Background

Hilton Worldwide Holdings, Inc. is an American global hospitality company whose hotel brands have become synonymous with outstanding customer service.

Established in 1925 by Conrad Hilton, Hilton Worldwide has become one of the largest and fastest growing hospitality companies in the world.

Since its nearly 100 years of founding, Hilton has established 12 world-class brands with 4,200 locations in 93 countries.

Hilton’s vision is to fill the earth with the light and warmth of hospitality. The brands pride themselves six core values implemented across every one of the 4,200 locations:

<table>
<thead>
<tr>
<th>Hospitality:</th>
<th>Passionate about delivering exceptional guest experiences</th>
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</thead>
<tbody>
<tr>
<td>Integrity:</td>
<td>Do the right thing, all the time</td>
</tr>
<tr>
<td>Leadership:</td>
<td>Leaders in our industry and in our communities</td>
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<tr>
<td>Teamwork:</td>
<td>Team players in everything we do</td>
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<tr>
<td>Ownership:</td>
<td>The owners of our actions and decisions</td>
</tr>
<tr>
<td>Now:</td>
<td>Operate with a sense of urgency and discipline</td>
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These values represent the very essence of a Hilton hotel. The focus is on the customer experience and is designed to bring the best in hospitality.

For further reading on the history of the Hilton Worldwide Brand:

http://www.hiltonworldwide.com/about/history/
Introduction to OnQ

The Hilton Hotels use a proprietary technology platform called OnQ™ to deliver their award winning hospitality. OnQ integrates multiple capabilities into one system for hotel reservations, sales, guest service, operations, and more. OnQ is designed to help team members act “on cue” to guest preferences and help build customer loyalty to Hilton Hotels as a brand. The system supports the Hilton Hotels ‘Customer Really Matters’ (CRM) strategy and helps hotel operators respond decisively to current market conditions.

The OnQ system improves guest recognition and enhances service by acknowledging preferences, guest reward status, and previous stays.

The OnQ system is an award-winning system where everyone benefits.

As a Front Desk Team Member, the system plays a vital role in bringing the very best service and experience to the guest.

For further reading:

http://www.hotel-online.com
Main Screen

The main screen should take no more than a minute to load. If after a minute the program still has not loaded, shut down the program and re-launch.

If problems continue, please contact management or call the OnQ help desk at 1-800-HELP-HELP.

Once the main screen is loaded, access to every part of the Front Desk is available.

The displaying screen will show the Guest Listing tab loaded.

Other tabs are House Accounts, Advanced Deposits, No Shows, and Groups, but a Front Desk Employee will work from the Guest Listing tab.

Under the Guest Listing Tab is a Search Criteria for quick search for a particular reservation. If a search is not required, then the "Status to Show" bar will be used.

This bar is used to navigate between certain types of reservations.

A Front Desk Employee may choose to just view arrivals or departures for the day or to find out who is remaining in house or has been relocated to a different room. To see all reservations for the day, make sure the choice "All" is highlighted and click the "Execute Search" button.

This will bring up the guest listing view for all reservations.

a. Check outs & Cancellations will be in red font
b. Arrivals will be in blue font
c. In House will be in black font.
Tabs

At the top of the screen is 6 tabs corresponding to basic functions used in the Guest Listing tab. These are:

Action, SearchBy Other Functions, Guest, Reports, CRM, and Help.

Clicking on any of these tabs causes a drop down menu to open.

The Action tab is used to create a new walk-in, reservation, house account, group master, or unmatched advance deposit. For a Front Desk Employee, the functions used under the Action tab are the "walk-in" and "reservation."

The SearchBy tab is used when searching for a particular reservation. For a Front Desk Employee, the functions used under the SearchBy tab are "confirmation number" and "change date."

The Other Functions tab is used for easy access to other OnQ Programs and will not be used by a Front Desk Employee.

The Guest tab is used to maintain count and authorization on monetary and guest issues. For a Front Desk Employee, the functions used under the Guest tab are "view totals," "batch posting," "shift balance," and "credit card authorizations."

The Reports tab is used to access all reports for all OnQ Systems. For a Front Desk Employee, the function used under the Reports tab is "reports list."

The CRM tab stands for customer really matters and is used to retrieve reward program arrivals as well as previous guest stay information. For a Front Desk Employee, the function used under the CRM tab is "arrivals list."

