

OPERA Cloud eLearning - 2018 Edition: Application

Curriculum and Course Descriptions

Oracle Hospitality eLearning for OPERA

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VERSION CONTROL

VERSION	DATE	AUTHOR	DESCRIPTION
0.5	09-NOV-2018	S. Raiborde D. Wofford M. Lorimer T. Watson D. Pol	Initial Document
1.0	18-DEC-2018	S. Raiborde D. Wofford	Updates and Document Release

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ORACLE HOSPITALITY ELEARNING FOR OPERA

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

OVERVIEW

- Oracle Hospitality eLearning for OPERA is utilized in more than 35 countries around the globe.
- There are more than 1,600 active OPERA eLearning sites. This includes Hotels, Resorts, and Educational Institutions. The eLearning Team continuously receives new orders, as well as renewal orders.
- Our user base grows daily, there approximately 35,000 OPERA eLearning users. With new users being added each day

KEY FEATURES

- Web Based Environment. We offer 100% Web Based Training that is available to all users with an internet connection. There is never need to ship CDs or install software. This is especially valuable to Educational Intuitions, as student assignments can be given without a classroom limitation.
- Self-Paced Learning. The Learning Management System, also known as LMS, is a simple user interface that provides a complete view of current course enrollment, completion history, and overview of scheduled courses.
- Easy to Manage. Property managers can assign courses based on employee job roles.
- Quizzes & Certificates. Quiz questions highlight key functionality to ensure knowledge retention. Quizzes are scored within the LMS to allow management tracking of employee progress
- Reporting. Reports can be run as needed to track individual progress by date range, course, or login.

SUBSCRIPTION OFFERINGS

The following are the available subscription offerings for Oracle Hospitality eLearning for OPERA Cloud – 2018 Edition. To purchase an eLearning Subscription, please contact your Oracle Sales Executive or Account Manager, or visit oracle.com/hospitality.

SUBSCRIPTION OFFERINGS

Oracle Hospitality eLearning for OPERA Cloud – 2018 Edition (English) : Hotels and Resorts

Oracle Hospitality eLearning for OPERA Cloud – 2018 Edition (English) : Education Edition

APPLICATION: COURSE SUMMARY

COURSE NAME	TIME (MM:SS)
OC181000 - Introduction to OPERA Cloud	17:34
OC181010 - Dashboard and Quick Launch	12:02
OC181100 - Guest Profile Management	37:15
OC181110 - Company Profile Management	32:50
OC181120 - Travel Agent Profile Management	25:46
OC181200 - Introduction to Reservations	29:55
OC181210 - Reservations Overview	41:14
OC181220 - Reservations - Routing	16:58
OC181230 - Reservations - Walk Ins and More	18:37
OC181240 - Reservations Workspace	25:38
OC181300 - Block Creation and Management 1	27:30
OC181310 - Block Creation and Management 2	15:43
OC181320 - Block Creation and Management 3	18:35
OC181400 - Front Desk Operations	19:57
OC181410 - Front Desk Billing	35:49
OC181420 - Front Desk Workspace	17:39
OC181500 - Cashiering 1	18:59
OC181510 - Cashiering 2	17:00
OC181630 - End of Day	10:13
OC181700 - Availability and Restrictions	15:39
OC181710 - Room Management	28:45
OC181720 - Task Sheet Generation	25:20
OC181800 - Miscellaneous	24:48
OC181810 - Reports 1	08:33
OC181820 - Reports 2	16:02
Timing Total (HH:MM:SS) (HH:MM:SS)	10:18:21

APPLICATION: CURRICULUM AND COURSE DESCRIPTIONS

OC181000 - Introduction to OPERA Cloud

Course Description

The Introduction to OPERA Cloud course is designed to provide an overview of key screens and navigation OPERA Cloud. This course contains lessons on the using the Menu and Site Map screens. You will also learn how to use Search options and change Screen Views.

