

Oracle Hospitality eLearning for  
OPERA Cloud - 2017 Edition  
Curriculum and Course Descriptions

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## Disclaimer

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.



## Version Control

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| Version | Date        | Author                  | Description       |
|---------|-------------|-------------------------|-------------------|
| 1.0     | 24-MAY-2016 | D. Wofford              | Original Document |
| 1.5     | 16-AUG-2017 | D. Wofford<br>T. Watson | Document Updates  |
| 1.6     | 11-SEP-2017 | D. Wofford              | Document Updates  |



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## Oracle Hospitality eLearning

Oracle Hospitality eLearning 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.

### Oracle Hospitality eLearning Overview

- » Oracle Hospitality eLearning 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.

### Oracle Hospitality eLearning 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 Institutions, 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.
- » **Customizable.** Certain eLearning content is capable of being customized to meet customer needs. This can be done with this purchase of Oracle User Productivity Kit (UPK).

## OPERA Cloud - 2017 Edition eLearning Subscription Offerings

The following are the available subscription offerings for Oracle Hospitality OPERA Cloud - 2017 Edition eLearning. To purchase an eLearning Subscription, please contact your Oracle Sales Executive or Account Manager, or visit [oracle.com/hospitality](http://oracle.com/hospitality).

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### Subscription Offerings

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Oracle Hospitality eLearning for OPERA Cloud - 2017 Edition (English)

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Oracle Hospitality eLearning for OPERA Cloud - 2017 Edition – Education Edition (English)

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## OPERA Cloud - 2017 Edition eLearning Curriculum Summary

| Course Name  | Time            |
|--|-----------------|
| OPERA Cloud 1000: Introduction to OPERA Cloud            | 0:36:58         |
| OPERA Cloud 1100: Guest Profile Management               | 0:53:17         |
| OPERA Cloud 1110: Company Profile Management             | 0:45:45         |
| OPERA Cloud 1120: Travel Agent Profile Management        | 0:45:10         |
| OPERA Cloud 1200: Introduction to Reservations           | 0:28:44         |
| OPERA Cloud 1210: Reservations Jumps                     | 1:12:53         |
| OPERA Cloud 1220: Advanced Reservations                  | 0:51:59         |
| OPERA Cloud 1230: Reservation Routing                    | 0:18:22         |
| OPERA Cloud 1240: Deposit and Cancellation Rules         | 0:34:08         |
| OPERA Cloud 1300: Block Creation and Management          | 0:54:29         |
| OPERA Cloud 1310: Block Jumps and Advanced Functionality | 1:20:28         |
| OPERA Cloud 1400: Arrivals and In-House                  | 0:59:20         |
| OPERA Cloud 1410: Manage Billing                         | 1:07:46         |
| OPERA Cloud 1420: Cashiering                             | 0:36:53         |
| OPERA Cloud 1430: Departures                             | 0:28:23         |
| OPERA Cloud 1500: Rooms Management                       | 0:51:13         |
| OPERA Cloud 1510: Task Sheet Generation and Management   | 0:21:40         |
| OPERA Cloud 1600: Miscellaneous Workspace and Reports    | 0:49:41         |
| OPERA Cloud 1610: Quick Launch                           | 0:24:44         |
| OPERA Cloud 1700: Accounts Receivables                   | 1:30:51         |
| OPERA Cloud 1710: Commission Handling                    | 0:30:47         |
| OPERA Cloud 1800: End of Day                             | 0:24:57         |
| OPERA Cloud 1900: EZTask Dashboard                       | 0:39:43         |
| <b>Timing Total</b>                                      | <b>17:28:11</b> |



## OPERA Cloud - 2017 Edition eLearning Curriculum & Course Descriptions

### **OPERA Cloud 1000: Introduction to OPERA Cloud**

#### Course Description

This course is an Introduction to OPERA Cloud. Upon completion of this course, you will be able to: Log In and Out of OPERA Cloud, Change Your Password, Navigate the OPERA Cloud Menus, Use OPERA Cloud Super Search, and Access OPERA Cloud Help Links for Additional Information on OPERA Cloud Functionality.

