



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

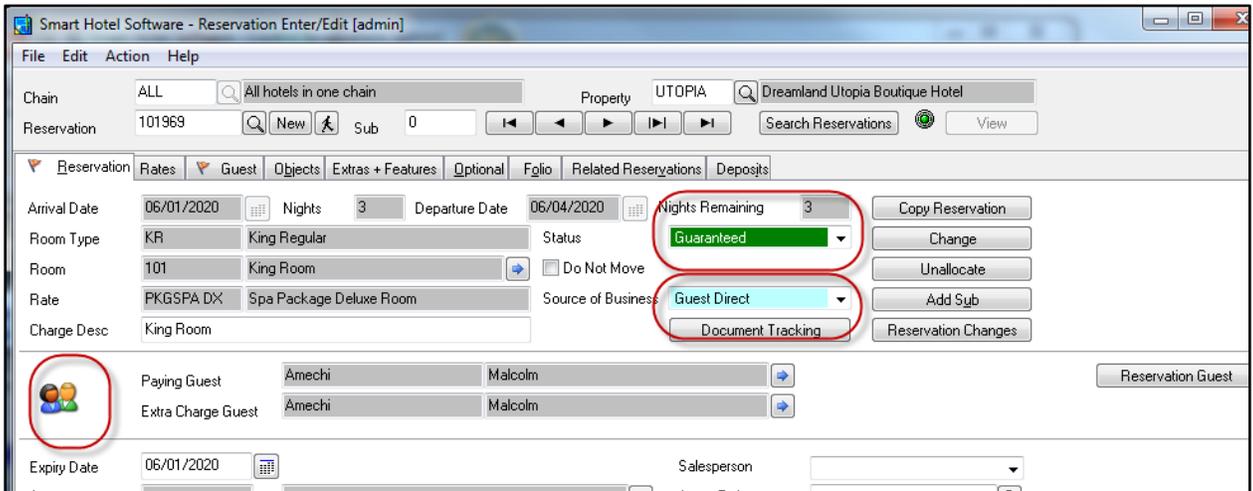
Our brains are conditioned to respond to color. The use of color – as long as it makes sense creates a modern look.

The screenshot displays the 'Smart Hotel Software - Control Reservations [admin]' window. The interface includes a menu bar (File, Sort, Tabs, Filter, View, Search Reservations, Help) and search filters for Chain (ALL), Property (UTOPIA), and Room Type. Below the filters, there are tabs for Room, Room Type, Rate Calendar, Object Availability, Housekeeping, Guest Status, Trace Reports, Deposits Owning, and Needs Attention. A status bar at the top shows reservation statuses: Non Guaranteed, Guaranteed, Checked In, Checked Out, Canceled, Not Available, Group, and Do Not Move. The main area is a calendar grid for June 1, 2020, with columns for days of the week (Sun to Wed) and rows for reservation details. The calendar cells are color-coded: green for 'Checked In', red for 'Not Available', and blue for 'Group'. The reservation details include room numbers (e.g., KR / 101, DR / 201, KD / 301) and guest names (e.g., Osmani, Amechi & Amechi, Adams, NBC Universal, Hudson, Robbards, Out of Service, Wal-Mart, +Jackm, Protter, Ceasar, NBC Universal, +Kalina, Adams, Conway, NBC Universal, +Bhatt, Chisholm, 3M Technologies, Govern, Wal-Mart, +Dremmer, 3M Tect, Babcock, Franz, +Dremmer, +Inniss, 3M Tect, NBC Universal, Burch, Coyote & Sam, Neumann, Happy Group, Cecchet, Govern, Bagree, Ze-Yong, +Inniss, +Kodak Canada, Govern, O'Dor, +Bhatt, +Uniglo, Harrison, +Kodak Canada, Govern, +Hock, Franz, Parkins, Kodak Canada, Wal-Mart, +Bhatt, Parkinson, Happy Group, +Albert, Parsad, Happy Group, O'Donaghey, Wal-Mart, +Aerer, Pelney, Happy Group, Babcock). The bottom of the window features navigation buttons (Options, <<<, <<, <, T, >, >>, >>>), a date selector (Today - 06/01/2020), and buttons for Features, Refresh, and Exit.

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.



# Modern Software by Smart Hotel Software



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.

▼ Arrival List | In House | ▼ Departure List

Sort By: Guest |  Groups Only | Line Count: 9 | Room Lookup:

Amount Owir	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	AMEXNY 1
\$0.00	DR	205	Bhatt	James	No	102251	1	05/28/2020	4	06/01/2020	AMEXNY 1
\$0.00	KD	302	Bhatt	James	No	102251	2	05/28/2020	4	06/01/2020	AMEXNY 1
\$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**.

