

# Project Voyager

## Hotel Effectiveness

Night Audit Data Entry & Reconciliation

# Project Voyager

- Night Audit Access
- Night Audit Password
- Night Audit Instructions
- Night Audit Entry
  - Data Entry Template
  - Excel Daily Report
  - Contract Hours Entry
- Data Quality
- Self-Paced Training
- Timeline
- Support




# Night Audit Access

- Night Audit will access H.E. using a generic log in established by H.E (User name “auditorXXXXXX”).
- The email address for the GM or Controller has been entered for this “User”. This ensures any communication to the Audit position will be sent to the GM / Controller.
- If there is another position in the hotel that is more directly responsible for Night Audit, such as the FOM, the email address can be changed. Hover over your user name, choose “Users” then click on the Auditor user name for access.

- Information
- Hotel Access
- Permissions
- Email Alerts
- Custom Hotel Groups

### General User Information

This is a Night Auditor System User , so limited changes to the user information are allowed.

First Name *	<input type="text" value="Night Auditor"/>
Last Name *	<input type="text" value="zzMaster Account Template Remington"/>
Email Address *	<input type="text" value="leemorton@remingtonhotels.com"/> 
Office Phone	<input type="text" value="555-555-5555"/> 
Mobile Phone	<input type="text" value="User's mobile phone number"/> 
Title/ Position *	<input type="text" value="Night Auditor"/>
User Type *	<input type="text" value="Night Auditor System User"/>
Timezone *	<input type="text" value="Central"/>  
Work Week Preference *	<input type="text" value="Sat-Fri"/>  

This is used to provide recommendations for permissions and email alerts.

This is the default work week on reports and alerts that show multiple hotels.

# Night Audit Password

- To reset the password, click on “Night Audit Entry” in the left column. Hover over “Manage Auditor User” for access to change the password.
- If the password has not yet been established, next to the hotel name you will see (Not Set up Yet).
- If you have access to more than one hotel, you may choose another property by clicking the drop down arrow.
- Follow the instructions for entering and confirming the password, then click “Change the Password”.
- Next click “Download and Print Instructions”. This will provide a hard copy of the Night Audit instructions that includes the new password.
- Provide the new password to the Audit team.



Home



Daily Labor  
Check In



Scheduler



Reports



Labor Plans



Night Audit  
Entry



Employees



Housekeeping  
Tools

Data Entry ▾

Data Quality ▾

Data Export ▾

Data Import ▾

Manage Auditor User ▾

View/ Print Instructions ▾

Change the Night Auditor Password

## Night Audit Entry Home

**Enter  
New Data >>**

Enter new data for the hotel from  
yesterday or any other date

**Edit  
Existing Data >>**

Select a date and make changes to any  
existing data

[View Night Audit Entry Instructions >>](#)

[Help Video: How to do Night Audit Entry >>](#)

### Data Quality Checks

[Missing Data Report >>](#)

[28 Day Data Check >>](#)

## Change the Night Auditor Password

Hotel:

Auditor Username: auditor107085

Enter a New Auditor  
Password:

Password must be 8-20 characters. It should contain at least one uppercase letter, one lowercase letter, and one personal password because it will be shared among all of the auditors

Confirm the New Auditor  
Password:

[Change the Password](#)

After changing the password, you will be able to view the password and print step by step instructions

[Exit without Saving](#)

## Change the Night Auditor Password

The Night Auditor password has been changed.

[Download and Print Instructions](#)



# Night Audit Entry Instructions for zzMaster Account Template Remington

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## What is Night Audit Entry?

Hotel Effectiveness is a system that provides reports for hotel managers. To do this, the system needs basic information to be entered about how many rooms the hotel sold, details on housekeeping cleans, and other revenue information.

## Who completes this process? When should the data entered?

In most hotels, the Night Auditor enters the information as soon as the audit for the most recent day is complete. You can enter the information at any time, but you should always enter it prior to 6:00 a.m. local time.

## How do you enter the data?

The entry process is very simple and only takes a few minutes to complete. It is important that you enter the information accurately, so please verify the information before you save it.

## How do you login and access Night Audit Entry?

Open a web browser (Firefox, Internet Explorer, Chrome, etc) and go to: <https://my.hoteleffectiveness.com/>

Username: auditor107085

Password: HEauditpass2

Select "Night Audit Entry" on the left

Click on Green Button called Enter New Data

## Step 1: Verify the Date and click the orange Next Step

Select the date that you are closing out. The system defaults to yesterday's date.

## Step 2: Enter Rooms Sold and Revenue Data

This typically comes from your PMS report of the day you just closed out. Once you enter this information, you will notice the occupancy % and the ADR will show up on the right to help you check the information you have entered. Once you are finished, click Save and Go to Next Step.

## Step 3: Enter Housekeeping Cleans Data

This typically comes from your housekeeping managers. You should enter the number of rooms that each housekeeper cleaned. Depending on the hotel setup, there may be more than one clean type for each housekeeper. Click Save and Go to Next Step.

## Step 4: Enter Additional Data

# Night Audit Instructions

- The Night Audit Entry instructions can be printed at any time.
- Choose Night Audit Entry from the left column, then choose “View/Print Instructions”.
- The instructions can be printed as a PDF or an Excel file which would provide the opportunity to add instructions more specific to the hotel.
- Note that the password field will be blank.



