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Oracle Hospitality eLearning for OPERA Sales & Catering
Curriculum and Course Descriptions

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Version Control

Version	Date	Author	Description
1.0	19-SEP-2017	T. Watson D. Wofford	Initial Document

Table of Contents

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 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.

OPERA Sales & Catering (S&C) eLearning Subscription Offerings

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

Subscription Offerings
Oracle Hospitality E-Learning for Sales and Catering Cloud Service (English)
Oracle Hospitality E-Learning for Sales and Catering Cloud Service - Education Edition (English)

OPERA Sales & Catering eLearning Curriculum Summary

Course Name	Time
OPERA S&C 01: Introduction to Sales & Catering	0:13:56
OPERA S&C 02: Accounts	0:57:28
OPERA S&C 03: Contacts	0:39:02
OPERA S&C 04: Activities	0:41:38
OPERA S&C 05: Block Management	0:37:17
OPERA S&C 06:Block Management Continued	0:51:56
OPERA S&C 07: Block Management (Optional)	0:32:18
OPERA S&C 08: Group Rooms Control	0:16:07
OPERA S&C 09: Group Options (Optional)	0:42:18
OPERA S&C 10: Events	0:48:41
OPERA S&C 11: Function Diary	0:49:58
OPERA S&C 12: Event Resources	0:58:03
OPERA S&C 13: Event Resources (Continued)	0:55:59
OPERA S&C 14: Catering Packages	0:43:04
OPERA S&C 15: Stationery	0:43:58
OPERA S&C 16: Event Posting	0:48:21
OPERA S&C 17: Advanced Events (Optional)	0:38:10
OPERA S&C 18: Dashboard, Reports and More	0:42:30
OPERA S&C 19: Potentials	0:35:52
Timing Total	**13:16:36**

OPERA Sales & Catering eLearning Curriculum and Course Descriptions

OPERA S&C 01: Introduction to Sales & Catering

Course Description

Introduction to Sales and Catering allows you to view where to locate items in OPERA v5 Sales & Catering. This course focuses on basic navigation methods and principles. This course contains lessons on logging into OPERA, changing your password, and keyboard shortcuts.

Course Content

The following lessons are contained in this course:

Course Content	Time
Introduction to Sales & Catering	0:06:35
Logging Into OPERA	0:01:22
How to Change Your Password	0:01:43
Menu Navigation	0:01:03
Keyboard Shortcuts and Recent Menus	0:03:19
Timing Total	**0:13:56**

OPERA S&C 02: Accounts

Course Description

Accounts is a course designed for learning how to manage the information associated with companies, travel agents and source profiles. This course contains lessons on creating a new account and using the various ownership, statistics and sales fields. You will also learn how to manage accounts using account search, account hierarchy, and account options. This course also demonstrates using the filter functionality and account merge features.

Course Content

The following lessons are contained in this course:

Course Content	Time
Introduction to Accounts	0:03:12
Ownership and Other Fields	0:06:27
More Fields, Stats & Info, and Sales Info	0:09:50
Account Search	0:03:20
Account Hierarchy	0:08:59
Account Options	0:13:05
Filter Functionality	0:05:18
Account Merge	0:07:17
Timing Total	**0:57:28**

OPERA S&C 03: Contacts

Course Description

Contacts is a course designed for learning how to manage the information associated with contact profiles. This course contains lessons on creating a new contact and using various statistics and sales fields. You will also learn how to manage contacts using contact search, contact options, and contact merge. This course also demonstrates how to convert individual profiles to contacts.

Course Content

The following lessons are contained in this course:

Course Content	Time
Introduction to Contacts	0:02:08
Create a New Contact	0:06:36
Statistics, Sales Info & More	0:02:50
Contact Search	0:02:39
Contact Options	0:12:21
Contact Merge	0:06:41
Converting Individual to Contact	0:05:47
Timing Total	**0:39:02**

OPERA S&C 04: Activities

Course Description

Activities is a course designed for learning how to manage the different types of tasks associated with managing profiles and group business blocks. This course contains lessons on creating a new activity and search for activities. In addition to learning about use various activity options, you will also learn how to assign an activity and mark it as completed. This course also demonstrates how to use the scheduler and detailed calendar features.

