

OPERA Cloud eLearning - 2018 Edition

Application Course List

Course Name	Description	Lessons	Lesson Time	Course Time (Rounded)
OC181000 - Introduction to OPERA Cloud	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.	Getting Started Menu and Site Map Search and Screen View	04:23 05:31 07:40	18:00
OC181010 - Dashboard and Quick Launch	The Dashboard and Quick Launch course is designed to help you learn how to personalize your OPERA Cloud experience.	Dashboard Quick Launch	07:19 04:43	12:00
OC181100 - Guest Profile Management	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.	Guest Profile Guest Profile Overview I Guest Profile Overview II Guest Profile - I Want To Manage Profiles	07:26 08:40 09:48 05:07 06:14	37:00
OC181110 - Company Profile Management	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.	Company Profile Company Profile Overview I Company Profile Overview II Company Profile - I Want To	07:04 09:14 11:00 05:32	33:00
OC181120 - Travel Agent Profile Management	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.	Travel Agent Profile Travel Agent Profile Overview I Travel Agent Profile Overview II Travel Agent Profile - I Want To	05:27 09:15 06:26 04:38	26:00
OC181200 - Introduction to Reservations	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.	Look To Book Sales Screen Create a New Reservation Manage Reservations	10:02 11:39 08:14	30:00

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OC181210 - Reservations Overview	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.	Reservation Overview I - Reservation Details Reservation Overview II - Notifications Details Reservation Overview III - Billing Details Reservation Overview IV - Profile Details	12:04 10:13 13:54 05:03	41:00
OC181220 - Reservations - Routing	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.	Room Routing Folio Routing	07:13 09:45	17:00
OC181230 - Reservations - Walk Ins and More	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.	Walk In Reservation Room Assignment Room Diary	06:57 07:16 04:24	19:00
OC181240 - Reservations Workspace	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.	Guest Messages Property Calendar Confirmation Letters Wake Up Call Companion Traces Registration Cards	04:46 04:43 02:24 06:07 04:59 02:39	26:00
OC181300 - Block Creation and Management 1	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.	Create New Block Room & Rate Grid I Room & Rate Grid II	09:59 09:01 08:30	28:00
OC181310 - Block Creation and Management 2	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.	Block Overview II Block Overview I	07:10 08:33	16:00

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OC181320 - Block Creation and Management 3	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.	Blocks - I Want To... Rooming List Group Rooms Control	08:25 07:23 02:47	19:00
OC181400 - Front Desk Operations	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.	Arrivals In House Departures	05:10 09:41 05:06	20:00
OC181410 - Front Desk Billing	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.	Billing I - Introduction to Billing Billing II - Adjustments and Transferring Transactions Billing III - Payments and Folios Billing IV - I Want To... Billing V - I Want To... (cont.)	09:53 07:39 04:54 06:26 06:57	36:00
OC181420 - Front Desk Workspace	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.	Available Room Search Queue Quick Check Out Open Folios	02:25 06:43 03:54 04:37	18:00
OC181500 - Cashiering 1	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.	Folio History Receipt History Charge It Fast Post Posting Journal	03:27 02:16 06:08 04:16 02:52	19:00

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OC181510 - Cashiering 2	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.	Cashier Closure Open Cashiers and Cashier Reports Batch Charges Batch Folios	03:55 04:33 04:06 04:26	17:00
OC181630 - End of Day	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.	End of Day End of Day Reports	06:41 03:32	10:00
OC181700 - Availability and Restrictions	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.	Manage Restrictions Property Availability	09:36 06:03	16:00
OC181710 - Room Management	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.	Room Discrepancies Housekeeping Board Room Maintenance Room Conditions Out of Order / Our of Service	06:40 05:52 06:00 04:13 06:00	29:00
OC181720 - Task Sheet Generation	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.	Generate Task Sheets Managing Task Sheets Task Sheet Companion Attendant Console	08:21 09:27 04:57 02:35	25:00

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OC181800 - Miscellaneous	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.	Changes Log Property Brochure Track It Telephone Categories Telephone Book Telephone Operator	03:02 04:03 07:40 03:05 03:48 03:10	25:00
OC181810 - Reports 1	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.	Run Reports Shift Reports	03:59 04:34	09:00
OC181820 - Reports 2	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.	Scheduled Reports Definable Manager's Report	09:37 06:25	16:00