Home



Daily Labor  
Check In



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Reports



Labor Plans



Night Audit  
Entry



Employees



Housekeeping  
Tools

Data Entry ▾

Data Quality ▾

Data Export ▾

Data Import ▾

Manage Auditor User ▾

View/ Print Instructions ▾

Night Audit Instructions

## Night Audit Entry Home

**Enter  
New Data >>**

Enter new data for the hotel from  
yesterday or any other date

**Edit  
Existing Data >>**

Select a date and make changes to any  
existing data

[View Night Audit Entry Instructions >>](#)

[Help Video: How to do Night Audit Entry >>](#)

### Data Quality Checks

[Missing Data Report >>](#)

[28 Day Data Check >>](#)

## Night Audit Instructions

[What is on this page?](#)



zzMaster Account Template Remington ▾

1 of 2 ?

### Night Audit Entry Instructions for zzMaster Account Template Remington

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#### What is Night Audit Entry?

Hotel Effectiveness is a system that provides reports for hotel managers. To do this, the system needs basic information to be entered about how many rooms the hotel sold, details on housekeeping cleans, and other revenue information.

#### Who completes this process? When should the data entered?

In most hotels, the Night Auditor enters the information as soon as the audit for the most recent day is complete. You can enter the information at any time, but you should always enter it prior to 6:00 a.m. local time.

#### How do you enter the data?

The entry process is very simple and only takes a few minutes to complete. It is important that you enter the information accurately, so please verify the information before you save it.

#### How do you login and access Night Audit Entry?

Open a web browser (Firefox, Internet Explorer, Chrome, etc) and go to: <https://my.hoteleffectiveness.com/>

Username: auditor107085

Password: \_\_\_\_\_

Select "Night Audit Entry" on the left

Click on Green Button called Enter New Data

#### Step 1: Verify the Date and click the orange Next Step

Select the date that you are closing out. The system defaults to yesterday's date.

#### Step 2: Enter Rooms Sold and Revenue Data

This typically comes from your PMS report of the day you just closed out. Once you enter this information, you will notice

# Night Audit Entry

- The Night Audit Entry is to be completed prior to 6:00am local time, daily. The Driver data can be collected by completing a basic data entry template using source documents from the end of day PMS / POS reports.
- Best practice is for the Night Auditor to complete the Excel daily report file with the Driver information linked to a data entry template within the file.
- Once the file is completed, the Driver information can be keyed into H.E.
- For week one focus only on steps 1, 2 and 4.
- Step 3, Housekeeping Cleans, will be entered by the Exec Housekeeper. This process will be layered in for week 3.

# Night Audit Entry

## Data Entry Template

- The data entry template is to be completed by the Night Auditor.
- The G.M. or Controller should provide the Auditor with an example specific to their hotel as well as one-on-one training.
- The format of the template must be based on the Drivers detailed in the second and fourth sections of the Night Audit Entry.
- The following slides are an example of the data entry template along with the supporting PMS / POS source documents.

**HOTEL EFFECTIVENESS  
NIGHT AUDIT ENTRY**

Date:

07/20/2019

**STEP 2**

		Entered	Calculated	Variance
Rooms Sold	Excluding Comp Rooms	149	0	149
Total Rooms Count	Total Rooms Available	150	0	150
Rooms Revenue	Room Revenue/No-Show/Allowances	20217.14	0.00	20217.14

**STEP 4**

Rooms Revenue	Room Revenue/No-Show/Allowances	20217.14	0.00	20217.14
Rooms Occupied	Including Comp Rooms	149	0	149
Rooms Available	Total Rooms Available	150	0	150
Main Restaurant Food	Main Restaurant Food/Allowances	145.00	0.00	145.00
Rest2 Food/Other Rev	Starbuck's Food/Other/Allowances	0.00	0.00	0.00
Rm Service Food	Room Service Food/Service Charge/Allowances	0.00	0.00	0.00
Main Bar Food	Main Bar Food/Allowances	0.00	0.00	0.00
Other Bar Food	Other Bar Food/Allowances	0.00	0.00	0.00
Bar 2 Food	Bar 2 Food/Allowances	0.00	0.00	0.00
Rest 3 Food	Restaurant 3 Food/Allowances	0.00	0.00	0.00
Rest 4 Food	Restaurant 4 Food/Allowances	0.00	0.00	0.00
Banquet Food	Banquet Food/Allowances	3280.00	0.00	3280.00
Banquet Other Revenue	A/V/Grat/Room Rent/Service Charge	1841.90	0.00	1841.90
Main Rest Beverage	Liquor/Beer/Wine/Allowances	0.00	0.00	0.00
Rest 2 Beverage	Liquor/Beer/Wine/Allowances	0.00	0.00	0.00
Rm Service Beverage	Liquor/Beer/Wine/Allowances	0.00	0.00	0.00
Main Bar Beverage	Liquor/Beer/Wine/Allowances	480.38	0.00	480.38
Other Bar Beverage	Liquor/Beer/Wine/Allowances	0.00	0.00	0.00
Bar 2 Beverage	Liquor/Beer/Wine/Allowances	0.00	0.00	0.00
Rest 3 Beverage	Liquor/Beer/Wine/Allowances	0.00	0.00	0.00
Rest 4 Beverage	Liquor/Beer/Wine/Allowances	0.00	0.00	0.00
Banquet Beverage	Banquets Liquor/Beer/Wine/Allowances	0.00	0.00	0.00
Valet Parking Dept	All Parking Revenue/Allowances	1221.50	0.00	1221.50
Spa Dept Revenue	All Spa Revenue/Allowances	0.00	0.00	0.00
Guest Communication	Local/Long Dist/Internet	29.85	0.00	29.85
Minor Dept 1	Comer Pantry	313.82	0.00	313.82
Minor Dept 2	Select Service Banquets	0.00	0.00	0.00
Minor Dept 3	Bttl Water / Attraction Tickets	0.00	0.00	0.00
Minor Dept 4	Limo Rental / Beach Rental	0.00	0.00	0.00
Misc Revenue	All Other Revenues	0.00	0.00	0.00

