

Oracle Hospitality eLearning for
OPERA Property
Curriculum and Course Descriptions

LAST UPDATED ON | 11 SEPTEMBER 2017



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

Version	Date	Author	Description
1.0	16-AUG-2016	T. Watson D. Wofford	Initial Document
1.5	11-SEP-2017	D. Wofford	Document Updates



Table of Contents

Disclaimer	i
Version Control	ii
Oracle Hospitality eLearning	1
Oracle Hospitality eLearning Overview	1
Oracle Hospitality eLearning Key Features	1
OPERA Property eLearning Subscription Offerings	1
OPERA Property eLearning Curriculum Summary	2
OPERA Property eLearning Curriculum & Course Descriptions	3
Oracle Hospitality eLearning and Knowledge Development - Hotels	23

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.

OPERA Property eLearning Subscription Offerings

The following are the available subscription offerings for Oracle Hospitality OPERA Property eLearning (formerly known as OPERA V5 PMS eLearning). 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 Property (English)
Oracle Hospitality eLearning for OPERA Property (Spanish)
Oracle Hospitality eLearning for OPERA Property (Japanese)
Oracle Hospitality eLearning for OPERA Property – Education Edition (English)
Oracle Hospitality eLearning for OPERA Property – Education Edition (Spanish)
Oracle Hospitality eLearning for OPERA Property – Education Edition (Japanese)

OPERA Property eLearning Curriculum Summary

Course Name	Time
OPERA Property 010: Introduction to OPERA	0:13:33
OPERA Property 020: Profile Management	0:13:33
OPERA Property 025: Advanced Profile Management	0:12:36
OPERA Property 030: Basic Reservation	0:23:32
OPERA Property 040: Updating Reservation	0:17:01
OPERA Property 050: Advanced Reservations	0:40:00
OPERA Property 060: Front Desk Arrivals	0:12:07
OPERA Property 065: Advanced Front Desk	0:12:57
OPERA Property 070: Basic Cashiering	0:20:01
OPERA Property 080: Guest Departures	0:16:27
OPERA Property 009: Cashier Functions	0:07:34
OPERA Property 095: Advanced Cashiering	0:19:39
OPERA Property 100: Rooms Management	0:12:37
OPERA Property 105: Advanced Rooms Management	0:16:23
OPERA Property 110: Group Block Header	0:12:44
OPERA Property 120: Group Block Management	0:14:42
OPERA Property 130: Advanced Group Block	0:08:38
OPERA Property 150: Accounts Receivable	0:19:45
OPERA Property 155: Advanced Accounts Receivable	0:19:24
OPERA Property 160: End of Day Essentials	0:03:09
OPERA Property 170: Miscellaneous Functions	0:12:07
Timing Total	05:28:29

OPERA Property eLearning Curriculum & Course Descriptions

OPERA Property 010: Introduction to OPERA

Course Description

Introduction to OPERA is a course designed to learn how to log in and out of OPERA, change your OPERA password. This course contains lessons on navigating through the application and accessing Quick Keys functions. You will also learn how to search for topics through Online Help in addition to learning how to use tips and tricks within OPERA.

Course Content

The following lessons are contained in this course:

Course Content	Time
Objectives	0:00:29
Log In and Out of OPERA	0:01:46
Change Password	0:01:26
Menu Navigation	0:01:14
OPERA Quick Keys Menu	0:00:48
OPERA Quick Keys – Part 1	0:01:07
OPERA Quick Keys – Part 2	0:01:02
OPERA Online Help	0:01:19
OPERA Tips and Tricks – Part 1	0:01:50
OPERA Tips and Tricks – Part 2	0:01:34
Knowledge Check	0:00:30
Summary	0:00:28
Timing Total	0:13:33

OPERA Property 020: Profile Management

Course Description

Profile Management is a course designed for learning how to manage the six different kinds of profile types. This course contains lessons on searching for and creating an OPERA profile. You will also learn how to add and manage profile preferences in addition to creating and managing profile notes.