#### Course Content

The following lessons are contained in this course:

| <b>Course Content</b>             | <b>Time</b>    |
|-----------------------------------|----------------|
| Welcome to OPERA Cloud            | 0:00:33        |
| Logging In and Out of OPERA Cloud | 0:01:44        |
| Change Password                   | 0:02:01        |
| Customized Dashboard Views        | 0:02:26        |
| Screen Layout and Navigation      | 0:10:54        |
| Super Search and Search Options   | 0:10:23        |
| OPERA Cloud Help Links            | 0:05:57        |
| Knowledge Checkpoint              | 0:03:00        |
| <b>Timing Total</b>               | <b>0:36:58</b> |

## **OPERA Cloud 1100: Guest Profile Management**

### Course Description

This course will review the use of Guest Profiles in OPERA Cloud. Guest Profile Management is part of the OPERA Cloud Client Relations menu. Upon completion of the following course, you will be able to: Create Guest Profiles, Search for Guest Profiles Using the OPERA Super Search for Profiles, Understand How to Navigate and Use Jumps, Actions, and I Want To Links on Guest Profiles.

### Course Content

The following lessons are contained in this course:

| <b>Course Content</b>          | <b>Time</b>    |
|--------------------------------|----------------|
| Welcome to Profiles            | 0:00:52        |
| Introduction to Profiles       | 0:05:52        |
| Profile Search                 | 0:09:13        |
| Create Guest Profile           | 0:06:28        |
| Guest Profile - Jumps          | 0:17:00        |
| Guest Profile - Actions        | 0:04:59        |
| Guest Profile - "I Want To..." | 0:05:53        |
| Knowledge Checkpoint           | 0:03:00        |
| <b>Timing Total</b>            | <b>0:53:17</b> |

## **OPERA Cloud 1110: Company Profile Management**

### Course Description

This course will review the use of Company Profiles in OPERA Cloud. Company Profile Management is part of the OPERA Cloud Client Relations menu. Upon completion of the following course, you will be able to: Create Company Profiles, Search for Company Profiles Using the OPERA Super Search for Profiles, Understand How to Navigate and Use Jumps, Actions, and I Want To Links on Company Profiles.

### Course Content

The following lessons are contained in this course:

| <b>Course Content</b>            | <b>Time</b>    |
|----------------------------------|----------------|
| Welcome to Profiles              | 0:00:52        |
| Create a Company Profile         | 0:07:03        |
| Company Profile - Jumps          | 0:20:55        |
| Company Profile - Actions        | 0:07:15        |
| Company Profile - "I Want To..." | 0:06:40        |
| Knowledge Checkpoint             | 0:03:00        |
| <b>Timing Total</b>              | <b>0:45:45</b> |



## **OPERA Cloud 1120: Travel Agent Profile Management**

### Course Description

This course will review the use of Travel Agent Profiles in OPERA Cloud. Travel Agent Profile Management is part of the OPERA Cloud Client Relations menu. Upon completion of the following course, you will be able to: Create Travel Agent Profiles, Search for Travel Agent Profiles Using the OPERA Super Search for Profiles, Understand How to Navigate and Use Jumps, Actions, and I Want To Links on Travel Agent Profiles.

### Course Content

The following lessons are contained in this course:

| <b>Course Content</b>               | <b>Time</b>    |
|-------------------------------------|----------------|
| Welcome to Profiles                 | 0:00:52        |
| Create a Travel Agent Profile       | 0:07:28        |
| Travel Agent Profile - Actions      | 0:19:57        |
| Travel Agent Profile - Jumps        | 0:07:20        |
| Travel Agent Profile "I Want To..." | 0:06:33        |
| Knowledge Checkpoint                | 0:03:00        |
| <b>Timing Total</b>                 | <b>0:45:10</b> |

## **OPERA Cloud 1200: Introduction to Reservations**

### Course Description

This course is an introduction to reservation creation within OPERA Cloud. Reservations is part of the OPERA Cloud Bookings menu. Upon completion of the following course, you will be able to: Use the Look to Book Sales Screen, Review the Property Room Availability, and Search for Reservations Using the OPERA Super Search for Reservations.

