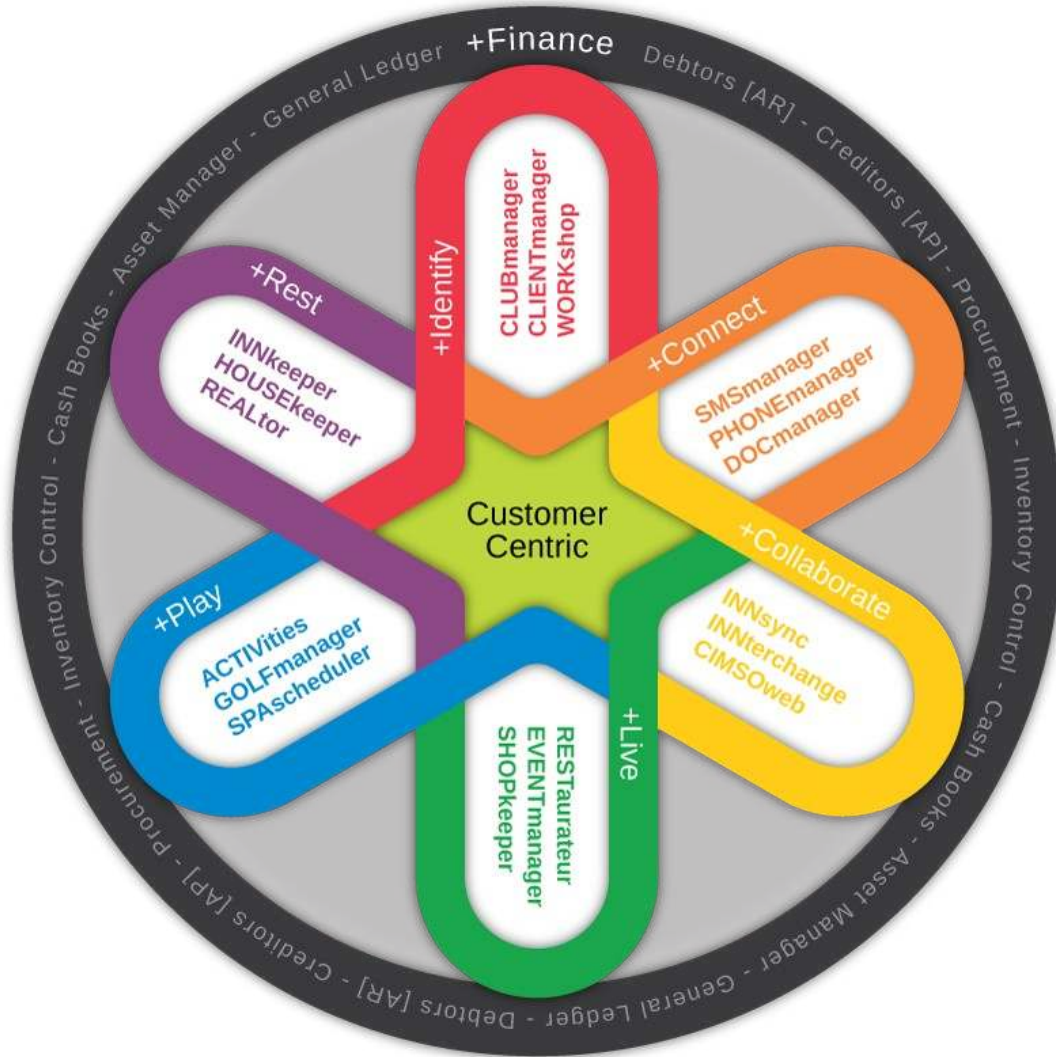




The Guest Report Process Manual


















What Is A Report?