Course Content

The following lessons are contained in this course:

Course Content	Time
Introduction to Activities	0:02:55
Create a New Activity	0:09:10
Activity Search	0:07:15
Activity Complete	0:03:15
Activity Assign	0:05:45
Activity Options	0:07:37
Scheduler and Detailed Calendar	0:05:41
Timing Total	**0:41:38**

OPERA S&C 05: Block Management

Course Description

Block Management is a course designed for learning how to manage the information associated with group business blocks. This course contains lessons on block status inventory and block status flow. You will also learn how to create new block headers, define block ownership, and search for blocks. This course also demonstrates how to use the detailed rooms screen.

Course Content

The following lessons are contained in this course:

Course Content	Time
Introduction to Business Blocks	0:08:50
Block Status – Inventory	0:03:18
Block Status – Flow	0:03:31
New Block Header	0:12:20
Block Search	0:04:48
Detailed Room Availability	0:01:38
Timing Total	**0:37:17**

OPERA S&C 06: Block Management Continued

Course Description

Block Management is a course designed for learning how to manage the information associated with group business blocks. This course contains lessons on room grid, contract grid, sales allowance, elastic block and shoulder dates. You will also learn about block options, deposits, and automatic activities on blocks. This course also demonstrates the differences between refused, lost and cancelled blocks.

Course Content

The following lessons are contained in this course:

Course Content	Time
Room Grid	0:15:51
Contract Gird	0:02:51
Sales Allowance	0:04:41
Elastic Block and Shoulder Dates	0:03:14
Block Options	0:12:27
Block Deposit	0:04:30
Automatic Activities on Blocks	0:03:44
Refused, Lost & Cancel Block	0:04:38
Timing Total	**0:51:56**

OPERA S&C 07: Block Management (Optional)

Course Description

Block Management is a course designed for learning how to manage the information associated with group business blocks. All of these features are OPTIONAL and will only be available when the proper application settings are active. This course contains lessons on alternate dates and complimentary rooms. You will also learn about ranking, conversion, rate protect and non-compete features. This course also demonstrates how to setup business block offsets, rate override on rate codes, sell limits, and wash schedules.

Course Content

The following lessons are contained in this course:

Course Content	Time
Introduction Block Management	0:01:57
Alternate Dates	0:05:44
Complimentary Rooms	0:03:48
Ranking, Conversion, Rate Protect & Non-Compete	0:04:57
Business Blocks Offsets	0:04:47
Rate Override on Rate Codes	0:04:17
Sell Limits	0:03:41
Wash Schedule	0:03:07
Timing Total	**0:32:18**

OPERA S&C 08: Group Rooms Control

Course Description

Group Rooms Control is a course designed for learning how to use the Group Rooms Control (GRC) inventory screen.

Course Content

The following lessons are contained in this course:

Course Content	Time
Introduction to GRC	0:02:26
GRC in Detail	0:10:02
More GRC Options	0:03:39
Timing Total	**0:16:07**

OPERA S&C 09: Group Options (Optional)

Course Description

Group Options Management is a course designed for learning how to manage the options associated with group business blocks. All of these features are OPTIONAL and will only be available when the proper application settings are active. This course contains lessons on group rooming list import, quick business block, and inquiry functionality. You will also learn about the differences between master/sub allocations and master/sub blocks. This course also demonstrates how to setup tour series and custom tour series.

Course Content

The following lessons are contained in this course:

Course Content	Time
Introduction to Group Options	0:02:21
Group Rooming List Import	0:05:01
Quick Business Block	0:04:53
Inquiry Functionality	0:08:24
Master/Sub Allocation	0:04:52
Master/Su Blocks	0:10:12
Tour Series	0:03:39
Custom Tour Series	0:02:56
Timing Total	**0:42:18**

OPERA S&C 10: Events

Course Description

Events is a course designed for learning how to manage the options associated with catering events. This course contains lessons on how to create a new event, move events, copy events, and search for events. You will also learn about event options, event templates, and master/sub events. This course also demonstrates how to setup shareable spaces and alternate spaces.