### Course Content

The following lessons are contained in this course:

| <b>Course Content</b>     | <b>Time</b>    |
|---------------------------|----------------|
| Welcome to Reservations   | 0:00:30        |
| Look To Book Sales Screen | 0:06:12        |
| Create a New Reservation  | 0:09:18        |
| Manage Reservations       | 0:09:44        |
| Knowledge Checkpoint      | 0:03:00        |
| <b>Timing Total</b>       | <b>0:28:44</b> |

## **OPERA Cloud 1210: Reservations Jumps**

### Course Description

This course is an overview of Reservations Jumps within OPERA Cloud. Reservations are part of the OPERA Cloud Bookings menu. Upon completion of the following course, you will be able to: Understand How to Navigate and Use Jumps, Actions, and I Want To Links on Reservations.

### Course Content

The following lessons are contained in this course:

| <b>Course Content</b>        | <b>Time</b>    |
|------------------------------|----------------|
| Welcome to Reservations      | 0:00:52        |
| Reservation - Jumps 1        | 0:16:22        |
| Reservation - Jumps 2        | 0:15:23        |
| Reservation - Jumps 3        | 0:15:04        |
| Knowledge Checkpoint 1       | 0:03:00        |
| Reservation - Actions        | 0:13:46        |
| Reservation - "I Want To..." | 0:05:26        |
| Knowledge Checkpoint 2       | 0:03:00        |
| <b>Timing Total</b>          | <b>1:12:53</b> |

## **OPERA Cloud 1220: Advanced Reservations**

### Course Description

This course takes a look at creating Advanced Reservations within OPERA Cloud. Reservations are part of the OPERA Cloud Bookings menu. Upon completion of the following course, you will be able to: Create Different Types of Reservations.

### Course Content

The following lessons are contained in this course:

| <b>Course Content</b>         | <b>Time</b>    |
|-------------------------------|----------------|
| Welcome to Reservations       | 0:00:52        |
| Rooms Availability            | 0:07:42        |
| Multiple Rate Reservation     | 0:08:14        |
| Multiple Segment Reservations | 0:07:13        |
| Knowledge Checkpoint 1        | 0:03:00        |
| Negotiated Rate Reservation   | 0:05:16        |
| Group Block Reservation       | 0:04:13        |
| Travel Agent Reservation      | 0:04:51        |
| Package Rate Reservation      | 0:07:38        |
| Knowledge Checkpoint 2        | 0:03:00        |
| <b>Timing Total</b>           | <b>0:51:59</b> |

## **OPERA Cloud 1230: Reservation Routing**

### Course Description

This course looks at Reservation Routing within OPERA Cloud. Reservations are part of the OPERA Cloud Bookings menu. Upon completion of the following course, you will be able to: Understand the Differences Between Room Routing and Window Routing.

### Course Content

The following lessons are contained in this course:

| <b>Course Content</b>   | <b>Time</b>    |
|-------------------------|----------------|
| Welcome to Reservations | 0:00:52        |
| Folio Routing           | 0:09:33        |
| Room Routing            | 0:04:57        |
| Knowledge Checkpoint    | 0:03:00        |
| <b>Timing Total</b>     | <b>0:18:22</b> |

## **OPERA Cloud 1240: Deposit and Cancellation Rules**

### Course Description

This course provides an overview of Deposit and Cancellation Rules within OPERA Cloud. Reservations are part of the OPERA Cloud Bookings menu. Upon completion of the following course, you will be able to: To Apply Deposit and Cancellation Rules to Reservations.

### Course Content

The following lessons are contained in this course:

| <b>Course Content</b>                                 | <b>Time</b>    |
|---|----------------|
| Welcome to Reservations                               | 0:00:52        |
| Automatically Attached Deposit and Cancellation Rules | 0:05:00        |
| Manually Adding a Deposit Rule                        | 0:02:36        |
| Knowledge Checkpoint 1                                | 0:03:00        |
| Deposit Payments Unallocated                          | 0:03:43        |
| Deposit Payments Allocated                            | 0:02:21        |
| Knowledge Checkpoint 2                                | 0:03:00        |
| Deposit Refund  | 0:03:10        |
| Cancelling Reservation with a Cancellation Penalty    | 0:07:26        |
| Knowledge Checkpoint 3                                | 0:03:00        |
| <b>Timing Total</b>                                   | <b>0:34:08</b> |

## **OPERA Cloud 1300: Block Creation and Management**

### Course Description

This course is an overview of creating and managing OPERA Cloud Blocks. Blocks are part of the OPERA Cloud Bookings menu. Upon completion of the following course, you will be able to: Create and Search for Blocks in OPERA Cloud and Review the Group Rooms Control Screen to Maintain Block Inventory.

