# EASYFO Front Office System

EASYFO program is designed for users in any levels who need to use the front office software and no need to waste time for training and practicing. All main features and standard functions are supported in our program. **EASYFO** committed to create a software which is easy to use, easy to learn, provides a lot of information and reports as management's requirement.
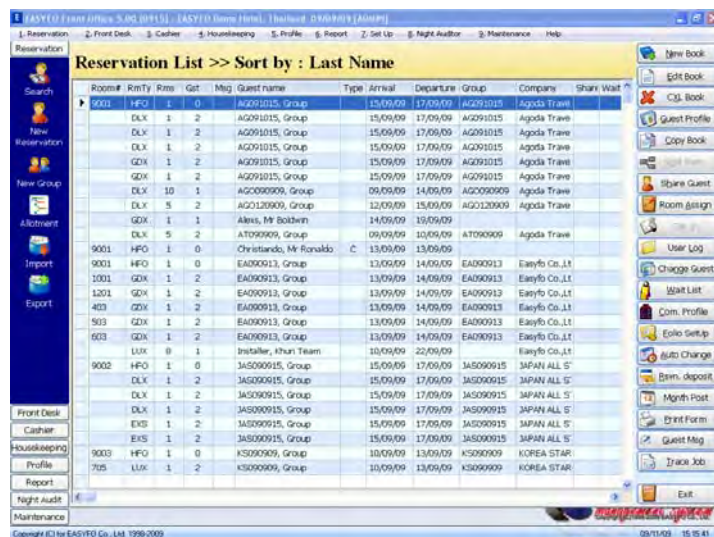
Main Menu

Main menu consists many functions such as Reservation, Cashier, Housekeeping, Night Auditor, Profile, and etc. You are able to use both style mouse and keyboard to select the menu and all functions of the program. Because this our main concept is "easy to use"

Hot Function Keys

The System has many help function key that can select the special help function from any working screen and anytime such as while you make a new reservation. You are able to pickup Money exchange,   Inquiry, Room Status   Forecast/Availability, Room Planner, Calculator or Hotel Status screen and return back to previous working screen.

Reservation Screen

The reservation is the detail of guest arrival information. The reservation screen has useful function call "Screen Design". It means you can add or modify fields in the reservation screen almost 70%. The reservation is easy to input because you can use Enter key to pass all data fields.

Forecast and Availability

We provide the forecast and room type availability screen to manage your staff schedule and reservation operation. EASYFO'S software doesn't only show figures but we use colors to show high and low occupancy (to make it easy to distinguishing) so that the two can be differentiate.
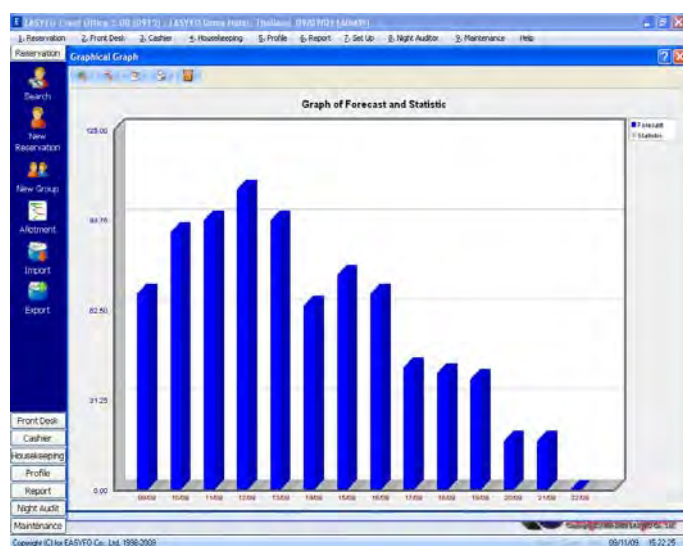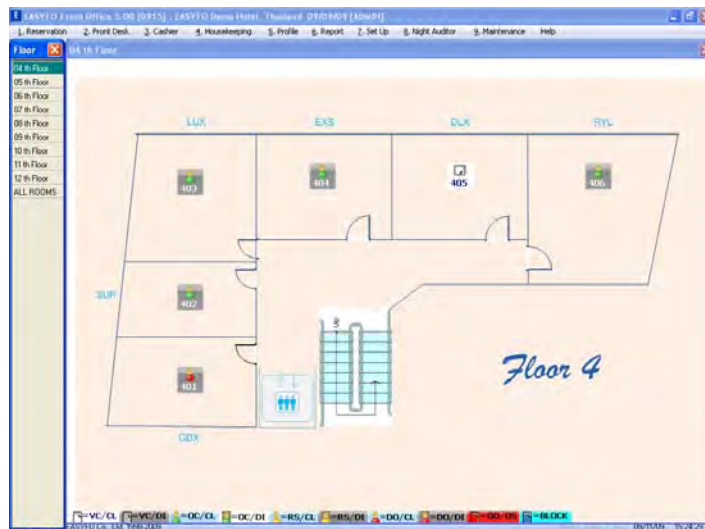
Gray Color = Low Occupancy

White Color = Medium Occupancy

Blue Color = High Occupancy

Red Color = Overbook

Occupancy & Last Year Statistic

The graph will show the future forecast for actual occupy room and comparison with last year occupancy statistic. It is easily view for management to manage the future man power.

