Powerdemo - Hotel

Preparation

1. Download the NightsBridge client and connect to NightsBridge Server (Ask Reino if this does not work):

   - https://standardinstall.com/downloads/download-direct/StandardERP/85559080/GBR?cloudserveruuid=A615A2FA-82FD33E9-3534CB82-CE115E68-20174FA0&stdid=reino@hansaworld.com&cscontroller=8&dlsource=mystandard.hansaworld.com

   - In Start-up window, choose 'Connect to Existing Company'

   - IP: 101.46.50.5 ; Port 10132

2. Open your web browser and go to this link: https://book.nightsbridge.com/27176.

3. Log in with Standard ID: sample@hansaworld.com, Password: Sample99

4. Update Reporting Periods and Fiscal years

5. On your machine, save a pdf with the name 'Guest ID'.

6. The Settings>>Guest services needs to be updated with current dates to show properly.

Benefits:

- Comprehensive hotel suite covering front desk, bar and restaurant, accounts, sales, marketing, CRM, inventory, purchasing, online reservations, POS, and payments.

- Integrated VOIP and CRM, ensuring seamless guest communication and personalised service.

- Centralised guest profiles with history, preferences, and documents for tailored service and marketing.

- Real-time room availability, occupancy views, and easy reservation management.

- Mobile compatibility for reservations, updates, and guest services on smartphones or tablets.

- Self check-in kiosk support to reduce queues and streamline front desk operations.

- Seamless integration with NightsBridge and SiteMinder for synchronised bookings across platforms like Booking.com, Expedia, and Airbnb.

- Colour-coded reservation statuses for quick visual management of check-ins and check-outs.

- Fully integrated accounting, simplifying invoicing, payment processing, and financial reporting.

- Nightly maintenance routines to automate cleaning schedules, charges, and updates.

- Workflow management for housekeeping and maintenance, including automated approvals and purchase orders.

- Flexible reporting tools for occupancy, duration of stay, guest nationalities, sales statistics, and marketing analysis.

- Flexible rate management with support for packages, guest numbers, and time-based variations.

- Integrated asset management with depreciation tracking and reporting.

- Built-in Point of Sale system for on-site retail and restaurants, connected to central operations.

Script

Standard ERP is designed with a unique approach to hotel management, covering Front Desk, Bar and Restaurant, Accounts, Sales, Marketing, CRM, Inventory, Purchasing, Online Reservations, booking sites, integrated Point of Sale (POS) for on-site retail, and the ability to process Payments.

Standard ERP's Hospitality module runs easily on any platform and on any device of your choice.

Let's take a look at how the system works.

Front Desk & Telephony:

Guest interactions typically start with a phone call.

> ACTION: Open Standard ERP > Login with above details > Click on the Telephone icon in the Navigation Center. Meet will open. Sort the Contacts browse list by Number (so 001 is at the top).

Standard ERP includes a fully integrated VOIP solution through the **Communication Centre**, allowing your front desk staff to receive and make calls directly within the system. Calls are linked to the guest's CRM profile, giving immediate access to customer history, preferences, or past correspondence.

> ACTION: From Operations>>Choose Customer Status Report. Open a moment, then close again.

With the fully integrated **CRM module**, every guest profile is stored centrally and can include attached documents such as passport scans or ID images, dietary notes, and more—directly on the contact card. This enables personalized service by giving staff quick access to past visits, service preferences, birthdays, anniversaries, and any specific notes from previous stays. It also empowers marketing teams to build effective campaigns using this data.

Let's now walk through a booking example. A potential guest calls the hotel to enquire about a Double Room for 2 nights with immediate check-in. Alternatively, they may walk in directly without a prior reservation.

A customer walks in enquiring about a Double room for 2 nights with immediate check-in.

> ACTION: Make sure you are in Hotel module, then select: Resources > Reservation Manager window will open.

Here you see the calendar with all your active reservations from all channels conveniently in one place.

Room information is displayed by types such as conference rooms, double rooms, and single rooms. You can view rooms available, or % of occupancy, by selecting the respective option.

As our guest is interested in a Double Room today, we click on the room type DOUBLE to see rooms available for the selected date.

> ACTION: Click on DBL

Since we see that there are rooms are available, let's create a reservation in the system.

> ACTION: Click on the 'New Reservation' button.

Let's fill in all the information required for the reservation, the system will not allow you to save the record unless all essential fields have been filled in as per your hotels or country's requirements.

> ACTION: Enter the following information:
> No if nights: 1, No of adults: 2
> Booking Origin: WI - Walk in
> Customer: Click on drilldown and select customer 001 - Simon Johnson

Now we need to assign a room for this guest.

