

# Callista® Hospitality



## Innovative, easy-to-use PMS

Running a hospitality property can be a stressful, time-consuming job. Callista®Hospitality has been specifically designed to take care of everything from reservations, confirmation letters, check in/out, transaction processing and automatic call logging to the production of professional checkout statements no matter how small or large your property is, leaving you time to concentrate on the little things which make your guests feel special.

Advanced features<sup>1</sup>, in conjunction with your PABX's powerful bi-directional capability, let you take complete control of how your guests use their telephones. Unlock and lock guest extensions on check in/out to prevent fraud and to protect your income and at the same time provide your guests with the services usually only available in large hotels such as wake up calls whenever they choose, and Message Waiting and Do Not Disturb services directly to and from their telephones. Your cleaning staff can also flag from guest phones the cleaning status of each room so that you know instantly which rooms are available for re-sale without leaving your desk.

Callista®Hospitality in conjunction with your phone system, provides standard and advanced hospitality features and services in a powerful, affordable, easy-to-use, integrated system to make hospitality management simple, efficient and profitable.

### Main features

- Real-time billing of telephone calls & accommodation
- Quick and easy guest check in / check out
- Check in Wizard for fast, easy check in
- Integrated Search Wizard
- Integrated guest database
- Integrated Guest Wizard
- Fax/e-mail confirmation letters directly from Callista
- Powerful reservations system
- Site configurable set-up options
- Invoice archiving
- Automatic on-line system updates from the internet<sup>2</sup>
- Automatic scheduled backup
- Automatic scheduled management reports
- Unlock and lock extensions on check in/out<sup>1</sup>
- Set wake up calls<sup>1</sup>
- Set Do Not Disturb and Message Waiting indicators<sup>1</sup>
- Flag room status from guest telephones<sup>1</sup>
- Powerful reporting options
- Integrated user guide

<sup>1</sup> This feature is available with selected PABXs only

<sup>2</sup> This feature requires Callista Cover

### The Callista Group

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performance.  
professionalism.  
profitability.

### Introduction

Designed for ease-of-use and for both novice and advanced users, Callista® Hospitality may be used with or without the reservation calendar and with or without the guest database. From the moment guests are checked in to rooms, the balance of their account, including phone calls, is constantly displayed on the room list eliminating the need for overnight transaction processing or call processing.

### Reservations/Check in

An integrated Check In Wizard makes this process rapid and efficient guiding you through each of the critical check in steps. Reservations may be made for any date in the future, recording deposits and other information against the reservation. A graphical representation of a booking sheet, incorporating a feature to zoom in from three days to a month at a time, is displayed and details about each reservation are available with a single click of the mouse. Special days such as public holidays, festivals, trade show days can be highlighted for easy identification on the reservation pad. Utilising Windows drag and drop functionality, reservations can be dragged with the mouse from room to room to give complete flexibility. Check in guests with a click of the mouse or add new guests even without a reservation entry. Multiple accounts can be assigned to each check-in and multiple extensions can be assigned to each guest room. Multiple reservations per room per day can be allocated. To move a guest to a new room after check-in simply drag the reservation to the new room. All transactions and phone calls are automatically moved with the reservation.

### Guest Information

Guest details may be located in the Guest Database to provide full guest information and history. New guests can be added to the database at reservation or check-in time. The Guest Database is linked to Reservations and Invoicing with all records of each stay, invoices and balances available from the Guest Database. Customise the Guest database to match the requirements of each property and to allow the property to record specific information about each guest. Guests may be linked to companies, for centralised mailing addresses.

### Pricing

Flexible room type / guest type (standard, corporate) rates can be configured and a calendar of on and off peak days can be maintained in advance. Flexible phone call margins are available per guest type. Even though the software is shipped fully configured with standard carrier rates, full customisation of phone call rates is also available with the system's powerful Pricing Modification feature.