Floor Design screen

The system lets you create the floor design following your hotel's floor plan. The room number will show in different colors by room status (the color status is at the bottom line). You can design the bed type such as twin, king and etc.

Cashiers

Cashier screen provides fast query and folio display. Split and share folio is able to create up to 9 folios. Individual and group check out are on the same screen. Automatic room posting can be done individually to avoid the human error. Departure rooms are shown in different colors, so it's easy to identify. Folio language will select by press [-] and be able to send a message to Housekeeping for checking out guest by press [*]
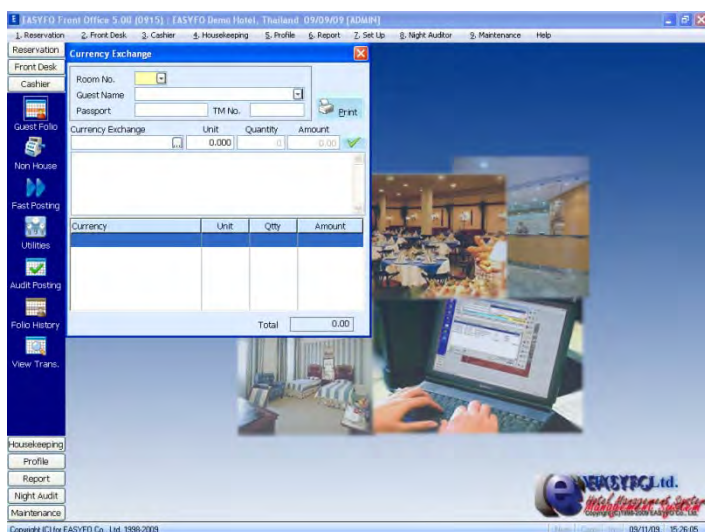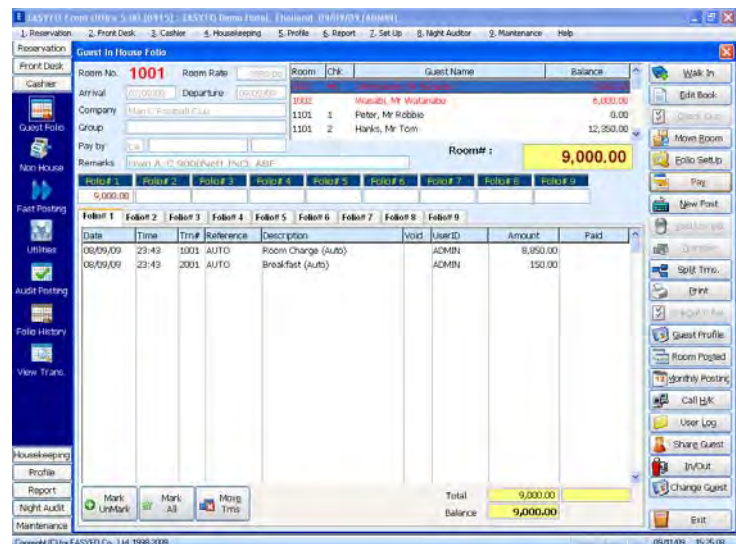
Currency Exchange

Help function key (CTRL+F4) is Money Exchange function. Cashier can activate this option on any screen. Guest profile will be picked up automatically from guest profile such as Guest passport number, TM number and guest address. This function can do multi currency exchange in one time.
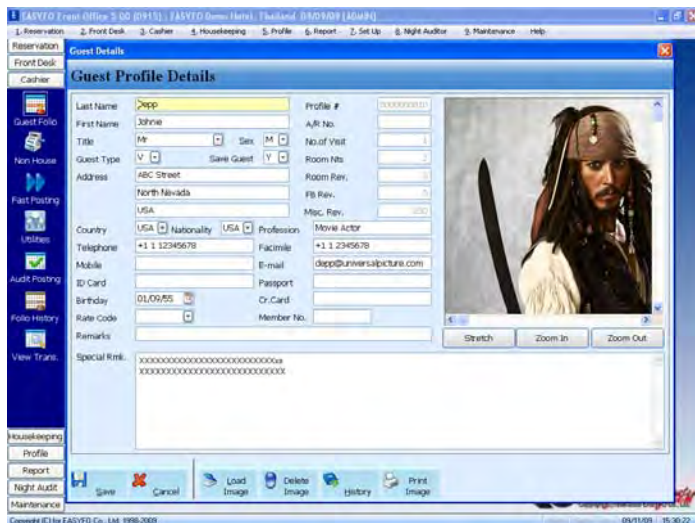
Guest Profile