Course Content

The following lessons are contained in this course:

Course Content	Time
Objectives	0:00:26
Introduction to Profiles	0:01:56
Profile Search	0:01:46
Create Individual Profile – Part 1	0:01:09
Create Individual Profile – Part 2	0:01:31
Profile Fields	0:02:00
Additional Profiles	0:01:12
Profile Changes	0:01:37
Profile Preferences	0:01:56
Profile Notes	0:02:02
Knowledge Check	0:01:00
Summary	0:00:24
Timing Total	0:13:33

OPERA Property 025: Advanced Profile Management

Course Description

Advanced Profile Management is a course designed for learning how to view profile history information, access stay information and revenue screens. This course contains lessons on merging duplicate profiles, managing negotiated rates, and creating relationships between profiles. You will also learn how to view additional profile statistics.

Course Content

The following lessons are contained in this course:

Course Content	Time
Objectives	0:00:31
Profile History	0:01:33
Merge Profiles	0:02:03
Advanced Merge Profile	0:01:58
Negotiated Rates	0:02:04
Profile Relationships	0:01:23
Profile – More Fields	0:01:19
Profile – Stats and Info	0:01:00
Knowledge Check	0:00:45
Summary	0:00:29
Timing Total	0:12:36

OPERA Property 030: Basic Reservation

Course Description

Basic Reservations is a course designed for learning how to create new reservations, check rates and availability, and understand rate function buttons. This course contains lessons on attaching multiple profiles to a reservation and generating confirmation letters. You will also learn how to search for, save and confirm reservations in addition to managing waitlist reservations.

Course Content

The following lessons are contained in this course:

Course Content	Time
Objectives	0:00:30
New Reservations	0:02:24
Rate Query / Availability – Part 1	0:01:58
Rate Query / Availability – Part 2	0:02:03
Rate Functions	0:01:44
Rate Information – Part 1	0:02:00
Rate Information – Part 2	0:01:51
Additional Reservation Fields	0:01:59
Attach Additional Profiles	0:01:14
Save and Confirm Reservation	0:02:16
Search for Reservations	0:00:55
Wait List Reservation – Part 1	0:02:07
Wait List Reservation – Part 2	0:01:32
Knowledge Check	0:00:30
Summary	0:00:29
Timing Total	0:23:32

OPERA Property 040: Updating Reservation

Course Description

Updating Reservations is a course designed for learning how to search, edit and copy existing reservations. This course contains lessons on creating and managing reservation messages, alerts and traces. You will also learn how to cancel reservations, reinstate reservations, prevent a room number from being unassigned from a reservation, and change the profile associated with a reservation.

Course Content

The following lessons are contained in this course:

Course Content	Time
Objectives	0:00:33
Update a Reservation	0:01:00
Reservation Add On	0:02:16
Cancel a Reservation	0:01:28
Reinstate a Cancelled Reservation	0:01:18
Do Not Move Feature	0:01:08
Reservation Alerts	0:02:06
Reservation Traces	0:02:12
Reservation Messages	0:02:17
Change Name on Reservation	0:01:42
Knowledge Check	0:00:30
Summary	0:00:31
Timing Total	0:17:01

OPERA Property 050: Advanced Reservations

Course Description

Advanced Reservations is a course designed for learning how to create group block reservations, indicate a fixed rate for a reservation, and manage multiple rates on reservations. This course contains lessons on managing item inventory, setting up routing for direct bill reservations, and manage party reservations. You will also learn how to attach and manage deposit and cancellation rules.

Course Content

The following lessons are contained in this course:

Course Content	Time
Objectives	0:01:15
Group Block Reservations	0:02:10
Fixed Rates – Part 1	0:00:56
Fixed Rates – Part 2	0:00:56
Multiple Rates	0:01:55
Item Inventory	0:01:54
Add Item Inventory	0:01:32
Types of Routing	0:03:07
Routing for Direct Bill – Part 1	0:02:14
Routing for Direct Bill – Part 2	0:02:01
Create a Share using a Profile	0:02:11
Create a Share for existing Reservation	0:01:43
Share Rate Options	0:01:26
Reservation Deposit	0:02:09
Cancellation Rules	0:01:04
Reservation Party Feature	0:01:51
Party Reservation – Part 1	0:02:06
Party Reservation – Part 2	0:01:27
Knowledge Check	0:00:30
Summary	0:01:13
Timing Total	0:40:00

OPERA Property 060: Front Desk Arrivals

Course Description

Front Desk Arrivals is a course designed for learning how to search for and check in arriving guests. This course contains lessons on creating walk-in reservations and cancel a check in. You will also learn how to control the No Post indicator.

