

Oracle Hospitality OPERA Room Reservation System

Oracle Hospitality OPERA Room Reservation System is the centrally managed system at the heart of the hotel industry's first enterprisewide room inventory management system. Integrating seamlessly with the entire suite of Oracle Hospitality OPERA property management applications to create a powerful central database, it provides all the tools your agents and sales team need to maximize bookings and increase revenue. Oracle Hospitality OPERA Room Reservation System makes it easy to handle all types of reservations—individual, group and party, company, travel agent, multilegged, multirate, and waitlisted.

Single-Image Inventory System

Providing revolutionary functionality that allows you to tailor the reservation system to your business requirements, Oracle Hospitality OPERA Room Reservation System enables core operations to be shared between the central system and the property application. In so doing, it creates a single location for portfolio data, minimizing the steps required to make reservations. This single central database provides easy access to property information, which can be enriched with images and other content to give your reservations teams the best possible foundation for achieving sales targets and customer satisfaction.

Advanced Sales Functionality

Oracle Hospitality OPERA Room Reservation System simplifies the reservation process with intuitive sales screens that guide agents through the reservation flow and leave a complete audit trail of agent and caller activity. Offering dynamic multilanguage global messaging and scripts for selling and closing, the reservation system also provides easy access to internet hyperlinks for weather forecasts, detailed maps/directions, and so on. Guest recognition can be incorporated into the reservation process, for example, room preferences or loyalty program entitlements. The system also contains logic to suggest alternate properties based on various criteria.

Web-Powered Bookings

With Oracle Hospitality OPERA Room Reservation System, you can take advantage of the power of the web to provide the flexible tools that will keep your hotel competitive. Incorporate the self-service booking module into your overall web strategy to make central inventory images available to your guests, third-party systems, and hotel staff at the time they are booking rooms and services.

MAXIMIZE BOOKINGS AND HANDLE RESERVATIONS WITH EASE KEY FEATURES

KEY FEATURES

- Centralized system for multilocation, multiproperty reservation management
- Self-service booking via the web
- Intuitive sales screens that guide agents through reservation flow
- Automatic multilevel rate and inventory controls
- Support for complex operations such as shared reservations and loyalty memberships

KEY BENEFITS

- Ease inventory management and increase profitability with multilevel rate and inventory controls
- Maximize revenue throughout the enterprise by establishing rate structures for individual properties, groups of properties, and chains

Premium Reservation Functionality

By taking advantage of the full reservation functionality in Oracle Hospitality OPERA Room Reservation System, your agents and sales team can gain complete control over complex operations, such as routing instructions, shared reservations, loyalty memberships, negotiated rates, and discounts. The reservation system also lets you apply multiple advanced deposit requirements and cancellation penalties to reservations. Rates and room types can be automatically restricted based on percentage occupancy, minimum stay-through, arrival date, and more. Control features can also be put in place on rates and reservations, if needed—for example, a rate approval process.

Flexible Rate and Inventory Controls

Intuitive multilevel rate and inventory controls make it easy to automate the opening and closing of rates and room types for the entire hotel. Group blocks can be managed at a central level with master/sub-block capabilities, including handling deposits and room number assignments. Finally, standard or custom tour series are managed at a central point, or by property.

Functionality for International Hotel Groups

Oracle Hospitality OPERA Room Reservation System's support for multiple currencies and languages enables hotels to serve a wider market with their reservation systems. Rates and revenues can be dynamically converted to the local currency for enhanced continuity. Guests can manage their reservations in their native tongues, because their profiles determine the appropriate language for correspondence.

Seamless Integration

Offering a comprehensive exchange interface, Oracle Hospitality OPERA Room Reservation System is fully integrated with the entire Oracle Hospitality OPERA suite. You can also extend the reservation system to select third-party property management systems via the exchange interface, to add power to your central reservation application while retaining the value of previous investments. Industry-standard XML messaging provides two-way communications. Benefit from connectivity with the major global distribution systems (GDSs) and online travel agencies (OTAs).

RELATED PRODUCTS

The Oracle Hospitality OPERA suite includes:

- Oracle Hospitality OPERA Property Cloud Service
- Oracle Hospitality OPERA Mobile Cloud Service
- Oracle Hospitality OPERA Room Reservation System
- Oracle Hospitality OPERA Customer Loyalty Tracking Cloud Service
- Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Sales and Catering Cloud Service
- Oracle Hospitality Web Proposal Cloud Service
- Oracle Hospitality OPERA Web Self-Service Cloud Service
- Oracle Hospitality Web Booking Engine Cloud Service
- Oracle Hospitality OPERA Gaming Cloud Service
- Oracle Hospitality OPERA Vacation Ownership System Cloud Service

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