### Telephone Control

With selected PABXs Callista® Hospitality provides BDI telephone control functions including :

- automatic lock/unlock extensions on check in/out
- schedule wake up calls
- update room status from room telephone
- activate message waiting lights
- set Do Not Disturb status from PC or guest telephone

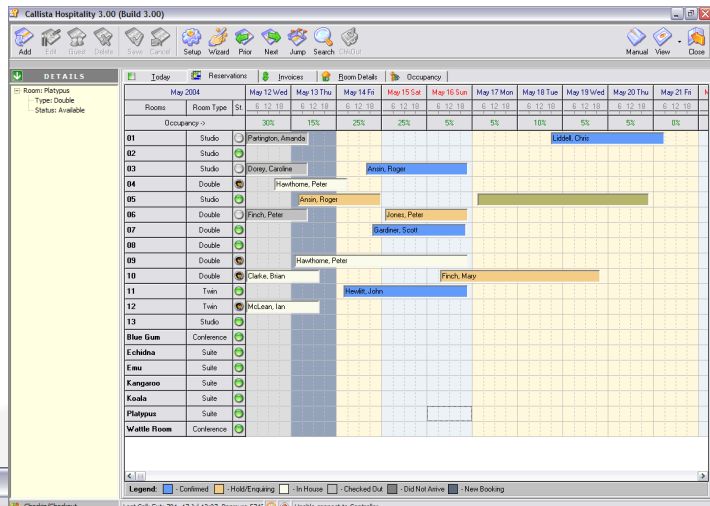
### Advanced Features

- Fax/e-mail confirmation directly from Reservations
- Automatic scheduled reporting with report e-mailing
- Integrated user guide
- Integrated Search Wizard to locate reservations, invoices, guests rapidly
- Automatic production of the Department of Statistics Accommodation Survey form (*NZ only*)
- Automatic scheduled backups
- Automatic on-line system updates from the internet
- Invoice archiving

### Minimum system requirements

- Windows 2000 / XP Pro / 2003
- P4 1.0GHz PC
- 256MB RAM
- 1GB free hard disk space
- CD-ROM (*local or network*)
- Free USB port or Network IP port
- UPS/Power Surge Protection
- 56K modem
- 800 x 600 screen resolution (*1024 x 768 recommended*)
- Internet connection for On-Line Update

# take control.



### Check in Wizard

**Check In Details** Step 1 of 10

Check In   
  Confirm   
  Hold / Enquiry

Arrival Date: 13 May 2004    Arrival Time: 17:12  
 Thursday

Departure Date: 14 May 2004    Departure Time: 06:00  
 Friday

Nights to Stay: 1    Voucher number:

Adults: 1    Child(ren): 0

Select <Check in> for off street guest, <Confirm> or <Hold> for reservation. Input or select arrival date and time, then select departure date or enter number of days to stay. Input number of adults and children

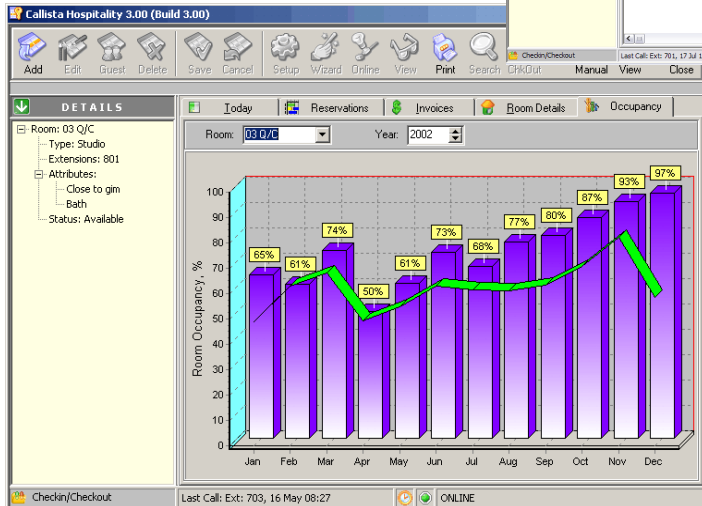
Check in wizard

### Reservation Pad

(Build 3.00)

NAME	ROOM TYPE	GUEST	COMPANY	BALANCE
B1	Studio			
B2	Studio			
B3	Studio			
B4	Double	Hawthorne, Peter	Hawthorne Ltd	\$160.00
B5	Double	Arain, Roger	The Callista Group	
B6	Double			
B7	Double			
B8	Double			
B9	Double	Hawthorne, Peter	Hawthorne Ltd	\$80.00
B10	Double	Clarke, Brian	Wattle Australia	\$22,640.00
B11	Teen			
B12	Teen	McLean, Ian	Greenlane Consulting	\$57,376.20
B13	Studio			
Blue Gum	Conference			
Echidna	Suite			
Emu	Suite			
Kangaroo	Suite			
Koala	Suite			
Platypus	Suite			
Wattle Room	Conference			

