

OPERA and Symphony: Better Together

The hospitality suite of OPERA Property Management and Symphony Point-of-Sale work better together to empower staff and deliver guests the ultimate hotel experience.

ENSURE EVERY GUEST FEELS AT HOME

Your hotel is a home away from home. As hospitality operators, we know it's your mission to provide an exceptional guest experience, that goes way beyond their expectations and creates lifelong loyalty. And we are here to help you do just that. The ability to recognize your guests from the moment they check-in, to ensuring their preference for extra pillows in the room is met, to having their favorite wine ready for dinner in the restaurant, can be a game changer.

Utilizing the simple feature in Notes and Guest Messages ensure information is shared between OPERA and Symphony, so your team can treat your guests like family. For example, restaurant staff can enter messages into Symphony that can be viewed by other users in either Symphony or OPERA – so everyone can see guest preferences and profile details. Additionally, front desk staff can enter notes on the guest reservation (such as allergens) so that the restaurant staff can be informed and create a better experience for their guests.

OPERATE MORE EFFICIENTLY

No one wants to keep their guests waiting, for even a minute. Having an integrated property management and point-of-sale system gives your staff complete and immediate visibility into all transactions a guest completed during their stay. No more digging through physical restaurant or pantry receipts – your staff can simply view them from OPERA. These transactions post directly to the folio so they are easy to pull up – no searching needed. Now, you can settle disputes and adjust the folio all at the front desk and your guest does not have to wait a second longer.

TECHNOLOGY FOR THE NEW NEXT

Considering the dynamic marketplace today, hotels are taking a deeper look at ways to enable self-service for their guests. The pantry or “grab n go” concept is becoming increasingly popular in creating a more touchless environment at the front desk. Symphony and OPERA deliver a seamless way for your guests to purchase items safely, quickly and easily.



- Better communication between your staff
- Enhance the self-service experience
- Automate package handling
- Detailed accounting in one place

Because Oracle Hospitality hardware and software are engineered to work together, Oracle MICROS Kiosk solutions display Symphony POS to enable a self-service flow without excessive customization or integration. For tableside service, servers can simply turn their Oracle MICROS Tablets with Symphony over to guests to charge their meal to the room. Both scenarios ensure guests can pay for their purchases securely, either by credit card or through room charges. In addition, guest may even opt to have a copy of their signed receipt emailed to them.

SIMPLE, AUTOMATIC PACKAGE HANDLING

Handling packages has never been easier with OPERA and Symphony; it's simple and automated. You can completely eliminate vouchers – all it takes is a simple room charge. OPERA will recognize postings and automatically deduct those items from the package. Package redemptions will never show up on the guest folio. In addition, if the charge goes over the package value, OPERA can forgive that overage up to a certain threshold.

BETTER REPORTING

Accounting does not have to access multiple systems to get the data they need. Symphony has an enhanced interface to work better with OPERA. As a result, your accounting team can see all Symphony POS payment information, sales categories, tax breakdowns, and more - directly in OPERA. In addition, accounting can see more detailed breakdowns because Symphony is able to post up to 16 sales categories and up to 8 tax breakdowns into OPERA.

OPERA and Symphony do work better together.

The benefits of this combined suite offer your staff more options and more detail with less work to deliver an experience guests crave.



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