Total Revenue	<b>Must Match Oracle Daily Report</b>	47896.73	0.00	
Total Variance				48045.73

Variance Must Be Zero

GTON

SYSTEM DATE: 7/21/2019  
BUSINESS DATE: 7/20/2019  
TIME: 3:37 AM

HOUES - EMBASSY SUITES GALLERIA - 12493  
ROOM/GUEST STATISTICS FOR: 7/20/2019

REPORT: GSTSTATS  
PAGE: 1

SELECTION CRITERIA: COMPOUND([ALL]); BUILDING([ALL]); HOTEL CODE([ALL]);

DESCRIPTION	COUNT
AVAILABLE ROOMS/SUITES	150
OUT-OF-ORDER ROOMS/SUITES	0
VACANT ROOMS/SUITES	1
OCCUPIED ROOMS/SUITES	149
% OCCUPANCY	99.33
NET ROOM/SUITE REVENUE	\$20,217.14
AVERAGE DAILY RATE	\$135.69
REVENUE PER AVAILABLE ROOM/SUIT	\$134.78
TOTAL REVENUE	\$22,074.75
COMP ROOMS	0
COMP ROOMS GUEST COUNT	0
COMP GUESTS NET OTHER REVENUE	\$0.00
GROUP ROOMS	25
GROUP GUEST COUNT	50
GROUP NET ROOM REVENUE	\$3,261.75
GROUP AVERAGE DAILY RATE	\$130.47
GROUP NET OTHER REVENUE	\$238.84
HOUSE ACCOUNT NET REVENUE	\$0.00
GUEST COUNT TOTAL	275
GUEST COUNT - SINGLE OCC	51
GUEST COUNT - MULTIPLE OCC	224
AVERAGE GUESTS PER ROOM	1.85
AVERAGE RATE PER GUEST	\$73.52



ASSETS	ACCOUNT NAME	DEBITS	CREDITS
	BANK DEPOSITS	\$124.15	\$0.00
	VISA ALLOWANCE	(\$4,859.25)	\$0.00
	MASTERCARD ALLOWANCE	(\$6,426.74)	\$0.00
	AMEX ALLOWANCE	(\$4,432.49)	\$0.00
	DISCOVER ALLOWANCE	(\$199.47)	\$0.00
	CASH PAYMENT	\$0.00	\$0.00
	CHECK PAYMENT	\$0.00	\$0.00
	DIRECT BILL	\$43.42	\$0.00
	VISA	\$4,859.25	\$0.00
	MASTERCARD	\$6,426.74	\$0.00
	AMERICAN EXPRESS	\$4,432.49	\$0.00
	DISCOVER	\$199.47	\$0.00
	DEPOSITORY ALLOWANCES	\$242.60	\$0.00
	HONORS SETTLEMENT	\$0.00	\$0.00
	HILTON ADVANCE PURCHASE	(\$265.97)	\$0.00
	TOTAL CC ALLOWANCES	\$15,917.95	\$0.00
	C/L PAYMENTS	\$0.00	\$0.00
	C/L CHARGES	\$0.00	\$0.00
	TRAY, NET CHANGE	\$9,747.61	\$0.00
	TOTAL DEPOSITORY ALLOWANCES	(\$242.60)	\$0.00
LIABILITIES			
	STATE TAX	\$0.00	\$1,179.17
	CITY TAX	\$0.00	\$2,176.40
	STATE COST - RECOVERY FEE	\$0.00	\$173.58
	SALES TAX MISC	\$0.00	\$126.62
	ADVANCE DEPOSIT	\$0.00	\$0.00
EXPENSES			
	CASH OVER/SHORT	\$0.00	\$0.00
	ADVANCE PURCHASE 2.9%	\$123.23	\$0.00
	TIPS PAID OUT	\$0.00	\$0.00
INCOME			
	GUEST ROOM SINGLE	\$0.00	\$6,117.81
	GUEST ROOM SINGLE EXEMPT	\$0.00	\$259.35
	GUEST ROOM MULTI	\$0.00	\$13,533.98
	GUEST ROOM MULTI EXEMPT	\$0.00	\$306.00
	TELEPHONE-LD (INTERSTATE)	\$0.00	\$16.02
	CORNER PANTRY - BEER	\$0.00	\$24.00
	CORNER PANTRY - SUNDRY	\$0.00	\$289.82
	TELEPHONE (A&G) ALLOWANCE	\$0.00	(\$16.02)
	PALM COURT	\$0.00	\$391.70
	ROOM SERVICE	\$0.00	\$23.97
	RESTAURANT ALW	\$0.00	(\$183.36)
	INTERNET ACCESS	\$0.00	\$29.85
	SELF PARKING	\$0.00	\$1,221.50
	TOTAL:	\$25,670.39	\$25,670.39