Course Content

The following lessons are contained in this course:

Course Content	Time
Introduction to Events	0:01:28
Create New Event	0:06:35
Function Space Setup and Rates	0:07:36
Shareable Spaces	0:02:24
Alternate Spaces	0:02:18
Master / Sub Events	0:06:02
Move Events	0:03:20
Copy Events	0:05:02
Event Options	0:05:46
Event Search	0:04:06
Event Templates	0:04:04
Timing Total	**0:48:41**

OPERA S&C 11: Function Diary

Course Description

Function Diary is a course designed for learning how to use various features of the function diary. This course contains lessons on function spaces, diary options, and advanced diary options. You will learn about out of order and out of service meeting rooms and hotel rooms that can be meeting rooms. You will also learn how to create new events from the function diary and perform a room move. This course also demonstrates how to setup waitlisted, prospective, and overbooked events.

Course Content

The following lessons are contained in this course:

Course Content	Time
Introduction to Function Diary	0:03:48
Initial Access	0:03:21
Function Spaces	0:05:31
Diary Options	0:05:46
Advanced Diary Options	0:05:17
Waitlisted, Prospective, & Overbooked Events	0:04:51
Room Move in Diary	0:02:02
Out of Order/ Out of Service Rooms	0:10:01
Create New Events on the Diary	0:07:19
Rooms can be Meeting Rooms	0:02:02
Timing Total	**0:49:58**

OPERA S&C 12: Event Resources

Course Description

Event Resources is a course designed for learning how to book resources for catering events. This course contains lessons on resource items, booking a menu, quick insert, and event forecasting. You will also learn how to delete, copy and move resources. This course also demonstrates how to copy resources to another block and copy blocks with resources.

Course Content

The following lessons are contained in this course:

Course Content	Time
Event Resources Overview	0:10:49
Items	0:09:28
Book a Menu	0:06:12
Quick Insert	0:03:44
Delete, Copy, and Move Resources	0:07:13
Copy Resources to Another Block	0:04:01
Copy Blocks with Resources	0:06:57
Event Forecasting	0:04:27
Event Forecasting – Use Forecast Value Only	0:04:12
Timing Total	**0:58:03**

OPERA S&C 13: Event Resources (Continued)

Course Description

Event Resources is a course designed for learning how to book resources for catering events. This course contains lessons on modifying existing menus, creating custom menus, adding custom items and item templates. You will also learn about F&B guarantees at the block, event, and resource levels. This course also demonstrates various menu options including complimentary meals, discounting menus, changing serve times, consumption based menus and menu items.

Course Content

The following lessons are contained in this course:

Course Content	Time
Modifying Existing Menus	0:03:55
Custom Items and Item Templates	0:04:44
Creating Custom Menus	0:11:23
F&B Guarantees – Block and Event Level	0:07:18
F&B Guarantees – Resource Level	0:06:42
Menu Options – Complimentary Meals	0:01:44
Menu Options – Discounting Menus	0:06:35
Menu Options – Consumption Based Menus and Menu Items	0:03:18
Menu Options – Notes	0:08:32
Timing Total	**0:55:59**

OPERA S&C 14: Catering Packages

Course Description

Catering Packages is a course designed for learning how to manage various features associated with booking catering packages. This course contains lessons on multi day packages and booking multiple catering packages per day. You will also learn how to add inclusive and non-inclusive resources, update the number of attendees, as well as add or delete events. This course also demonstrates how to copy a package to another date or block.

Course Content

The following lessons are contained in this course:

Course Content	Time
Introduction to Catering Packages	0:03:42
Book a Catering Package	0:06:42
Adding Inclusive and Non-Inclusive Resources	0:04:44
Updating Number of Attendees	0:03:59
Adding and Deleting Events	0:09:04
Copy a Package to Another Date	0:03:56
Copy a Package to Another Block	0:02:37
Multi Day Packages	0:03:05
Multiple Catering Packages per Day	0:05:15
Timing Total	**0:43:04**

OPERA S&C 15: Stationery

Course Description

Stationery is a course designed for learning how to manage various customizable reports used for sales and catering bookings. This course contains lessons on generating proposals and contracts using the word merge or XML publisher features. You will also learn how to generate pro forma invoices and the group rooms' reservation sheet. This course also demonstrates how to print banquet event orders (BEO) from the block, event, or resource level.