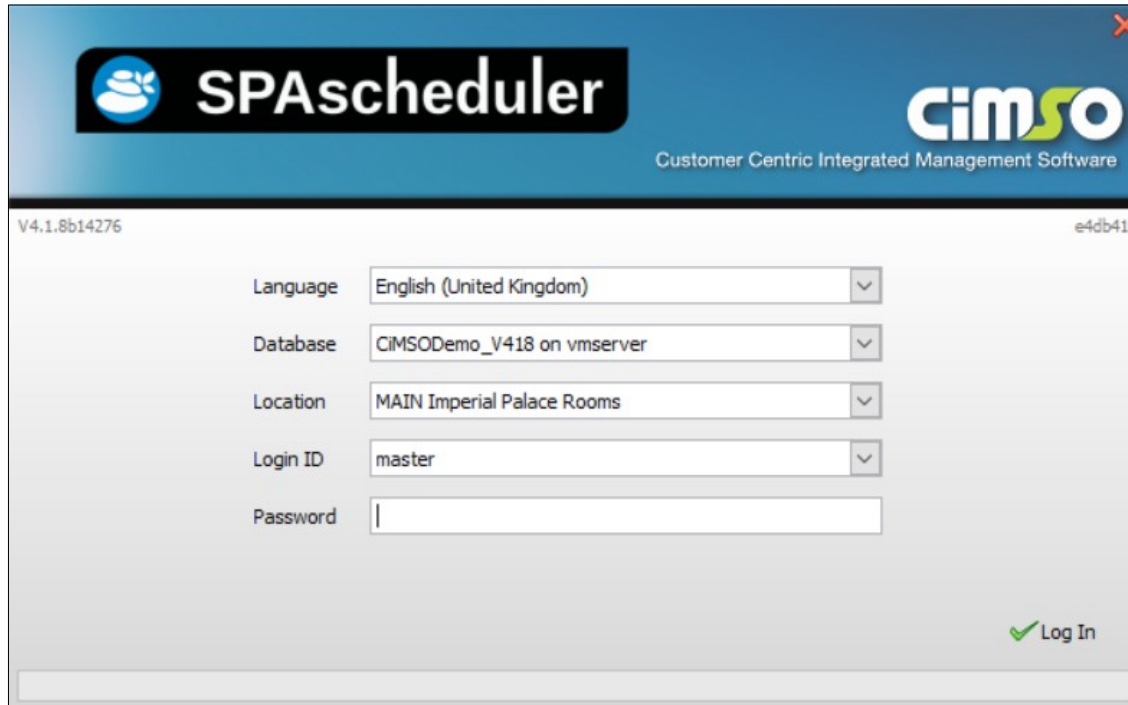
A Report is a document that presents information in an organized format for a specific audience and purpose.



CUSTOMER CENTRIC DESIGN

- **Identify** – CDP – customer data platform with extensive CRM
- **Connect** - Single or bulk blast e-mail, SMS, fax and snail-mail
- **Collaborate** - Local server to Web and mobile device data interchange
- **Live** - Food, Beverage and Retail points of sale with stock control and procurement
- **Play** - Schedule and manage Golf, SPA and Leisure activities
- **Rest** - Reservations, Lodging PMS, Leasing and Timeshare
- **Finance** - GAAP, IAS and IFRS financial control to balance sheet

-  Menu
-  Administration
-  Golfer
-  ActivityScheduler
-  SpaScheduler
-  Restaurateur
-  ShopKeeper
-  AssetManager
-  WebRes
-  InnSync
-  Fax Server
-  Phoneman
-  TimeKeeper
-  Configuration
-  EXEUP
-  Close Menu
-  Exit Menu



The login window for SPAscheduler is displayed. It features the SPAscheduler logo and the CIMSO logo (Customer Centric Integrated Management Software) at the top. The version number V4.1.8b14276 is shown on the left, and the user ID e4db41a is on the right. The login form includes the following fields:

- Language: English (United Kingdom)
- Database: CIMSODemo_V418 on vmserver
- Location: MAIN Imperial Palace Rooms
- Login ID: master
- Password: [Empty field]

A green checkmark and the text "Log In" are located at the bottom right of the form.