> ACTION: Select the 'Assign Room' button. The report opens with rooms available.
> Pick room Nr 07 and save the record.

If required, you can scan and attach their identification document to the Document Manager.

> ACTION: Drag and drop the file 'Guest ID' into the Reservation document manager

If required, you allocate a key card to the guest.

> ACTION: Click on Key Cards, show the window for a second, then click 'Cancel'

All information about the guest is also saved in Guest History. If the guest regularly stays at your hotel, you can check the Guest History to see different services they have requested in the past.

> ACTION: In the Guest matrix, enter Simon as the guest, and save. Then click the 'Guest History 'button.

To enhance the customer experience, Standard ERP has some thoughtful Guest Service features within the Hotel module, such as newspaper preference, wake-up call, transfer, or any other available service at your hotel.

> ACTION: Same record window > 'Guest' tab > 'Add Guest Service' button> Show the available 'Type' of services. Close the "Guest Service' window.

Let's Book a table in the restaurant.

> ACTION: Same record window > 'REST Booking button> Fill in Time Covers and Table

Let's say our guest is a writer and doesn't like to be disturbed throughout the day.

> ACTION: Same record window > 'Booking' tab > Show the 'Additional Comment' and type: 'Quiet room please'.

We will also let the kitchen know that he is a vegan and is allergic to milk products.

Now the front desk will know to assign him a quiet room, and the kitchen will be informed to give him a special menu at breakfast.

Our hotel solution offers full mobile compatibility, enabling staff and guests to manage key functionalities directly from their mobile devices. Reservations can be monitored, updated, and managed in real time via smartphones or tablets, ensuring maximum flexibility and operational efficiency.

Additionally, the system supports the creation of custom self check-in interfaces. These can be deployed on dedicated self-service kiosks, allowing guests to complete the check-in process independently, without waiting at the front desk. This feature significantly improves the guest experience, reduces queues, and streamlines front desk operations.

Let's now see how easy it is to make a booking online!

Standard ERP offers a real-time web reservation and booking service management system, facilitates both booking and payment, and offers a complete web solution. This means you can build web pages for all aspects of your hospitality establishment.

Standard ERP's seamless integration with NightsBridge and SiteMinder—two leading channel management services—provides a single dashboard to administer your offers and presence across multiple booking platforms. These tools ensure real-time synchronization not just within Standard ERP, but also across connected sites like Booking.com, Expedia, Airbnb and others.

When a reservation is made or cancelled, room availability, pricing, and booking information are updated across all platforms, eliminating the risk of overbooking and ensuring consistency everywhere your rooms are listed.

Let's take a look at the online booking process.

ACTION: In your web browser, go to https://book.nightsbridge.com/27176
Check-in date: Today, Check- out date: tomorrow.
Select the following: Double room > click on 'View rates and book'
Below the rates for Bed&Breakfast, in the section 'How many rooms do you need?', choose 1 room.
>> Book now

Note that pricing information has already been set up in Standard ERP. The system will prompt us to enter the guest details and make a payment.

ACTION: Fill in the following info: (note the below info corresponds to customer Nr 0010)
First Name: David
Second Name: Hillberg
Phone Number: 0845 123 2732
Email: dhill@hotmail.com

Then select payment option for this booking.

With all required information now filled in, we are ready to finalize the reservation by selecting the "Confirm Booking' button. The screen displays the booking confirmation, and the guest will receive an email at the same time. Easy.

Standard ERP syncs with NighsBridge every 5 Min and automatically retrieves new reservations, changes, and cancellations.

Eliminate the need for multiple data entry, reduce overbooking, increase your visibility, and maximise revenue. Managing your online presence, from booking and billing to social media marketing, while running your establishment can be a lot of work.

NighsBridge integration with Standard ERP gives you the tools to streamline your online booking process, as well as increase your profit margins.

> ACTION: Open Standard ERP again > Resources > '17' room type > See the reservation you just created > open it.

We can see here, the reservation is created with the status confirmed, the booking origin is NightsBridge, and their reference number is provided for easy follow-up.

> ACTION: Point to 'Status' field: CFRMD for Confirmed > Paste Special in 'Booking Origin' to see NB stands for NightsBridge > then move down and point to 'Reference': show that the number is the same as on the online Booking confirmation.

Keep in mind that the front desk clerk can be prompted to get more information from the guest upon check-in.

You can record guest details, including ID, date of birth, dietary requirements, Newspaper preference, and much more.

Now, let's move on and look at the check-in process.

