and select **Reports** from the drop down menu):

REPORT NAME	REPORT CATEGORY
Account Balance Report	Emergency Reports
Arrival List	Emergency Reports
Departure List	Emergency Reports
In House List	Emergency Reports
Vacant Room List	Emergency Reports
10 Day Availability	Emergency Reports

Form Recommendations

To ensure your hotel can transition quickly to manual operations, you should maintain a supply of the following manual forms in your Emergency Box.

Examples of these forms are provided beginning on page 18 of this guide.

You can make copies of these forms or create your own forms as needed for your property:

1. Emergency Contact Information Form
2. Registration Form
3. Folio Form
4. Availability Form
5. Room Rack Form
6. Housekeeping Form
7. In House List/Balance Sheet Form
8. Daily Posting Log Form

Credit Cards

Verify with your credit card provider the procedures required for manual (telephone or paper) approvals on credit card transactions during a phone, power, or equipment outage.

Develop a hotel policy and procedure for the front desk and other outlets to use in the event of a credit card system failure.

In the event that no approval system is available (for example, during a telephone system failure) this procedure should anticipate requirements for local credit card approval, such as two forms of identification.

Additionally, know the procedure that is recommended by your credit card provider to be used in the event that only one of the steps in the current transmission fails.

Operating Manually

By taking these steps to prepare for any interruptions in computer service, you should now be prepared to operate your hotel manually.

This section provides guidelines for implementing your emergency plan and continuing operations for your hotel. It is designed as a quick reference that a Guest Service Agent can consult when an emergency occurs.

Please keep in mind that this section is useful only if the previous preparation section has been followed.

Immediate Response

In the event of **power failure**, or loss of access to choiceADVANTAGE, follow these procedures for a smooth transition to a manual system.

In the event of a power outage, call Property Support to notify them and ask them to disable the Auto-Audit function. (Note: do not call Property Support to do this if choiceADVANTAGE is down). This will simplify the process of bringing your system current when your power is restored. Retrieve the most current printed copies of the emergency reports.

If you still have access to the system, **print all emergency reports** (see list on page 7).

Note: In the event of a system outage, choiceADVANTAGE hotels can still process payments via their credit card systems.

If you no longer have access to your system, retrieve the most current printed copies of the emergency reports.

Reminder – it is very important to run your emergency reports several times each day so that you always have a current copy available.

Note: These reports will also be used to recover your system; store them in a safe place.

Call Property Support at (800) 528-3118 and follow their directions. If it is determined that you will be functioning without choiceADVANTAGE for some time, continue with the following instructions.

1. Perform the following actions (use the forms beginning on page 18):
 - a. Retrieve the In House List / Balance Sheet Form.
 - b. Retrieve the most recent In House List Report.
 - c. Using the In House List Report and your current registration cards, complete the In House List / Balance Sheet Form to bring your hotel to its current occupancy status. Use this form to keep a record of your In House guests.
 - d. Retrieve the Room Rack Form. Write the names of every in-house guest in the appropriate room box, including their departure dates and method of payment.
 - e. Using the Vacant Room List from your Emergency Reports, color code all clean rooms with a highlighter, and put an "X" in those room blocks that are out of order. Use this Room Rack as a guide when checking in future arrivals and walk-ins. If you have "special needs" guests, you may want to color code or set aside specific rooms for those guests.
 - f. Retrieve the Availability Form and the 10-Day Availability Report. Write the figures from the 10-Day Availability Report onto the Availability Form. Update this form every time you walk a guest in, or make a reservation until the system is restored.
 - g. Retrieve the Arrival List Report. Use this information to determine the reservations you are expecting until the system is restored. Using this list, complete a Registration Form and a Folio Form for any reservations that have not arrived.
2. After following these guidelines, your hotel should be ready for manual operations. Refer to the next section for additional instructions.

Continuing Manual Operations

Remember that each property is unique and that these steps are a general guide to manual operations. This section provides suggestions for daily Front Desk operations.

Making a Reservation

1. Before making any reservation, consult the Availability Form (the one you completed in the last section) to ensure that you have room availability for the dates of the requested reservation.
2. Use the Registration and Folio Forms to record the reservation information. This will also reduce the duplication of paperwork when the guest checks in.
3. Provide the guest with their confirmation number. Develop a procedure for consistent manual confirmations and numbering.
4. Always update the Availability Form after confirming a reservation.

Checking in a Guest

1. To check in a guest with a reservation, access the Registration and Folio Forms previously completed for the guest. If the guest is a walk-in, have them also complete a Registration Form and a Folio Form. In both cases, have the guest verify all information and sign the forms.
2. If the guest is paying with a credit card, call your credit card processor or card center (use the phone numbers that you listed on the Emergency Contact Information Form) to get a phone authorization for room charges and incidentals per hotel policy. Remember to write the amount authorized and the authorization code on the guest's Registration and Folio Forms. (If the property still has power, this step may not be necessary. Try processing cards normally first.)
3. Write down any cash payments made by the guest on the guest's Registration and Folio Forms. Record the amount paid on the Daily Posting Log Form. If the guest has an advanced deposit, refer to the Account Balance Report to verify the amount and write it on the Registration and Folio Forms.

