



Hotel Information Management System  
(HIMS)

User's Guide



# **Hotel Information Management System (HIMS)**

Big to Small  
We Do it All

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## Introduction

### In this Chapter

- ✍ System Requirements
- ✍ Installing HIMS
- ✍ Starting HIMS

Use HIMS to create, manage, report, and organize every aspect of your hotel from reservations to room service. With just a few mouse clicks you can create a reservation, change the rates for rooms and services, manage your employee time cards, and report all the necessary items to make your job easier and your hotel more profitable.

Here are some of the things you can do with HIMS.

- ✍ Payroll
- ✍ Reservation Maintenance
- ✍ Reports
- ✍ Employee Management
- ✍ Customer Tracking

## System Requirements

Here are some minimum system requirements for HIMS:

- ✍ IBM PC or compatible 200 MHZ or faster
- ✍ Windows 95/98/NT4/2000/Me
- ✍ 64 MB RAM (128 MB RAM recommended)
- ✍ 100 MB free hard disk space
- ✍ Internet access

## Installing HIMS

1. Insert the HIMS CD into your CD-ROM drive.
2. If Autorun is enabled on your system, the HIMS Installation window appears automatically and you can skip steps 3 and 4
3. From the Start menu, select **Run**.
4. Type **d:\setup** (substitute the appropriate letter of your CD-ROM drive for **d**.)
5. Follow the installation instructions

## Uninstalling HIMS

To uninstall HIMS use the Add/Remove Programs Properties dialog box in the Windows Control Panel.

To access the Add/Remove Programs Properties dialog box:

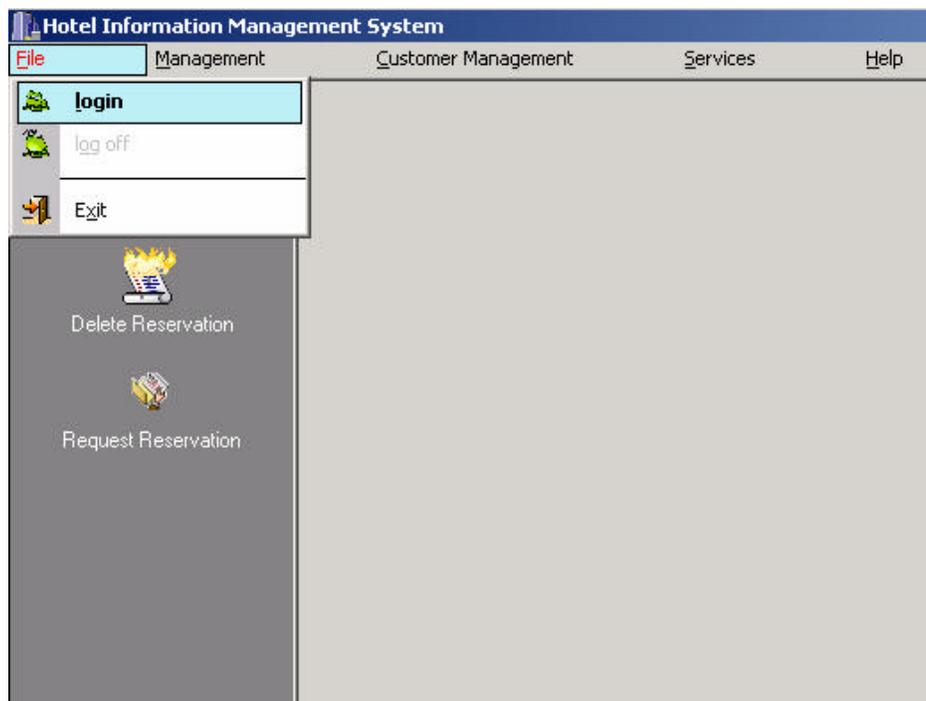
On the Windows taskbar, click **Start**, point to **Settings**, click **Control Panel**, and then double-click **Add/Remove Programs**.

## Starting HIMS

When starting the Hotel Information Management System Software, the only menus accessible are **File** and **Help**. This is a safety measure to ensure that only validated employees of the hotel are updating the database related to your business.

In order to login to the system:

1. Click on the File menu on the toolbar.
2. Roll your pointer over login and click once.
3. Enter your username and password in the appropriate fields.
4. Click Login.



Once you are logged into the system, a world of possibilities opens up to you. Based on your security level (CH 2) features may not be available, however all basic aspects of hotel management are at your fingertips.

# **Part I**

## **Using HIMS**

## How HIMS Works

### In This Chapter

- ✍ Overview
  - ✍ Update/Edit/Add/Delete Rates and Items
  - ✍ View Current Rates
  - ✍ Update/Edit/Add/Delete Customer Information
  - ✍ View Customer Information
  - ✍ Update/Edit/Add/Delete Employee Information
  - ✍ View Employee Information
- 

### Overview

HIMS is a powerful tool necessary for today's profitable hotels. It encapsulates all the necessary data creating a knowledgeable information database that can be used and understood by the most technologically advanced to the less computer literate. It is easy to learn and follow and is sure to increase the efficiency of your employees while making your customer's stay more enjoyable with itemized bills that are simple to follow. Overall, HIMS is the only tool that your hotel will ever need.

