

Springboard Course Materials / FD100 Series

The FD100 Series of online training courses for ^{SMS}|Host is now available through Springboard!

- All content and screen presentations valid for ^{SMS}|Host v22.5 and later.
- The new courses use a new video-based and mobile friendly format (do not require Flash).
- Each course focuses on a specific set of tasks in ^{SMS}|Host, and includes multiple sections, lessons and knowledge checks (quizzes).
- Scores are recorded for each quiz taken and certificates available upon completion.

Featured Courses



FD101 – Front Desk Orientation

This "Getting Started" course will step you through a series of lessons designed to prepare you for your Front Desk duties.

Getting Started

First Time Log In

In this lesson, you will learn everything you need to know when logging into ^{SMS}|Host for the first time. This includes how to log in and change your password for the first time, password requirements, how to customize your toolbar, how to set your default printers, and how to access online help.

Viewing Today's Activities

In this lesson, you will learn where to find important information about today's statistics. This includes how many arrivals and departures as well as how to locate those reservations.

Searching for Guests and Reservations

In this lesson, you will learn how to find guest tiles and reservations using the universal lookup. We will also discuss the difference between guest tiles and reservations and why you would search for one or the other.

General Use & Navigation

In this lesson, you will learn about the home screen how it is different from the main menu. You will be familiarized with the 3 types of pick lists. We'll discuss the importance of keyboard shortcuts and we get a little practice navigating through ^{SMS}|Host.

Knowledge Check

Check you knowledge on the Getting Started section (lessons 1-4).

Check-In

Basic Check-Ins

Check-In a confirmed reservation that has a room assigned, authorize a credit card and print a registration card.

Assigning Rooms

Check-in a reservation and assign a room for the reservation.

Messages, Notes & Traces

Using Messages, Notes & Traces to communicate with and about the guest and reservation.

Knowledge Check

Check your knowledge on Check-In lessons 5-7.

Guest Accounting

Posting an Incidental

Post incidentals to record charges to a reservation.

Folio Overview / Working with Folios

Viewing the folio, sub-folios, and moving transactions between folios.

Transaction Adjustments

In this lesson, you will learn how to make adjustments to posted transactions. These adjustments include refunding payments, voiding charges, and posting reversal charges.

Printing and Emailing the Folio

In this lesson, you will learn how to print and email the folio including custom views of the folio.

Knowledge Check

Check your knowledge on Guest Accounting (lessons 8-11).

Check-Out

Basic Check-outs

In this lesson, you will learn how to perform a basic check-out in ^{SMS}|Host.

Check-out with Alternate or Multiple forms of Payment

In this lesson, you will learn how to check out a reservation using a different form of payment than originally provided and handle multiple forms of payment when needed.

Knowledge Check

Check your knowledge on Check outs (lessons 12-13).

FD102 - Front Desk Reporting

This course will acquaint you with reporting tools designed to prepare you for your Front Desk duties.

Reporting

Running Preset Reports

Run reports using preset report parameters.

Customizing Report Parameters

Customize report parameters and save the report to your favorite's menu.

Batch Reporting

Print many reports at once using batch reports and learn how to create your own report batches.

Knowledge Check

Check your knowledge on Reporting.

FD103 – Availability and Room Moves

Introduction to tools in ^{SMS}|Host used to determine availability, perform room moves, cancel, reinstate, upsell and upgrade reservations.

Availability & Room Moves

General Availability

View overall availability, specific availability by room-type, suite availability, group and wholesaler statistics.

Working with the Tape Chart

The tape chart provides an on-screen representation of each room and the reservations that are assigned to them.

Room Moves

Moving a reservation from one room to another in ^{SMS}|Host

Knowledge Check

Check your knowledge on Availability & Room Moves.

Reservations

Upsell and Upgrade Reservations

Learn how to upsell and upgrade reservations in ^{SMS}|Host

Cancel and Reinstate Reservations

Cancel, reinstate, and process refunds for reservations in ^{SMS}|Host

Knowledge Check

Check your knowledge on Reservations.

FD104 - Guest Accounting

This course covers the transfer of transactions and sharing of payments across reservations as well as the scheduling of incidentals, amenities and services.

Guest Accounting

Transferring Transactions

Learn how to transfer within and across sub-folios and folios.

Sharing Payments

Learn how to share payments across folios.

Scheduling Incidentals, Amenities, and Services

Learn about scheduling incidentals, amenities, and services for guests.

Knowledge Check

Check your knowledge on transactions, payments, scheduling incidentals, amenities and services.

FD105 – Managing Reservations

Creating new and walk-in reservations, creating associated guest tiles, duplicating and 'whosing' reservations.

Reservations for Front Desk Agents

Making a Reservation using the Rate Calculator

In this lesson you will learn how to use the Rate Calculator to search for rates and availability and to complete the steps required to create a new reservation.

Adding a Guest

In this lesson you will learn how to create a new Guest Tile as well as the required information needed in order to complete a new Guest Tile.

Walk-In Reservations

Check availability, find a rate, book the reservation and assign a room for a walk-in.

Confirming a Reservation and Sending a Confirmation Email

Learn how to confirm a reservation in ^{SMS}|Host and send a confirmation email.

View Reservation Value and Future Postings

In this lesson you will learn about the Value screen on the reservation. From the Value screen you can see the various items that make up the value of the reservation and see exactly which transactions will post as well as how the final folio will appear once those transactions are posted.

Knowledge Check

Check your knowledge on making and confirming reservations in ^{SMS}|Host.

Duplicating and Whosing Reservations

Duplicating Reservations

Duplicate a reservation and use 'mini-groups' to access the duplicated reservation(s).

Whosing Reservations

In this lesson, you will learn how to move a reservation from one guest tile to another. This process is called "whosing" in ^{SMS}|Host.

Knowledge Check

Check your knowledge on duplicating and whosing reservations.

FD106 - Custom Rates in Special Billing

Learn how to create or modify a reservation to have multiple rates (different rates for different days of the stay).

Custom Rates in Special Billing

Scheduling Multiple Rates on a Reservation

Learn how to schedule multiple rates on a single ^{SMS}|Host reservation.

Custom Rate Reservations

Use Special Billing to apply custom daily rates to a reservation when no standard rates apply.

Knowledge Check

Check your knowledge on Custom Rates in ^{SMS}|Host.

Email springboard@springer-miller.com with questions regarding Springboard!