END OF REPORT

# Custom Consolidated System Balance Report

Embassy Suites - Houston

Herrera, Glenda

Period From : 07/20/2019 To : 07/20/2019

Printed on 7/22/2019 - 10:07 AM

Net Sales	625.38	Returns	0	0.00	Gross Receipts	625.38
+Service Charge	54.90	VOIDS	0	0.00	Charged Receipts	92.00
+Tax Collected	52.65	Credit Total		0.00	Service Charges	0.00
=Total Revenue	732.93	Change Grand Totl		732.93	+Charged Tips	54.90
Item Discount	0.00	Rounding Total		0.00	+Cash Tips Decl	0.00
+Subtotal Discount	0.00	Grand Total		967,565.49	+Indirect Tips Decl	0.00
=Total Discounts	0.00	Training Total		0.00	=Total Tips	8.78% 54.90
Carried Over	0	Mgr Voids	0	0.00	Tips Paid	0.00
+Checks Begun	24	Error Corrects	2	19.00	Tips Due	54.90
-Checks Paid	24	Cancel	27	12.99		
=Outstanding	0					

Order Type	Net Sales	% of Totl	Guests	% of Totl	Avg/Guest	Checks	% of Totl	Avg/Chk	Tables	% of Totl	Avg/Tbl	Turn Time
1 - Dining I	625.38	100.00%	7	100.00%	89.34	24	100.00%	26.06	20	100.00%	31.27	35.24
<b>Total</b>	<b>625.38</b>		<b>7</b>		<b>89.34</b>	<b>24</b>		<b>26.06</b>	<b>20</b>		<b>31.27</b>	

102 - System Tracking 64												
Food Sales	11	145.00	Cash Sales	7	111.71	CASH	7	111.71				
Beverage Sales	267	406.38	-Charge Tips	10	54.90	VISA	2	111.09				
Beer Sales	11	67.00	-Gratuity	0	0.00	MASTERCARD	2	76.30				
Wine Sales	1	7.00	-R.S. Gratuity	0	-	AMERICAN EXPRESS	0	-				
RIS Food	0	-		0	-	DISCOVER	1	18.16				
RIS Beverage	0	-		0	-	<u>ROOM CHARGE</u>	<u>12</u>	<u>415.67</u>				
RIS Beer	0	-		0	-	Total C.Cards	17	621.22				
RIS Wine	0	-	-Paid Outs	0	-	GIFT REDEEMED	0	-				
TX Revoverly Fee	0	1.01	+	0	-	HOUSE CHARGE	0	-				
Food Tax	0	11.97	+Paid Ins	0	-	COMPED GRATUITY	0	-				
Retail Tax	0	-		0	-	MANUAL RM CHR	0	-				
Total Discounts	0	-	<u>CASH DUE</u>		<u>56.81</u>							
Gift Card Sales	0	-	Hilton Honors Disc	0	-							
Total Tips	10	54.90	EMP Discounts	0	-							
Non Revenue Charges	0	-	Open \$ Discount	0	-							
Delivery Charges	0	-	Open % Discount	0	-							
7% House Grat	0	0.00	Comp Food	0	-							
	0	-	Comp Liquor	0	-							
	0	-	Comp Beer	0	-							
	0	-	Comp Wine	0	-							
	0	-										
<u>TOTAL REVENUE</u>	<u>300</u>	<u>693.26</u>	<u>TOTAL DISCOUNTS</u>	<u>0</u>	<u>0.00</u>	Total Payments	24	732.93				



# Night Audit Entry Data Entry Template

- The Night Auditor would complete the ENTERED column, using the source documents, and data enter the numbers into H.E.
- This form is to be included in the end of day Audit pack and provided electronically.
- After the Excel daily report is finalized by the G.M. / Accounting, the CALCULATED column must be updated with the final numbers.
- Where there are variances, the updated CALCULATED number must be corrected in H.E. to ensure the system is in balance with Oracle.

# Night Audit Entry

## Excel Daily Report

- The G.M. or Controller should create a data entry template incorporated into the Excel Daily Report file either as a separate tab or added to the Daily Input tab.
- The format of the template must be based on the Drivers detailed in the second and fourth sections of the Night Audit Entry.
- The following is an example.

