

# MAINTANING MASTER FOLIO AND MANAGING PROBLEMS THERIN

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# Scope

# Computerized Systems

# Problems handling



# Computerized Systems





# Computerized Systems

What is the role of  
computer in Front  
Office ?





# Computerized Systems

How things used to be done  
before computer era ?





# Computerized Systems



PMS

CRS

GDS



# Computerized Systems

Uses : 1/2



Reservation

Report Generation

Key Making



# Computerized Systems

Uses : 2/2

Record Keeping

Internal & External Communication







# Computerized Systems

## Some of The Front Office Software 1/2

Amadeus  
Worldspan  
Galileo  
Sabre  
Travelport





# Computerized Systems

Some of The Front Office Software 2/2

**HOUDEx**

**FORTRES**

**BEST WESTERN CONSORTIUM**

**MARSHA**

**OMAHA**



# Problems handling

**Internal Problem**

**External Problem**



# Problems handling

## Internal Problem

Error in Bill Posting

Man – Power Shortage

Misplacement of records

System Crash Down

Cash Mishandling



# Problems handling

## External Problem

Misbehaving Guest

Check-in & Check-out Issues

Telephone Issues

Disasters – Natural & Man-Made



Computerized System

Uses &  
Different Software

Problems handling

Internal & External



# Home Work

- Make a detailed report over various front office software and give presentation in class. (random)
- Make report over case study regarding various problems in Front Office ?
- Send the soft copy on [tp@teamhiht.com](mailto:tp@teamhiht.com) before next class ?

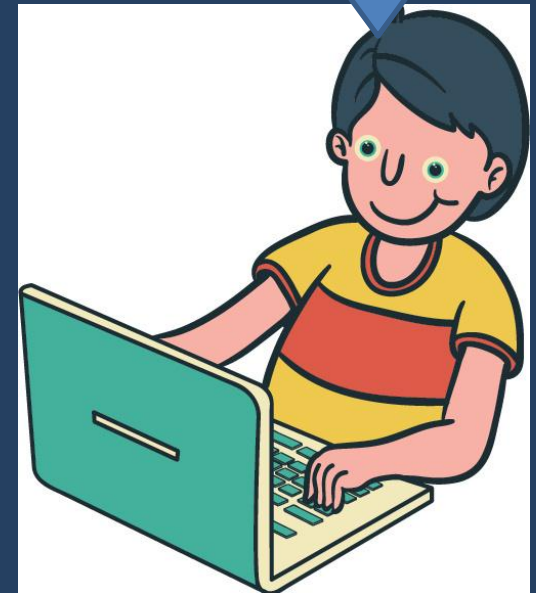




# Next Class

## Revision Test

Exam  
Time !







You can put on you questions now



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