

Modernizacija i harmonizacija studija turizma u Srbiji, 544543-TEMPUS-1-2013-1-RS-
TEMPUS-JPCR



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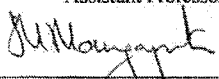
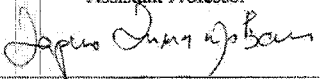
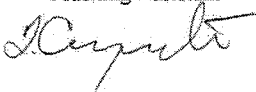
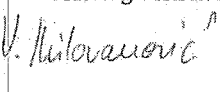
MODERNIZACIJA I
HARMONIZACIJA STUDIJ
TURIZMA U SRBIJI

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WORK PACKAGE	3
WP Type	3.2. ICT skills

University of Kragujevac
Faculty of Hotel Management and Tourism in Vrnjačka Banja

REPORT FROM THE COURSE
FIDELIO SUITE 8 – CRM & PROPERTY MANAGEMENT SYSTEM
ADVANCE USER LEVEL

Authors:	
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01-05.06.2015.
Vrnjačka Banja

Project task:

3.2. ICT skills

Description of project task:

Academic staff from UNIKG involved in the project were trained by experts from Serbia (who have delivered Fidelio software) in ICT skills to teach students management and operations in software Fidelio Suite 8, designed to improve efficiency of hotel companies.

Description of outcomes:

Academic staff from UNIKG has obtained necessary skills and competences for operating and teaching students to operate in Fidelio software. This report is the result of joint work of staff at the Faculty of Hotel Management and Tourism in Vrnjačka Banja University of Kragujevac.

Within the TEMPUS project „Modernization and Harmonization of Tourism study programmes in Serbia “544543-TEMPUS-1-2013-1-RS-TEMPUS-JPCR, University of Kragujevac, Faculty of Hotel Management and Tourism in Vrnjačka Banja in cooperation with the company Best Solutions d.o.o. from Belgrade has organized a course **Fidelio Suite 8 – CRM & Property Management System Advance User Level** in the period 01-05.06.2015 for teaching staff of the Faculty.

Three employees have attended the course:

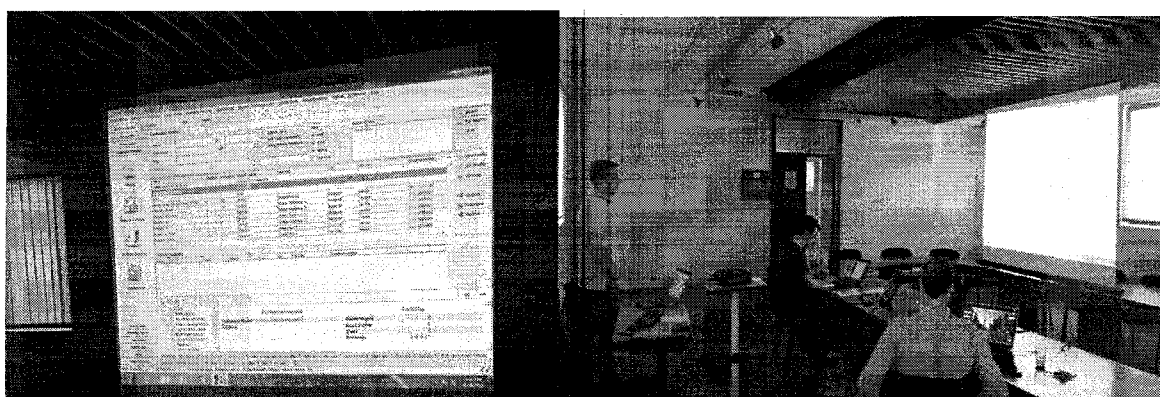
Darko Dimitrovski, Ph.D., Assistant Professor

Vesna Milovanović, MSc, Teaching Assistant

Dejan Sekulić, MSc, Teaching Assistant

The goal of the course was to generate competences necessary for teaching students of the Faculty of Hotel Management and Tourism in Vrnjačka Banja University of Kragujevac to operate in software package Fidelio, which has been widely applied in hotel management, in Serbia but also abroad. The software is designed to maximize efficiency of hotel operations.

During the first day of the course, participants have learned how to create guest profiles in the system and form database of guests. In particular, different approaches were implemented in case of individual guests, companies and tourist agencies. Participants have learned how to make reservations and leave notes, such as payment modes, special guest needs or wishes, type of services, discounts, etc. that are going to be visible to other relevant departments in the hotel. Plenty of the software possibilities were introduced, such as different colors for reservations, different types of reservations, complex reservations including different time of arrivals, making changes in reservations and many others.



The second day of the course participants continued with exploring software possibilities in reservation area. They learned to make group reservations and assign rooms to group reservations, but also to apply options for different stay of group members, for different types of rooms, for adding the reservation to the company's statistics, to leave comments for other departments regarding group reservation and so on. Participants have also learned to issue a pro forma invoice for reserved hotel services.

The third day of the course was dedicated to exploring the software options for reception operations, specifically how to check-in guests in the system, assign the room and change the

status of reservation. Participants have also learned how to make a police report and do night audit – generate report about overall hotel operations for the previous day.

The fourth day of the course participants learned about software options for Housekeeping operations. In particular, how to change room status and leave comments for other relevant hotel departments. Also, participants learned how to charge guests for used services, especially how to use numerous charging options, then cashiering and reports generation. They learned to use software in event management, such as catering and banquet organization.

The last day of course participants learned more about various reports generation from the system, then about setting and changing process for specific guests' profiles, and about the basic settings in the system. The same day participants were tested in order to check the level of generated knowledge for using the software Fidelio. Examination lasted 90 minutes. The test contained questions and tasks covering all aspects of hotel operations. All three participants successfully passed the examination and obtained a certificate.



Best Solutions d.o.o. in cooperation with University of Kragujevac - Faculty of Hotel Management and Tourism

Certificate

The company Best Solutions d.o.o. confirms that

Vesna Milovanović

has participated in the course

**Fidelio Suite 8 – CRM & Property Management System
Advance User Level**

in Belgrade – Serbia
from 01th June until 05th June 2015


Aleksandar Radović
PMS Manager




Goran Đoković
Director

micros FIDELIO
AUTHORIZED DISTRIBUTOR

Vrnjačka Banja, 11.06.2015.