Hotel Name: ANY HOTEL  
 Transaction Date: 07/18/19  
 Posting Period: 07/18/19

Posting Description: DAILY INCOME JOURNAL

Account #	Sub Account #	Account Description	\$ - Only Debit/(Credit)	Whole # only Quantity Field Rooms / # Cove	Whole # only Optional Fields Guests / # Turns
013013	006	Collection/Credit Card Acct - Discover F&B	13.08		
013013	008	Collection/Credit Card Acct - JCB Hotel			
013013	009	Collection/Credit Card Acct - JCB F and B	0.00		
013013	011	Collection/Credit Card Acct - MS/Visa Hotel	29,165.92		
013013	012	Collection/Credit Card Acct - MS/Visa F & B	1,440.74		
013013	013	Collection/Credit Card Acct - Diners Hotel	0.00		
013013	014	Wire transfers NET DIRECT	0.00		
013013	015	Wires Recd /EXPEDIA			
601290		Chargebacks	0.00		
013101		A/R Guest Ledger	10,723.25		
013102		A/R City Ledger	0.00		
054013		Deferred Income			
054016		Advance Deposits	730.36		
054020		Advance Deposit Refunds			
054021		Audio Visual Payable	0.00		
054024		Food Package Payable	0.00		
054303		Food Tax Exempt	0.00		
054112	001	Tips Payable	(166.95)		
054112	001	Tips Payable (CP Express)	(12.62)		
200999	002	CP Express Tips Expense	12.62		
054301		Occupancy Tax	(982.91)		
054301	001	City Occupancy Tax	(3,780.73)		
054301	002	TPID Fee	(814.80)		
054302		Sales Tax - Tourism	(364.19)		
054303		Sales Tax - Food	(319.15)		
054303	001	Sales Tax - Room Rental	0.00		
054304		Sales Tax - Valet Parking	0.00		
054305		Beverage Tax	(13.13)		
054305	001	Food & Beverage Tax - Beverage			
054307		Sales Tax	(273.42)		
054308		Telephone Tax	0.00		
054310		State Cost Recovery fees	(22.47)		
100001	002	Retail rate	(5,266.12)	27	
100001	003	Consortia/Mega	(1,855.84)	10	
100001	004	Corporate		0	
100001	019	Advanced Purchase	(616.00)	2	
100001	006	Franchise Club 2			
100001	007	Franchise Club 3			
100001	008	Govt/Military	(328.00)	2	
100001	009	Discounts 1	0.00	0	
100001	010	Discounts 2	(253.46)	6	
100001	011	Discounts 3	(932.00)	7	
100001	018	Discounts 4			
100001	012	Preferred Locally Negotiated rates NLR Accou	(5,518.70)	33	
100001	013	Package 1			
100001	014	Package 2			
100001	015	Package 3			
100001	019	Advanced Purchase			
100001	017	Extended Stay		0	
100002	001	Citywide			
100002	002	Association	(24,761.00)	162	
100002	003	Corporate	0.00	0	
100002	004	Tour & Travel	0.00	0	
100002	005	SMERF	0.00	0	

HOTEL EFFECTIVENESS		Date	7/18/2019	
NIGHT AUDIT ENTRY				
STEP 2		Calculated	Entered	Variance
Rooms Sold	Excluding Comp Room	269	0	269
Total Rooms Count	Total Rooms Available	300	0	300
Rooms Revenue	Room Revenue/No-St	40733.49	0.00	40733.49
STEP 4				
Rooms Revenue	Room Revenue/No-St	40733.49	0.00	40733.49
Rooms Occupied	Including Comp Room	273	0	273
Rooms Available	Total Rooms Available	300	0	300
Main Restaurant Food	Main Restaurant Food	477.36	0.00	477.36
Rest2 Food/Other Rev	Starbuck's Food/Other	2295.56	0.00	2295.56
Rm Service Food	Room Service Food/S	90.12	0.00	90.12
Main Bar Food	Main Bar Food/Allowances		0.00	0.00
Other Bar Food	Other Bar Food/Allowances		0.00	0.00
Bar 2 Food	Bar 2 Food/Allowances		0.00	0.00
Rest 3 Food	Restaurant 3 Food/Allowances		0.00	0.00
Rest 4 Food	Restaurant 4 Food/Allowances		0.00	0.00
Banquet Food	Banquet Food/Allowar	0.00	0.00	0.00
Banquet Other Revenue	AV/Grat/Room Rent/S	0.00	0.00	0.00
Main Rest Beverage	Liquor/Beer/Wine/Allo	0.00	0.00	0.00
Rest 2 Beverage	Liquor/Beer/Wine/Allowances		0.00	0.00
Rm Service Beverage	Liquor/Beer/Wine/Allo	0.00	0.00	0.00
Main Bar Beverage	Liquor/Beer/Wine/Allo	156.00	0.00	156.00
Other Bar Beverage	Liquor/Beer/Wine/Allowances		0.00	0.00
Bar 2 Beverage	Liquor/Beer/Wine/Allowances		0.00	0.00
Rest 3 Beverage	Liquor/Beer/Wine/Allowances		0.00	0.00
Rest 4 Beverage	Liquor/Beer/Wine/Allowances		0.00	0.00
Banquet Beverage	Banquets Liquor/Beer/	0.00	0.00	0.00
Valet Parking Dept	All Parking Revenue/A	3410.55	0.00	3410.55
Spa Dept Revenue	All Spa Revenue/Allowances		0.00	0.00
Guest Communication	Local/Long Dist/Intern	0.00	0.00	0.00
Minor Dept 1	Corner Pantry	928.36	0.00	928.36
Minor Dept 2	Select Service Banquets		0.00	0.00
Minor Dept 3	Bttl Water / Attraction Tickets		0.00	0.00
Minor Dept 4	Limo Rental / Beach Rental		0.00	0.00
Misc Revenue	All Other Revenues	60.75	0.00	60.75
Total Revenue	Must Match Oracle Da	89185.68	0.00	
Total Variance				89458.68

Variance Must Be Zero

# Night Audit Entry

## Excel Daily Report

- The Night Auditor would enter into H.E. the numbers appearing in the CALCULATED column.
- When the G.M. or Accounting finalizes the daily report, they must complete the ENTERED column which represents the data that was actually entered into H.E. by the Auditor.
- Where there are variances, the updated CALCULATED number must be corrected in H.E. to ensure the system is in balance with Oracle.

# Night Audit Entry

- Regardless of the method of collecting the Driver data entered by the Auditor, the accuracy of the numbers must be verified once the Excel daily report file is finalized.
- The sample template, included in the Excel Daily Report file previously shown, should be added to the master Excel daily report file. This will provide the final numbers that must be updated in the Night Audit Entry.
- The G.M., Controller and Income Auditor should have the permission set up to allow editing the Night Audit Entry.



# Night Audit Entry

- Regardless of the method used to collect the Driver data, the rooms cleaned, in the finalized Excel Daily Report file, must match the rooms cleaned entered in H.E. by the Housekeeping department.
- There should not be a variance between Oracle and H.E.
- This process will be layered in week 3.