COURSE CONTENT	TIME (MM:SS)
Getting Started	04:23
Menu and Site Map	05:31
Search and Screen View	07:40
Timing Total (HH:MM:SS) (HH:MM:SS)	00:17:34

OC181010 - Dashboard and Quick Launch

Course Description

The Dashboard and Quick Launch course is designed to help you learn how to personalize your OPERA Cloud experience.

COURSE CONTENT	TIME (MM:SS)
Dashboard	07:19
Quick Launch	04:43
Timing Total (HH:MM:SS)	00:12:02

OC181100 - Guest Profile Management

Course Description

In the Guest Profile Management course, you will discover how to create and update profiles for individual guests within OPERA Cloud. This course contains lessons relating to creating new Guest Profiles, navigating & updating completed profiles, utilizing profile 'I Want To...' links, and searching for existing profiles.

COURSE CONTENT	TIME (MM:SS)
Guest Profile	07:26
Guest Profile Overview I	08:40
Guest Profile Overview II	09:48
Guest Profile - I Want To	05:07
Manage Profiles	06:14
Timing Total (HH:MM:SS)	00:37:15

OC181110 - Company Profile Management

Course Description

In the Company Profile Management course, you will discover how to create and update profiles for companies and corporate clients within OPERA Cloud. This course contains lessons relating to creating new Company Profiles, navigating & updating completed profiles, utilizing profile 'I Want To...' links, and searching for existing profiles.

COURSE CONTENT	TIME (MM:SS)
Company Profile	07:04
Company Profile Overview I	09:14
Company Profile Overview II	11:00
Company Profile - I Want To	05:32
Timing Total (HH:MM:SS)	00:32:50

OC181120 - Travel Agent Profile Management

Course Description

In the Travel Agent Profile Management course, you will discover how to create and update profiles for companies and corporate clients within OPERA Cloud. This course contains lessons relating to creating new Travel Agent Profiles, navigating & updating completed profiles, utilizing profile 'I Want To...' links, and searching for existing profiles.

COURSE CONTENT	TIME (MM:SS)
Travel Agent Profile	05:27
Travel Agent Profile Overview I	09:15
Travel Agent Profile Overview II	06:26
Travel Agent Profile - I Want To	04:38
Timing Total (HH:MM:SS)	00:25:46

OC181200 - Introduction to Reservations

Course Description

The Introduction to Reservations course provides your first look into the OPERA Cloud reservations process. You will first explore the Look to Book Sales Screen, used to create New Reservations. The course also covers how to search for existing reservations using the Manage Reservations screen.

COURSE CONTENT	TIME (MM:SS)
Look To Book Sales Screen	10:02
Create a New Reservation	11:39
Manage Reservations	08:14
Timing Total (HH:MM:SS)	00:29:55

OC181210 - Reservations Overview

Course Description

Reservations Overview course builds upon Intro to Reservations by taking a look at the various Details links available after creating a reservation. These lessons contain various topics, including Alerts, Shares, Traces, and Accompany Guests.

COURSE CONTENT	TIME (MM:SS)
Reservation Overview I - Reservation Details	12:04
Reservation Overview II - Notifications Details	10:13
Reservation Overview III - Billing Details	13:54
Reservation Overview IV - Profile Details	05:03
Timing Total (HH:MM:SS)	00:41:14

OC181220 - Reservations - Routing

Course Description

The Reservations - Routing course takes a detailed look at Routing within OPERA Cloud. This course is designed to help you understand the differences between Room Routing and Folio (Window) Routing.

COURSE CONTENT	TIME (MM:SS)
Room Routing	07:13
Folio Routing	09:45
Timing Total (HH:MM:SS)	00:16:58

OC181230 - Reservations - Walk Ins and More

Course Description

The Reservations - Walk Ins and More course explores additional topics with in the Bookings > Reservations menu. This includes creating a Walk In Reservation, assigning rooms, and viewing reservations & making assignments via the Room Diary.

