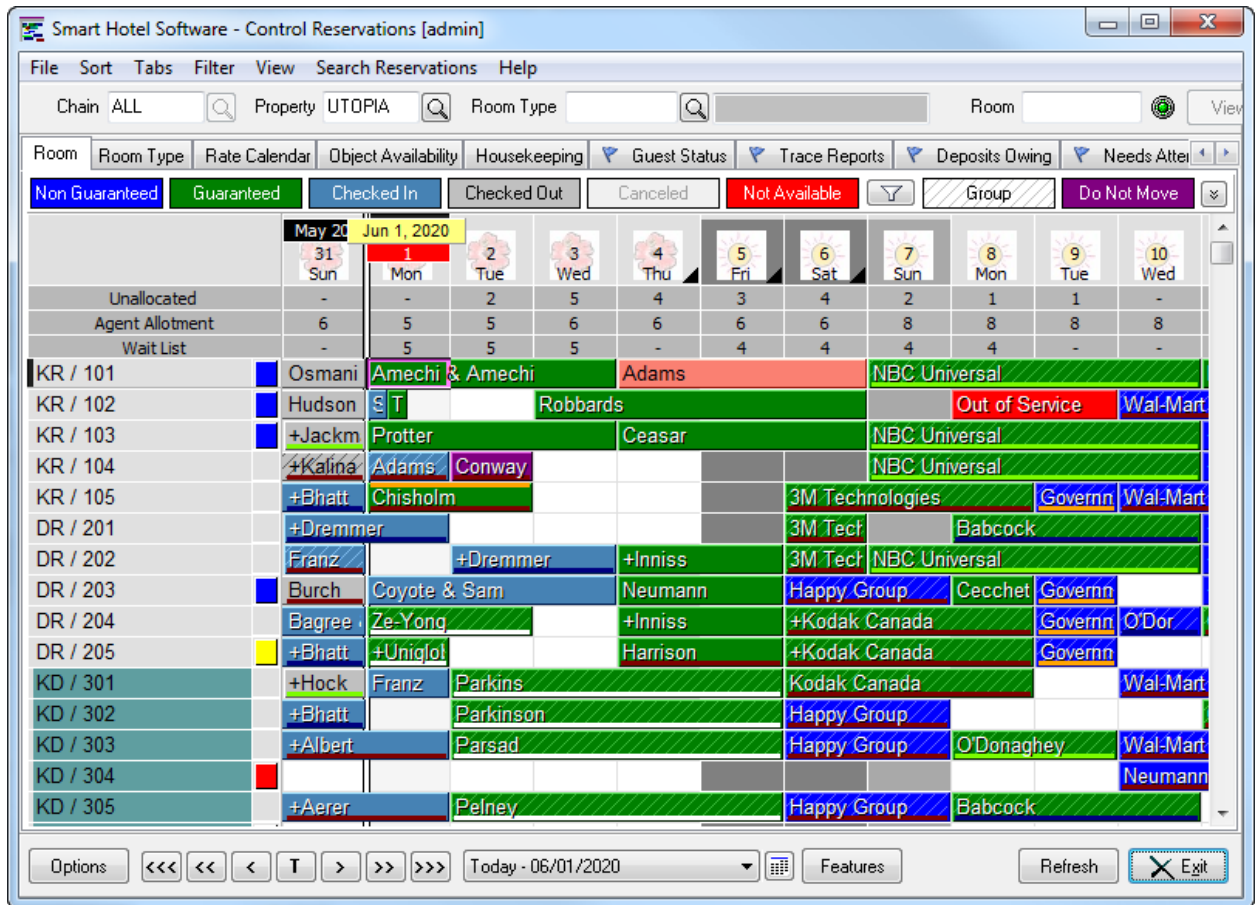# Modern Software

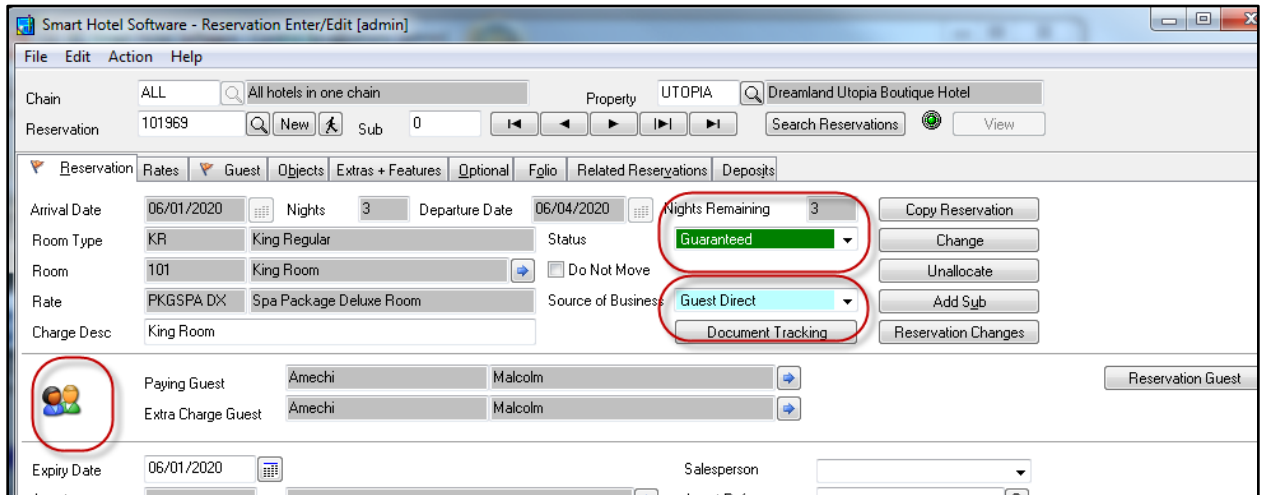What makes software look and feel modern.

What makes some software appear modern and other software appear old or worn out. There are a number of issues that need to be considered.

1. Color and images

Our brains are conditioned to respond to color. The use of color – as long as it makes sense creates a modern look.

Each color means something. Once you learn the code, a HUGE amount of information can be displayed using color and shading along with the text.

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Some more examples of color and images. Color should only be used to attract attention and not just to make something appear colorful. Too much color defeats the purpose of using color in the first place. IN this example only selected fields have color, again to indicate specific functionality.

Amount Owin	Room Type	Room	Last Name	First Name + Initial	Late Check (	Reservation	Sub	Arrival Date	Nights	Departure Date	Agent
$511.40	ZMEET	M3	***3M	AR Account	No	101999	0	06/01/2020	0	06/01/2020	
$23.10	ZMEET	M2	***NBC	AR only	No	101998	0	06/01/2020	0	06/01/2020	
$519.00	DR	204	Barton	Richard	Yes	102253	0	05/30/2020	2	06/01/2020	
$0.00	KR	105	Bhatt	James	No	102251	0	05/28/2020	4	06/01/2020	AMEXNY1
$0.00	DR	205	Bhatt	James	No	102251	1	05/28/2020	4	06/01/2020	AMEXNY1
$0.00	KD	302	Bhatt	James	No	102251	2	05/28/2020	4	06/01/2020	AMEXNY1
$0.00	DR	202	Franz	Jake	No	101974	0	05/31/2020	1	06/01/2020	3M
$442.00	KR	104	Issacson	Hearald	No	102719	0	05/26/2020	2	05/28/2020	
$100.00	KR	102	Secham	Natham	No	101982	0	06/01/2020	0	06/01/2020	