The Help tab holds all help topics found within the OnQ Front Desk Reservation System. A Front Desk Employee may access this as needed, but it is not required to use.
Symbols

**Main Screen:**
- Create Reservation
- Walk - In
- View Totals
- Find Room
- Guest Messages
- Refresh
- Rapid Post
- View Room
- Reports
- Tape chart
- e-Check in Dashboard

**Reservations:**
- Room Information
- Assign Room
- Guest Information
- Manage Shares
- Update Guest Profile
- Guest Messages
- Guest Requests
- Posting
- Cancel All
- Modify Redemption Booking
- Service Recovery Revenue
- Service Recovery Non-Revenue
- View Receipt
- Print Receipt
- Save and Exit
- Complete Check In / Complete Check Out
- Complete Re-Check In
- Discard and Exit
- Coach
Posting Dialog Box:
- Charge
- Payment
- Guest Paid Out
- Correction / Adjustment
- Transfer Transaction
- Fast Move
- Guest Refund
- Service Recovery Revenue
- Service Recovery Non-Revenue
- View Receipt
- View Options
- Print Receipt
- Print Voucher

Receipt:
- Receipt A
- Receipt B
- Receipt C
- Hide Receipt

Charges:
- Room
- Phone
- Miscellaneous
- Shop

Methods of Payment:
- Visa
- American Express
- Mastercard
- Discover
- Direct Bill
- Cash
Software

To install Hilton's Property Management System, OnQ, a Hilton tech support representative must be present. The representative will use the OnQ Installation Wizard present on the company computers installed in order to download the software. The installation wizard can be found on the desktop by the icon:

Employees of Hilton Properties do not have access to install or uninstall the OnQ programs on any computers—whether work or home. Access to the Hilton Community can be found via web browser at:

lobby.hilton.com

User ID and Password are provided to employees by management at their respective properties.

The OnQ System has multiple programs designed for various functions. Management has access to all parts of the Hilton Property Management System, but as a front desk employee there are only three programs used within the OnQ System: Front Desk, Housekeeping, and Night Audit. These programs can be found on the desktop of the computers installed by Hilton at every property.

The programs used by the front desk employee can also be found through the OnQ Reservation System in the Front Desk program. Double click on the icon "Front Desk." This will bring up the Reservation System. To find the other programs, go to the tab Other Functions. The housekeeping and night audit program are found in the drop down menu.
Logging On

When launching the OnQ Front Desk Reservation System, users will be prompted for their login credentials.

Username and Password is created in adjunct with management after initial computer training is completed.
The username may not be changed after creation, but the password can be changed at the user's discretion. Passwords are case sensitive and must always be entered in the same manner.

If there is any issues with login credentials, a manager must be notified immediately in order to fix the issue.

After entering the correct credentials, press okay and the OnQ Front Desk Reservation System will load.

The user now has access to all parts of the Front Desk Software through the main screen.
Creating a Reservation

To create a reservation, the reservation window must be pulled up. To access the reservation window, there are two methods that can be used:

1. By the "Create Reservation" button
2. Action > New > Reservation

This pops open the "New Reservation" window where a reservation can be created. To begin, room information must be included. This can be achieved by one of three methods:

1. By the "Room Information" button
2. By double clicking the blue Room Information ribbon
3. Room > Add
This pops open the "Add New Room Information" window where room information is included. On the left hand side of this window is the arrival and departure date as well as the number and type of guests staying in the room and a group affiliation drop down menu (if applicable). On the right hand side is the number of rooms, and room rate and type. This can be modified manually by typing in each character field or automatically by clicking on the appropriate rate plan or room type available in the menu corresponding to each button.

If the rate plan or room type is adjusted prior to setting the arrival date, an error message will pop up warning the user that availability cannot be checked without the arrival first being set. (image)

To begin, set the appropriate arrival and departure date for the guest. This can be done in one of two ways:

1. By clicking on the date of arrival and holding the mouse until reaching the departure date then releasing. The days will highlight with the arrival date and dates leading up to departure being yellow and the departure date being highlighted blue.
2. By manually typing in the Arrival: and Departure: columns in the format mm/dd/yy.

Once the arrival and departure date have been entered, make sure the appropriate rate plan is in place. On the right hand side of the "Add New Room Information" box is a drop down arrow next to rate type. If the guest has no special promotions or discounts, the rate type will remain "Value Level."