From the Reservation Manager, we can open "Check-Ins" to view a list of all guests checking in today.

> ACTION: Open Resources > Select Double rooms > select the 'Check Ins' button at the bottom of the screen > Find the reservation you created and open it.

Select the reservation number to open the reservation. Select the "Check-In" button, and the status of the reservation is updated.

> ACTION: Select the 'Check In' button >> show that the status changed from CFRMD to CHKIN

Now the Guest is Checked in.

> ACTION: Go back to the Resource Planned, Open DBL

Notice this reservation has changed colour, allowing the concierge to view the different status of different reservations at a glance. All check-in reservations are in dark green, Confirmed are in lime, Enquiries are in orange, and check out in blue, which can be customized per your hotel's preferences.

The check-out process can be completed for an individual guest or for all guests checking out that day by using a nightly maintenance routine.

Let's see who is checking out today.

> ACTION: Open Reservation Manager and Select the 'Check Outs' button at the bottom of the screen > open the reservation.

We can see here that the guest has been staying overnight at our hotel and is due to check-out, so let's do that now.

> ACTION: Click on the 'Check Out' button and get a pop-up message about needing to charge the stay. Close it by pressing 'OK'.

You can see that it is impossible to check the guest out if not everything on the reservation has been invoiced. An invoice needs to be generated and presented to the guest with the extra charges if any.

> ACTION: From the Operations menu at the top left corner of the Reservation Screen select 'Charge Stay' > then select the 'Create' button and chose 'Invoice'. Report with Invoice Nr appears, open it. Enter Payment term Credit card, OK and save the invoice.

You can appreciate how quick and painless the whole process is. After the guest confirms the amount, you can suggest emailing the invoice to them.

> ACTION: On the Invoice select the 'Create' button and choose 'Email'. Close the pop-up about the restricted mode. Close email.

You can from the invoice see the Nominal transactions that is live in your finances.

> ACTION: From the invoice, open the NL transaction from the operations menu.

The finance department will appreciate how quickly and easily we solve the pain of back-end accounting with Standard ERP's fully integrated accounting system.

Manage private guests and corporate accounts and choose whether to bill immediately or on account.

> ACTION: Close transaction. Close the invoice. Click 'Check Out' button on the Reservation. Close the Reservation, and Resource planner, to go back to Navigation Center.

A comprehensive range of reports is available in Standard ERP to help you manage your hotel more efficiently and maximize sales. They can be run in various ways to provide detail about your establishment's operations.

> ACTION: In the Hotel module, open the list of Reports and show all reports available and highlight the ones which are mentioned.

You can use Standard ERP's reports for things like statistical analysis, newspaper report (how many to order, and where to deliver), instructions to be sent for housekeeping, and special requests for front desk staff.

Let's have a look at Nightly Maintenance.

The Nightly Maintenance routine allows hotels to operate more efficiently by performing a range of tasks overnight, such as creating cleaning activities, charging stay, and updating room status. It can be configured to run at an assigned time, or manually run at any time.

For this demonstration, we'll run the report manually.

One of the most important tasks in a hotel is cleaning.

Standard ERP's Hospitality module handles all aspects of room cleaning which is more efficient for management.

Use the Workflow Overview to track which rooms need cleaning and which rooms are ready for check-in. Rooms can be brought in and out of service, and maintenance tasks and routines can be assigned to staff either on general to-do lists or with specific dates booked in their employee calendar.

From the Workflow Overview, we can see all created activities. Here, you can identify the type of cleaning needed, such as a daily clean, check-in clean, or check-out clean.

A housekeeper can open one of the activities on their mobile device to review what is needed. When the task is complete, they mark it as done.

It is also worth mentioning that the system will let you know when you're trying to assign a dirty room to a guest.

Since the accounting is integrated the Workflow Overview can also be used to manage payments to maintenance workers as Purchase Orders can be raised directly from the system.

Let's say a housekeeper notices a lightbulb that needs replacing in room 07, so they quickly create a new maintenance activity and send it to the hotel manager for approval.

ACTION: Switch to Purchase Orders view in Workflow Overview, delete period > see activity in PO Requested column with a subject: 'Room 07 > needs new Light Bulb ...' > open it.

The manager approved the activity and created a Purchase Order. The maintenance will receive a request for a lightbulb replacement.

To make this workflow even more efficient, Standard ERP supports automated business alerts. When an activity or request requires approval—such as a Purchase Order for maintenance—the system can automatically notify the responsible person or manager. This ensures timely approvals, avoids bottlenecks, and provides full visibility across departments.