COURSE CONTENT	TIME (MM:SS)
Walk In Reservation	06:57
Room Assignment	07:16
Room Diary	04:24
Timing Total (HH:MM:SS)	00:18:37

OC181240 - Reservations Workspace

Course Description

The Reservations Workspace course provides tools that can be used to manage reservations in various ways. Lessons include: Guest Messages handling, batch Registration Cards & Confirmation Letters, setting Wake Up Calls, and keeping up with events using the Property Calendar.

COURSE CONTENT	TIME (MM:SS)
Guest Messages	04:46
Property Calendar	04:43
Confirmation Letters	02:24
Wake Up Call Companion	06:07
Traces	04:59
Registration Cards	02:39
Timing Total (HH:MM:SS)	00:25:38

OC181300 - Block Creation and Management 1

Course Description

The Block Creation and Management 1 course guides you through the process of creating new Blocks in OPERA Cloud. This course also takes a detailed look at loading and maintaining the Room & Rate Grid for a Block.

COURSE CONTENT	TIME (MM:SS)
Create New Block	09:59
Room & Rate Grid I	09:01
Room & Rate Grid II	08:30
Timing Total (HH:MM:SS)	00:27:30

OC181310 - Block Creation and Management 2

Course Description

Block Creation and Management 2 focuses on using the Block Overview screen to manage the block. Topics using Block Details links to make updates to the block and changing the Block Status.

COURSE CONTENT	TIME (MM:SS)
Block Overview II	07:10
Block Overview I	08:33
Timing Total (HH:MM:SS)	00:15:43

OC181320 - Block Creation and Management 3

Course Description

Block Creation and Management 3 reviews actions that can be taken using the 'I Want To...' link. This course also covers how to create and import a group Rooming List, as well as reviewing the Group Rooms Control screen.

COURSE CONTENT	TIME (MM:SS)
Blocks - I Want To...	08:25
Rooming List	07:23
Group Rooms Control	02:47
Timing Total (HH:MM:SS)	00:18:35

OC181400 - Front Desk Operations

Course Description

The Front Desk Operations course covers handling Arrival, In-House and Departure reservations within OPERA Cloud. This course will guide you thru the OPERA Cloud Check In process and manage reservations once they are In House. The course will then show you how to Check Out departing guests.

COURSE CONTENT	TIME (MM:SS)
Arrivals	05:10
In House	09:41
Departures	05:06
Timing Total (HH:MM:SS)	00:19:57

OC181410 - Front Desk Billing

Course Description

Front Desk Billing guides you thru the OPERA Cloud Billing screen. This includes topics on posting charges and payments, making adjustments, and alternate folio settlement methods. This course also includes reviewing the Billing 'I Want To...' links.

COURSE CONTENT	TIME (MM:SS)
Billing I - Introduction to Billing	09:53
Billing II - Adjustments and Transferring Transactions	07:39
Billing III - Payments and Folios	04:54
Billing IV - I Want To...	06:26
Billing V - I Want To... (cont.)	06:57
Timing Total (HH:MM:SS)	00:35:49

OC181420 - Front Desk Workspace

Course Description

The Front Desk Workspace course provides tools that can be used to manage reservations in various ways. Lessons include: Searching for Available Rooms and placing reservations on Queue. This course also covers departure related topics, such as Quick Check Out and Open Folios.

COURSE CONTENT	TIME (MM:SS)
Available Room Search	02:25
Queue	06:43
Quick Check Out	03:54
Open Folios	04:37
Timing Total (HH:MM:SS)	00:17:39

OC181500 - Cashiering 1

Course Description

The Cashiering 1 course takes a look at financial related options within OPERA Cloud. Lessons in this course cover retrieving transaction history thru Folios, Receipts, and Journals. This course also covers using the Post It functions of Charge It and Fast Post.

