



Dragonfly Careers Hospitality & Tourism Program Proposal

St. Philip's College (Alamo Colleges)

Cloud-Based Virtual Hotel/Hotel Property Management System

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OVERVIEW

Chaudhry Consulting created *Dragonfly Careers* to supplement and enhance existing curriculum and resources for independent school districts interested in new or improving Hospitality & Tourism CTE programs, colleges, and universities. Chaudhry Consulting has worked relentlessly with the Texas Workforce Commission, Texas Education Agency, and local and state education and employment agencies to determine what is required by independent school districts based on the new changes to the Hospitality & Tourism Cluster and what is desired by the hospitality & tourism industry. Dragonfly Careers is the culmination of this diligent research generated by Chaudhry Consulting; and with the agencies' support, we feel that Dragonfly Careers substantially enhances the qualifications for high school and college students pursuing a career in the hospitality & tourism industry.

First, Chaudhry Consulting encourages ISD's to integrate the American Hotel & Lodging Education Institute (AHLEI) curriculum for their S.T.A.R.T and Hospitality & Tourism Management Professional (CHTMP) nationally recognized certifications. This curriculum has been designed by worldwide hotel brands, approved by the TEA, and are listed in the Hospitality & Tourism CTE program of study suggested certifications.

Second, Chaudhry Consulting created Dragonfly Careers to supplement this AHLEI/existing curriculum and, more importantly, provide a bridge between classroom education and finding a successful career in the hospitality & tourism industry. Dragonfly Careers provides schools, colleges, and universities with licenses for a real world, cloud-based hotel property management system (PMS)/virtual hotel that is currently used in over 5,000 hotels, 3-day instructor training/externships on the PMS (including PMS implementation, PMS training, and e-Learning modules), and ongoing limited customer technical support for the PMS (additional instructor support with the PMS). This offering will provide the schools with a 'practice' virtual hotel that the instructors can use to show students in a controlled environment what is really required of students seeking a career in the hospitality industry, allowing students to refine their hospitality management skills over and over again via classroom instruction, role play, etc.

In summary, the ISD's have worked within their own requirements of general education benchmarks alongside the requirements of the TEA to develop (or plan to develop) their own Hospitality & Tourism CTE program of study curriculums similar to the colleges and universities, but Chaudhry Consulting strongly recommends Dragonfly Careers to bolster these programs - with the ultimate goal of substantially increasing the chance for students to find meaningful employment in the hospitality industry either out of high school or after college.

Below is a description of the Dragonfly Careers cloud-based virtual hotel/hotel property management system along with related services and appendices:

Services Summary

Dragonfly Careers: Cloud-Based Virtual Hotel/Hotel Property Management System

- Dragonfly Careers Property Management System (PMS Software) 1-year license & Implementation
- 3-Day Teacher Professional Development (PMS Implementation, PMS Training, E-Learning Modules)
- Ongoing PMS Technology Support 1-year service contract (4hrs/mo.)

*With the option to renew annually through 2023

**Due to any unforeseen circumstances (economic, covid-19, company related hardships) the property management system can be substituted for a comparable PMS to the one presented below



Services Descriptions

Dragonfly Careers Property Management System (PMS Software) 1-year license & Implementation

- Real world hotel property management system (PMS) used in currently over 5,000 hotels will be licensed per school to provide a virtual training PMS and a live PMS that teachers and students can use to learn, develop, and practice the necessary hospitality job/career training required in the today's hospitality & tourism industry.
- This property management system/virtual hotel will provide real world job/career training in the classroom and it easily provides/supports hospitality lesson plans and project based learning exercises for the teachers.
- Initial implementation of the software provided by Chaudhry Consulting alongside school and teachers.
- ~100 PMS E-Learning modules for specific hospitality job training/learning pathways (including Front Office Manager, General Manager, Revenue Manager, Night Audit)
 - Learning Paths/E-Learning Modules – **See Appendix B**

3-Day Teacher Professional Development (PMS Implementation, PMS Training, E-Learning Modules)

- Hospitality Management Training of the PMS System with a complete general overview including registering all students in the Property Management System program with their school emails and passwords.
 - Hotel Property Management System Overview – **See Appendix A**
- Teacher Lab Training on utilizing Dragonfly Careers property management system E-Learning modules and how they will be utilized in the Front Desk Lab, providing real world hotel job training in the classroom with step-by-step instructions. Teachers will be able to verify completion of lesson plans/E-Learning Modules in the reporting feature of the PMS.
- Teacher training on the project-based learning applications in the classroom allow team building, competition and building industry knowledge. This provides critical group learning to facilitate student group engagement using critical thinking skills, increasing knowledge retention, and integrating industry technology and hands on job training to prepare students for a hospitality & tourism career.