Guest profile can be searched by both first and last name. This screen will show total summary of room revenue, F&B revenue, others revenue, number of visit and arrange special remarks. Guest picture of passport are able to scan and load to guest profile details screen. Guest history is kept details and yearly summary of room nights is done on daily basis.

Housekeeping

This Menu consists of Changing Status, Out Of Order, Mini Bar and Out Of Order History Menus. Change Room Status option emphasizes to fast entry, easy uses and checks discrepancy status automatically by the system.   The housekeeping clerk just enters only Room number and 1, 2, 3 or 4 status. If there is a discrepancy the system will show automatically on the right window. The Out of Order function is to make room unable to accept reservation and after released the out of order details will be moved to Out Of Order History part. Beside of keeping history and able to view out of order period and reasons.
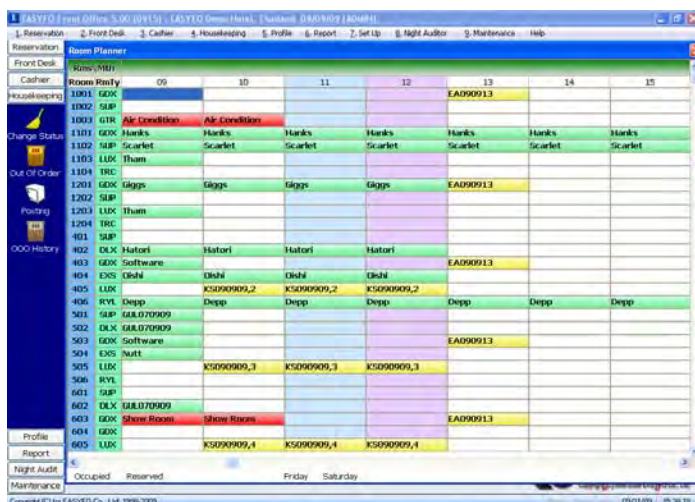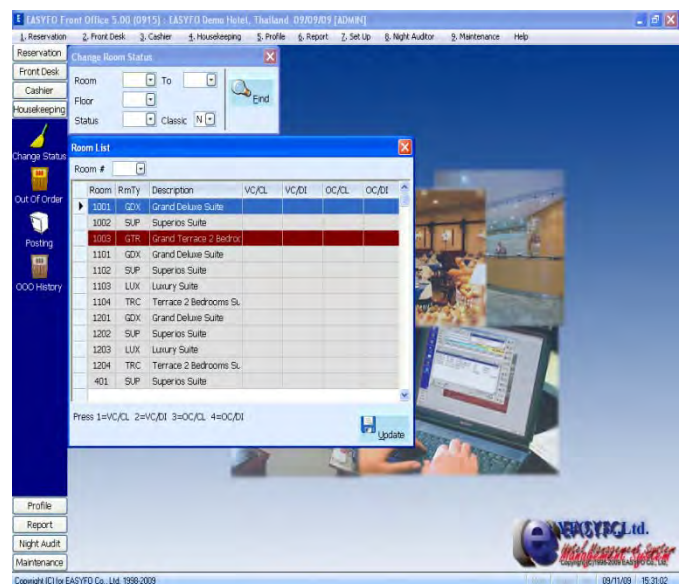
Room Planner

This feature is very useful function that let all users easily arrange all available room for maximum occupancy.   The arrow left is allocates at arrival date. In this screen you will be able to view the reservation by press enter as following help. In this screen user be able to print out the screen or list of room to printer.

Room Type Availability Screen

This window will show all available room type following date. You can move highlight to right hand side to view future available as you need. The available option will show on right top of screen if you need to view Maximum press [*] to change the option.

Multiple Block in Allotment

The Allotment function is made to serve multiple room type, multiple room rates, multiple number of rooms and multiple cutoff day. After Allocate block you will be able to increase or decrease any day in manually.