### Course Content

The following lessons are contained in this course:

| Course Content         | Time           |
|------------------------|----------------|
| Welcome to Blocks      | 0:00:40        |
| Create a Block I       | 0:17:59        |
| Knowledge Checkpoint 1 | 0:03:00        |
| Create a Block II      | 0:15:35        |
| Block Status Flow      | 0:05:49        |
| Manage Blocks          | 0:08:26        |
| Knowledge Checkpoint 2 | 0:03:00        |
| <b>Timing Total</b>    | <b>0:54:29</b> |

## **OPERA Cloud 1310: Block Jumps and Advanced Functionality**

### Course Description

This course is an overview of Block Jumps and Advanced Functionality within OPERA Cloud. Blocks are part of the OPERA Cloud Bookings menu. Upon completion of the following course, you will be able to: Understand How to Navigate and Use Jumps, Actions, and I Want To Links on Blocks.

### Course Content

The following lessons are contained in this course:

| Course Content          | Time           |
|-------------------------|----------------|
| Welcome to Blocks       | 0:00:40        |
| Blocks - Jumps          | 0:18:26        |
| Room Rate Grid          | 0:09:55        |
| Group Rooming Lists     | 0:08:39        |
| Knowledge Checkpoint 1  | 0:03:00        |
| Blocks - Actions        | 0:21:15        |
| Blocks - "I Want To..." | 0:09:44        |
| Group Rooms Control     | 0:05:49        |
| Knowledge Checkpoint 2  | 0:03:00        |
| <b>Timing Total</b>     | <b>1:20:28</b> |

## **OPERA Cloud 1400: Arrivals and In-House**

### Course Description

This course covers handling Arrival and In-House reservations within OPERA Cloud. The content of this course geared toward Front Office Operations. Upon completion of the following course, you will be able to: Check Guest Reservations into OPERA Cloud, Perform an On-the-Spot Reservation (Walk In Reservation), Assign Rooms Using Manual and Auto Room Assignment, Manage Queue Reservations, Apply Different Authorization Rules, Understand how to Navigate and Use the Heartbeat & Room Calendar Screens.

### Course Content

The following lessons are contained in this course:

| <b>Course Content</b>           | <b>Time</b>    |
|---------------------------------|----------------|
| Welcome to Front Office         | 0:00:32        |
| Heartbeat                       | 0:08:26        |
| Check In via Manage Reservation | 0:12:20        |
| Authorization Rules             | 0:08:19        |
| Knowledge Checkpoint 1          | 0:03:00        |
| Room Assignment                 | 0:05:29        |
| Managing Queue Rooms            | 0:06:28        |
| Room Calendar                   | 0:07:02        |
| On-the-Spot Reservation         | 0:04:44        |
| Knowledge Checkpoint            | 0:03:00        |
| <b>Timing Total</b>             | <b>0:59:20</b> |

## **OPERA Cloud 1410: Manage Billing**

### Course Description

This course provides an overview of guest billing within OPERA Cloud. The content of this course geared toward Front Office Operations, but should be reviewed by anyone managing financial transactions via OPERA Cloud. Upon completion of the following course, you will be able to: Navigate the Manage Billing Screen, Post Charges, Adjust Postings, and Take Payments on a Guest Folio, Understand the Available Options for Advanced Billing of Folios, Transfer Transactions between Folios and Reservations.