## How to Update/Edit/Add/Delete Rates and Items

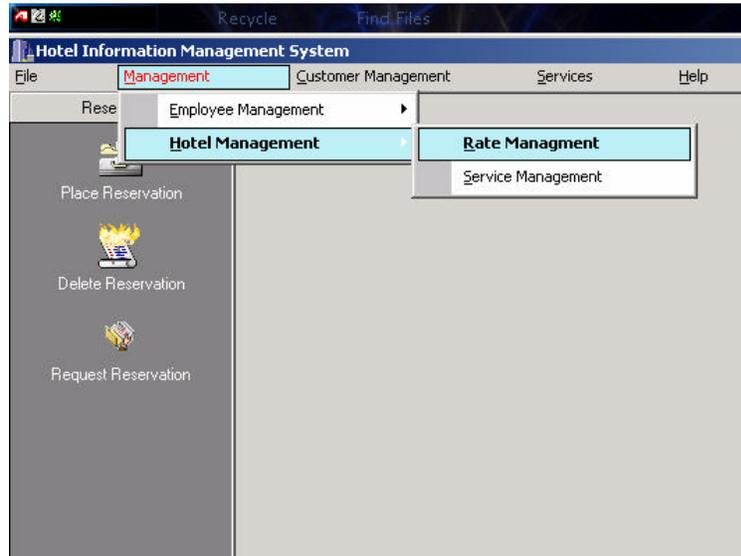
After logging into the system (See chapter 1) and having been validated for management level access, the **Management** toolbar is available for use. Click on the **Management** toolbar. Roll your cursor over **Hotel Management** and then select either **Rate Management** or **Service Management**.

### Rate Management

will allow you to modify the rates you are charging for particular room types. This is highly useful in the case of “special rates” and general long-term changes in room rates.

### Service Management

will allow you to modify the rates and/or services provided. This includes changing the rates of already existing services and adding new services. For example, increasing the price for an item on your menu for room service, or adding (deleting) an item to your menu, can be completed from the **Service Management** window.



## View Current Rates

To view the current rates for rooms, simply make a reservation by clicking **Place Reservation** under the **Reservation Tab** on the right side of the screen. Select the type of room you wish to inquire the rate of and it will be displayed at the bottom of the screen.

## Update/Edit/Add/Delete Customer Information

To Update, Edit, Add, or Delete Customer Information, click the **Customer Management** menu from the toolbar then click **Reservation**.



The screenshot shows the 'HMS Customer Information' dialog box. It contains several text input fields: Customer ID, Account #, First Name, Last Name, Address, City, State, Zip Code, and Phone Number. A small icon of a hand pointing to a document is located to the right of the Account # field. At the bottom of the dialog, there are two buttons: 'Submit' (with a hand icon) and 'Close' (with a door icon).

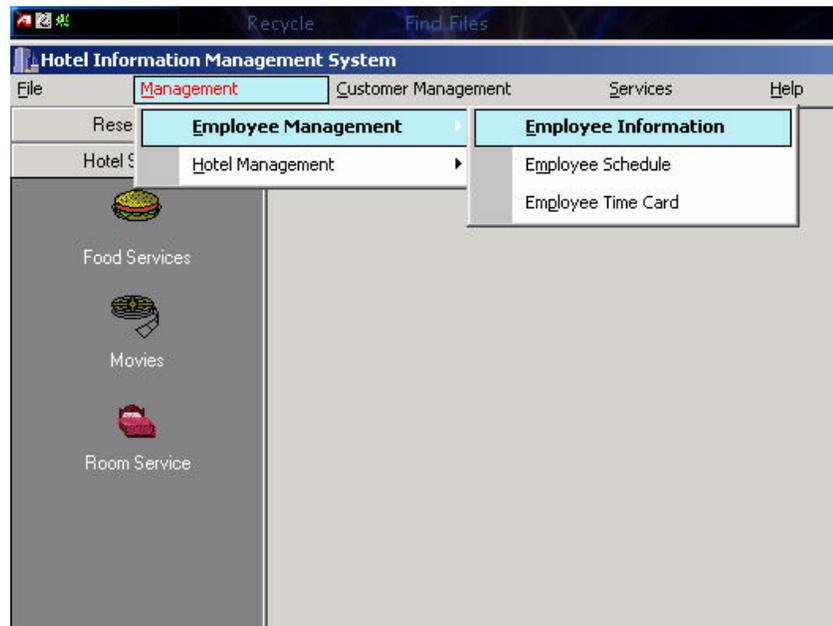


The screenshot shows the 'HMS Reservation Window' dialog box. It contains several text input fields: Reservation Identification, Customer ID, Service Request, Room Type, and Room #. There are also two date pickers for Start Date and End Date, both showing '11/19/2001'. To the right of the Customer ID, Service Request, and Room Type fields, there are small icons of a hand pointing to a document. At the bottom of the dialog, there are three buttons: 'Submit' (with a hand icon), 'Close' (with a door icon), and 'Delete' (with a trash can icon).

Clicking next to the **Customer ID** will prompt you for the Customer Information if none exists, or it allows you to modify the current information if it has been changed. You may also delete a customer record from this menu.

## Update/Edit/Add/Delete Employee Information

To Update, Edit, Add, or Delete Employee Information, click the **Management** menu from the toolbar then roll your cursor over **Employee Management** and then **Employee Information**.

A screenshot of the 'Employee Information' dialog box. It contains several text input fields for the following information: Social Security Number, First Name, Last Name, Address, City, State, Phone, Title, Salary, and Rate. At the bottom of the dialog, there are three buttons: 'Submit' (with a folder icon), 'Close' (with a door icon), and 'Delete' (with a trash can icon).

You are then prompted to enter the Social Security Number of the Employee. If the employee has already been entered into the database, all pertinent information will appear. This information is able to be edited in the event that the information is no longer current. If the employee has not been entered into the database, all pertinent information must be entered and saved into the database. An employee identification number will then be issued to that employee. Due to the confidentiality of the information, only those with management level access will be able to view, modify, create, or delete employee records.