

Springboard eLearning System



Course Catalog







It pays to be smart

Software is only as good as the training of the people using it. Investing in technology training enables your staff to build vital skills and realize their full potential in the use of the **SMS|Host Hospitality Management System**. PAR Springer-Miller's Springboard eLearning System delivers a comprehensive set of cost-effective, in-depth training courses designed and delivered by **SMS|Host** product experts.

With Springboard, your staff accesses professional eLearning courses for the **SMS|Host** system without having to leave their desks. These courses are available anytime on-demand and offer tremendous value when compared to traditional application training.

Training

Each course includes a series of interactive online lessons with sound and visuals. A detailed syllabus and companion workbook accompanies each course. Managers can view course progress and test scores online.



Access the Springboard eLearning System at springboard.springermiller.com.
Contact wbt-training@springermiller.com for more information.



Core ^{SMS}|Host Training

Central to the ^{SMS}|Host System, this core curriculum provides essential training for your staff. We've targeted our core curriculum to the different functional areas within your organization; Front Desk, Reservations, combined Front Desk and Reservations, and Secondary Users. In addition to the function specific training, all core courses teach the basics of the ^{SMS}|Host property management system including:

- Introduction to ^{SMS}|Host
- Guest Tiles
- Introduction to Reservations
- Availability Functions
- Messages, Notes and Traces
- Reports
- Concierge Directory

Front Desk

This course teaches Front Office staff the basics of the ^{SMS}|Host property management system with added focus on Front Desk functions and procedures. **16 credits, 8 hours.**

- Core ^{SMS}|Host training
- Posting Transactions
- Checking In
- Checking Out
- Shares
- Room Moves



Reservations

This course teaches the basics of the ^{SMS} | Host property management system with an emphasis on Reservations functions and procedures. **16 credits, 8 hours.**

- Core ^{SMS} | Host Training
- Posting Transactions
- Special Billing
- Shares
- Waitlists
- Travel Agent, Group and Corporate Reservations
- Rate Quotes
- Routing
- Upgrades and Upsells

Combined: Front Desk and Reservations

In the instance that an employee has responsibilities for both Front Desk and Reservations, this combination course covers both areas in-depth. **20 credits, 10 hours.**

Secondary Users

This course is designed for PBX operators, Concierge staff, Housekeeping, Maintenance and anyone else who requires a limited knowledge of the ^{SMS} | Host property management system. **10 credits, 5 hours.**

- Introduction to ^{SMS} | Host
- Guest Tiles
- Introduction to the Rate Calculator
- Introduction to Reservation Tiles
- Wait List
- Messages, Notes and Traces
- Reports
- Concierge Directory





Rates & Packages

Basic Rates & Packages

Get started configuring Rates and Packages in ^{SMS}|Host. Before beginning this course, you should have a basic working knowledge of ^{SMS}|Host as well as the proper user clearances to access the Rates and Packages configuration screens. **6 credits, 3 hours.**

- Rates and Packages Introduction
- Setup of Price Plans and Price Tiers
- Setup of Tier Calendars
- Setup of Rate Headers
- Setup of Package Items
- Basic Rate Examples Explained
- Reports

Advanced Rates & Packages

This offering builds on the fundamentals of Rates and Packages introduced in our Basic course. The more advanced concepts covered in this course will allow you to create nuanced and effective Rates and Packages. A basic working knowledge of ^{SMS}|Host is required before beginning this course as well as proper user clearances to access the Rates and Packages configuration screens. **6 credits, 3 hours.**

- User Clearances
- Miscellaneous Rates and Defaults
- Rate Versioning
- Stayover / Change Calendar
- Deposit and Cancellation Policies
- Rates by Room Type
- Price Basis and Upgrade Tracking
- Yield Controls
- Rate Blocking
- Rate Hurdles



Group Management

This course discusses how to create and manage groups in ^{SMS} | Host. A basic working knowledge of ^{SMS} | Host is required before beginning this course and you should also have the proper user clearances to create and manage groups. **6 credits, 3 hours.**

- Introduction to Groups
- Blocking Rooms
- Group Routing
- Group Rates
- Group Reservations
- Group Availability
- Releasing Group Blocks
- Group Functions
- Master Groups
- Batch Check Out
- Configuration
- Reports



Available in 2010

Housekeeping in ^{SMS}|Host

Learn the basics of managing housekeeping in ^{SMS}|Host with this course. A basic working knowledge of ^{SMS}|Host is required before beginning this course as well as the proper user clearances. **6 credits, 3 hours.**

- Introduction to the Visual Housekeeping Console
- Basic Console Functions
- Managing Zones
- Zone Sheet Configuration
- Printing Zone Sheets
- Updating Room Statuses
- Posting Housekeeper Points
- Reports

^{SMS}|Touch — User Training

Developed for servers, bartenders and front-of-the-house managers, this course provides ^{SMS}|Touch users with all the training they need to confidently operate ^{SMS}|Touch. **4 credits, 2 hours.**

- Introduction to ^{SMS}|Touch
- Logging-in
- Opening Checks
- Ordering
- Splitting Checks
- Applying Comps, Coupons and Discounts
- Closing Checks
- Server Cashout



“...thank you for suggesting we use the Springboard eLearning System for Rates and Packages. Within two days, we had all of our Rates and Packages working perfectly. I could tell you all invested a lot of time and money in Springboard, very easy to understand with step-by-step tutorials. The best thing, you can stop the training and use your own system to understand how to use ^{SMS}|Host. I am looking forward to more training!”

DAVID CAMMER
Director of Lodging
Jiminy Peak Mountain Resort, LLC



Purchasing Springboard Course Credits

Maximize your training with unlimited access to Springboard for all your employees. This “best value” option provides all of your employees with full access to all Springboard courses for one year. Whether you need to train five or 25 employees, unlimited access to Springboard eLearning System is the most cost effective training available.

Courses may also be purchased individually with Springboard credits. Credits are valued at \$5 each and must be purchased in 100 credit increments. Springboard credits may be redeemed for access to any course. Please see the course description to determine the credit value.

Unlimited Springboard Access

- Properties with 100 or fewer units \$750
- Properties with between 101 and 350 units \$1550
- Properties with between 351 and 500 units \$1950
- Properties with 501 or more units \$2450

Individual Credits

- Pack of 100 credits \$500

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