### Course Content

The following lessons are contained in this course:

| <b>Course Content</b>              | <b>Time</b>    |
|------------------------------------|----------------|
| Welcome to Manage Billing          | 0:00:38        |
| Postings, Adjustments and Payments | 0:15:07        |
| Advance Billing and Folios         | 0:15:40        |
| Knowledge Checkpoint 1             | 0:03:00        |
| Transferring Transactions          | 0:16:56        |
| Additional Actions                 | 0:13:25        |
| Knowledge Checkpoint               | 0:03:00        |
| <b>Timing Total</b>                | <b>1:07:46</b> |

## **OPERA Cloud 1420: Cashiering**


### Course Description

This course will explore the Cashiering section of the Financials menu in OPERA Cloud. Upon completion of the following course, you will be able to: Understand How to Navigate & Use Jumps and I Want To Links within the Cashiering Workspace, Utilize the Post It Screen for In-House and Non-Guest Transactions.

### Course Content

The following lessons are contained in this course:

| <b>Course Content</b>                 | <b>Time</b>    |
|---------------------------------------|----------------|
| Welcome to Cashiering                 | 0:00:28        |
| Cashiering Workspace - "I Want To..." | 0:12:01        |
| Cashiering Workspace - Jumps          | 0:10:39        |
| Post It                               | 0:10:45        |
| Knowledge Checkpoint                  | 0:03:00        |
| <b>Timing Total</b>                   | <b>0:36:53</b> |



## **OPERA Cloud 1430: Departures**

### Course Description

This course covers handling departing guest reservations OPERA Cloud. The content of this course geared toward Front Office Operations, but should be reviewed by anyone managing financial transactions via OPERA Cloud. Upon completion of the following course, you will be able to: Check Out Guests from OPERA Cloud, Schedule a Guest Check Out, Reinstate a Checked Out Reservation, and Manage Reservations in Open Folio Status.

### Course Content

The following lessons are contained in this course:

| <b>Course Content</b>             | <b>Time</b>    |
|-----------------------------------|----------------|
| Welcome to Departures             | 0:00:30        |
| Departures via Manage Reservation | 0:06:54        |
| Scheduled Check Out               | 0:03:56        |
| Early Departure                   | 0:03:55        |
| Reinstating Reservations          | 0:04:36        |
| Open Folios                       | 0:05:32        |
| Knowledge Checkpoint              | 0:03:00        |
| <b>Timing Total</b>               | <b>0:28:23</b> |



## **OPERA Cloud 1500: Rooms Management**

### Course Description

This course provides an overview of Rooms Management within OPERA Cloud. Rooms Management is part of the OPERA Cloud Inventory menu. Upon completion of the following course, you will be able to: Review Room Inventory, Update and Change Room Statuses, Handle Out of Order and Out of Service Rooms, and Manage Room Discrepancies.

### Course Content

The following lessons are contained in this course:

| <b>Course Content</b>            | <b>Time</b>    |
|----------------------------------|----------------|
| Welcome to Rooms Management      | 0:00:30        |
| Room Status / Housekeeping Board | 0:09:54        |
| Room Discrepancies               | 0:06:35        |
| Out of Order and Out of Service  | 0:12:37        |
| Room Maintenance                 | 0:05:21        |
| Room Conditions                  | 0:08:00        |
| Heartbeat                        | 0:05:16        |
| Knowledge Checkpoint             | 0:03:00        |
| <b>Timing Total</b>              | <b>0:51:13</b> |

## **OPERA Cloud 1510: Task Sheet Generation and Management**

### Course Description

This course reviews the creation of Task Sheet Generation and Management within OPERA Cloud. Rooms Management is part of the OPERA Cloud Inventory menu. Upon completion of the following course, you will be able to: Generate Task Sheets for Housekeeping Room Assignment and Manage Task Sheets to Create Additional Changes.

### Course Content

The following lessons are contained in this course:

| <b>Course Content</b>                           | <b>Time</b>    |
|---|----------------|
| Welcome to Task Sheet Generation and Management | 0:00:25        |
| Generate Task Sheets                            | 0:07:49        |
| Managing Task Sheets                            | 0:10:26        |
| Knowledge Checkpoint                            | 0:03:00        |
| <b>Timing Total</b>                             | <b>0:21:40</b> |

## **OPERA Cloud 1600: Miscellaneous Workspace and Reports**

### Course Description

This course provides an overview of Miscellaneous Workspace and Reports within OPERA Cloud. Miscellaneous Workspace is part of the OPERA Cloud Miscellaneous menu. Upon completion of the following course, you will be able to: Changes Log, Log It, Telephone Book, Track It, Telephone Operator, Locate and Generate Various OPERA Cloud Reports.

