

## Lodge-ical News – July 2007

5 more months until Christmas. It is not necessarily Christmas that I am waiting for, but the chance to enjoy some cold wintry weather!

### **User Tip: The Personal Data Module – Part 2**

Are you using the Lodge-ical Personal Data module? The Personal Data module is probably one of the most powerful and valuable modules in Lodge-ical. It allows you to gather information for your clients and subclients that will be pertinent to their next visit.

Last month I explained the steps required to set up this module. Now that you have the data entered into the Maintenance section of Lodge-ical, you are ready to start gathering the data.

There are different ways and philosophies on how and when to gather the data. Probably the least intrusive method to gather the data is to simply watch and listen to your guests during their stay. Make sure your entire staff is aware of the information that you are trying to gather and encourage them to communicate any important information to you. The kitchen and dining room staff will be privy to food allergies and special requests, your housekeeping staff will be aware of room preferences and the staff members that accompany the guest during the day (fishing/hunting guide, wrangler, etc.) will be able to pick up other valuable data.

There are other ways to gather your personal data. Some of our clients send out a questionnaire prior to their visit. The questionnaire includes questions from the Personal Data module. Any questionnaire received before the guest's arrival date, can be entered into the reservation. Some of our clients ask their guests to complete a questionnaire upon their arrival.

Please remember the Personal Data module is dynamic. Once you initiate a Personal Data file for a client, you can add/edit/delete information any time. Therefore, each time the guest returns, you have the option to add more information.

If you would like more information on this module, please call us anytime.

### **For Your Information: The Reservation Quote module**

"Prior to this module, I used to prepare all of our quotes using another system. Once the quote was confirmed, I would go into Lodge-ical and enter the reservation. The Reservation Quote module has provided me the following advantages: a) I do not have to rely on another system, b) the quote confirmation that I send is consistent with other Lodge-ical correspondence, c) once I confirm a quote I just have to press one button and it becomes a confirmed reservation, d) the module is very easy to work with." ~Kim Cannon, Greystone Castle

This module is now available to all clients who are using version 7.0. Please contact us if you are interested in integrating it into your system.

### **Lodge-ical User Training**

We are starting to hear from clients who are interested in our upcoming user training class. This class will be held April 28 – May 1, 2008, in Illinois. Please visit our website to learn more about the class:

<http://www.williamsonenterprises.com/training.htm>