If the guest has either AAA, AARP, or military discount, the rates will be under the rate type: system. Change the rate type to system and click the "show rate plans" button. Choose the appropriate rate.
If the guest is coming in with a company, the corresponding company will first have to be attached to the reservation. To do this:

1. Double click on the luggage tab from the reservation screen to bring up the guest information
2. Click on the Corporate tab
3. Click on the Search Profile button
   a. If the corporate number is known type it into the empty box
   b. If the number is not known, search by the company name
   c. Click ok to add the corporate file

Return to the "Add New Room Information" box.
Change the rate type to **Local** under the drop down box and click the "show rate plans" button.

If the guest is coming in with a government job, choose either the State or US Government rate. If the guest is coming in with a company with the corporate file attached, the rate will be under one of five tiers. These corresponding tier only appears after the corporate file is attached.

![Rate Plans Screen]

Click ok.

After the rate plan has been chosen, click on the "Show Room Types" button. All available rooms for the dates and rate chosen will be shown. Highlight the room type the guest wants and click ok.

![Room Types Screen]

Click ok to exit the room information. The room has now been added.

Next, the guest information needs to be added. To do this, access the guest information by double clicking the luggage tab, using the guest tab and choosing add (**Guest > Add**), or by the guest information symbol.

Fill in each empty box on the Guest Information screen. Elements in bold are required to create the reservation. After the guest information is completed, check the box next
to "reservation guaranteed by guest." Then, hit the drop down arrow next to **Guarantee Method** and choose the appropriate guarantee the guest is using.

The guarantee will normally be either a direct bill or credit card. If the guest is using a direct bill, choose direct bill then scroll down to the company being billed. If the guest is using a credit or debit card, choose credit card. Ask the guest for the credit card number and the expiration date. Enter the information and click ok.

Finally, to create the reservation click on the "complete check-in" button.

If the guest wants their confirmation number emailed to them, click on the box next to email and enter the email address. In the "caller" box, enter the name of the person who called to create the reservation. Click ok.

The reservation has been created.
Searching for a Reservation

Once a reservation has been made, it can be located in many ways. However, the quickest and most efficient ways are by date, and by confirmation number.

To look up a reservation by date:

1. **SearchBy > Change Dates**
   a. This brings up the "Date Range" window
2. Click on the arrival date of the reservation being searched. While holding the mouse, drag until the departure date or if departure is not known, drag for a few days.
   a. The date range will only allow two weeks at a time to be searched
   b. The arrival date will highlight **pink**, the departure date will highlight **blue**, and days in between will be **yellow**.

3. This will bring up the guest listing view for all reservations .
   a. Check outs & Cancellations will be in **red** font
   b. Arrivals will be in **blue** font
   c. In House will be in **black** font.
4. Either sort by Last name by clicking the "Last Name" tab or type the last name of the guest being searched in the box below the "Last Name" tab
5. The reservation will be highlighted in blue.
6. Double click the reservation to open it.
The reservation has now been found by date.

To look up a reservation by confirmation number:

1. **SearchBy > Confirmation Number**
   a. This brings up the "Search for Confirmation Number" window
2. Type in the confirmation number corresponding to the reservation being searched.
   a. The guest should provide this number when contacting the hotel for modifications to their reservation
3. Click okay
4. After hitting okay, the reservation will be open.
   The reservation has now been found by the confirmation number.
Canceling a Reservation

If a guest needs to cancel a reservation, they must call 24 hours before the arrival date. If they fail to do so, a cancellation charge will be applied.

To cancel a reservation, bring up the guest's reservation.

Click on the "cancel all" symbol.

The cancel confirmation screen will pop up, similar to when a reservation is being created. Type in the caller and click next to the email if sending a cancellation number to the guest.

Click ok.

The reservation is now canceled.
Checking in a Guest

Once a guest has arrived on location, they will need to be checked in. The method used to check in a guest is similar, though each different type of method of payment has a few differing steps.

**Cash:**
If the guest is paying with cash, the receipt will need to be set up accordingly. This is done by insuring that the receipt with the room charge (see Set up: receipt) has the method of payment set to the cash option.

* For the receipts with the incidental charges, the appropriate method of payment will also need to be received. This can be a direct bill, a credit card, or a direct bill. If none of these methods are available, a cash deposit must be received and held until departure.