### Course Content

The following lessons are contained in this course:

| <b>Course Content</b>                               | <b>Time</b>    |
|---|----------------|
| Introduction to Miscellaneous Workspace and Reports | 0:00:35        |
| Changes Log   | 0:07:03        |
| Log It  | 0:04:32        |
| Telephone Book                                      | 0:07:19        |
| Track It  | 0:11:36        |
| Telephone Operator                                  | 0:08:44        |
| Reports   | 0:06:52        |
| Knowledge Checkpoint                                | 0:03:00        |
| <b>Timing Total</b>                                 | <b>0:49:41</b> |

## **OPERA Cloud 1610: Quick Launch**

### Course Description

This course takes a look at using the Quick Launch feature in OPERA Cloud. Upon completion of the following course, you will be able to: Edit the Links for My Favorites and Quick Links, Navigate and Utilize the Floor Plan and Site Plan, Utilize the Property Brochure for Information and Amenities About the Property.

### Course Content

The following lessons are contained in this course:

| <b>Course Content</b>            | <b>Time</b>    |
|----------------------------------|----------------|
| Welcome to Quick Launch          | 0:00:30        |
| Quick Launch & Edit My Favorites | 0:08:59        |
| Floor Plan/Site Plan             | 0:04:44        |
| Property Brochure                | 0:07:31        |
| Knowledge Checkpoint             | 0:03:00        |
| <b>Timing Total</b>              | <b>0:24:44</b> |

## **OPERA Cloud 1700: Accounts Receivables**

### Course Description

This course explores the Account Receivables section within OPERA Cloud. Upon completion of the following course, you will be able to: Create and Manage Account Receivables (AR) Accounts, Understand How to Navigate and Use Jumps, Actions, and the I Want To Links within AR, Generate AR Statements and Reminder Letters, Locate and Print Common AR Reports.

### Course Content

The following lessons are contained in this course:

| <b>Course Content</b>           | <b>Time</b>    |
|---------------------------------|----------------|
| Welcome to Accounts Receivables | 0:00:30        |
| Creating a New AR Account       | 0:09:47        |
| Manage Accounts                 | 0:05:30        |
| Knowledge Checkpoint 1          | 0:03:00        |
| AR – Jumps                      | 0:17:20        |
| AR – Actions and I Want To      | 0:09:09        |
| Knowledge Checkpoint 2          | 0:03:00        |
| AR - Invoices                   | 0:19:59        |
| Accounts Receivable Workspace   | 0:15:16        |
| Accounts Receivable Reports     | 0:04:20        |
| Knowledge Checkpoint 3          | 0:03:00        |
| <b>Timing Total</b>             | <b>1:30:51</b> |

## **OPERA Cloud 1710: Commission Handling**

### Course Description

This course will explore the Commission Handling section within OPERA Cloud. Upon completion of the following course, you will be able to Process Commissions, Search for Commissionable Reservations, Place Reservations on Hold Commission Processing, Detach Commissionable Reservations from an Account, Void and Reconcile Outstanding Commission Payments.

### Course Content

The following lessons are contained in this course:

| <b>Course Content</b>          | <b>Time</b>    |
|--------------------------------|----------------|
| Welcome to Commission Handling | 0:00:32        |
| Manage Commissions - Part 1    | 0:14:56        |
| Manage Commissions - Part 2    | 0:12:19        |
| Knowledge Checkpoint           | 0:03:00        |
| <b>Timing Total</b>            | <b>0:30:47</b> |

## **OPERA Cloud 1800: End of Day**


### Course Description

This course provides an overview of End of Day process for OPERA Cloud. End of Day is part of the OPERA Cloud Miscellaneous menu. Upon completion of the following course, you will be able to: Prepare for the End of Day Process, Roll the System Date and Complete the End Of Day Process, and Review End of Day Reports.