Engineering System

This function can enter all engineer job order. It easy to send the order to engineer department and supervisor will be able to specify date, time to finish and who has take care this job. The supervisor can assign and print out the job order to specific engineer. This feature will give you the engineering performance report too.
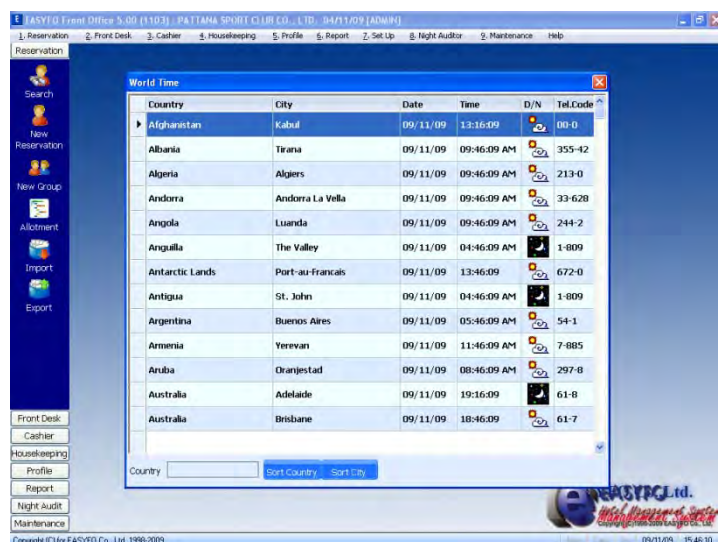
World Time

This feature will be indication the world time more than 400 city's in the world and encourage daylight saving in the summer season. Because it will adjust time automatically. And this function will show country code and city code too.
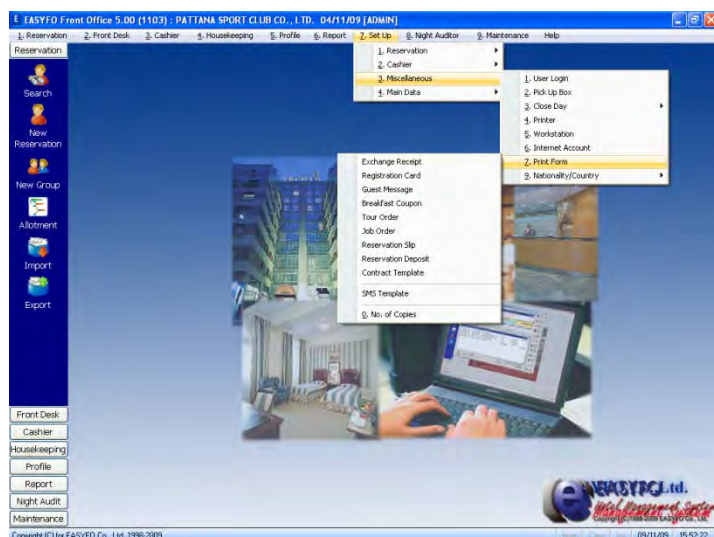
B/F Coupon

The user will be able to print BREAKFAST COUPON from the system directly. There are many options such as All In-House, Reservation specific date, specific room number, guest name and group name. Once the user re-print breakfast coupon the system will show "COPY" word for notification to staff. You can save the time and man power for serving guest instead of doing paper job.
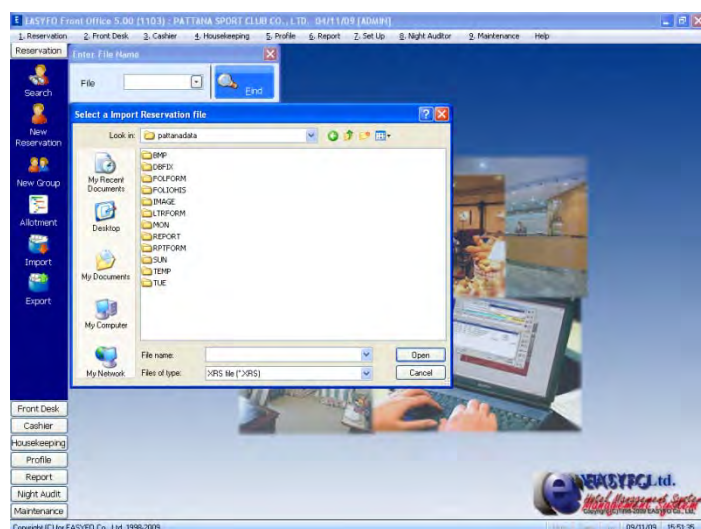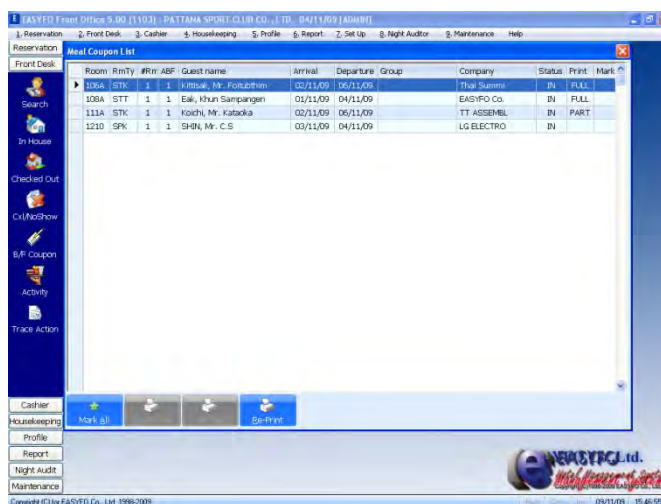
Import / Export Reservation