ACTION: Open 'Link Manager' and show that the approval email and the PO are linked to the activity. Close Link Manager window and Activity window.

Our hotel solution includes a comprehensive purchase module that supports the entire supply chain process — from ordering equipment, food, and beverages, to technical supplies and other operational necessities.

The system enables centralized and streamlined purchasing workflows, ensuring full visibility and control over inventory levels, supplier orders, deliveries, and budget tracking. Automated approval processes and supplier integration minimize manual work and reduce the risk of errors, while real-time reporting supports strategic decision-making.

This functionality ensures that hotels can maintain operational efficiency, reduce costs, and respond quickly to supply needs across all departments.

The whole process was handled quickly and easily.

ACTION: Close Workflow Overview to see Navigation Centre.

Now let's have a look at some Other Reports in the system from a managers Point of view.

ACTION: In Hotel module > open 'Reports' > point to or open specification window of each one mentioned:

The 'Guest Book' report provides information about the guests, reservation dates, nationality, and identification information.

The 'Channel Statistics' report shows how well each channel is performing by providing information such as the number of rooms booked for a defined period.

The 'Daily Statistics' report can be configured to display specific information such as how much guests spend for breakfast, lunch, and dinner if your restaurant is integrated with Standard ERP Restaurant and Bar module. Basically, it shows you how well you're doing.

Your marketing department will definitely find it useful to be able to analyse sales and channel statistics, send contact letters, and plan promotions all within one system.

> ACTION: Show CRM module integrated: From Personal Desktop open 'Contact Letter: 19001'.
> Press paste Special in 'Contact' field to show all the contacts we can reach.

Standard ERP can be configured to retain various elements of profiling data on guests and corporate customers. These profiles can then be used to create quick and easy marketing campaigns.

> ACTION: Point to Category and Paste special to show different customer categories.
> Then show 'Header' and switch to 'Text' tab to show HTML email. Then close it to go back to the list of reports.

The Duration of Stay report offers statistics on how long a guest stays in your hotel and can assist with planning packages for promotion.

> ACTION: Open the 'Duration of Stay' report, Customer: 003, and run it, then close to return to the list of reports

Nationality Statistics assist in structuring your marketing more appropriately. This can assist with decisions on hiring, for instance, as to which language skills might be required.

> ACTION: Open 'Guest Nationality Statistics' report > specify Period and Run > then close it.

The Occupancy Report displays occupancy statistics per room type. Information about the number of guests, average prices, and days used is displayed by month.

This report is very useful as it can be run for past, current, and future months. If occupancy for the next month is lower, we can plan a promotion or a special event to increase reservations.

> ACTION: Open 'Occupancy Report' > specify Period and change room type to DBL > Run then close the report.

Our rates management is very flexible.

> ACTION: GO to settings: Invoice Items>> Open a Record for DBL.

Here you can setup your rates on all the different parameters, like packages, number of guests and days of the week.

FlexBI – Open Link in Personal desktop to open FlexBI site with Some Sales and Finance data

We also have integrated Asset Management where you can effortlessly track and manage your fixed assets.

ACTION: Navigate to Modules>>Assets. Open the Assets register. Keep it open and scroll down to show different categories

The system provides comprehensive asset data by storing vital information such as asset value, depreciation schedule, and assigned personnel.

ACTION: Open asset record 10103. Switch between tabs, to show what is mentioned.

It also includes automated depreciation, allowing users to run monthly depreciation calculations with a simple click.

In addition, it delivers real-time insights to help users stay updated on asset performance and value.

Let's see an example.

ACTION: Run the Depreciation Report; for all assets.

Our hotel solution includes an integrated Point of Sale (POS) system designed for on-site retail outlets such as souvenir shops, boutiques, or mini-markets. The POS system allows for fast and intuitive sales processing, inventory management, and real-time synchronization with the hotel's central system.

Staff can easily manage product catalogs, apply discounts, track stock levels, and process various payment methods — all from a user-friendly interface. Sales data is instantly available for reporting and analysis, ensuring transparency and operational control.

This functionality ensures a seamless retail experience for guests and simplifies day-to-day operations for hotel staff.

ACTION: Navigate to the Point Of Sale. From the Personal desktop Open the Point of Sales Touchscreen Register. Open the POS invoice for Simon Johnson. After a moment, close the invoice again.

It looks like Simon had ordered the Soup of the day for lunch, and this is his bill from our in-house restaurant.

We have shown you how you can stay ahead of the competition and be in control from anywhere, at any time with Standard ERP's powerful and all-in-one Hotel suite.

For a more detailed demonstration, please contact your local HansaWorld partner.