To check in the guest, the correct amount must be taken in and applied. The system does not automatically compute the total of the stay, so this has to be done manually. To find the amount for the entire stay, the following equation can be used:

\[
\text{Room Rate} \times 1.12 + 1.00 = \text{_____} \times \# \text{ of nights staying}
\]

This takes into account the 12% tax as well as the dollar lodging fee to get a nightly rate, then multiplying the amount per night by the number of nights the reservation is for.

Once the money has been physically obtained, click on the checked flag.  
At this point, a message pops up asking if the guest is making a payment now.

Click yes, and the receipt dialog box will appear.
Post the cash payment for the exact amount for the full stay. To do this, click on the payment icon.

This brings up the payment dialog box. Enter the **exact** amount for the **entire** stay in the empty box next to verify. Click ok. A message will pop up saying “Check In Complete.”.

The guest is now checked into the OnQ Reservation System.

**Credit Card:**

If the guest is paying by either credit or debit card, the card will need to be captured before check in. To capture a card, it must be swiped into the system.

At check in, pull up the reservation and capture the card by one of two ways:

1. Swipe the card from the Reservation window,
2. Click the "complete check in" symbol 📦
   A message will pop up prompting for card capture. Click yes, and swipe.
   After the credit card has been swiped and the "complete check in" button clicked, the guest will be checked in.

**Direct Bill:**

If the guest's receipt is being billed to a company, the receipt will be set up with an envelope beside the receipt with the room charge.

To check the guest in with a direct bill for the payment, there is no requirement for payment capture or posting.

Click on the "complete check in" symbol 📦

The guest is now checked in.
Checking Out a Guest

Once a guest has already been checked in, the option exists to check out the guest. The same icon is used for both checking in and checking out a guest. Bring up the guest reservation that is checking out.

Click on the Checkered flag in the right hand corner. This brings up the "guest checkout" dialog box. Click on the bubble next to the type of checkout.

If the guest came by the Front desk, choose "In Person." If the guest called from either the room or a personal phone, choose "Phone ZipOut." If the guest did not notify front desk of departure, but the guest room is found empty, choose "Room Found Vacant."

Click okay.

If the guest was scheduled to check out, a receipt will print.

If the guest was not scheduled to check out, a pop up message will appear. This message is a warning of an early departure for the room. If the guest is leaving early, click "yes." However, if the guest is not, click "no."

A message will now appear saying check out complete.

Re-Check In:

If a guest was checked out but needs to return to the hotel or if they were checked out by mistake, they will have to be re-checked in. To do this:

1. Click on the "complete re-checkin" icon. This will be the same icon as for the checkin and checkout

2. The "Re-Checkin" dialog box will appear and prompt for the number of nights returning
3. Enter the amount of nights and click ok

The guest is now re-checked in.
Set up Receipt

The receipt is how a guest is charged for their stay. Bring up the guest reservation. To locate the guest receipt, there are two methods.

1. Receipt > Receipt Setup > Modify Receipts

![Receipt Setup Menu]

2. the "View Receipts" button

This will bring up the "receipt setup" dialog box. From here, charges can be moved and method of payment can be changed. The default set up is with all charges on receipt A.

![Receipt Setup Dialog Box]

If the charges need to be switched to another form of payment separate from the room charges, click and hold on the charge to move and pull it down to the next receipt.

To change the method of payment for a receipt, click to highlight the receipt needing changed. Hit the **Action** button and choose "method of payment." From the drop down arrow, choose the correct payment method. Press okay.

![Method of Payment]

Click ok to save the receipt set up.

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Split Receipts

To split a receipt on a reservation, access the "split room rate" dialog box. To do this, go to Receipt > Receipt Setup > Modify Room Splits

![Image]

This brings up the "split room rate" dialog box where the rate can be switched between fixed or even.

The guest names shown in the "split room rate" dialog box will only include those with room charges on them. If room charges are not set up on their receipt or if a guest has not been added to the reservation, they will not be shown.

![Image]

To add another guest, exit out of the "split room rate" and click on the guest tab found in the reservation screen.

Go to guest > add.

This brings up a new guest information screen. Fill in the information for the guest that is being added and hit ok.

The guest's name will now appear in the "guests in room" column on the left of the reservation screen.
After the guest has been added, the room charge must be added to the second guests receipt. Bring up the receipt setup dialog box by either Receipt > Receipt Setup > Modify Receipts or the "View Receipts" button.

