



Restaurant POS



Novtel[®]

Hospitality
Management



Retail POS

Event Management



Front Desk / Reservations



Ticket Sales



Sage

Novtel[®] Hospitality Management



Create and manage Reservations for accommodation for individuals or groups.



Issue Quotations for Accommodation and /or Venue Hire, and if accepted, easily convert the quotation into reservations.



Manage Venue hire and catering for conferences, weddings and other functions.



Events such as concerts; activities and exhibitions can be created, and tickets sold from the Novtel system.



Multiple Restaurants and bars – each with its own set of touchscreen menus and prices, can be created and managed with ease.



Novtel incorporates a Retail POS System which can be accessed from the dedicated Retail Shop; the Grid, as well as the Restaurant POS System.

As Novtel is a fully integrated software package, charges from ANY department can be billed to a Guest's reservation for payment upon departure.

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For extensive financial reporting, Novtel integrates with:



Pastel Partner and Evolution

For online bookings, Novtel partnered with



OR



In the Novtel Software package, multiple datasets (Access OR SQL) can be set up to manage various facilities, and all can integrate to the same Pastel or Evolution Company – if required.

Unique Warehouses; Inventory Groups; Entry Types and GL Accounts can be set up and linked per dataset.



Microsoft Word Documents can be created and added to the system. When using Bookmarks, the information per reservation will be retrieved and inserted on the document.



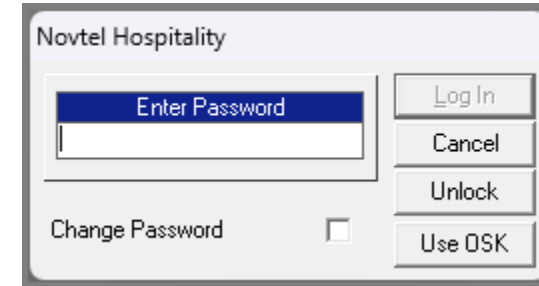
Guest Invoices and Reservation Statements can be emailed via Microsoft Outlook, directly from the reservation displayed on the Grid.

System Users are created to:

- ✓ Unlock the specific area or department where the User is employed;
- ✓ To link a User to a Shift Number – thus causing an audit trail for all actions and transactions performed by the User during their shift;
- ✓ To prohibit any unauthorized access to the system.

Users will either enter a password to access Novtel, or they can scan the fingerprint linked to their User Profile.

Should Users require access to multiple departments, a **Master Profile** can be set up and the User will select the required department upon entering their password or scanning their fingerprint.



Novtel Hospitality

Enter Password

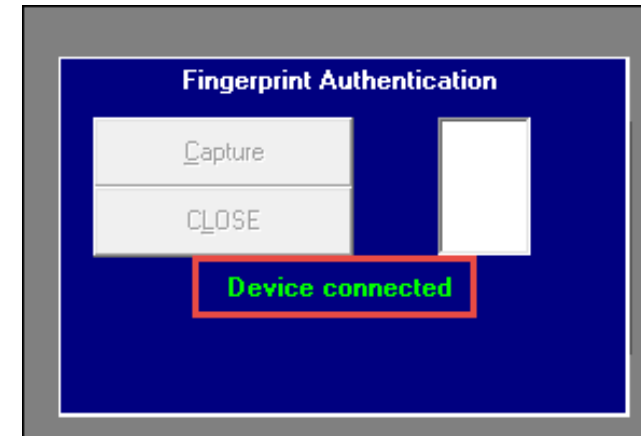
Log In

Cancel

Unlock

Use QSK

Change Password ☐



Fingerprint Authentication

Capture

CLOSE

Device connected



3 - Lighthouse Restaurant : Julie Greyvenstein	▼
3 - Lighthouse Restaurant : Julie Greyvenstein	
4 - Anchor Restaurant : Julie Greyvenstein	
5 - Starlight Cocktail Bar : Julie Greyvenstein	

Novtel® Hospitality Management

Reservations

- ✓ Manage **Individual or Group Reservations** for accommodation – which may include Bed Only; Bed and Breakfast, or Bed, Breakfast, Lunch and / or Dinner.
- ✓ Create **Seasonal Guest Tariffs** and obtain a complete history of how rates have changed over the years.
- ✓ **Up to 5 different child rates** can be set up per Guest Tariff, and Novtel will calculate and charge the per person rates accordingly.
- ✓ Set up specific discount structures on Guest Tariffs and charges per **Tour Operator** and Novtel will automatically calculate and charge the rate accordingly.
- ✓ Raise a **deposit** on a reservation and set a date by which the payment is due. Upon check-in, the deposit is applied to the reservation.
- ✓ If required, a refundable key / breakage deposit can be paid upon check-in. If breakages occurred during the Guest's stay, it can be deducted from this deposit.
- ✓ Capture a collection and departure address to reservations and print a daily report for Guests to be collected or dropped off.
- ✓ Vouchers for accommodation can be purchased and redeemed against a reservation.



- ✓ Novtel can manage **sub-hired rooms** with ease. All calculations are performed automatically.
- ✓ **Venue Hire** for conferencing, weddings or any other event for which a quotation can be issued, and a function sheet produced, are managed with ease.
- ✓ Create an unlimited number of 'Rooms' (Rentable Spaces) and obtain detailed statistical reporting for reservations captured on each.
- ✓ Intentional overpayments can be made on a reservation, and the credit can be applied to a future reservation for the same Guest.

