

# TELEPHONE OPERATOR



# Telephone Operator

## Telephone Operator Menu

The telephone operator menu is used for anyone who operates a switchboard or answers phones. In this menu the phone operator can take guest messages, give guest messages, take wakeup call information, and look up guest information. Three reports can also be run here which include a telephone reference list, wakeup call report and a report that lists messages given and taken per hour.

## Taking A Message

1. From the Main Menu, select Telephone Operator Menu
2. Select Guest Message Entry/Inquiry. The following screen is displayed.

<b>FP Pleasanton</b>		<b>TELEPHONE INQUIRY</b>		<b>Date: 14-JUN-1999 MON</b>	
<b>Train1</b>				<b>Time: 10:17 AM</b>	
Hotel	712	FP Pleasanton	Guest Nbr	31002	
Rooms	154		Status	REG	Registered
Room Ext	7154		Arrive Date	06-14-1999 MON	10:04
Name	Smith, J		Arrive Flight		
Company			Depart Date	06-14-1999 MON	
Group			Depart Flight		
Address 1			VIP Code		
Address 2			Comp Code		
City			Guest - From		To
State		Postal	Location		
Country					

  

<b>Message</b>	<b>0 To be given</b>	<b>* Marketing</b>	<b>Passport</b>
<b>Guest Location</b>		<b>Special Services</b>	<b>Cancellation</b>
<b>Wakeup</b>		<b>Remarks/Comments</b>	<b>* Change Log</b>

3. The cursor should be on the rooms field. If the room number of the guest is known, type it in and press [Enter]. This brings up the guest information.
  - ⚡ To bring up a guest by name refer to the next section.
  - ⚡ To Search for a guest by name press the [Enter Query] key
  - ⚡ Type in the last name of the guest to search for. Example: If looking up *John Smith*, type in Smith and press [Enter]. After this, notice that Galaxy places a % sign after the name. In computer terms this is called a wildcard. It returns all names that have Smith in them. So Sm is typed in return of all names that start with Sm are displayed.
  - ⚡ After entering the last name or first couple of letters press the [Execute Query] key
  - ⚡ Arrow down to highlight the guest to be retrieved. Press [Enter] to bring up the guest information.

<b>PBX-Lookup</b>				
<b>Hotel</b>	<b>Guest Name</b>	<b>Gst Status</b>	<b>Guest Company</b>	
712	Smith%	STD		
<b>Group</b>	<b>Group name</b>	<b>Wholesaler</b>	<b>Wholesaler Name</b>	<b>Soundex</b>

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- Once the proper guest has been selected press [Actions] key. Highlight Add Message and press [Enter]

FP Pleasanton Bob Felde	TELEPHONE INQUIRY	Date: 14-JUN-1999 MON Time: 03:28 PM
Hotel <u>712</u> FP Pleasanton	Guest Nbr <u>31002</u>	
Rooms <u>154</u>	Status <u>REG Registered</u>	
Room Ext <u>7154</u>	Arrive Date <u>06-14-1999 MON 10:04</u>	

  

Guest Message Entry		(1 of 1)
Date Received <u>06-14-1999 MON 15:28</u>	By <u>Bob Felde</u>	<u>ADD</u>
Date Given _____	By _____	
Date Printed _____	By _____	
Message Left By <u>Mrs. Smith, Jane</u>	Msg to Give: <u>2</u>	
Company Name <u>Geac</u>	Msg Printed: <u>0</u>	
Telephone Number <u>123-123-1234</u>	Ext _____	

  

Messages: <u>John-Your wife called to say that she loves you.</u>
_____
_____
_____

- Fill in all fields as necessary.
- When done press [Save].

## Giving A Message

- From the Main Menu, select Telephone Operator Menu
- Select Guest Message Entry/Inquiry Menu.
- Bring up the guest to be searched as described previously.
- Press [Actions]
- Highlight GIVE Message and press [Enter].
- Press the down or up arrow keys until finding the message that to be given.
- Press [Enter] at the 'by' field. This automatically puts in the users name who logged into this terminal. If it is a different user type in their name and press [Enter]
- Once the is given message press [Save].

## Modifying A Message

- From the Main Menu, select Telephone Operator Menu
- Select Guest Message Entry/Inquiry Menu.
- Bring up the guest to be searched as described previously.
- Press [Actions]
- Select MODIFY Message
- Press the down or up arrow keys until the desired message is brought up.
- Modify the message as necessary
- Press [Save]

## Printing A Message

- From the Main Menu, select Telephone Operator Menu
- Select Guest Message Entry/Inquiry Menu.
- Bring up the guest to be searched as described previously.