Course Content

The following lessons are contained in this course:

Course Content	Time
Objectives	0:00:52
Search Arrivals	0:01:47
Guest Check In – Part 1	0:01:32
Guest Check In – Part 2	0:01:11
No Post and Interface Privileges	0:01:47
Reservation Walk In	0:01:59
Cancel Check In	0:01:45
Knowledge Check	0:00:30
Summary	0:00:44
Timing Total	0:12:07

OPERA Property 065: Advanced Front Desk

Course Description

Advanced Front Desk is a course designed for learning how to perform room moves, manage queue reservations, and pre-assign rooms. You will also learn how to hold rooms for multiple guest check in in addition to creating messages for groups of guests.

Course Content

The following lessons are contained in this course:

Course Content	Time
Objectives	0:00:29
Room Move	0:01:39
Queue Reservations – Part 1	0:01:41
Queue Reservations – Part 2	0:01:12
Room Assignment: Pre-Assign	0:02:11
Hold Room Overview	0:00:44
Hold Rooms	0:01:49
Advanced Messaging	0:02:17
Knowledge Check	0:00:30
Summary	0:00:25
Timing Total	0:12:57

OPERA Property 070: Basic Cashiering

Course Description

Basic Cashiering is a course designed for learning how to perform basic cashiering functions and navigate the Billing/Folio screen. This course contains lessons on posting charges and payments. You will also learn how to perform fast posting of charges in addition to performing Passerby transactions.

Course Content

The following lessons are contained in this course:

Course Content	Time
Objectives	0:00:28
Cashiering Overview and Login	0:00:49
Billing Screen – Part 1	0:01:41
Billing Screen – Part 2	0:01:42
Billing/Folio Windows	0:00:48
Post Charges – Part 1	0:02:10
Post Charges – Part 2	0:01:59
Post Payment	0:01:19
Billing Options	0:01:46
Generating a Folio & Folio Styles	0:00:44
Fast Posting	0:02:08
Passer By Overview	0:00:27
Add a Passer By	0:02:16
Knowledge Check	0:00:30
Summary	0:00:26
Timing Total	0:20:01

OPERA Property 080: Guest Departures


Course Description

Guest Departures is a course designed for learning how to perform guest check outs and manage folios. This course contains lessons on working with open folios and posting charges after departure. You will also learn how to perform quick check outs in addition to reinstating a checked out guest.

Course Content

The following lessons are contained in this course:

Course Content	Time
Objectives	0:00:25
Guest Check Out – Part 1	0:01:41
Guest Check Out – Part 2	0:01:36
Direct Bill Check Out	0:01:52
Billing/Folio Settlement Options	0:01:44
Check Out with Open Folio	0:01:31
Setting a Post Stay Charge	0:01:50
Quick Check Out	0:01:58
Reinstate a Checked Out Reservation	0:01:43
Knowledge Check	0:00:30
Summary	0:00:22
Timing Total	0:16:27



OPERA Property 090: Cashier Functions

Course Description

Cashiering Functions is a course designed for learning how to print batch folios and create batch postings. This course contains lessons on reviewing receipt history and researching cashiering postings. You will also learn how to balance and close your cashier.

Course Content

The following lessons are contained in this course:

Course Content	Time
Objectives	0:00:48
Batch Folios – Part 1	0:01:24
Batch Folios – Part 2	0:01:54
Batch Postings	0:01:52
Receipt History	0:01:07
Cashier Journal	0:01:44
Cashier Closure	0:01:46
Knowledge Check	0:00:30
Summary	0:00:50
Timing Total	0:07:34

OPERA Property 095: Advanced Cashiering

Course Description

Advanced Cashiering is a course designed for learning how to correct and adjust postings. This course contains lessons on how to split postings, access posting history, research transactions, and reopen a folio. You will also learn how to transfer charges within a guest's folio or to another guest.