Novtel[®] Hospitality Management



The Quoting and Event Management System

- ✓ Issue a quotation for accommodation, venue hire, catering, etc.
- ✓ When the quote is accepted, convert it into reservations for accommodation and the venue.
- ✓ Produce the function sheet and set dedicated times for activities.
- ✓ Capture detailed notes and menus to the function sheet.



The Ticketing System

- ✓ Produce event tickets for exhibitions, activities, concerts, etc.
- ✓ Tickets can only be redeemed ONCE, after which it is invalid.
- ✓ Manage the event board to display the status per event for the day.

Novtel[®] Hospitality Management

Restaurant POS (touchscreen or normal pc)

- ✓ Manage a single, or multiple restaurants and / or bars situated at your facility, each with its own set of buttons and selling prices.
- ✓ A Master Price item can be created to link all of the same charges used in all Restaurants or Bars to it. When prices are to be amended, it can be done simultaneously from the Master Price Item.
- ✓ Manage specials to be charged on specific days and times.
- ✓ Either sell items for immediate payment or post the charges to an Account, or an in-house reservation for payment upon departure.
- ✓ Set up Membership Prices for regular patrons to be charged at discounted prices.
- ✓ Add notes to the order before printing it to the kitchen.
- ✓ Set up Voucher Charges to be sold from the Restaurant – which can then be redeemed at any of the approved departments.
- ✓ A dedicated cashier user can be created to whom all transactions are transferred to receive payment from the Guests.
- ✓ If required, Account and Reservation Payments can be processed from the Restaurant POS system.



- ✓ Activate or deactivate the functionality not to charge a Guest for items added to the bill.
- ✓ Create POS Packages to combine two or more menu items at a reduced price.
- ✓ Restrict the option to remove items from the bill without Supervisor permission.
- ✓ Restrict the option to reprint the bill without Supervisor permission.



The Retail POS System

- ✓ A dedicated retail shop, which includes the scanning of barcodes and setting up scales for items sold by weight, is part of this software package.
- ✓ Takeaways can be managed from this system, and a daily sequential order number will be printed on the slip.
- ✓ Sell Vouchers from this POS system – which can be redeemed at any approved department.
- ✓ Activate or deactivate the option for an employee to allocate up to a set maximum discount percentage per line item, or on the entire sale.
- ✓ Immediate payment can be received for items purchased, or the transaction can be posted to the Guest's In-House reservation, or to an Account.
- ✓ Account payments can be processed from this POS system – if required.

Novtel[®] Hospitality Management

Novtel Hospitality integrates with 2 other optional Novtel products too:



Novtel Relations Management

Effectively manage all communications with your Guests; Suppliers; Prospects and Staff with Novtel Relations Management.



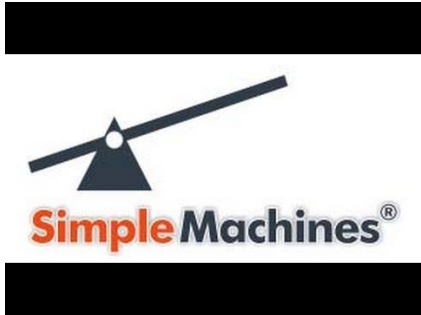
Novtel Access Control

When integrated with Novtel Access Control Software, rooms can be unlocked by means of access tags.

Novtel will be the portal to issue tags or access codes.

However: Access control hardware itself must be supplied and managed by a local Access Control Company which can supply Novtel with the API, or Direct Access to their Database.

These manuals can be accessed and downloaded from our forum by clicking on the options below:



- ☐ [The Basics of Reservations](#)
- ☐ [The Basics of the Restaurant POS System](#)
- ☐ [The Basics of the Retail POS System](#)
- ☐ [The Basics of the Quoting System and Activity Tracker Feature](#)
- ☐ [The Basics of the Event Ticketing System](#)

For registered Novtel Clients, a Forum Login is created from where they can access all available manuals and latest product versions and release notes.

The Novtel Forum

<https://novtel.org.za/novtelforum/>

For non-registered Guests, the public section is available from which all Basics manuals for ALL Novtel's products can be downloaded.

For more information on the Hospitality - or any other Novtel Software Package - please contact us!



We also use Vimeo as a video training platform.

For registered clients, we supply a 'Showcase' link and password to access and watch the available videos as often as they like.

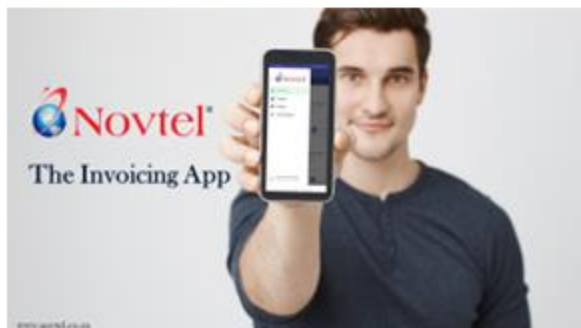
- **The Reservations Demo Video:** <https://vimeo.com/899798148>
- **The Restaurant and Bar POS Demo Video:** <https://vimeo.com/890309390>
- **The Shop POS Demo Video:** <https://vimeo.com/896807268>



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