

# Epitome E-Learning

Epitome E-Learning is a convenient online training resource that streamlines the process of educating hospitality employees about effective use of the Epitome Property Management System.



## Streamline your operations.

This efficient learning management tool helps hoteliers ensure that hospitality staff across the enterprise have the knowledge they need to more effectively serve guests and streamline operations.

## Increase operational efficiency.

- **Consistency:** With Epitome E-Learning, there's no variation between training sessions, so all employees receive the same instruction and can put that consistent knowledge to use performing tasks uniformly across the enterprise.
- **Availability:** E-Learning courses are available on-demand, so employees can get the information they need in a manner that fits with their own work schedules.
- **Effectiveness:** To complete each course, employees take online exams that let managers know when staff members are trained and ready to assume roles building on their new knowledge. Managers can also monitor training progress and analyze the results to identify potential problem areas, then proactively address any additional training needs.

## Key benefits:

- **Focused learning:** Training coursework can be tailored to ensure staff members receive instruction about topics that managers deem the highest priorities for the organization.
- **Convenience:** The courses can be accessed anytime, so there's no waiting for trainers to be available or need to coordinate sessions. Flexible online delivery allows the same training content to be provided 24/7 to multiple locations across various geographies.

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- **Productivity:** This self-paced learning tool allows employees to speed-up or slow-down as necessary, helping to improve their mastery and retention of the information. The combination of visual and auditory training has been proven highly effective with multiple learning styles. Employees with some prior knowledge can proceed more quickly through the training, thereby reducing training time and making them more productive faster.
- **Cost savings:** E-Learning eliminates the need for employees to travel to classroom sessions, thereby saving any related travel expenses. E-Learning also reduces training time through a more efficient delivery of information suited to the needs of each employee.

## Sample modules.

**Introduction module:** Navigate through Epitome and the modules of the system.

### Reservation module:

- **Availability:** Navigate through the availability screens, including room type availability.
- **Basic reservation:** Navigate through the guest worksheet and create a new reservation.
- **New reservation with existing profile:** Create a new reservation from an existing profile and navigate through additional reservation fields.
- **Duplication, cancellation, reinstating, and denials:** Retrieve a booking and use the duplicate options. Use the query wizard to locate a reservation, create or cancel a reservation, reinstate a cancelled booking, and abandon the booking.
- **Share reservations:** Create a share booking and use the different “share manager” options.

### Front desk module:

- **Check-in:** Learn the various ways to check-in a reservation.
- **Credit card authorization and registration cards:** Check-in a reservation via a credit card number. Also learn to check-in a pre-registered reservation and print the registration card.
- **Check-in shares and handling room moves:** Check-in share reservations that involve room moves attached to the reservation.

**Cashiering module:** Open a folio for a guest account and print a folio. Also learn to open the folio wizard and move transactions between payers of the account and use fast post in order to post transactions of one type to several accounts.

**Housekeeping module:** Detailed module on housekeeping, including room status. Also a module on lost and found including logging a new item, returning an item, closing an item or discarding an item.

**Configuring the concierge tool module:** Configure the concierge module with multiple types of facilities.

**Accounts receivable module:** Create an account receivable master profile and all the fields associated with it. Also learn to transfer direct bill transactions, add new transactions, apply payments to invoices, and print an accounts receivable statement.

**New travel agent from operations module:** Create the travel agent master within the reservation process.

**Travel agent accounting module:** Transfer commissions, preview, and perform the task to produce the travel agent commission checks.

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