Ongoing PMS Technology Support 1-year service contract

- On-going property management system/virtual hotel technology support. This covers additional technological questions related to the PMS functionality and E-Learning modules during the school year (most of the training information related to the PMS will be covered in the externship but this supplements the externship based on the teacher's planned lessons).

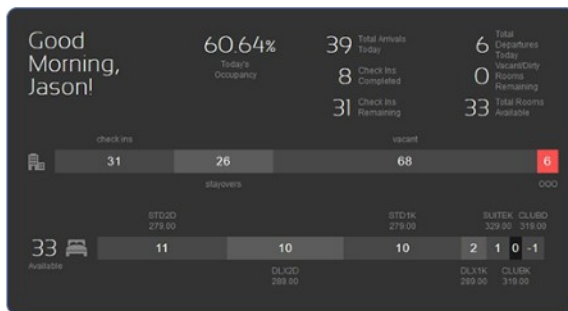
Hotel Property Management System

As part of the 3-Day teacher externship, Dragonfly Careers will provide onboarding/training with the virtual hotel property management system. This training is specifically for the PMS general functionality and it includes general topics:

- General PMS General Overview
- Front Desk Representative Tasks
- Housekeeping/Room Attendant Tasks
- Night Audit Tasks
- Maintenance Tasks
- Front Desk Manager/General Manager Tasks



The following screenshots provide highlights of the hotel property management system functionality:

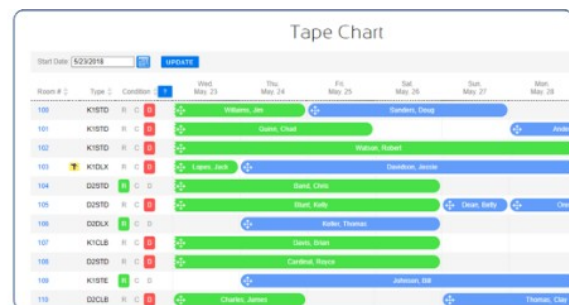


Ease of use

- Rotate room usage according to your specific needs
- View your 'Smart Welcome' which shows you all of your important hotel property management system statistics right on the home page
- Easily configure quick links such as 'make a reservation' or the 'weather link' so staff can rapidly access what matters most to your guest

Tape Chart

- Easily view what rooms are available for any given date range
- Make hotel reservations directly from the Tape Chart of the property management system
- Maximize room usage and availability through our Room Assignment Optimizer
- Automatically block dates for group reservations



Hotel Property Management System

Add Names to Rooming List

* Last Name	* First Name	* Arrival Date	* Departure Date	Room Type	Notes
Smith	Emma	2/20/2019	2/25/2019	STDG	
Johnson	Liam	2/20/2019	2/25/2019	CLBD	
Williams	Olivia	2/20/2019	2/25/2019	STDG	
Jones	Noah	2/20/2019	2/25/2019	CLBD	
Brown	Ava	2/20/2019	2/25/2019	STDG	
Davis	William	2/20/2019	2/25/2019	STDG	
Miller	Isabella	2/20/2019	2/25/2019	STDG	
Wilson	James	2/20/2019	2/25/2019	DLTK	
Moore	Sophia	2/20/2019	2/25/2019	STDG	
Taylor	Logan	2/20/2019	2/25/2019	CLBD	
Anderson	Mia	2/20/2019	2/25/2019	DLTK	
Thomas	Benjamin	2/20/2019	2/25/2019	STDG	

Groups

- Easily manage wholesalers, recurring tour groups, one-time or ongoing groups
- Apply packages and recurring charges to group reservations
- Manage rates by night or by group size
- Configure rolling or fixed cut-off dates
- Import rooming lists and effortlessly create group reservations

Guest Experience

- Reward guests by number of nights or revenue goals
- Set different rewards for each tier and add customizable messaging tailored towards each guest
- Track welcome amenities during the check-in process
- View and track guest preferences, requests and rewards program numbers
- Homepage display shows specific guest notes during the reservation & check-in process to personalize each individual experience

Payment Information		Experience	
Payment: ☒ Cash ▼	No Tax: ☐ Yes		
Arrival: 10/21/2015	# Nights: 1		Departure: 10/22/2015
Type: SHYG	Rate: 120.00		Policies: 6P, 6P
☐ Guest Tracking Lature ▼ ☐ Modified: Lature Guest ▼			

Collect Payment:

All noted charges include any taxes the guest is responsible for.