# Contract Labor

- Actual contract labor hours are to be reported in Night Audit Entry (Excluding Contract Security).
- At the Night Audit Entry home screen, hover over “Data Entry” then choose “Contract Hours Entry”.
- Choose the date and click on “Add Multiple” in order to see and add hours to all contractors.
- Contract hours must be added in H.E. by the responsible department manager / supervisor at the end of each day, for that day.
- This will ensure an accurate and complete labor analysis the following morning.

- Home
- Daily Labor Check In
- Scheduler
- Reports
- Labor Plans
- Night Audit Entry
- Employees
- Housekeeping Tools

- Night Audit Entry Home
- Enter New Data
- Contractor Hours Entry
- Night Audit Note Manager

**Enter New Data >>**

Enter new data for the hotel from yesterday or any other date

**Edit Existing Data >>**

Select a date and make changes to any existing data

[View Night Audit Entry Instructions >>](#)

[Help Video: How to do Night Audit Entry](#)


### Data Quality Checks

[Missing Data Report >>](#)

[28 Day Data Check >>](#)

## Contractor Hours Entry

Select a Hotel: zzMaster Account Select Service Template Remington ▾

Select a Date: 08/14/2019  (mm/dd/yyyy) Go

Date	Total Hours	Actions	
08/14/2019	0.00	<a href="#">Add One &gt;&gt;</a>	<a href="#">Add Multiple &gt;&gt;</a>
08/13/2019	0.00	<a href="#">Add One &gt;&gt;</a>	<a href="#">Add Multiple &gt;&gt;</a>
08/12/2019	0.00	<a href="#">Add One &gt;&gt;</a>	<a href="#">Add Multiple &gt;&gt;</a>
08/11/2019	0.00	<a href="#">Add One &gt;&gt;</a>	<a href="#">Add Multiple &gt;&gt;</a>
08/10/2019	0.00	<a href="#">Add One &gt;&gt;</a>	<a href="#">Add Multiple &gt;&gt;</a>
08/09/2019	0.00	<a href="#">Add One &gt;&gt;</a>	<a href="#">Add Multiple &gt;&gt;</a>
08/08/2019	0.00	<a href="#">Add One &gt;&gt;</a>	<a href="#">Add Multiple &gt;&gt;</a>
08/07/2019	0.00	<a href="#">Add One &gt;&gt;</a>	<a href="#">Add Multiple &gt;&gt;</a>
08/06/2019	0.00	<a href="#">Add One &gt;&gt;</a>	<a href="#">Add Multiple &gt;&gt;</a>
08/05/2019	0.00	<a href="#">Add One &gt;&gt;</a>	<a href="#">Add Multiple &gt;&gt;</a>
08/04/2019	0.00	<a href="#">Add One &gt;&gt;</a>	<a href="#">Add Multiple &gt;&gt;</a>
08/03/2019	0.00	<a href="#">Add One &gt;&gt;</a>	<a href="#">Add Multiple &gt;&gt;</a>
08/02/2019	0.00	<a href="#">Add One &gt;&gt;</a>	<a href="#">Add Multiple &gt;&gt;</a>
08/01/2019	0.00	<a href="#">Add One &gt;&gt;</a>	<a href="#">Add Multiple &gt;&gt;</a>
07/31/2019	0.00	<a href="#">Add One &gt;&gt;</a>	<a href="#">Add Multiple &gt;&gt;</a>

August 2019						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
Today is Wed, Aug 14, 2019						

## Contractor Hours Entry - Add New Entry

[<< Back to Contractor Hours Entry](#)

Hotel Name: Marriott Fremont Silicon Valley

Date: 08/14/2019

Contractor Name	Home Dept/Position	Worked Position	Hours
A1, Edwin (CAL15)	Housekeeping/Room Attendant	Room Attendant ▾	0
A10, CAL Reliever (CAL9)	Housekeeping/Room Attendant	Room Attendant ▾	0
A11, Angelica (CAL7)	Housekeeping/Room Attendant	Room Attendant ▾	0
A12, Alfonso (CAL1)	Housekeeping/Room Attendant	Room Attendant ▾	0
A13, Amparo (CAL13)	Housekeeping/Room Attendant	Room Attendant ▾	0
A14, CAL Reliever 2 (CAL12)	Housekeeping/Room Attendant	Room Attendant ▾	0
A15, Wendy (CAL5)	Housekeeping/Room Attendant	Room Attendant ▾	0
A16, Maria G (CAL16)	Housekeeping/Room Attendant	Room Attendant ▾	0
A17, Rosa (CAL17)	Housekeeping/Room Attendant	Room Attendant ▾	0
A18, CAL Reliever 3 (CAL18)	Housekeeping/Room Attendant	Room Attendant ▾	0
A19, Celmira (CAL19)	Housekeeping/Room Attendant	Room Attendant ▾	0
A2, Marina (CAL4)	Housekeeping/Room Attendant	Room Attendant ▾	0
A20, Daniel (CAL20)	Housekeeping/Room Attendant	Room Attendant ▾	0
A21, Judith (CAL21)	Housekeeping/Room Attendant	Room Attendant ▾	0
A22, Diana (CAL22)	Housekeeping/Room Attendant	Room Attendant ▾	0
A23, Tatiana (CAL23)	Housekeeping/Room Attendant	Room Attendant ▾	0
A3, Lupita (CAL10)	Housekeeping/Room Attendant	Room Attendant ▾	0

# Contract Labor

- As actual contract labor invoices are received, the G.M. / Accounting must reconcile the hours billed against the actual hours entered into H.E.
- Variances must be corrected in H.E. in order to ensure an accurate MTD analysis.
- Corrections are entered via Night Audit Entry.
- If the property uses only one contract vendor, the report “Contract Labor Usage” can assist with the reconciliation. However, variances will need to be corrected by individual.

