HMS – How to Check out Guests Quick Reference Guide



BUILDING AMERICA

For assistance, please contact <u>Online System Services at 544-5555</u> (Opt.1, Opt. 1) Instructional Technologies & Implementation Services

Introduction

The Hotel Management System enables users to:

- Check Out crew members
- Undo a Check Out
- Check In Again
- Edit a Check Out

How to Check Out Guests

1. Select **Chk Out** from the **Actions** dropdown menu to check out an employee.



The guest now appears in the list of **Checked Out Guests** (found below the Outgoing Guests list) with a **Checked Out** status.



How to Undo a Check Out

If an employee's check out needs to be undone (due to a busted call, for example), and the employee can return to their room, you can easily undo a check out..

1. Select Undo Chk Out from the Actions dropdown menu.

Jason R. Babi	305898	09/19/2012 13:39 MDT	00D:01H:56M	Checked Out	
Michael L. Baker	305570	09/18/2012 17:39 MDT	00D:00H:30M	Auto Checked Out	Chk In Agair Edit
Jason H. Young	305604	09/18/2012 19:39 MDT	00D:00H:30M	Auto Checked Out	Undo Chk Oi

The Undo Check Out window appears.

Undo Check Out - Jason R Ba	abi
Room Number: Check In Time: Checkout Time:	305898 09/19/2012 14:09 CDT 09/19/2012 16:06 CDT
Comments:	×
Hotel Lobby Wait Time(HH/M	M): Save Cancel

- 2. Enter a reason for undoing the check out in the Comments field.
- 3. Click **<Save>** to undo the check out.

HMS – How to Check out Guests Quick Reference Guide



BUILDING AMERICA

For assistance, please contact <u>Online System Services at 544-5555</u> (Opt.1, Opt. 1) Instructional Technologies & Implementation Services

How to Check In Again

If an employee returns to a hotel, but their room is no longer available, they will need to be checked in again.

1. Select **Chk In Again** from the **Actions** dropdown menu. The **Guest Chk In Again** window appears.

Jason R. Babi	305898	09/19/2012 13 MDT	3:39 00D:01H:56M Check	ced Out	
Mark E. Sells	305917	09/19/2012 MDT	Select Chk In Again	>	Chk In Agair Edit
		09/19/2012	dropdown menu.	ked	Undo Chk Oy

2. Enter a room number in the Room Number field.

💠 Room Number:	305898
Hotel Lobby Wait Time(HH/MM):	
Comments:	
Employee Did Not Present IIP ID	
Employee bid not Present of 1b.	
	Check In Cancel

 If the guest had to wait for a room to be prepared, enter in the hours and minutes they had to wait to get their room in the Hotel Lobby Wait Time field.

- 4. Enter any comments regarding the check in or Hotel Lobby Wait Time in the **Comments** field.
- 5. Check the box next to **Employee Did NOT Present UP ID** if the employee did not show a Union Pacific ID when checking in.
- 6. Click **<Check In>**. The guest is now checked in again.

How to Edit a Check Out

1. To edit an employee's **Check Out**, select **Edit** from the **Actions** dropdown menu.

Jason R. Babi	305898	09/19/2 MDT	2012 13:39 00D:01H:56M	Checked (Dut	
Mark E. Sells	305917	09/1 MDT	Select Edit from the		ked	Chk In Agair Edit
		09/1	Actions aropaown me	enu.	Ked	Undo Chk Ou

The Edit window appears.

Room Number:	305898
Check In Time:	09/19/2012 1409 Central 🗸
Checkout Time:	09/19/2012 😰 1606 Central 💽
Comments:	×
Hotel Lobby Wait Time(HH/MM	4):
	Save Cancel

HMS – How to Check out Guests Quick Reference Guide



BUILDING AMERICA**

For assistance, please contact Online System Services at 544-5555 (Opt.1, Opt. 1) Instructional Technologies & Implementation Services

- 2. Edit the **Check In Time**. You may update the date and time. Use the **Calendar** icon to select a date.
- 3. Verify that the correct Time Zone is selected.
- 4. Edit the **Check Out Time**. You may update the date and time. Use the Calendar icon to select a date.
- 5. Select a time zone from the time zone dropdown menu.
- 6. Edit the comments.
- 7. Edit the time a crew member waited to be checked out in the **Hotel Lobby Wait Time (HH/MM)**.
- 8. Click <**Save**> to save the edits.