### Course Content

The following lessons are contained in this course:

| <b>Course Content</b> | <b>Time</b>    |
|-----------------------|----------------|
| Welcome to End of Day | 0:00:30        |
| Preparation Audit     | 0:06:09        |
| End of Day            | 0:09:13        |
| End of Day Reports    | 0:06:05        |
| Knowledge Checkpoint  | 0:03:00        |
| <b>Timing Total</b>   | <b>0:24:57</b> |



## **OPERA Cloud 1900: EZTask Dashboard**

### Course Description

This course takes a look at using the EZTask Dashboard to navigate throughout OPERA Cloud. Upon completion of the following course, you will be able to: Check In and Out a Reservations, Manage Reservations, Update and Change Room Statuses, Generate and Manage Task Sheets, Handle Out of Order and Out of Service Rooms, and Manage Room Discrepancies.

### Course Content

The following lessons are contained in this course:

| <b>Course Content</b>        | <b>Time</b>    |
|------------------------------|----------------|
| Welcome to EZ Task Dashboard | 0:00:35        |
| Check In                     | 0:07:07        |
| Check Out                    | 0:05:02        |
| Reservations                 | 0:03:05        |
| Room Status                  | 0:06:34        |
| Task Sheet                   | 0:10:06        |
| Room Maintenance             | 0:04:14        |
| Knowledge Checkpoint         | 0:03:00        |
| <b>Timing Total</b>          | <b>0:39:43</b> |

## **Assessments**

Following each course, there is an assessment. Each assessment has 10 questions, with each question having a value of 10 points. The maximum number of points that can be obtained in the assessment is 100 points, with 80 points required to pass the assessment. The time spent on the assessment will vary by user.

| <b>Assessment Name</b>                | <b>Time</b> |
|---------------------------------------|-------------|
| OPERA Cloud 1000: Test Your Knowledge | 0:10:00     |
| OPERA Cloud 1100: Test Your Knowledge | 0:10:00     |
| OPERA Cloud 1110: Test Your Knowledge | 0:10:00     |
| OPERA Cloud 1120: Test Your Knowledge | 0:10:00     |
| OPERA Cloud 1200: Test Your Knowledge | 0:10:00     |
| OPERA Cloud 1210: Test Your Knowledge | 0:10:00     |
| OPERA Cloud 1220: Test Your Knowledge | 0:10:00     |
| OPERA Cloud 1230: Test Your Knowledge | 0:10:00     |
| OPERA Cloud 1240: Test Your Knowledge | 0:10:00     |
| OPERA Cloud 1300: Test Your Knowledge | 0:10:00     |
| OPERA Cloud 1310: Test Your Knowledge | 0:10:00     |
| OPERA Cloud 1400: Test Your Knowledge | 0:10:00     |
| OPERA Cloud 1410: Test Your Knowledge | 0:10:00     |
| OPERA Cloud 1420: Test Your Knowledge | 0:10:00     |
| OPERA Cloud 1430: Test Your Knowledge | 0:10:00     |
| OPERA Cloud 1500: Test Your Knowledge | 0:10:00     |
| OPERA Cloud 1510: Test Your Knowledge | 0:10:00     |
| OPERA Cloud 1600: Test Your Knowledge | 0:10:00     |
| OPERA Cloud 1610: Test Your Knowledge | 0:10:00     |
| OPERA Cloud 1700: Test Your Knowledge | 0:10:00     |
| OPERA Cloud 1710: Test Your Knowledge | 0:10:00     |
| OPERA Cloud 1800: Test Your Knowledge | 0:10:00     |
| OPERA Cloud 1900: Test Your Knowledge | 0:10:00     |

## **Oracle Hospitality eLearning and Knowledge Development - Hotels**

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

If you have any questions, please contact Oracle Hospitality eLearning and Knowledge Development - Hotels Team at [elearning\\_ww@oracle.com](mailto:elearning_ww@oracle.com).





**Oracle Corporation, World Headquarters**

500 Oracle Parkway  
Redwood Shores, CA 94065, USA

**Worldwide Inquiries**

Phone: +1.650.506.7000  
Fax: +1.650.506.7200

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**Integrated Cloud Applications & Platform Services**

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