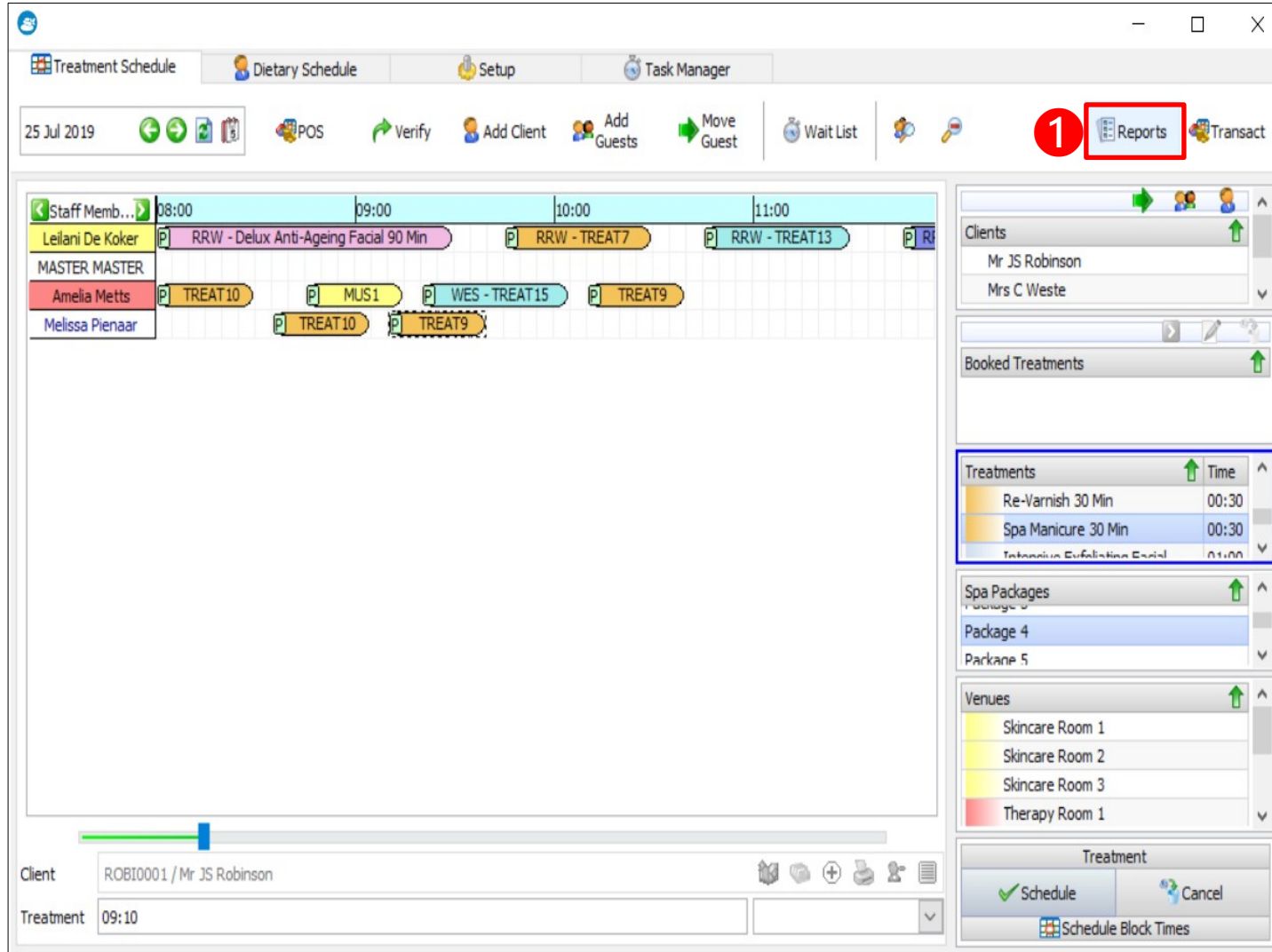
Start your **CiMSO Menu**, select the **SPAscheduler**. Use your given **Login ID** and **Password** to log in