This is the powerful function if you have reservation center of reservation office at the other province. The reservation staff can make the reservation in EASYFO program and *EXPORT* all reservations. Our staff sends this file via E-Mail and hotel site will pickup and import to system directly. It means all reservation will come from the one entry and save the time to re-entry as in the past.

User Define Printing Form

The system has the specials form generator. You can ADD, CHANGE, CREATE and MODIFY all the form as you need such as Registration card, Reservation sip, Tour order, Breakfast coupon, Job order, Guest message, Exchange slip, Confirmation letter, E-mil, Guest Folio and Reports. In case the hotel has old form you can keep use the existing form until all gone. You will able to change printing form anytime.

Hotel Status (ALT+F2)

This screen contains a lot of helpful information such as Front Office Status, Occupancy Analysis, End Day Status, Expected movement, Actual movement, Housekeeping status, Expect VIP arrival, Expect arrival and Expect departure. All information has process every time you activate this function. Management will get hotel status anytime as need.
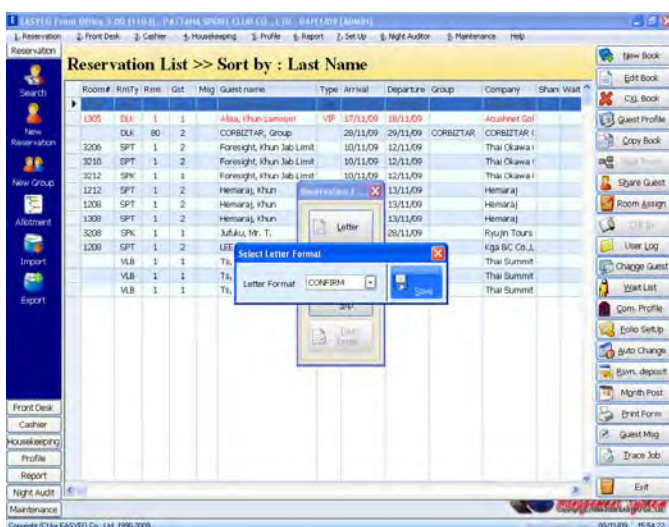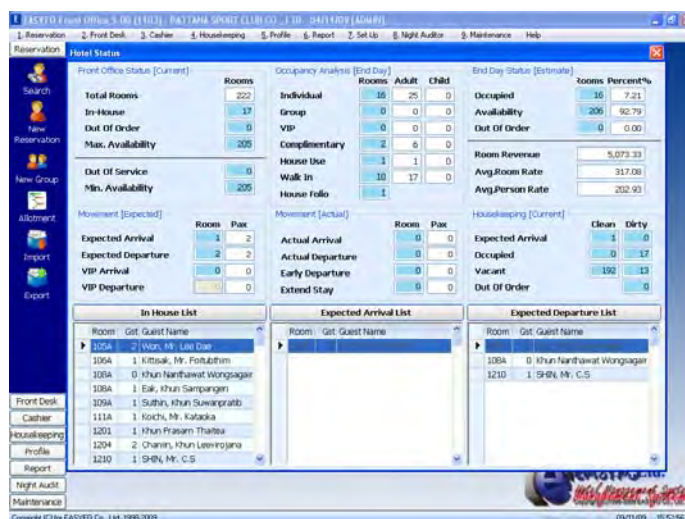
Confirmation Letter