COURSE CONTENT	TIME (MM:SS)
Folio History	03:27
Receipt History	02:16
Charge It	06:08
Fast Post	04:16
Posting Journal	02:52
Folio History	03:27
Timing Total (HH:MM:SS)	00:18:59

OC181510 - Cashiering 2

Course Description

Cashiering 2 covers reviewing a user's Cashier status, as well as Closing their Cashier at the end of the shift. The course also covers options for posting transactions to multiple rooms using Batch Charges, and generating Batch Folios.

COURSE CONTENT	TIME (MM:SS)
Cashier Closure	03:55
Open Cashiers and Cashier Reports	04:33
Batch Charges	04:06
Batch Folios	04:26
Timing Total (HH:MM:SS)	00:17:00

OC181630 - End of Day

Course Description

This course provides an overview of End of Day process for OPERA Cloud, including completing the End of Day process and pulling previous End of Day Reports.

COURSE CONTENT	TIME (MM:SS)
End of Day	06:41
End of Day Reports	03:32
Timing Total (HH:MM:SS)	00:15:39

OC181700 - Availability and Restrictions

Course Description

The Availability and Restriction course demonstrates restrict rates using the Manage Restrictions screen. The course also provides an overview on using the Property Availability screen.

COURSE CONTENT	TIME (MM:SS)
Manage Restrictions	09:36
Property Availability	06:03
Timing Total (HH:MM:SS)	00:15:39

OC181710 - Room Management

Course Description

The Rooms Management course provides an overview of maintaining rooms within OPERA Cloud. Lessons within this course includes: managing Room Discrepancies, updating Room Statuses, handling Out of Order and Out of Service Rooms. This course also covers the use of Room Conditions and creating Room Maintenance requests.

COURSE CONTENT	TIME (MM:SS)
Room Discrepancies	06:40
Housekeeping Board	05:52
Room Maintenance	06:00
Room Conditions	04:13
Out of Order / Our of Service	06:00
Timing Total (HH:MM:SS)	00:28:45

OC181720 - Task Sheet Generation

Course Description

Within the Task Sheet Generation course you will learn how to create, manage, and print Housekeeping Task Sheets. Lessons in the course also review the use of the Task Sheet Companion, and monitoring progress using the Attendant Console.

COURSE CONTENT	TIME (MM:SS)
Generate Task Sheets	08:21
Managing Task Sheets	09:27
Task Sheet Companion	04:57
Attendant Console	02:35
Timing Total (HH:MM:SS)	00:25:20

OC181800 - Miscellaneous

Course Description

The Miscellaneous course provides tools that can be used to manage property details and maintain guest relations. Lessons include exploring the use of the Property Brochure and Telephone Book. The course also covers contacting guests via the Telephone Operator screen, and using Track It to maintain a log of guest property, such as packages and lost items.

COURSE CONTENT	TIME
Changes Log	03:02
Property Brochure	04:03
Track It	07:40
Telephone Categories	03:05
Telephone Book	03:48
Telephone Operator	03:10
Timing Total (HH:MM:SS)	00:24:48

OC181810 - Reports 1

Course Description

Reports 1 covers how to generate standard reports within OPERA Cloud. The course also covers taking those standard reports and grouping them together to make Shift Reports groups.

COURSE CONTENT	TIME (MM:SS)
Run Reports	03:59
Shift Reports	04:34
Timing Total (HH:MM:SS)	00:08:33

OC181820 - Reports 2

Course Description

Reports 2 reviews how to schedule reports to generate at specific times. It also covers how to maintain the Definable Manager's Report, frequently known as the Managers Flash Report.

COURSE CONTENT	TIME (MM:SS)
Scheduled Reports	09:37
Definable Manager's Report	06:25
Timing Total (HH:MM:SS)	00:16:02

Contact Us

Oracle Hospitality eLearning and Knowledge Development Team creates eLearning content for Oracle Hospitality Customers, including the content listed in this document.

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Integrated Cloud Applications & Platform Services

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