The screenshot displays the SPAscheduler software interface. At the top, there are tabs for 'Treatment Schedule', 'Dietary Schedule', 'Setup', and 'Task Manager'. Below the tabs is a date '24 Jul 2019' and a row of icons for 'POS', 'Verify', 'Add Client', 'Add Guests', 'Move Guest', 'Wait List', 'Reports', and 'Transact'. The main area features a grid with columns for time slots: '08:00', '09:00', '10:00', and '11:00'. The grid is currently empty. To the right of the grid is a sidebar with several sections: 'Booked Treatments', 'Treatments' (with a table of treatment options), 'Spa Packages', 'Staff Members', and 'Venues'. The 'Treatments' section is highlighted with a blue border and contains the following data:

Treatments	Time
Delux Anti-Ageing Facial 90 Min	01:30
Spa Pedicure 30 Min	00:30
Reflexology 60 Min	01:00

At the bottom of the interface, there are input fields for 'Client' and 'Treatment', and a 'Treatment' section with buttons for 'Schedule', 'Cancel', and 'Schedule Block Times'.

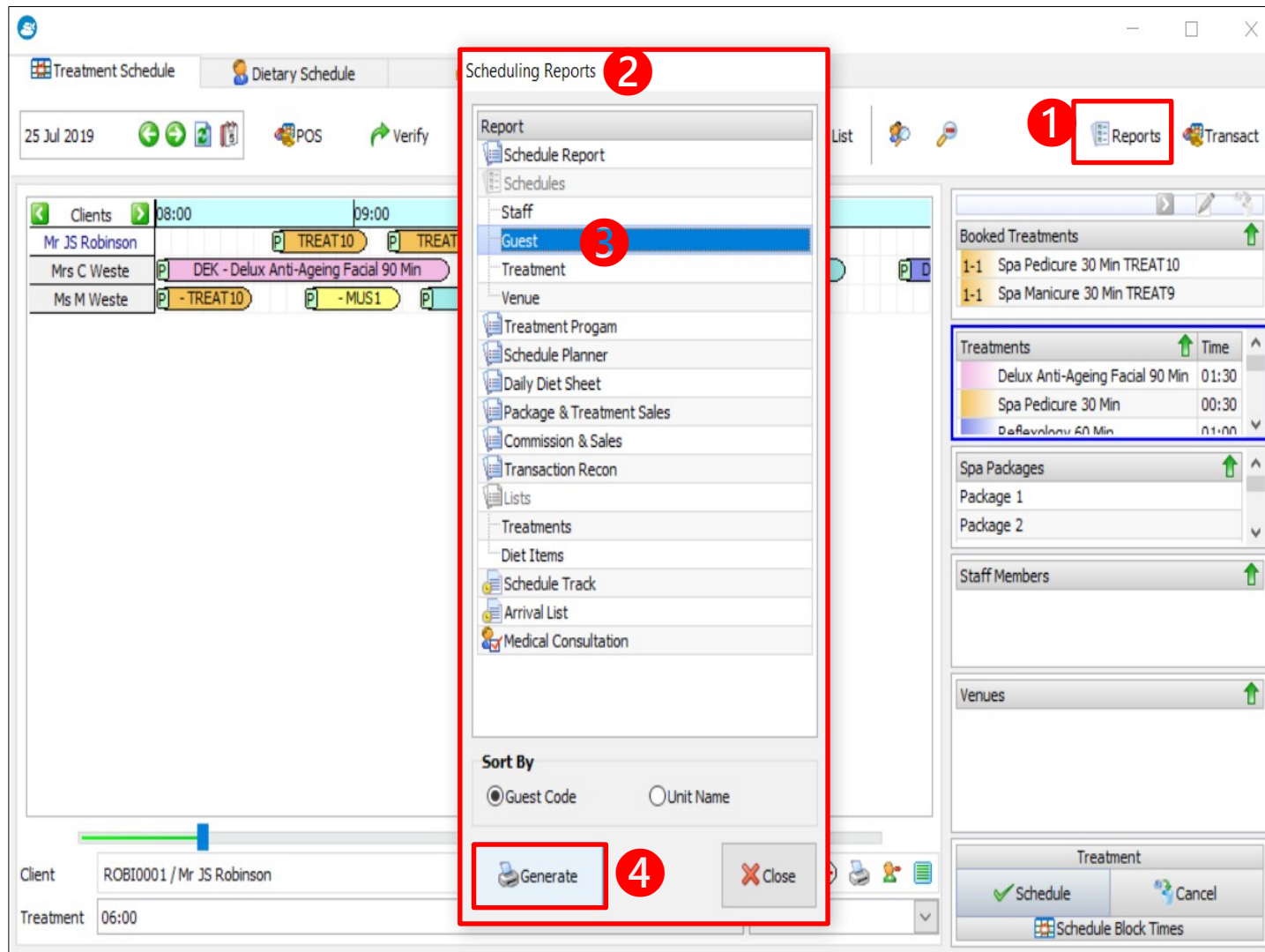
Once logged into **SPAscheduler**, You are able to navigate through the Database