EASYFO provide the high technology for printing confirmation letter to Fax machine directly and send Confirmation E-mail via the Internet. The hotel will save the time and a lot of telephone cost. Because we can send digital letter to fax machine directly. E-mail Confirmation is fastest way to connect to other people in the world.
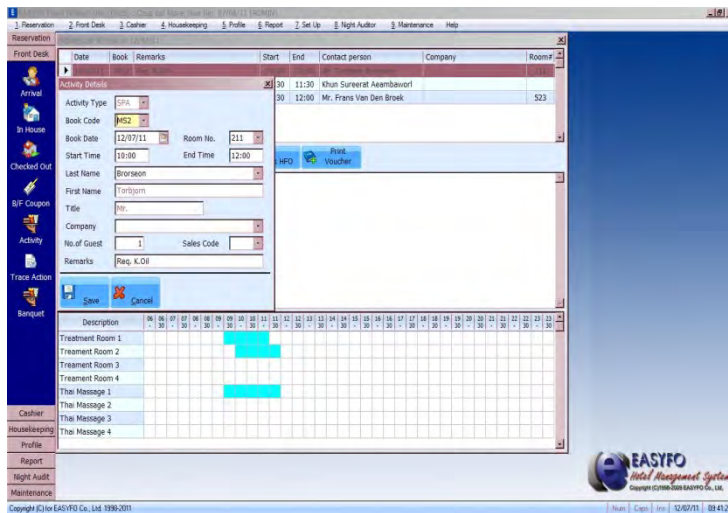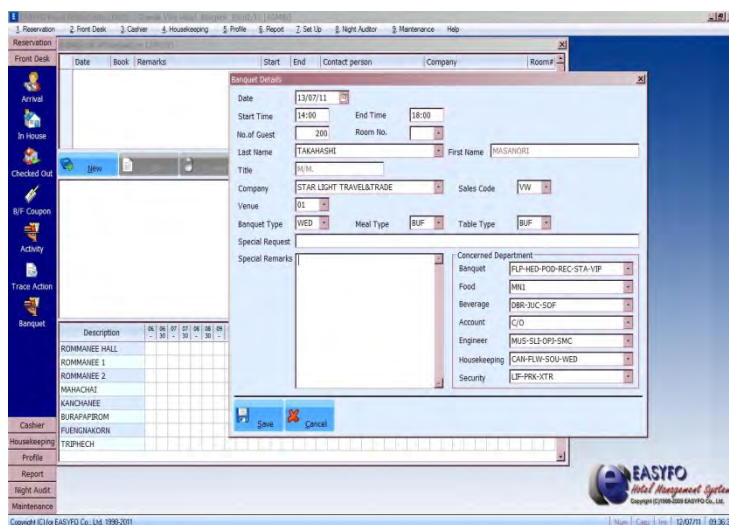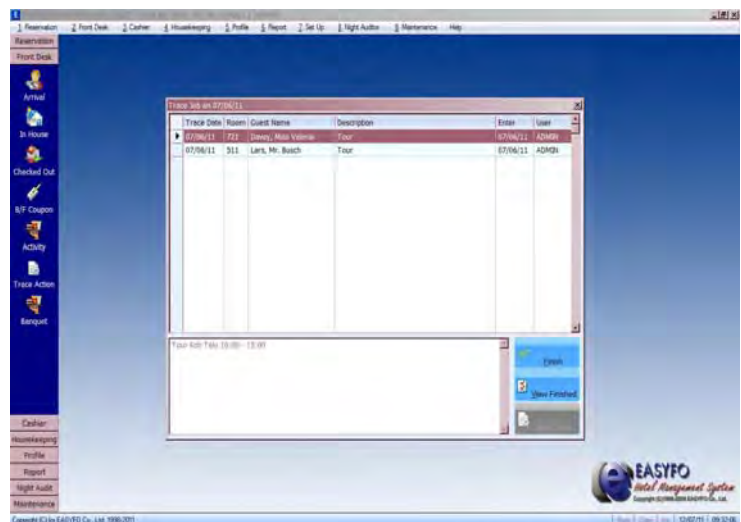
Activity

Feature for recreation, activity, spa or banquet room. This menu will allow user to plan and reserve all kind of activity or banquet room base on room, date, time, customer details, with specific color, in order to make it easier while review on the screen

Trace Action

This page will show the follow up or trace report that may need attention, while interface with Trace Job which will allow user to key in an information upon room booking or reservation. This menu will also summary that how many tasks that need to be follow up and already completed.

