

Oracle Hospitality eLearning for OPERA Cloud

OPERA CLOUD ELEARNING: 2018 EDITION || HOTELS & RESORTS

Oracle Hospitality eLearning for OPERA Cloud provides an interactive training system offering on-demand instruction with intuitive logic using a browser-based interface. This flexible training program is designed for a variety of learning styles and enables your staff to find a comfortable pace at which to learn. Designed for new and seasoned hotel staff, Oracle Hospitality eLearning for OPERA Cloud delivers fast, cost-effective, and valuable training on OPERA Cloud.

WHAT IS OPERA CLOUD?

OPERA Cloud is an enterprise platform for hotel operations and distribution. This cloud-based, mobile-enabled solution provides the comprehensive capabilities hotels and resorts need to deliver exceptional guest experiences.

WHY OPERA CLOUD ELEARNING?

The hospitality industry depends on the ability to deliver outstanding guest experiences. This is achieved by having a well-trained, highly knowledgeable, and informed staff. Finding time to make sure that staff is properly trained can be a challenge. Enter Oracle Hospitality eLearning for OPERA Cloud.

OPERA eLearning Subscriptions provide a self-paced online learning environment. Our eLearning offerings deliver a comprehensive and flexible training solution, regardless of the size of property or the number of users. This results in productive learning experiences and enhanced OPERA Cloud product knowledge, at a nominal subscription fee.

Key Subscription Features

- Oracle Hospitality OPERA Cloud eLearning – 2018 Edition is available to Hotels and Resort Customers
- Offered as a 36-month subscription with unlimited number of users per subscription
- Annual eLearning subscription fees for Hotels & Resorts are based on number of guest rooms
- Ordered through your Oracle Sales Executive and provisioned by the Oracle Hospitality eLearning & Knowledge Development Team

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OPERA CLOUD ELEARNING – 2018 EDITION

OPERA Cloud eLearning – 2018 Edition is our most complete eLearning offering to date. Covering both OPERA Cloud Application and Administration (Configuration), each course focuses key information in each module. With a modular approach, users are able to consume a topics as many times as they wish, reinforcing knowledge as needed. Based on feedback, each course has been assembled to help to provide ease when consuming the material.

APPLICATION COURSES			
Introduction to OPERA Cloud	Reservations - Routing	Front Desk Billing	End of Day
Dashboard and Quick Launch	Reservations - Walk Ins and More	Front Desk Workspace	Availability and Restrictions
Guest Profile Management	Reservations Workspace	Cashiering 1	Room Management
Company Profile Management	Block Creation & Management (Part 1 of 3)	Cashiering 2	Task Sheet Generation
Travel Agent Profile Management	Block Creation & Management (Part 2 of 3)	Accounts Receivables 1	Miscellaneous
Introduction to Reservations	Block Creation & Management (Part 3 of 3)	Accounts Receivables 2	Reports 1
Reservations Overview	Front Desk Operations	Commission Handling	Reports 2

ADMINISTRATION COURSES			
Introduction to OPERA Cloud Administration	Cashiering Management	Rate Management (Part 4 of 4)	Deposit & Cancellation Rule Management
Rooms Management 1	Accounts Receivables Management	Package Management (Part 1 of 2)	Item Inventory Management
Rooms Management 2	Commission Management	Package Management (Part 2 of 2)	Track It Management
Rooms Configuration (Part 1 of 2)	Marketing Management 1	Reservation Management 1	Profile Management 1
Rooms Configuration (Part 2 of 2)	Marketing Management 2	Reservation Management 2	Profile Management 2
Transaction Management (Part 1 of 3)	Rate Management (Part 1 of 4)	Reservation Management 3	Chain and Property Management (Part 1 of 2)
Transaction Management (Part 2 of 3)	Rate Management (Part 2 of 4)	Block Creation Management 1	Chain and Property Management (Part 1 of 2)
Transaction Management (Part 3 of 3)	Rate Management (Part 3 of 4)	Block Creation Management 2	

INTRODUCING LEARN BY ROLE OPERA ELEARNING

Available to our Hotel Customers, Learn by Role OPERA eLearning allows users to now take courses based on common job roles found at Hotels and Resorts. Learn by Role OPERA eLearning provides property users with a focused learning path according to job role. The user will be redirected to the Learn by Roles page, where they will be able to select the curriculum that best fits them. As their roles change, users have the flexibility to continue expanding on their OPERA knowledge.

The available roles include:

- Reservation Agent
- Reservation Supervisor
- Reservation/Revenue Manager
- Group Sales
- Front Desk Agent
- Guest Service Agent
- Front Desk Supervisor
- Night Audit
- Property Management/General Manager
- Housekeeping
- Finance/Accounting
- Property Administrator User (Property Super User)

OPERA ELEARNING KEY FEATURES		
100% Web Based Training with no need to ship CDs or install software	Cost effective training option	Easy to create users and manage login passwords
Property managers can assign courses based on employee job roles	Run reports as needed to track individual progress by date range, course, or login.	Online certificates available to print after successfully completing a quiz
Flexibility to expand user knowledge by taking additional course offerings	Export reports to a CSV file for recordkeeping	Questions highlight key functionality to ensure knowledge retention
Adjusts to the learning pace and style of individual employees	Online Quizzes are scored to allow tracking of employee training	Updated website navigation

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Integrated Cloud Applications & Platform Services

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