The screenshot shows the SPAscheduler software interface. At the top, there are tabs for Treatment Schedule, Dietary Schedule, Setup, and Task Manager. Below the tabs is a date field showing 25 Jul 2019 and a toolbar with various icons. The 'Reports' button is highlighted with a red box and a circled '1'. The main area displays a treatment schedule grid with staff members (Leilani De Koker, Amelia Metts, Melissa Pienaar) and treatments (RRW - Delux Anti-Ageing Facial 90 Min, RRW - TREAT7, RRW - TREAT13, TREAT10, MUS1, WES - TREAT15, TREAT9). On the right side, there are panels for Clients, Booked Treatments, Treatments, Spa Packages, and Venues. At the bottom, there is a client selection field showing 'ROBI0001 / Mr JS Robinson' and a treatment selection field showing '09:10'.

Navigation: The Guest Report Process

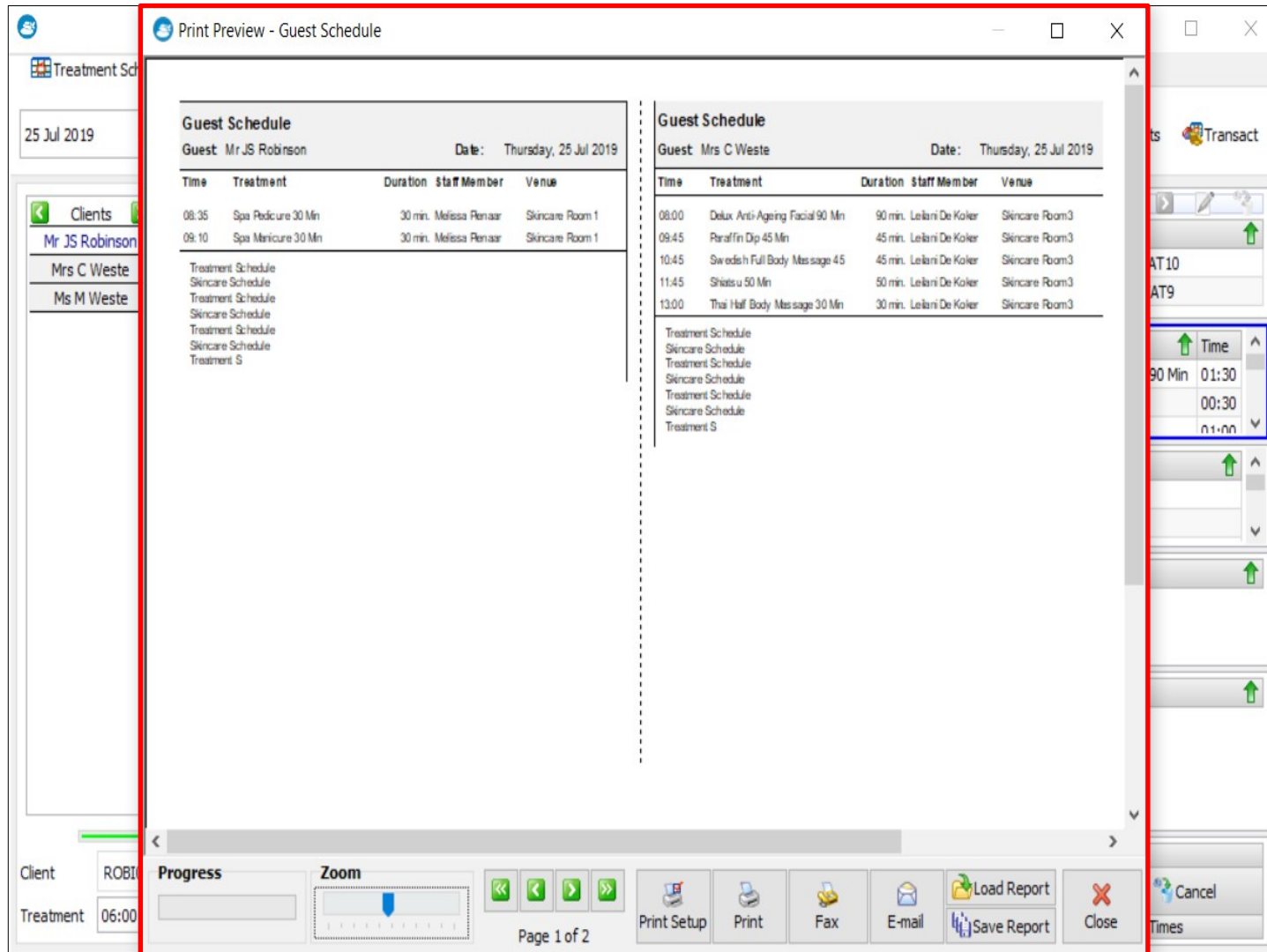
- 1 Select the **Reports** button



The Guest Report Process:

- 1 Select the **Reports** button
- 2 **Scheduling Reports** window
- 3 **Locate & Select:** select a report from the list – **Guest Report**
- 4 Select the **Generate** button

The **Print Preview**, you are able to **Print, Save, Fax, or Email** the Report