Course Content

The following lessons are contained in this course:

Course Content	Time
Objectives	0:01:00
Edit and Correct Postings	0:01:15
Adjust Postings	0:02:13
Transfer Transactions within a Guest	0:01:46
Transfer Transactions between Guests	0:01:59
Split Transactions	0:01:25
Posting History	0:01:30
Research Transactions	0:01:35
Reopen Folio – Part 1	0:01:02
Reopen Folio – Part 2	0:02:03
Post It – Pay Immediately	0:01:26
Post It – Bill to Room	0:00:56
Knowledge Check	0:00:30
Summary	0:00:59
Timing Total	0:19:39

OPERA Property 100: Rooms Management

Course Description

Rooms Management is a course designed for learning how to manage and update room statuses. This course contains lessons on creating room conditions, viewing past room history, and resolve room discrepancies. You will also learn how to use guest service status to categorize a room

Course Content

The following lessons are contained in this course:

Course Content	Time
Objectives	0:00:51
Housekeeping Management – Part 1	0:01:25
Housekeeping Management – Part 2	0:01:03
Update Housekeeping Status	0:01:23
Room Conditions	0:01:57
Guest Service Status	0:01:28
Room History	0:01:17
Room Discrepancies	0:01:54
Knowledge Check	0:00:30
Summary	0:00:49
Timing Total	0:12:37



OPERA Property 105: Advanced Rooms Management


Course Description

Advanced Rooms Management is a course designed for learning how to create and manage daily attendant task sheets. This course contains lessons forecasting and scheduling facility tasks in addition to managing queue rooms. You will also learn how to place rooms in out of order or out of service status.

Course Content

The following lessons are contained in this course:

Course Content	Time
Objectives	0:00:55
Creating Daily Task Sheets	0:02:20
Manage Task Assignments	0:01:44
Facility Management Overview	0:02:23
Facility Forecast	0:01:13
Manage Queue Rooms	0:02:47
Out of Order / Out of Service Overview	0:01:48
Out of Order / Out of Service Status	0:01:50
Knowledge Check	0:00:30
Summary	0:00:53
Timing Total	0:16:23



OPERA Property 110: Group Block Header

Course Description

Group Block Header is a course designed for learning how to navigate within group blocks. This course contains lessons on creating a new block and managing room inventory for group blocks. You will also learn how to use elastic and shoulder dates for blocks.

Course Content

The following lessons are contained in this course:

Course Content	Time
Objectives	0:00:50
Block Overview	0:01:13
New Block Header	0:01:53
Block Information	0:01:03
Block Rooms Tab – Part 1	0:01:46
Block Rooms Tab – Part 2	0:01:36
Block Shoulder Dates	0:01:58
Block Details and Cancel Tab	0:01:07
Knowledge Check	0:00:30
Summary	0:00:48
Timing Total	0:12:44

OPERA Property 120: Group Block Management

Course Description

Group Block Management is a course designed for learning how to manage the group block grid and set the sell priorities for room types. This course contains lessons on adding rooms and rates to blocks in addition to updating block statuses. You will also learn how to use the wash functionality to reduce inventory of unsold rooms.

Course Content

The following lessons are contained in this course:

Course Content	Time
Objectives	0:00:55
Block Rooms Grid – Part 1	0:01:03
Block Rooms Grid – Part 2	0:00:58
Add Rooms / Rates to a Block – Part 1	0:01:09
Add Rooms / Rates to a Block – Part 2	0:03:25
Priorities or Sell Order	0:02:11
Block Status Change	0:01:44
Wash Rooms	0:01:53
Knowledge Check	0:00:30
Summary	0:00:54
Timing Total	0:14:42

OPERA Property 130: Advanced Group Block

Course Description

Advanced Group Block is a course designed for learning how to create and manage group posting masters. This course contains lessons on creating group reservations, inputting a group rooming list, and using quick split to create reservations. You will also learn how to create group share reservations, check in and assign group reservations. Additionally, you will learn how to add master and sub block allocations.

Course Content

The following lessons are contained in this course:

Course Content	Time
Objectives	0:01:16
Group Posting Master	0:01:28
Group Reservations Screen	0:01:53
Rooming List	0:02:20
Quick Split	0:01:08
Group Shares	0:01:52
Group Check In	0:01:41
Master & Sub Block Allocations – Part 1	0:01:43
Master & Sub Block Allocations – Part 1	0:01:32
Knowledge Check	0:00:30
Summary	0:01:15
Timing Total	0:08:38

OPERA Property 150: Accounts Receivable

Course Description

Accounts Receivable is a course designed for learning how to search for and create AR accounts. This course contains lessons on viewing, creating and adjusting invoices and folios. You will also learn how to apply payments to invoices and accounts in addition to learning how to unapply and reverse payments.