Scheduling ▾

Labor Profitability ▾

Win-Loss ▾

Position ▾

Overtime ▾

Housekeeping ▾

F&amp;B ▾

Employee ▾

Reverse

## Contractor Labor Usage

[What is on this page?](#)

Housekeeping ▾

1 of 1

- 07/19/2019 to 08/01/2019

Dept/Position: Housekeeping

Date	Hours				Wages			
	Hotel Employee	Contractor	Total	Contractor Hours %	Hotel Employee	Contractor	Total	Contractor Wages %
07/19/2019	190.15	38.00	228.15	17 %	\$2,999.91	\$703.00	\$3,702.91	19 %
07/20/2019	119.80	53.20	173.00	31 %	\$1,938.05	\$984.20	\$2,922.25	34 %
07/21/2019	187.17	45.00	232.17	19 %	\$3,117.99	\$693.75	\$3,811.74	18 %
07/22/2019	147.54	37.50	185.04	20 %	\$2,363.21	\$693.75	\$3,056.96	23 %
07/23/2019	155.72	22.50	178.22	13 %	\$2,459.10	\$416.25	\$2,875.35	14 %
07/24/2019	160.04	37.50	197.54	19 %	\$2,531.71	\$693.75	\$3,225.46	22 %
07/25/2019	170.81	45.00	215.81	21 %	\$2,699.12	\$832.50	\$3,531.61	24 %
07/26/2019	147.89	37.50	185.39	20 %	\$2,352.94	\$693.75	\$3,046.69	23 %
07/27/2019	132.70	45.60	178.30	26 %	\$2,113.39	\$843.60	\$2,956.99	29 %
07/28/2019	178.38	38.00	216.38	18 %	\$2,811.10	\$703.00	\$3,514.10	20 %
07/29/2019	124.38	30.00	154.38	19 %	\$2,001.32	\$555.00	\$2,556.31	22 %
07/30/2019	113.18	45.00	158.18	28 %	\$1,817.73	\$832.50	\$2,650.23	31 %
07/31/2019	134.53	45.00	179.53	25 %	\$2,137.97	\$832.50	\$2,970.47	28 %
08/01/2019	159.08	30.00	189.08	16 %	\$2,523.96	\$555.00	\$3,078.96	18 %

# Data Quality

- Accurate and complete data is vital to the integrity of labor analysis. Therefore, data quality must be confirmed.
- The Night Audit Entry-28 Day Data Check report will provide a listing of Rooms related stats/revenue, rooms cleaned and F&B revenue captured in H.E.
- The GM/Controller must review this report daily. It only takes a moment.
- The following slides show how to access this report, as well as a few other data quality reports.



- Home
- Daily Labor Check In
- Scheduler
- Reports
- Labor Plans
- Night Audit Entry
- Employees
- Housekeeping Tools

## Night Audit Entry

**New**

Enter new data for the hotel from yesterday or any other date

**Edit Existing Data >>**

Select a date and make changes to any existing data

- Missing Data Report
- 28 Day Data Check
- Rooms/Revenue Monthly Summary
- Hskp Cleans Data Quality
- User Entry & Timestamp Log

[View Night Audit Entry Instructions >>](#)

[Help Video: How to do Night Audit Entry >>](#)

### Data Quality Checks

[Missing Data Report >>](#)

[28 Day Data Check >>](#)

## Night Auditor Entry: 28 Day Data Check

Marriott

Note: All data will show immediately after you submit it in the Night Auditor Entry.