Departure list showing late departures in YELLOW and overdue departures in RED.
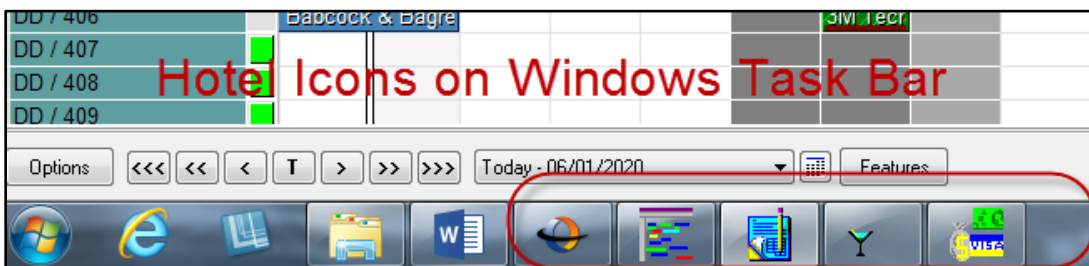
CI: Check In Today - 14	ON: Occupied Not Clean - 15	Housekeeping Status	All
VC: Vacant Clean - 11	DE: Departed Early - 0		
OC: Occupied Clean - 3	ES: Extended Stay - 0	Maintenance Status	All
VN: Vacant Not Clean - 9	TU: Tidy Up - 1		

Room	CI	VC	OC	VN	ON	DE	ES	TU	Staff	Housekeeping Note
DR / 204	⚠				✗				Housekeeping 2	
DR / 205	⚠				✗				Housekeeping 2	
KD / 301					✗				Housekeeping 1	
KD / 302					✗				Housekeeping 1	
KD / 303					✗				Housekeeping 1	
KD / 304				✗						
KD / 305					✗				Housekeeping 1	
KD / 306		✓							Housekeeping 1	
DD / 401			✓						Housekeeping 3	
DD / 402					✗				Housekeeping 3	
DD / 403					✗				Housekeeping 3	
DD / 404	⚠	✓							Housekeeping 3	
DD / 405	⚠							💡	Housekeeping 3	Room smells of smoke
DD / 406					✗				Housekeeping 3	
DD / 407		✓							Housekeeping 3	

Maintenance status: yellow and Red on the room number. Housekeeping status: Red X – not clean, green check – clean, Hand bell - Check In, Light bulb - needs attention. Coded and packed information.

2. Multiple Windows

The operating system is called Windows – plural. This means you can have multiple "things" open at the same time. Typically you have your email open, maybe a Word document, your Hotel software and maybe some other windows open. Within the hotel software itself, you should be able to open multiple windows and be able to resize then and place them on your screen to create your own hotel "desktop".

These multiple windows should be non-model. This means that you do NOT have to shut one in order to open another.

With the advent of large computer monitors (25"), having multiple windows is a great advantage. You can create your own dashboard of programs – CONTROL, reservations, payment entry, charge entry, searching, etc.

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Split Screen View

Smart Hotel Software - Control Reservations [admin]

File   Sort   Tabs   Filter   View   Search Reservations   Help

Chain ALL   Property UTOPIA   Room Type _____   Room _____

Room | Room Type | Rate Calendar | Object Availability | Housekeeping | Guest Status | Trace Reports | Deposits Owing | Needs Attention | Summary

Closed to Arrival   Closed   ☐ Show ADR   Print

	May 20 31 Sun	Jun 20 1 Mon	2 Tue	Jun 3, 2020 3 Wed	4 Thu	5 Fri	6 Sat	7 Sun	8 Mon	9 Tue	10 Wed	11 Thu	12 Fri	13 Sat	14 Sun	
Available	16	11	17	24	21	20	5	14	13	19	21	20	18	25	27	
23 DX		3	3	3	3	3	3	3	3	3	3	3	3	3	3	
AAA DX						C	C	C					C	C		
AAA RM						C	C	C					C	C		
BBSPEC																
DAILYDX	$201.00	$202.00	$203.00	$204.00	$205.00	$206.00	$207.00	$201.00	$202.00	$203.00	$204.00	$205.00	$206.00	$207.00	$210.00	$2
DAILYDXAAA	$181.00	$182.00	$183.00	$184.00	$185.00	$186.00	$187.00	$181.00	$182.00	$183.00	$184.00	$185.00	$186.00	$187.00	$189.00	$1
NEWRATE																
PKGGOLF DX												3	2			
PKGROMANCE		2	2	2	2	2	2	2	2	2	2	2	2	2	2	
PKGSPA DX												3	2			
PKGWK RM	C	C	C	C	2	2	2	C	C	C	C	C	C		C	
RAI DX					2	C	C	C	CTA	4	CTA	3	3			

