

## **PROJECT VOYAGER HOTEL EFFECTIVENESS Q&A**

### **Setting Up Users**

**Q Should we set-up Banquet Contract Laborers individually?**

A Yes. All contract laborers, including banquets, must be set up individually.

**Q: How should the Banquet Manager (or equivalent) be set-up as a user?**

A Set 'Hotel Support' as the User Type.

- Filter for Banquet Food and Banquet Beverage department access only.
  - Can access scheduler and add / edit shifts
  - Can publish schedules
  - Can access night audit entry and add new data
  - Can access employee manager
  - Can access all options under My User Settings

**Q Should Security be added as Contract Labor?**

A No.

### **Night Audit Data Entry & Reconciliation**

**Q Since select service daily reports are prepared at the corporate office, will the corporate office enter / update the Night Audit Entry?**

A No. The Night Auditor must complete the Night Audit Entry daily.

- When completed, the finalized Excel daily report will be emailed to the GM.
- GM can then correct the Night Audit Entry, where necessary.
- Drivers template will be added to Excel daily report file, per training powerpoint.

**Q Is 6:00am local time?**

A Yes. For the purpose of completing the Night Audit Entry, yes, 6:00am is local time.

- When Email Alerts are subscribed, the time entered is also local.
- However, verify the correct timezone is referenced.
- If not, let Lee know and he will correct the timezone.

**Q After revenue is revised in the Night Audit Entry, will Email Alerts automatically push out?**

A No. You would need to regenerate reports.

**Q Will Hotel Effectiveness allow a generic contract laborer name to be edited / changed?**

A Yes. If you do not know the names of the contract laborers at the time of scheduling, you can enter several generic first names such as 08/22 A, 08/22 B, etc.

- The last name must be the contract labor vendor.
- At the end of the day, you can edit the first name then enter the actual hours via Night Audit Entry.
- DO NOT overwrite previous actual names, only new, generic names.

## **Night Audit Data Entry & Reconciliation, continued**

**Q Will there be someone available at Help Desk during Night Audit, if questions arise?**

A Reach out to Help Desk ONLY with connectivity issues.  
Instead of waiting until evening to first access Night Audit section of Hotel Effectiveness, access during the day to test and ensure connectivity is in place. GMs or Controllers have been assigned permission to set-up and change Night Auditor password, so GMs and Controllers have ability to check during daytime hours.

**Q Why does Night Audit enter data instead of Accounting?**

A Since Night Audit is entering data, information will be available sooner--- first thing in the morning.

**Q Do properties need to continue to review Daily Labor Reports?**

A Yes. Hotel Effectiveness focuses on hours to boost productivity, not on dollars.

**Q How are breakfast comps managed?**

A POS numbers will be inflated, given comps, and should be adjusted each end of day.

- GM to review numbers daily and ensure that NET revenue is recorded.

**Q Who is responsible to load revenue forecast in Hotel Effectiveness?**

A Initially, forecast data will be entered manually. However, we are working on a process to automate importing forecast data. When this process is in place, it will still be critical to keep data update on I drive. The import will come from I drive data.

**Q Does data entry process change for select service properties?**

A No change; night audit is still responsible for entering data.

- A Hotel Effectiveness drivers section will be added to daily report.
- Once final daily is sent from corporate to property, property will be responsible to verify night audit entries.