Date	Rooms Sold	Rooms Available	Rooms Revenue	OCC	Rate	RevPar	Rooms Cleaned	FB Revenue	Edit	
09/10/2019	262	265	\$44,219		98.87 %	\$168.77		\$166.86	139	\$0.00 <a href="#">Edit&gt;&gt;</a>
09/09/2019	258	265	\$41,090		97.36 %	\$159.26		\$155.06	213	\$0.00 <a href="#">Edit&gt;&gt;</a>
09/08/2019	214	265	\$26,376		80.75 %	\$123.25		\$99.53	231	\$3,731.10 <a href="#">Edit&gt;&gt;</a>
09/07/2019	258	265	\$24,645		97.36 %	\$95.52		\$93.00	0	\$4,181.60 <a href="#">Edit&gt;&gt;</a>
09/06/2019	219	265	\$20,270		82.64 %	\$92.56		\$76.49	147	\$0.00 <a href="#">Edit&gt;&gt;</a>
09/05/2019	169	265	\$19,459		63.77 %	\$115.14		\$73.43	0	\$0.00 <a href="#">Edit&gt;&gt;</a>
09/04/2019	189	265	\$23,941		71.32 %	\$126.67		\$90.34	138	\$0.00 <a href="#">Edit&gt;&gt;</a>
09/03/2019	160	265	\$18,061		60.38 %	\$112.88		\$68.15	129	\$0.00 <a href="#">Edit&gt;&gt;</a>
09/02/2019	75	265	\$7,839		28.30 %	\$104.52		\$29.58	105	\$0.00 <a href="#">Edit&gt;&gt;</a>
09/01/2019	142	265	\$12,395		53.58 %	\$87.29		\$46.77	178	\$0.00 <a href="#">Edit&gt;&gt;</a>
08/31/2019	259	265	\$24,044		97.74 %	\$92.83		\$90.73	164	\$0.00 <a href="#">Edit&gt;&gt;</a>
08/30/2019	200	265	\$18,630		75.47 %	\$93.15		\$70.30	0	\$0.00 <a href="#">Edit&gt;&gt;</a>
08/29/2019	132	265	\$13,023		49.81 %	\$98.66		\$49.14	139	\$0.00 <a href="#">Edit&gt;&gt;</a>
08/28/2019	212	265	\$27,001		80.00 %	\$127.36		\$101.89	204	\$0.00 <a href="#">Edit&gt;&gt;</a>
08/27/2019	263	265	\$32,670		99.25 %	\$124.22		\$123.28	177	\$0.00 <a href="#">Edit&gt;&gt;</a>
08/26/2019	253	265	\$29,512		95.47 %	\$116.65		\$111.37	72	\$0.00 <a href="#">Edit&gt;&gt;</a>
08/25/2019	101	265	\$10,274		38.11 %	\$101.72		\$38.77	141	\$0.00 <a href="#">Edit&gt;&gt;</a>
08/24/2019	162	265	\$14,342		61.13 %	\$88.53		\$54.12	158	\$0.00 <a href="#">Edit&gt;&gt;</a>
08/23/2019	191	265	\$18,407		72.08 %	\$96.37		\$69.46	233	\$0.00 <a href="#">Edit&gt;&gt;</a>
08/22/2019	255	265	\$35,857		96.23 %	\$140.61		\$135.31	240	\$0.00 <a href="#">Edit&gt;&gt;</a>
08/21/2019	264	265	\$44,117		99.62 %	\$167.11		\$166.48	224	\$0.00 <a href="#">Edit&gt;&gt;</a>
08/20/2019	262	265	\$42,684		98.87 %	\$162.92		\$161.07	197	<a href="#">Edit&gt;&gt;</a>
08/19/2019	210	265	\$0		79.25 %	\$0.00		\$0.00	0	\$0.00 <a href="#">Edit&gt;&gt;</a>
08/18/2019	91	265	\$10,450		34.34 %	\$114.84		\$39.43	0	\$0.00 <a href="#">Edit&gt;&gt;</a>
08/17/2019	182	265	\$15,588		68.68 %	\$85.65		\$58.82	0	\$0.00 <a href="#">Edit&gt;&gt;</a>
08/16/2019					0.00 %	\$0.00		\$0.00		<a href="#">Edit&gt;&gt;</a>
08/15/2019					0.00 %	\$0.00		\$0.00		<a href="#">Edit&gt;&gt;</a>
08/14/2019					0.00 %	\$0.00		\$0.00		<a href="#">Edit&gt;&gt;</a>

# Data Quality

- The GM or Controller must subscribe to the Missing Night Audit Data email alert.
- The report will be emailed every morning giving the opportunity to view the past 10 days and take corrective action as soon as possible.
- All hotels assigned will be included in the report.
- The report can be subscribed by accessing “Users”, clicking on the user’s name then choosing “Email Alerts”.

## Missing Night Audit Entry Data for Last 10 Days

**As of 12:14:07 PM (Eastern) on 5/12/2015, the following data was missing for All Hotels**

**Missing Rooms Sold/Revenue - Red X means the data has not been entered**

Hotel Name	5/2	5/3	5/4	5/5	5/6	5/7	5/8	5/9	5/10	5/11
Holiday Inn Express City North							X	X		X
Comfort Southside		X		X						

**Missing Housekeeping Cleans - Red X means the data has not been entered**

Hotel Name	5/2	5/3	5/4	5/5	5/6	5/7	5/8	5/9	5/10	5/11
Holiday Inn Express City North			X				X	X		X

Please Note: Missing data can cause your hotel's labor plan hours to be incorrect.

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For more details, login to Hotel Effectiveness at <https://my.hoteleffectiveness.com>

If you would like to unsubscribe, please reply to this address with the word 'unsubscribe' in the subject of the email.

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# Self-Paced Training

- Self-paced training is accessed by hovering over your user name (upper right corner) then select “My Training”
- The training modules are broken down by section and are assigned by User Type and Permissions. Most require only 3 – 5 minutes to complete.
- **The next step will focus on forecasting, scheduling and housekeeping tools; in preparation for that call, plan to complete the following training before then.**
  - **Scheduler (Includes Forecasting)**
  - **Labor Monitoring (Housekeeping Gameday Tool)**
- The remaining sections should be completed as soon as possible in anticipation of layering in new processes next week.

# Timeline

## Week 1

- GM's to set up department managers as new users as soon as possible this week
- All users complete the self-paced training as recommended.
- Department managers set up all contract laborers as Hourly Contractors.

## Week 2

- Create property specific method of entering revenue / stats
- Train Night Auditors and begin data entry and reconciliation
- Department managers enter contract laborer hours

## Week 3

- Forecasting / Scheduling / Housekeeping Tools – Details to follow.

# Support

- Internet Access to Hotel Effectiveness  
servicedesk@remingtonhotels.com  
Suggest using Google Chrome
- Functionality – Remington Standards  
Lee Morton – 972-778-9787  
leemorton@remingtonhotels.com  
Chris McDonnell – 972-778-9716  
chrismcdonnell@remingtonhotels.com

# Project Voyager

## Q & A

- After the call, feel free to email additional questions to Lee / Chris directly.