4. Assign a room using the Room Rack Form as a guide. Write the name of the guest and his/her departure date on the Room Rack Form.
5. Complete the check-in as you normally would.
6. After the guest departs the desk area, transfer all information to the In House List / Balance Sheet Form.

Posting Charges and Payments

1. Post all payments and charges (telephone, fax, movies, laundry/valet, miscellaneous, etc.) to the Registration and Folio Forms. Be sure to calculate the current balance.
2. Additionally, record all charges and payments on the Daily Posting Log Form. This form will be used later to balance your shift.

Shift Processing

1. Count your cash drawer and verify that the amount is correct.
2. Use the Room Rack Form to check for expected departures, arrivals, in-house status, and rooms to sell.
3. Continue normal day-to-day shift activities (check-ins, check-outs, reservations, postings) using all appropriate manual forms.

Night Audit

1. Count your cash drawer and verify that the amount is correct.
2. Use the Room Rack Form to check for expected arrivals, in-house status, and rooms to sell.
3. Verify and compare rate and balance status from the most recent version of the In House List and Expected Departures to the In House List / Balance Sheet Form (first manual night audit only).
4. Check for discrepancies between the Daily Posting Log Form and the Registration and Folio Forms (bucket check).
5. Verify and compare that the In House List / Balance Sheet Form balances to the Registration and Folio Forms.
6. Verify and compare rates on the Registration and Folio Forms to the In House List / Balance Sheet Form.
7. Balance credit cards, cash, direct bills, and check-outs for the day to the Daily Posting Log Form.
8. Post charges to the Registration and Folio Forms for Phone, Miscellaneous Charges, Movies, Room and Tax, etc.
9. Prepare a new In-House List / Balance Sheet Form for the new day.
 - a. Transfer the new balance from the Registration and Folio Forms to the In-House List / Balance Sheet Form. This becomes your beginning balance for the new day.
10. Process guaranteed no-shows according to your hotel's policy.
11. Using the Arrival List Report, prepare a Registration Form and a Folio Form for each guest arriving the next day.
12. Prepare a new Housekeeping Report Form for the new business day.
13. Review and/or distribute reports.

choiceADVANTAGE RECOVERY PLAN

After your computer is operational again, you will need to restart your computer systems and restore the information you recorded manually to choiceADVANTAGE. This section provides recommendations for powering your system up from a power failure.

Powering Up From a Power Failure

If you are preparing to recover your system after a power failure or outage, follow these procedures:

1. When your power is restored, turn on your computers and ensure that you can connect to the Internet and choiceADVANTAGE.
2. Verify the system date and time. Place the mouse pointer over the time display located in the bottom right-hand corner of the monitor. The date will display. Verify that this is the current date and time.
3. After restoring power to all workstations, verify that all necessary hardware accessories and software applications are running such as printers, modems, virus protection, AdWare, and any applicable interfaces.
4. After choiceADVANTAGE is up and running, perform the following:
 - a. Perform a test of the system interfaces such as POS, telephone switch, call accounting, etc.
 - b. Test your communication lines for both telephone and data communications.

Note: Immediately report problems to the appropriate vendor. For example, contact your local telephone company if the problem appears to be the telephone trunk lines. For POS problems, contact your POS vendor.

If any problems arise with choiceADVANTAGE, contact Property Support at (800) 528-3118.

5. Begin data entry of past and present guest accounts, including Accounts Receivable and Groups.
 - a. Transfer data from your manual forms to choiceADVANTAGE.
 - b. Enter all guest information and other data, one day at a time. If your system has been out of operation for more than one business day, begin with information from the first business day that you began collecting manual data. If you have obtained manual credit card authorizations, be sure to enter this data into choiceADVANTAGE so that your batches will balance with each night audit that is run. Make sure you enter the authorization numbers and amounts before you run the Night Audit to avoid over-authorizing guest credit cards.
 - c. After data has been entered for each business day, you must run the Night Audit.

Note: Verify that all information is current and correct. Check for possible duplicate reservations and ensure you are in balance (including credit cards).
 - d. Run the Night Audit.
 - e. Repeat the Night Audit, entering data and performing the Night Audit function one day at a time, until choiceADVANTAGE catches up to the current business date. The choiceADVANTAGE system business date is located at the top of each screen.
6. Perform credit card batch settlements:
 - a. In the event of an extended power outage, credit cards may need to be batched (settled).
 - b. If the situation requires a batch settlement, check with Property Support.
 - c. Batches must be researched for possible duplication and/or missing transactions.
 - d. It is your responsibility to perform all adjustments and postings. Property Support will not settle your batches.
 - e. If a current batch needs to be deleted or moved to History, Property Support will not be able to perform this task for you.
 - f. To settle your credit cards, follow your normal procedure.
7. Call Property Support at (800) 528-3118 and inform them that power has been restored, your computers are powered up, and the Auto-Audit needs to be turned back on.