Course Content

The following lessons are contained in this course:

Course Content	Time
Introduction to Stationery	0:03:14
Word Merge – Proposals and Contracts	0:08:33
XML Publisher Word Merge – Proposals and Contracts	0:03:18
Pro Forma Invoice	0:06:18
Group Rooms Reservation Sheet/Group Resume	0:03:00
Banquet Event Order (BEO) – Print from Block	0:12:14
Banquet Event Order (BEO) – Print Event / Resource Level	0:05:35
Banquet Event Order (BEO) – Batch Printing	0:01:46
Timing Total	**0:43:58**

OPERA S&C 16: Event Posting

Course Description

Event Posting is a course designed for learning how to manage the various features used to post charges for a catering event. This course contains lessons on checking in a posting master, verifying charges before posting, posting revenue, making adjustments, and routing charges to another window or room. This course also demonstrates how to generate banquet checks and folios.

Course Content

The following lessons are contained in this course:

Course Content	Time
Introduction to Event Posting	0:03:11
Checking in a PM	0:04:25
Room Routing	0:06:01
Changing Status to Actual	0:01:46
Verifying before Posting	0:08:13
Posting Revenue	0:04:47
Generating Banquet Check and/or Folio	0:05:53
Adjustments	0:05:08
Checking out a PM	0:01:49
Closing Cashier	0:01:35
Timing Total	**0:48:21**

OPERA S&C 17: Advanced Events (Optional)

Course Description

Advanced events is a course designed for learning how to manage events. All of these features are OPTIONAL and will only be available when the proper application settings are active. This course contains lessons on attendee management, and function space food & beverage minimums. You will also learn how to enter actualized details for events.

Course Content

The following lessons are contained in this course:

Course Content	Time
Introduction to Advanced Events	0:01:42
Attendee Management – Block Level	0:14:50
Attendee Management – Event Level	0:07:25
Function Space F&B Minimum	0:05:55
Manual Event Actuals Edit	0:08:18
Timing Total	**0:38:10**

OPERA S&C 18: Dashboard, Reports and More

Course Description

Dashboards, Reports and More is a course designed for learning how to use various information tools to assess rooms and catering bookings. This course contains lessons on salesrep dashboard, account dashboard, and user activity log. You will also learn how to generate reports and print to file or email directly to the customer. This course also demonstrates the report scheduler.

Course Content

The following lessons are contained in this course:

Course Content	Time
Salesrep Dashboard	0:12:24
Account Dashboard	0:06:45
User Activity Log	0:03:53
Generating Reports	0:06:35
Reports – Print to File	0:03:21
Reports – Email Option	0:02:27
Report Scheduler	0:07:05
Timing Total	**0:42:30**

OPERA S&C 19: Potentials

Course Description

Potentials is a course designed for learning how to use the potentials functionality. This course contains lessons on creating a forecast potential. You will also learn how to create and use a meeting template potential. This course also demonstrates the actual production as compared to forecast.

Course Content

The following lessons are contained in this course:

Course Content	Time
Introduction to Potentials	0:07:24
Creating a Forecast Potential	0:07:20
Actual Production	0:04:28
Creating a Meeting Template	0:07:20
Using a Meeting Template Potential	0:09:20
Timing Total	**0:35:52**

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 S&C 01: Introduction to Sales & Catering	0:10:00
OPERA S&C 02: Accounts	0:10:00
OPERA S&C 03: Contacts	0:10:00
OPERA S&C 04: Activities	0:10:00
OPERA S&C 05: Block Management	0:10:00
OPERA S&C 06:Block Management Continued	0:10:00
OPERA S&C 07: Block Management (Optional)	0:10:00
OPERA S&C 08: Group Rooms Control	0:10:00
OPERA S&C 09: Group Options (Optional)	0:10:00
OPERA S&C 10: Events	0:10:00
OPERA S&C 11: Function Diary	0:10:00
OPERA S&C 12: Event Resources	0:10:00
OPERA S&C 13: Event Resources (Continued)	0:10:00
OPERA S&C 14: Catering Packages	0:10:00
OPERA S&C 15: Stationery	0:10:00
OPERA S&C 16: Event Posting	0:10:00
OPERA S&C 17: Advanced Events (Optional)	0:10:00
OPERA S&C 18: Dashboard, Reports and More	0:10:00
OPERA S&C 19: Potentials	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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