The screenshot shows a 'Print Preview - Guest Schedule' window. It displays two side-by-side reports for Thursday, 25 Jul 2019. The left report is for 'Mr JS Robinson' and the right is for 'Mrs C Weste'. Both reports include a table with columns for Time, Treatment, Duration, Staff Member, and Venue. Below the tables are sections for 'Treatment Schedule' and 'Skincare Schedule'. At the bottom of the window, there is a toolbar with icons for Print Setup, Print, Fax, E-mail, Load Report, Save Report, and Close. A 'Progress' bar and a 'Zoom' slider are also visible. The status bar at the bottom indicates 'Page 1 of 2'.

Time	Treatment	Duration	Staff Member	Venue
08:35	Spa Pedicure 30 Min	30 min.	Melissa Penaar	Skincare Room 1
09:10	Spa Manicure 30 Min	30 min.	Melissa Penaar	Skincare Room 1

Time	Treatment	Duration	Staff Member	Venue
08:00	Delux Anti-Ageing Facial 90 Min	90 min.	Leilani De Koker	Skincare Room 3
09:45	Paraffin Dip 45 Min	45 min.	Leilani De Koker	Skincare Room 3
10:45	Swedish Full Body Massage 45	45 min.	Leilani De Koker	Skincare Room 3
11:45	Shiatsu 50 Min	50 min.	Leilani De Koker	Skincare Room 3
13:00	Thai Half Body Massage 30 Min	30 min.	Leilani De Koker	Skincare Room 3



Thank you!