EMERGENCY FORMS

This section contains the form examples that were described throughout this guide.

These examples are not meant to be all inclusive of the forms you may require to manually operate your hotel, but rather provide a starting point for designing forms applicable to your property.

The manual example forms included on the following pages are:

- Emergency Contact Information Form
- Registration Form
- Folio Form
- Availability Form
- Room Rack Form
- Housekeeping Form
- In House List/Balance Sheet Form
- Daily Posting Log Form

EMERGENCY CONTACT INFORMATION FORM

MANAGEMENT	NAME	PHONE NUMBER & NOTES	
General Manager		Cell Phone -	
		Home -	
AGM or FOM			
Auditor			
UTILITIES		PHONE NUMBERS & NOTES	
Electric Company			
Gas Company			
Water Company			
Telephone Company			
choiceADVANTAGE		PHONE NUMBER & NOTES	
Property Support			
SYSTEM	VENDOR	PHONE NUMBER & NOTES	
Call Accounting			
PBX			
Movies			
Keys System			
Point of Sale (POS)			
Voicemail			
Internet Service			
NEARBY HOTELS		PHONE NUMBERS & NOTES	
CREDIT CARDS	MERCHANT NBR	AUTH PHONE #	CONTACT NAME
Visa			
Master Card			
Discover			
Diners Club			
American Express			
JCB			
OTHER IMPORTANT CONTACTS		PHONE NUMBERS & NOTES	
Police			
Fire			

REGISTRATION FORM

REGISTRATION

Arriv Date _____ Room Type _____ Room # _____
 # of Nights _____ Rate _____ Acct/Confirmation # _____ Rollaway _____ Crib _____
 Departure Date _____ Adults/Children ____ / ____
 Special Needs _____

Name _____ GP- _____
 Company _____
 Address _____
 City _____ State _____ Zip Code _____
 Phone _____
 Car Make /Model _____
 Tag _____ D.L.# _____

Method of Payment:

___ Cash _____
 ___ Credit Card Type _____ Expir. Date _____
 Signature _____

Amount Authorized _____ Code _____
 Additional Authorizations:
 Amount _____ Code _____ Date _____
 Amount _____ Code _____ Date _____
 ___ Direct Bill Acct Name _____

DATE	RATE	TAX	OTHER	OTHER	BALANCE

TOTALS _____

TOTAL BALANCE DUE _____

GUEST SIGNATURE _____
 CHECKED IN BY _____

NOTES:

AVAILABILITY FORM

RM TYPE	TOTAL ROOMS	AVAILABLE / /	AVAILABLE / /	AVAILABLE / /	AVAILABLE / /	AVAILABLE / /	AVAILABLE / /	AVAILABLE / /	AVAILABLE / /	AVAILABLE / /	AVAILABLE / /
TOTALS											

RM TYPE	TOTAL ROOMS	AVAILABLE / /	AVAILABLE / /	AVAILABLE / /	AVAILABLE / /	AVAILABLE / /	AVAILABLE / /	AVAILABLE / /	AVAILABLE / /	AVAILABLE / /	AVAILABLE / /
TOTALS											

ROOM RACK FORM

Room Rack _____ Business Date _____

Room # Room Type Clean Out	Room # Room Type Clean Out	Room # Room Type Clean Out	Room # Room Type Clean Out	Room # Room Type Clean Out
Room # Room Type Clean Out	Room # Room Type Clean Out	Room # Room Type Clean Out	Room # Room Type Clean Out	Room # Room Type Clean Out
Room # Room Type Clean Out	Room # Room Type Clean Out	Room # Room Type Clean Out	Room # Room Type Clean Out	Room # Room Type Clean Out
Room # Room Type Clean Out	Room # Room Type Clean Out	Room # Room Type Clean Out	Room # Room Type Clean Out	Room # Room Type Clean Out
Room # Room Type Clean Out	Room # Room Type Clean Out	Room # Room Type Clean Out	Room # Room Type Clean Out	Room # Room Type Clean Out
Room # Room Type Clean Out	Room # Room Type Clean Out	Room # Room Type Clean Out	Room # Room Type Clean Out	Room # Room Type Clean Out
Room # Room Type Clean Out	Room # Room Type Clean Out	Room # Room Type Clean Out	Room # Room Type Clean Out	Room # Room Type Clean Out

PROPERTY SYSTEMS

CHOICE HOTELS
INTERNATIONAL.

PROPERTY SYSTEMS