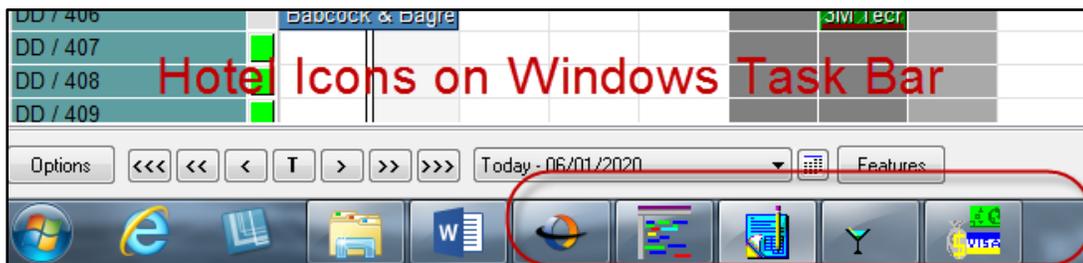


Room	CI	VC	OC	VN	ON	DE	ES	TU	Staff	Housekeeping Note
DR / 204	🔔				✗				Housekeeping 2	
DR / 205	🔔				✗				Housekeeping 2	
KD / 301					✗				Housekeeping 1	
KD / 302					✗				Housekeeping 1	
KD / 303					✗				Housekeeping 1	
KD / 304				✗					Housekeeping 1	
KD / 305					✗				Housekeeping 1	
KD / 306			✓						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	

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 them and place them on your screen to create your own hotel “desktop”.



These multiple windows should be non-modal. 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.



### 3. Hyperlinks

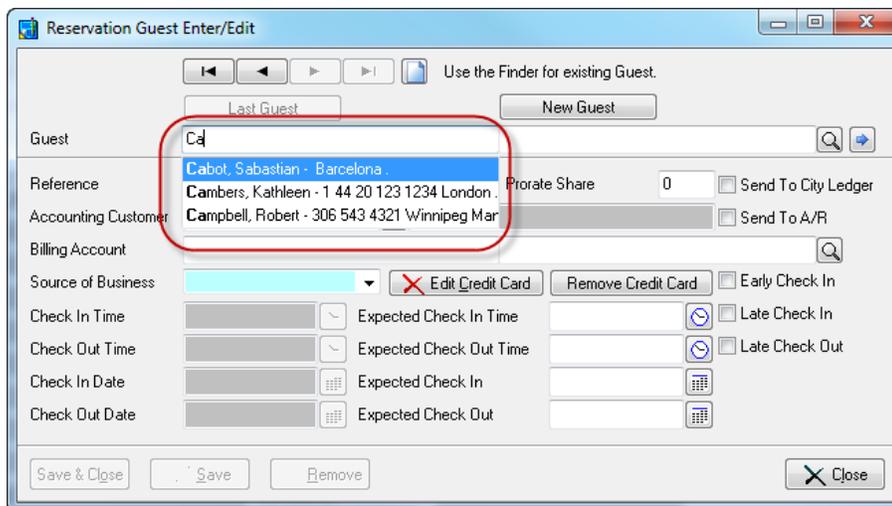
Modern application software should work like the internet. When you double click an item, the context should shift to whatever was clicked. For instance double clicking on a reservation on the CONTROL screen should open the reservation program with that reservation ready for viewing or editing.

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.

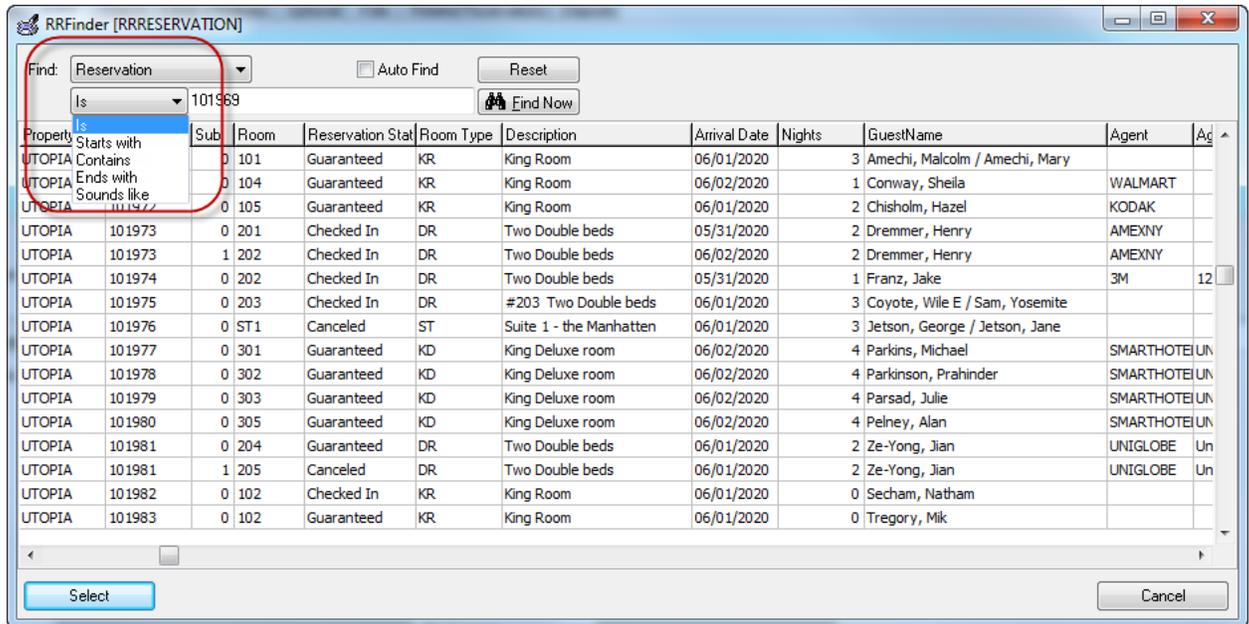
### 4. Easy searching

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.