When the receipt set up pops up, the second guests name will now be shown. Under the charge types, click and hold the charge that will be added.

Drag it down under the guest's name and receipt where the receipt needs to be and let go of the mouse.

The charge will now be under the guests name.

Click ok to exit the receipt setup once the appropriate charges have been set.

Bring the "split room rate" screen back up.

This time both guests' names appear because they both now have the room charge on their receipts.
Choose the appropriate split needed.
If the amount each guest is going to pay is the same, keep the split even and hit ok.
If the amount each guest is going to be uneven, check the box by fixed split and enter the amount in each of the "amount boxes" corresponding to each guest.

Click ok.

The room split have now been set.
Reports

Downtime Reports

During each shift, the downtime reports need to be printed. These reports are used for when the system goes down or in case of an emergency.

To find these reports, go to the main screen. Go to: Reports > Reports List

This will bring up the "reports list" dialog box. In the left hand column, report categories, click on the folder "down-time reports." While holding the ctrl button on the keyboard, click on the reports:

- Guest List - All
- Remaining Arrivals
- Room Status Inquiry
- Special Needs Report

Let go of the ctrl key and the four reports should be highlighted in blue. Click print, and hit okay.

The downtime reports are now printed.
Shift Reports

There are multiple reports that need to be checked each shift. These are found under: reports > reports list

Click on the folder all reports under the reports categories.

Scroll down to the report "cash guest list." Click print.

Scroll down to the report "credit card status - all." Click print.

Scroll down to the report "high balance- all payment methods." Click print.

After these reports print, review them for any discrepancies that need to be addressed during the shift. These could be additional cash needed, declined credit cards, or high balances that need to be fixed.

These reports should be printed at the beginning of each shift.
End Shift

Apply Payment and Charge

At the end of each shift, any cash payments taken in for the suite shop must be applied to the Suite Shop House Account. This is done by accessing the House Account Tab. Under this tab, click on "execute search" beside the "status to show" box.

After executing the search, a list of house accounts show. If the status to show is "ALL" (such as in the image above) then both the open and closed accounts will be available.

Close accounts will be in red font
Temporary open accounts will be in blue font
Permanent open accounts will be in black font.

Under the "account name" box, type Suite Shop to locate the suite shop house account. This will automatically highlight the suite shop accounts in blue. Find the suite shop account that is currently open. This will be a permanent open account in black font. (see image below)

Double click this house account.

This opens the house account dialog box for the Suite Shop account. To apply payments for the suite shop:
1. Click the "posting" icon
a. This causes the pop up window for the "posting" dialog box to appear
2. Click the "charge icon
a. This causes the pop up window for the "voucher" dialog box to appear
3. Click the bubble next to the charge "Miscellaneous"
4. In the Accounts drop down box, scroll and click on suite shop
5. Enter the exact amount into the "Unit Price" box
6. Type the items bought in the "Explanation" box
7. Click Okay

This will add the charge to the suite shop account. To make a payment for the charge, return to the "posting" dialog box.

To make a payment:
1. Click the "payment" icon
a. This causes the pop up window for the "payment" dialog box to appear
2. Enter the exact amount that was paid into the "amount to be paid" box
a. This should be the same amount that was charged
3. Verify that the correct method of payment is being used
a. If the method is wrong click "Payment Method" and switch to the correct method of payment
The charge and the payment to the suite shop house account has now been applied.

**Cash Balancing**

When money is taken in during a shift, it is the responsibility of the Front Desk Agent to drop the payments at the end of their shift. This is done by first balancing the money that was received. To do this go to **Guest > Shift Balance > Cash Balancing**. Double click the "cash balancing" option and a pop up message will appear.

Click ok for entire shift and the "deposit" dialog box will appear.

Enter the exact amount in the highlighted dialog box. This number should be the same as the deposit amount below it.

Click ok.

The cash has now been balanced for the shift.
Close Accounts

At the end of each shift, the Front Desk Agent on duty must close all accounts that had been opened through payments and charges. To do this go to Guest > Shift Balance > Close Accounts. Double click the "close accounts" option and a pop up message will appear.

Click ok for entire shift and the "Postings Account Summary" dialog box will appear. In the bottom, right hand corner is a section title "When done." Click the box next to print summary reports so no papers will print. Click okay and a message will pop up asking "are you sure you wish to close these accounts?"

Click Yes.
A message will appear saying closed accounts completed.
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