Room List



View occupancy rates

### Search

Step 1 of 5

Search by Guest   
  Search by Reservation

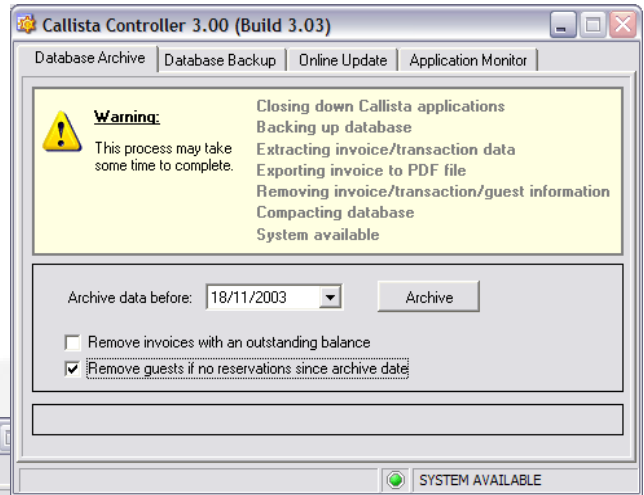
Company   
 Guest   
 Address   
 Phone Number

Reservation   
 Invoice   
 Voucher   
 Balance Greater Than   
 Total Greater Than

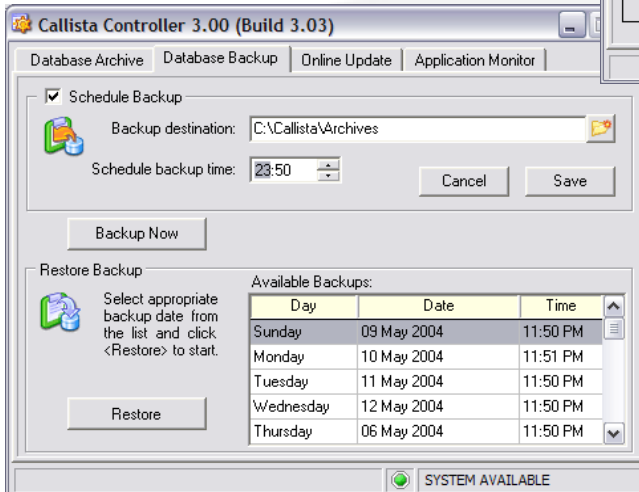
  
   
   

Search Wizard

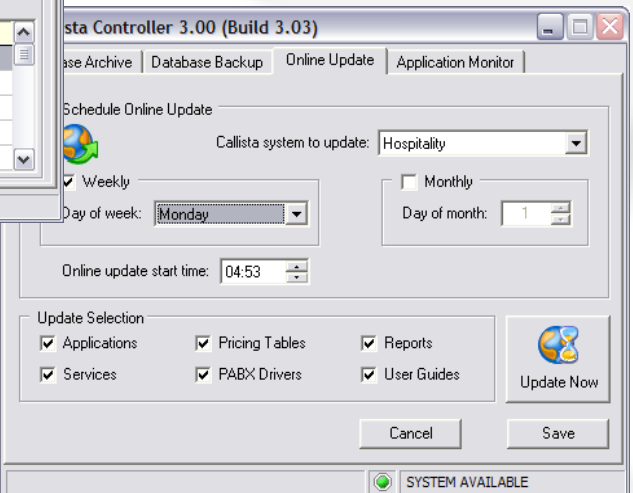
# size doesn't matter.