Banquet

Additional menu for activity but support to control and reserve banquet room. The menu field will allow keeping all details, such as customer, facility or equipment that require for the specific banquet. The color screen is also easy to review.
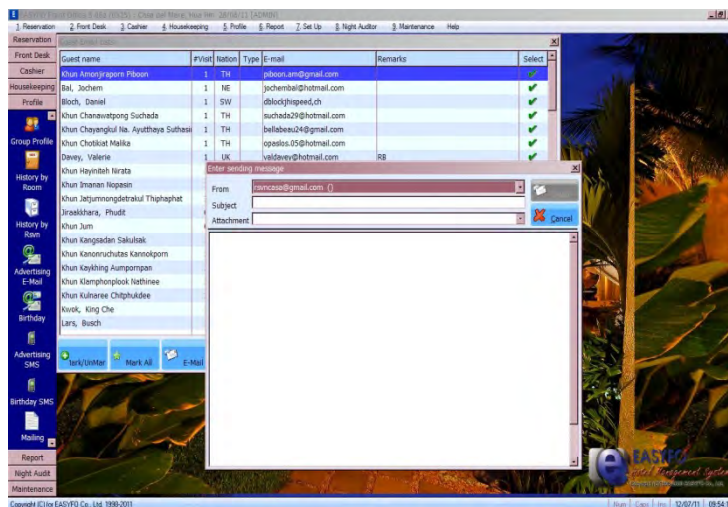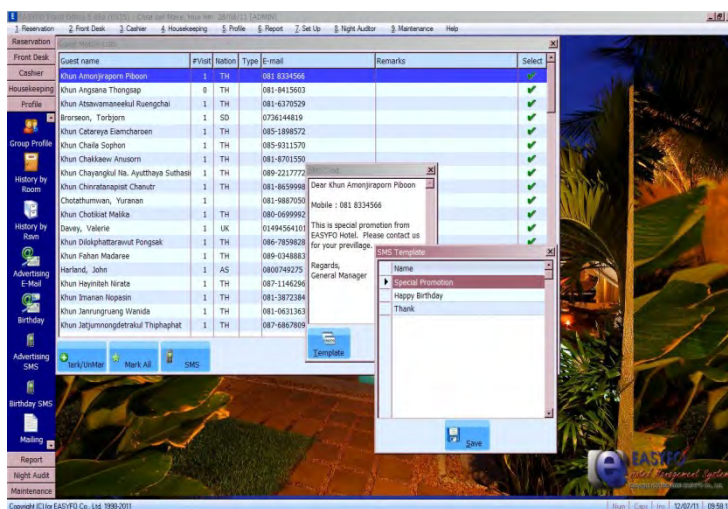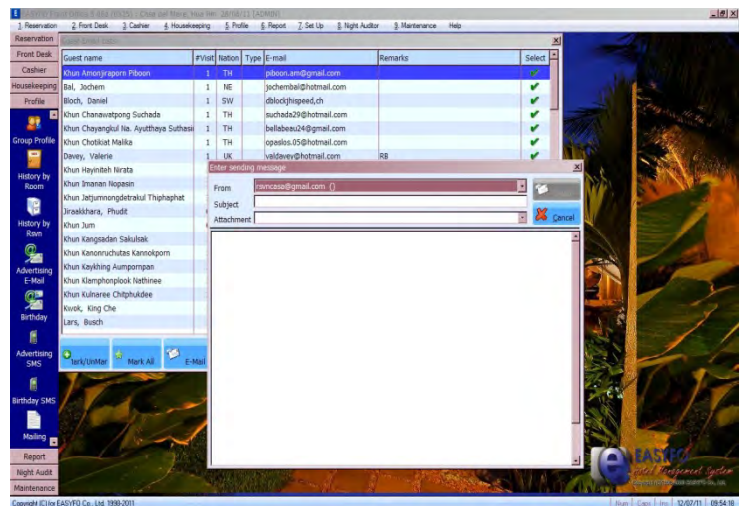
Advertising E-Mail

Feature for advertising via E-Mail which is interface and link with guest history details. E-Mail may send by group or individual guest profile. Attached digital promotion file may also combine.
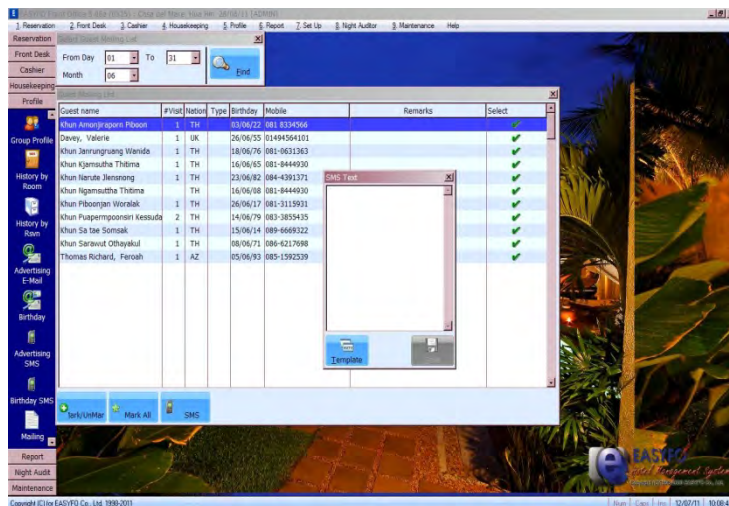
Birthday E-Mail

More feature to support customer relation which will allow user to use guest E-Mail contact to send birthday card on specific date or month.

SMS Advertising

Advertising or information via SMS is also available. The menu will allow user to use guest mobile information to update hotel advertise or information. SMS may send on individual or group of mobile phone number.