Options   <<< << < T > >> >>>   Today - 06/01/2020   Features   Refresh   ✕ Exit

Edit Rates

Date	Individual Non Gu	Individual Gua	Group Non Gua	Group Gua	Arrival	Departure	In House	Wait List	Out of Order	Out of Service	Not Sold	Occupied	Occupancy	Oversold	Adults	Children	Room Reven	Other Reven	ADR	RevPAR	TRevPAR
Mon 06/01/2020	2	8	0	3	20	16	13	5	1	1	11	26	68.42	0	36	0	$4,978.45	$5,083.99	$191.48	$131.01	$264.80
Tue 06/02/2020	2	8	0	5	5	10	6	5	1	1	16	21	55.26	0	28	0	$3,148.00	$393.00	$149.90	$82.84	$93.18
Wed 06/03/2020	1	6	0	4	5	11	4	5	1	0	23	15	38.46	0	22	0	$2,626.00	$271.00	$175.07	$67.33	$74.28
Thu 06/04/2020	1	12	0	4	8	5	1	0	1	0	20	18	46.15	0	23	0	$3,209.00	$321.00	$178.28	$82.28	$90.51
Fri 06/05/2020	1	12	2	4	6	5	0	4	1	0	19	19	48.72	0	22	5	$3,681.50	$160.00	$193.76	$94.40	$98.50
Sat 06/06/2020	8	10	7	9	26	11	0	4	1	0	4	34	87.18	0	35	2	$3,668.00	$1,009.00	$107.88	$94.05	$119.92
Sun 06/07/2020	4	5	5	11	8	17	0	4	1	0	13	25	64.1	0	26	0	$2,675.00	$865.00	$107.00	$68.59	$90.77
Mon 06/08/2020	2	7	0	16	7	7	0	4	1	1		25	65.79	0	26	0	$3,825.00	$177.00	$153.00	$100.66	$105.32

View Forecast

Occupancy	59.22	Room Revenue	$27,810.95	Other Revenue	$8,279.99
ADR	$151.97	RevPAR	$90.00	TRevPAR	$116.79

Print   ✕ Exit

Edit daily rates (and all derived rates) while viewing forecasted sales. Just one more example of how useful multiple views into the database can be.
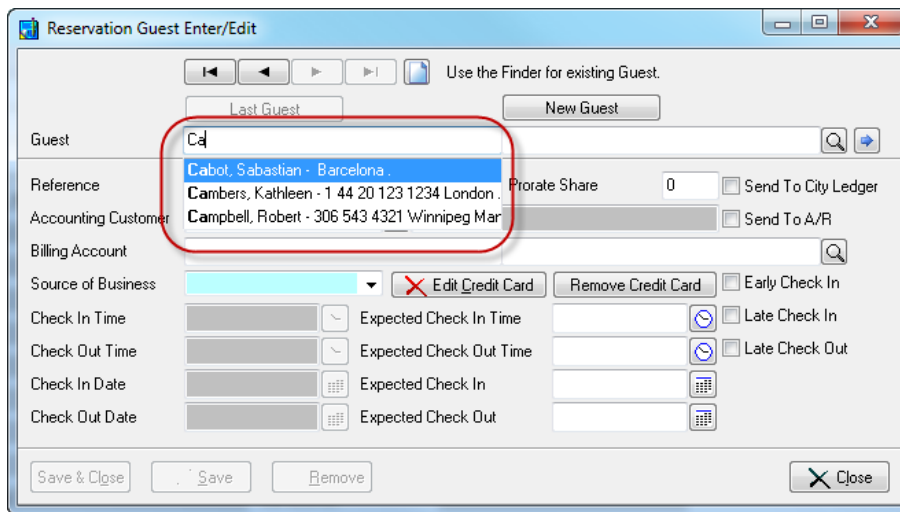
3. Hyperlinks

Modern application software should work like the internet. When you double click an item, the context should shift to whatever was clicked. For instance double clicking on a reservation on the CONTROL screen should open the reservation program with that reservation ready for viewing or editing.