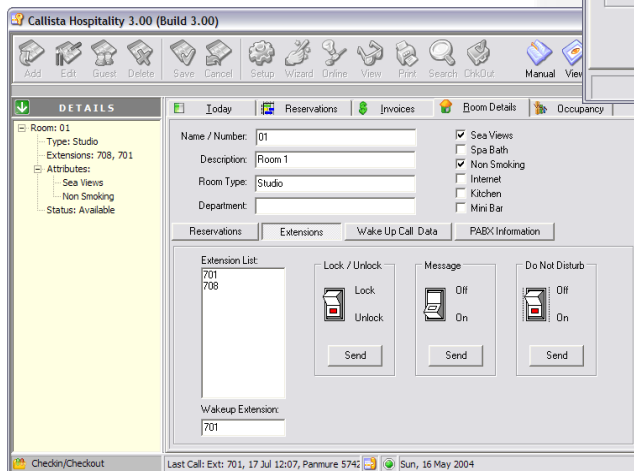
*Database archiving*



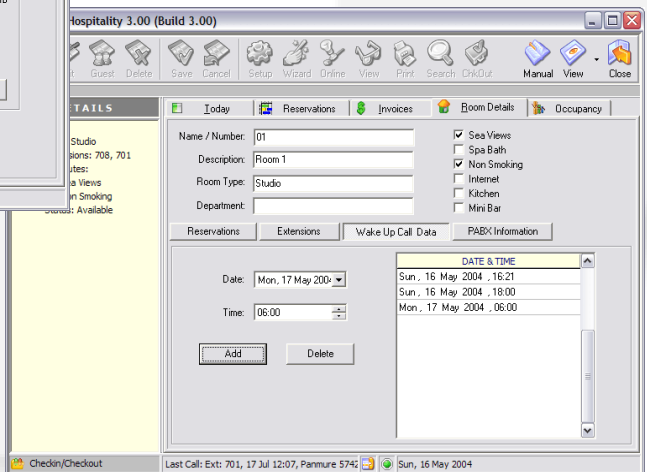
*Automatic system backup*



*Automatic On-Line Update*



*Control guest extensions*



*Set wake up calls*

# professional check out.

## Statement

Mon, 17 May 2004 11:29 page 1 of 1  
 Invoice number:  
 Reservation number: 284 (Checked in)  
 Voucher / Order: HB-1276  
 from 12 May 2004 to 17 May room: 04



**Riverside Lodge, Melbourne**  
 501 Riverside Drive  
 Melbourne  
 Victoria  
 PO Box 123456  
 Melbourne  
 Victoria  
 Email: Riverside@ozemail.com.au  
 Phone: 03-2345-344  
 Facsimile: 03-2345-3333  
 ABN: 123-4567-1234

**Peter Hawthorne**  
 Hawthorne Builders Ltd  
 PO Box 24480  
 Birkenhead  
 Auckland

Date & Time	Description	Details	Credit	Debit	
				Exclude Tax	Include Tax
12 May 00:00	Accommodation	1 Adlt, 0 Chld		\$72.73	\$80.00
13 May 00:00	Accommodation	1 Adlt, 0 Chld		\$72.73	\$80.00
13 May 16:55	Conference Services	1.00 @ \$22.00 (inc)		\$20.00	\$22.00
13 May 16:55	Projector Hire	1.00 @ \$165.00 (inc)		\$150.00	\$165.00
13 May 16:56	Morning Tea	15.00 @ \$1.65 (inc)		\$22.50	\$24.75
14 May 00:00	Accommodation	1 Adlt, 0 Chld		\$72.73	\$80.00
14 May 07:50	Continental B/fast	1.00 @ \$22.00 (inc)		\$20.00	\$22.00
15 May 00:00	Accommodation	1 Adlt, 0 Chld		\$72.73	\$80.00
15 May 07:00	Cooked B/fast	1.00 @ \$28.60 (inc)		\$26.00	\$28.60
15 May 14:50	Streetside Cafe	1 @ \$37.00 (inc)		\$33.63	\$37.00
15 May 21:00	Moonlight Bar Charges	1 @ \$78.00 (inc)		\$70.90	\$78.00
16 May 00:00	Accommodation	1 Adlt, 0 Chld		\$72.73	\$80.00
16 May 16:58	Payments - AMEX	Payment	\$500.00		
			<b>Total:</b>	\$500.00	\$706.68
			<b>Tax:</b>		\$70.67
			<b>Total Including Tax:</b>		\$777.35
			<b>Less Credit:</b>		\$500.00
			<b>Balance Due:</b>		\$277.35