SMS Birthday

Additional feature for birthday greeting directly to guest mobile phone, interface with guest history profile. SMS may send on specific date or month. Advance information and plan is also available.
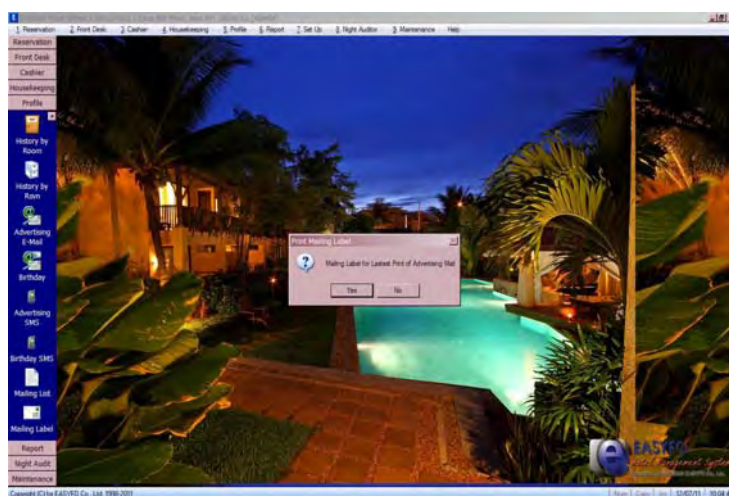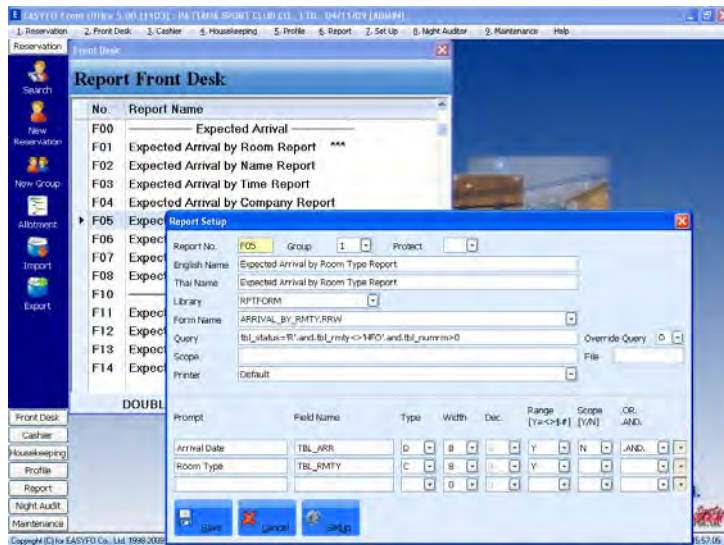
Mailing List

Advertising letter may print and send via postal or fax by use the address from guest history details. Printing in group of guest or individual is also available.

Label

The label may print an address by use the information from guest history profile, in order to apply and attach on the postal or mail.

User Define Report

All Reports form can be change by the hotel without change the record. We have the report setup screen that easy to learn to make new, change or modify reports such as printer, font size, paper size and etc.

Night Auditor

Close day procedure is the easy step just only one time to press the button our system will process all step automatically to post the room charge and backup all the database to disk only 3 minutes (For new opening hotel)
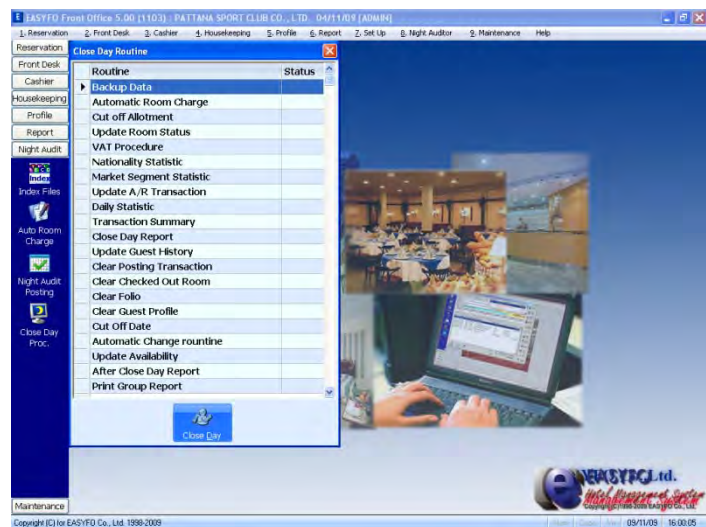
Multi Language

EASYFO Systems are support for the hotel size 100-700 rooms, and we still forget the problem of user operation and new staff training. We develop to support English and Thai language in program screen and printing form. The hotel can print all the report, guest folio, guest message and etc. in both languages.