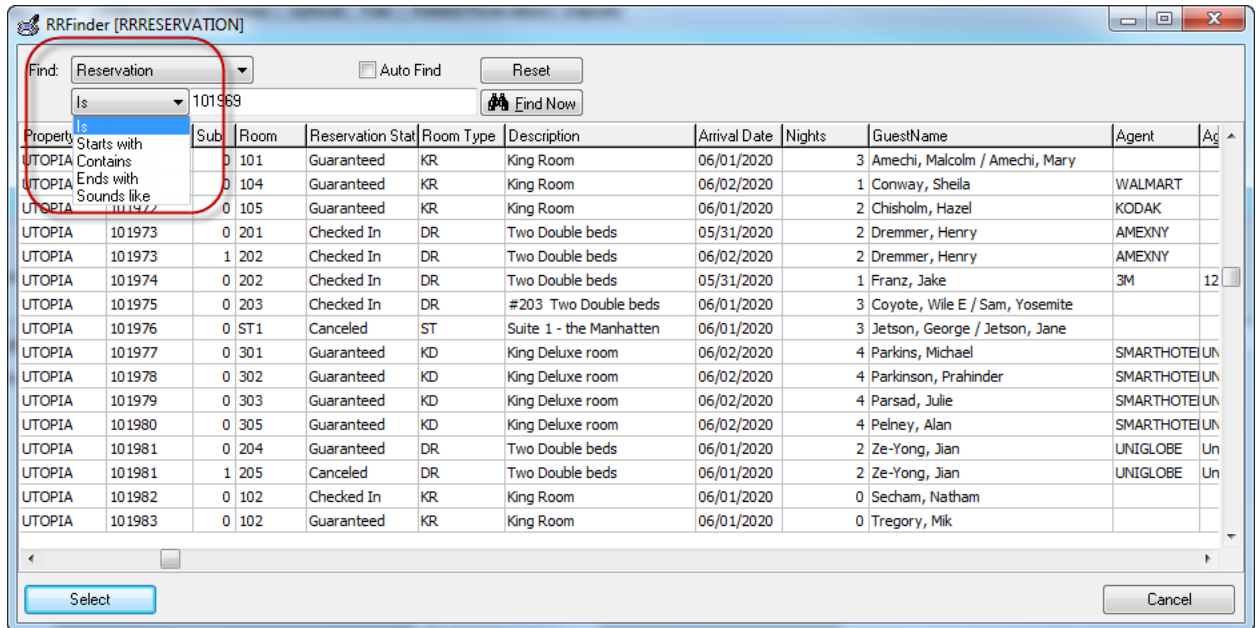Click the PAYMENT button and the payment screen opens (non modal). Switching between multiple Windows with hyperlinks makes the software very lively and responsive – modern feeling.

4. Easy searching

Modern databases can grow very large over time. Finding data can be troublesome without good searching technology.

Example of searching for a name where similar entries are often present.

Entering part of the name brings up a "Google Like" list of guests showing last name, first name, mobile phone, city (or other configurable data). Makes selection of returning guests easy and helps prevent duplicate guest profiles.