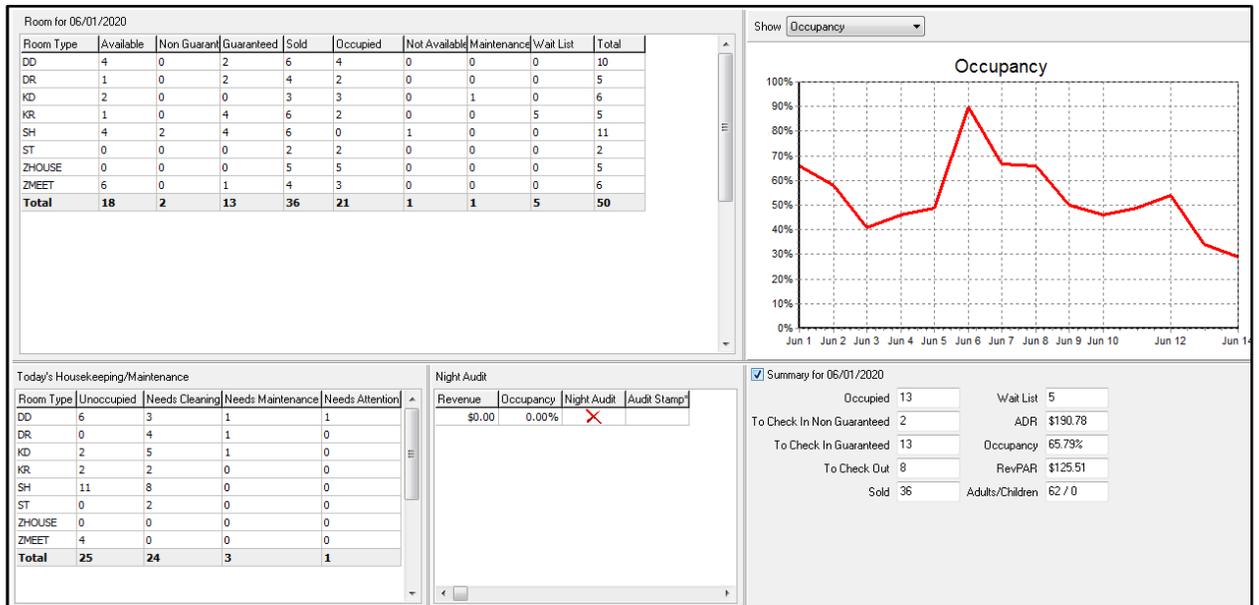
This sort of searching makes it MUCH easier to find the correct data when you only have partial information for the search.





## 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.

Last Name	First Name + Initial	Room Type	Room	Occupied	Arrival Date	Nights	Departure Date	Rate Amount	Reservation	Sub	Agent	A
***Rainbow Pipeline Company	George Evans	ZMEET	M3	Yes	06/01/2020	0	06/01/2020	\$90.00	102000	0		
Adams	Brian	SH	505A	No	06/01/2020	2	06/03/2020	\$100.00	102657	0		
Adams	Brian	DD	404	No	06/01/2020	1	06/02/2020	\$250.00	102683	0		
Albert	Edward	SH	505B	No	06/01/2020	2	06/03/2020	\$100.00	102658	0		
Amechi	Malcolm	KR	101	No	06/01/2020	3	06/04/2020	\$109.00	101969	0		
Amechi	Mary	KR	101	No	06/01/2020	3	06/04/2020	\$109.00	101969	0		
Bagree	Liam	SH	501A	No	06/01/2020	2	06/03/2020	\$150.00	102659	0		
Bagree	Liam	SH	501B	No	06/01/2020	2	06/03/2020	\$0.00	102659	1		
Cambers	Kathleen	SH	504A	No	06/01/2020	2	06/03/2020	\$150.00	102660	0		
Chisholm	Hazel	KR	105	Yes	06/01/2020	2	06/03/2020	\$150.00	101972	0	KODAK	
Dangerfield	Janice	SH	502B	No	06/01/2020	2	06/03/2020	\$100.00	102661	0		
Jes	Colin	KR	105	Yes	05/26/2020	2	05/28/2020	\$175.00	102720	0		
Protter	Luke	KR	103	No	06/01/2020	3	06/04/2020	\$200.00	101965	0		
Tali	Adrian	DD	405	No	06/01/2020	1	06/02/2020	\$90.00	102614	0	UNIGLOBE	u
Tolladay	Mathew	DD	405	No	06/01/2020	1	06/02/2020	\$90.00	102614	0	UNIGLOBE	u

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. Managers 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.



### 9. Current Infrastructure

Modern software should run on the latest Windows OS, in 2016 this is 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.