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4. Press [Actions].
5. Highlight PRINT Message and press [Enter].
6. A list of messages now appear. Type in a "Y" next to each message to be printed
7. Press [Save]

## Taking A Wakeup Call

1. From the Main Menu, select Telephone Operator Menu
2. Select Guest Message Entry/Inquiry Menu.
3. Bring up the guest to be searched as described previously.
4. Press [Actions]
5. Select WAKEUP Add
6. Type in the date and time that the guest would like a wakeup call.
7. When done press [Save]

## Completing A Wakeup Call

1. From the Main Menu, select Telephone Operator Menu
2. Select Guest Message Entry/Inquiry Menu.
3. Bring up the guest to be searched as described previously.
4. Press [Actions].
5. Highlight COMPLETE Wakeup and press [Enter]
6. A new screen appears. At this screen type in the time and date that the wakeup call was given or just press [Enter] and Galaxy automatically puts in the current date and time.
7. Once done press [Save].

## Giving A Group Message

1. From the Main Menu, select Telephone Operator Menu
2. Select Group Telephone Entry.
3. The cursor should now be on the Group field. Press the [Enter Query] key to search for the desired group. Enter the name of the group and press [Execute Query]. The following screen appears:

<b>FP Pleasanton</b>	<b>GROUP PHONE MESSAGE</b>	<b>Date: 14-JUN-1999 MON</b>
<b>Bob Felde</b>		<b>Time: 10:13 AM</b>
Group	ELVIS Flying Elvises	Arrival 06-14-1999
Status	DEF Definite Hotel 712	Depart 06-21-1999
Master		Cutoff 06-14-1999
Sales		Sales Number

  

<b>Future, Inhouse, Expected Departure or All (F,I,E,A)</b>	<b>A</b>
<b>Expected Arrival Date</b>	<b>Select Delegates (Y/N) Y</b>
<b>Print Message (Y/N)</b>	<b>N Message Printer</b>

  

<b>Add</b>	<b>Msg</b>	<b>Guest Name</b>	<b>City</b>	<b>(5 of 5)</b>	<b>Status</b>	<b>Arrival Date</b>	<b>Departure Date</b>
	Y	Felde, Bob	Newport Beach, CA	92	NEW	06-14-1999	06-21-1999
		Gibson, Alan	Newport Beach, CA	92	NEW	06-14-1999	06-21-1999
		Kreuzer, Earl	Newport Beach, CA	92	NEW	06-14-1999	06-21-1999
	Y	McLeod, Rick	Newport Beach, CA	92	NEW	06-14-1999	06-21-1999
		Williams, John	Newport Beach, CA	92	NEW	06-14-1999	06-21-1999

4. At the Message/Wakeup/Both prompt, type "M" to leave message, type "W" to add a wake or type "B" to leave both a message and a wake up call for group delegates.

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5. Select the type of delegates to bring up. (Future, In-house, Expected Departure or All)  
Type the letter that corresponds to this. Example A for all.
  6. At the Select Delegates prompt. Type in 'Y' to select from a list of delegates or type in "N" to send the message to all delegates. When 'Y' is selected a list of the delegates is displayed. Type a 'Y' next to the delegates to send the message.
  7. When done press [Save].
  8. The cursor goes to the message screen. Fill in all fields as necessary as described earlier in "How to Give A Guest Message"
  9. Press [Save]
- Note:** Any changes to the in-house messages must be made through the Guest Message Entry/Inquiry screen.

## Updating the Guest Location

The guest location feature is used to locate guest when they are not in their room and they wish to be contacted. For example, a guest may step out of the room to have dinner at the property's restaurant. However, the guest is expecting an important call. With the use of the guest location feature, the telephone operator can put the call through the restaurant instead of the room.

1. From the Main Menu, select the Telephone Operator Menu
2. Select Guest Message Entry/Inquiry
3. Bring up the guest the searched as described previously
4. Press [Quick] and type "gl" for Guest Location
5. On the Guest Location screen fill out the prompts:
  - /// **Locate Date** – The date the guest can be located. If it is today's date, press [Enter] and the system automatically maps in today's date.
  - /// **From Time** - The time from which the guest can be found at a certain location.
  - /// **To Time** – The time to which the guest can be found at a certain location.
  - /// **Location Code** – [List Values] can be used to display a guest location. The locations are defined by the property during database in the Code Files Menu. If the location code is known it can be typed.
6. Press [Save]

## Telephone Reference List Report

The Telephone Reference list provides the Operator with a report of all guests regardless of status, including any guest location entries and guest messages.

## Wake-Up Call Report

The Wake-up Call report displays all guests who are expecting, or who have received wake-up calls. The report also includes the date and time the wake-up call was received. This report can be selected by date, in the event of a guest/group query.

## Telephone Message Statistics Report

The 'Telephone Message Statistics' report displays how many messages have been taken and given during a specific hour of the day. Used for statistical purposes.