In this example searching reservations using reservation number, or room, or room type, or guest name, or agent (company) or arrival date – or some part of the reservation. A modern "finder" allows for more options that simple match what I entered:
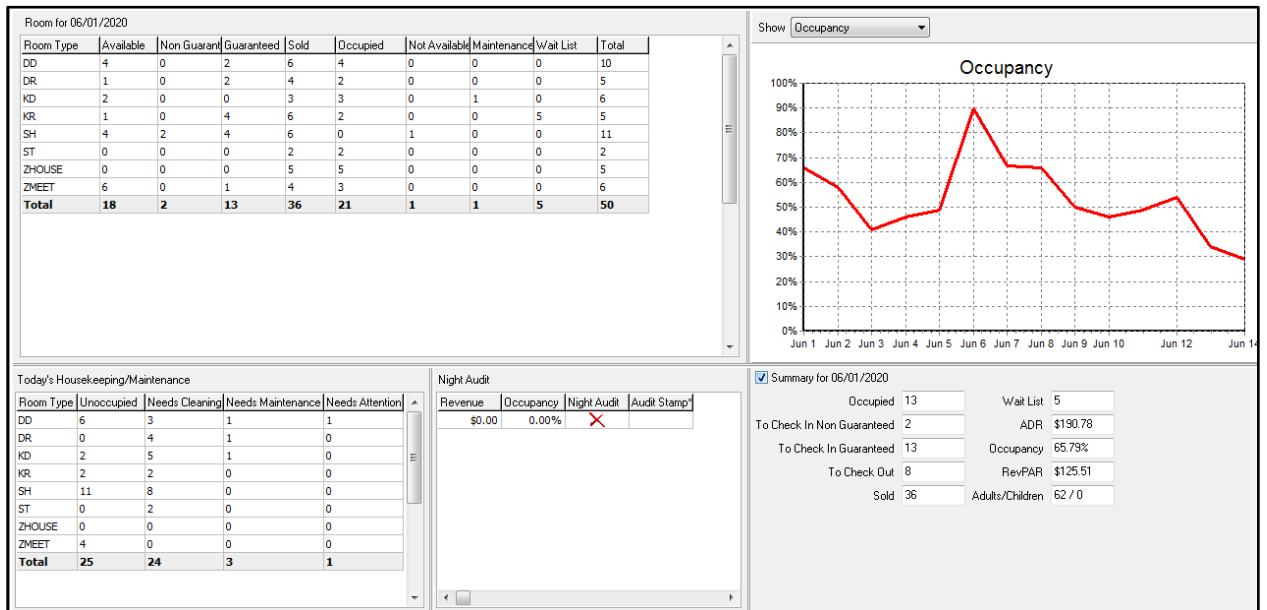
Is – exact match
Start With – appears at the start of the match
Contains – appears anywhere within
End with – at the end
Sounds like – a "fuzzy match" – best guess.

This sort of searching makes it MUCH easier to find the correct data when you only have partial information for the search.

5. Right Click

Click, double click and Right Click – all operations in modern software. Typically click selects, double click is a hyperlink and right click is for MORE.

Right click a cell on the CONTROL screen brings up a menu of actions.

In other places a detailed window will pop up, eliminating the need to memorize things like package rate elements. Simply Right Click and all is displayed.

6. Dashboards or Visual displays

Complex data needs to be summarized and displayed properly in a concise summarized form.

5 panel dash board showing room usage, occupancy forecast, housekeeping and maintenance, night audit status and daily summary figures. We call this the General Manager's View.

Dashboards should be configurable with lots of choices.

7. Action Lists

Instead of printed lists that become stale almost as soon as they are printed, dynamic action lists are used. Arrival list, Departure List, Deposits Owing, etc.

Yellow is late, red is overdue – needs attention. New lines appear as reservations for today are entered. Lines disappear as reservations are checked in. All dynamic.

8. Granular Security

Users belong to groups and groups are granted security. For example a front desk clerk can enter a reservation but cannot override prices or other sensitive information without a manager's override. Each "grain" is a separate security object than can be granted or not. Starts with individual programs – like entering Rates. Manages can edit Rates, Front Desk cannot. Then within programs – like the CONTROL screen or the Reservation program there are what we call "level 2" security. A user can enter reservations but cannot check someone into a dirty room. A user can see some parts of the CONTROL screen like room availability but not the Summary tab with daily dollar values.

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9. Current Infrastructure

Modern software should run on the latest Windows OS, currently WIN10. It should run on an industry standard database like Microsoft Sequel Server (MS-SQL) or MySQL. The database should include a standard automated backup. The software should be web deployable – able to be hosted – and should also work fine on a desktop computer.