

Reopening for Business: A Checklist for OPERA PMS

With hoteliers beginning to plan for a reopening, there is plenty to keep top of mind.

It is imperative, for example, to stay abreast of local health and business requirements, which are continuously evolving. And we urge our customers to anticipate the needs of a changed world that we'll all return to when this crisis subsides.

Social distancing, staff and guest welfare, and potential hotel layout changes will all warrant a change in thinking and planning.

While there will be many unknowns, one thing we can help with is ensuring your OPERA PMS is ready to go with this short checklist to execute a proper restart. In the weeks ahead, we will continue to provide additional tip sheets and guidance to assist with a variety of reopening initiatives, including strategies for rates and distribution.

If you have any questions, please contact us at oraclehosp_ww@oracle.com. We're here to help you welcome back your guests.

RESTARTING OPERA PMS:

- 1. **Execute a basic, systems check**, ensuring network and interfaces are operating.
- 2. **Confirm backups are running**, if using a premise-based system.
- 3. **Check for any in-house guests, including posting masters**. Check out any reservations due to check out during closure.
- 4. **Instruct accounting team to review AR accounts and balances**.
- 5. **Check for any postings in the Lost Interface Posting account**.



- 6. Confirm PMS is on the current date.** If not, run nights audits. (For additional guidance, visit docs.oracle.com.)
- 7. Run the reservations report for any arrivals;** contact guests to confirm their arrival.
- 8. Update hotel website for reopening date;** update content.
- 9. Remove restrictions on rates that have been closed.** Finalize reopening pricing strategy.
- 10. Contact key distribution vendor and review reopen procedures.**
- 11. Perform property inspection,** including exterior and interior public areas, and back-of-house areas.
- 12. Manage room inventory with OOO rooms** – possibly only opening certain floors/sections/wings during low occupancy.
- 13. Perform deep cleans for rooms selected for occupancy.**
- 14. Establish maintenance schedule for rooms and equipment to ensure all are in excellent order;** conduct preventive maintenance tasks – e.g., replace light bulbs, batteries and remotes.
- 15. Check expiration dates for mini-bar inventory and replenish stock.**
- 16. Update concierge and property directory with information about local vendors who are open.**

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