Course Content

The following lessons are contained in this course:

Course Content	Time
Objectives	0:00:26
AR Overview	0:01:01
AR Account Search & Options	0:02:17
Create an AR Account	0:02:27
AR Invoice Screen	0:01:46
Create Invoices	0:01:39
Adjust AR Invoices	0:02:26
Payment Options	0:01:27
Apply Payment to an Invoice	0:01:05
Apply Payment to Multiple Invoices	0:01:07
Unallocated Payment	0:02:00
Unapply and Reverse Payments	0:02:04
Knowledge Check	0:00:30
Summary	0:00:26
Timing Total	0:19:45

OPERA Property 155: Advanced Accounts Receivable

Course Description

Advanced Accounts Receivable is a course designed for learning how to create AR fixed charges, manage AR statement numbering, and generate statements and reminder letters. This course contains lessons on viewing statement and reminder history in addition to creating batch postings. You will also learn how to transfer postings between AR invoices and transfer invoices between AR accounts.

Course Content

The following lessons are contained in this course:

Course Content	Time
Objectives	0:00:40
AR Fixed Charges	0:02:07
Selecting Account to Print Statements	0:01:55
Generate Statements	0:01:21
AR Statement Numbering	0:02:09
Batch Reminders	0:02:15
Research/Statement/Reminder History	0:01:33
Batch Postings	0:02:24
Transfer Invoices – Part 1	0:01:38
Transfer Invoices – Part 2	0:02:12
Knowledge Check	0:00:30
Summary	0:00:40
Timing Total	0:19:24

OPERA Property 160: End of Day Essentials

Course Description

End of Day Essentials is a course designed for learning how to complete the end of day process. This course contains lessons on preparing for end of day and reprinting night audit reports.

Course Content

The following lessons are contained in this course:

Course Content	Time
Objectives	0:00:18
End of Day Overview	0:01:02
Reprint Night Audit Reports	0:01:19
Summary	0:00:16
Timing Total	0:03:09



OPERA Property 170: Miscellaneous Functions

Course Description

Miscellaneous Functions is a course designed for learning how to search for and print reports. This course contains lessons on navigating through track it and managing the OPERA log book. You will also learn how to access and view the user activity log.

Course Content

The following lessons are contained in this course:

Course Content	Time
Objectives	0:00:22
Reports	0:02:01
OPERA Dashboard	0:02:04
Create a Track It Item	0:02:12
Search for a Track It Item	0:01:00
Log Book	0:01:46
User Activity Log	0:01:50
Knowledge Check	0:00:30
Summary	0:00:22
Timing Total	0:12:07

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.

Assessment Name	Time
OPERA Property 010: Introduction to OPERA	0:10:00
OPERA Property 020: Profile Management	0:10:00
OPERA Property 025: Advanced Profile Management	0:10:00
OPERA Property 030: Basic Reservation	0:10:00
OPERA Property 040: Updating Reservation	0:10:00
OPERA Property 050: Advanced Reservations	0:10:00
OPERA Property 060: Front Desk Arrivals	0:10:00
OPERA Property 065: Advanced Front Desk	0:10:00
OPERA Property 070: Basic Cashiering	0:10:00
OPERA Property 080: Guest Departures	0:10:00
OPERA Property 009: Cashier Functions	0:10:00
OPERA Property 095: Advanced Cashiering	0:10:00
OPERA Property 100: Rooms Management	0:10:00
OPERA Property 105: Advanced Rooms Management	0:10:00
OPERA Property 110: Group Block Header	0:10:00
OPERA Property 120: Group Block Management	0:10:00
OPERA Property 130: Advanced Group Block	0:10:00
OPERA Property 150: Accounts Receivable	0:10:00
OPERA Property 155: Advanced Accounts Receivable	0:10:00
OPERA Property 160: End of Day Essentials	0:10:00
OPERA Property 170: Miscellaneous Functions	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.







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Integrated Cloud Applications & Platform Services

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