- ☒ Don't collect payment at this point.
- ☐ Collect Estimated Cost for Tonight: 133.20
- ☐ Collect Estimated Cost for Entire Stay: 133.20

BACK
CHECK IN

Room #	Type	Room Status	Condition	Service	Assigned To	Do Not Disturb
100	STD1K	Occupied	READY CLEAN DIRTY	Stay Over	P. J.	☐
101	STD1K	Vacant	READY CLEAN DIRTY	Check Out	P. J.	☐
102	STD1K	Vacant	READY CLEAN DIRTY	None	P. J.	☐
103	 DLX1K	Vacant	READY CLEAN DIRTY	None		☐
104	STD2D	Vacant	READY CLEAN DIRTY	None	P. J.	☐
105	STD2D	Occupied	READY CLEAN DIRTY	Stay Over	P. J.	☐
106	DLX2D	Occupied	READY CLEAN DIRTY	Stay Over		☐
107	CLUBK	Vacant	READY CLEAN DIRTY	Check Out		☐

Housekeeping & Room Maintenance

- Instant updates can be made on a mobile device and will display throughout the system
- Schedule rooms for maintenance far in advance
- Bulk updates enable you to quickly and easily place a certain section of the hotel out of order for larger projects



Hotel Property Management System

Demand Type: High			Extra Person: 50.00	Chb: 0.00	Rollaway: 25.00	
			Standard	Deluxe	Club	Suite
BAR 1	Midweek	1 - 2 Person:	259.00	279.00	309.00	329.00
	Weekend	1 - 2 Person:	259.00	279.00	309.00	329.00
BAR 2	Midweek	1 - 2 Person:	249.00	269.00	299.00	319.00
	Weekend	1 - 2 Person:	249.00	269.00	299.00	319.00
BAR 3	Midweek	1 - 2 Person:	239.00	259.00	289.00	309.00
	Weekend	1 - 2 Person:	239.00	259.00	289.00	309.00
BAR 4	Midweek	1 - 2 Person:	229.00	249.00	279.00	299.00
	Weekend	1 - 2 Person:	229.00	249.00	279.00	299.00
BAR 5	Midweek	1 - 2 Person:	219.00	239.00	269.00	289.00
	Weekend	1 - 2 Person:	219.00	239.00	269.00	289.00

Stress-free Solution

- We offer up to 9 rate levels, 4 demand levels, and configurable rate seasons
- Create and edit multiple seasons based on demand for each year using a date range
- Identify and group rate plans that are not last room available
- Ability to take an amount or percentage off Best Available Rate (BAR) or fixed rates

Ease-of-Use

- Group rate plans or room types with the same rate and change them all at once
- Automatically optimize real-time guest room rates through pricing rules managing inventory value
- Better match actual market conditions with our 'Best Available Rate' (BAR) pricing strategy
- Trigger alert notifications to indicate when occupancy or number of rooms sold has met a threshold

7	8	9	10	11	12
BAR 4	BAR 4	BAR 4	BAR 3	BAR 3	BAR 2
N/A	N/A	N/A	N/A	0.00%	0.00%
199.00	209.00	199.00	209.00	209.00	219.00
249.00	269.00	249.00	269.00	259.00	279.00
0.00	0.00	0.00	0.00	0.00	0.00
Medium	Medium	Medium	Medium	Medium	Medium
14	15	16	17	18	19
BAR 4	BAR 3	BAR 3	BAR 3	Event	Event
0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
199.00	209.00	209.00	219.00	249.00	269.00
249.00	269.00	259.00	279.00	289.00	319.00
0.00	0.00	0.00	0.00	0.00	0.00
Medium	Medium	Medium	Medium	Medium	Medium

		Quick Edit	Change EXPVC Selling Limit
			5
Date	Current EXPVC Selling Limit	Change EXPVC Selling Limit	
04/13/2019 - Saturday		5	EDIT
04/14/2019 - Sunday		5	EDIT
04/15/2019 - Monday		5	EDIT
04/16/2019 - Tuesday		5	EDIT
04/17/2019 - Wednesday		5	EDIT

Take Control

- Control how many reservations are made per day with the same or similar offer
- Limit the number of rate plans within a bucket that can be sold per day
- Input new and recurring events to best manage the rates offered
- Our Rate Management application is accessible on mobile devices. So, you can quickly adjust rates as the market changes, from home.

Name	Participation	Commissionable	Rate Bucket
AAA Rate		YES	PCT10
AARP Rate		YES	AMT10
21 Day Advance Purchase Rate		YES	PCT20
AT&T Negotiated Rate		NO	PCT15
Chase Bank Discount Rate		YES	PCT20
Corporate Preferred Rate		YES	CORP1
Day Rate Plan		YES	PCT 50
Employee Rate		NO	FLAT1
Expedia Rate Plan		YES	PCT20

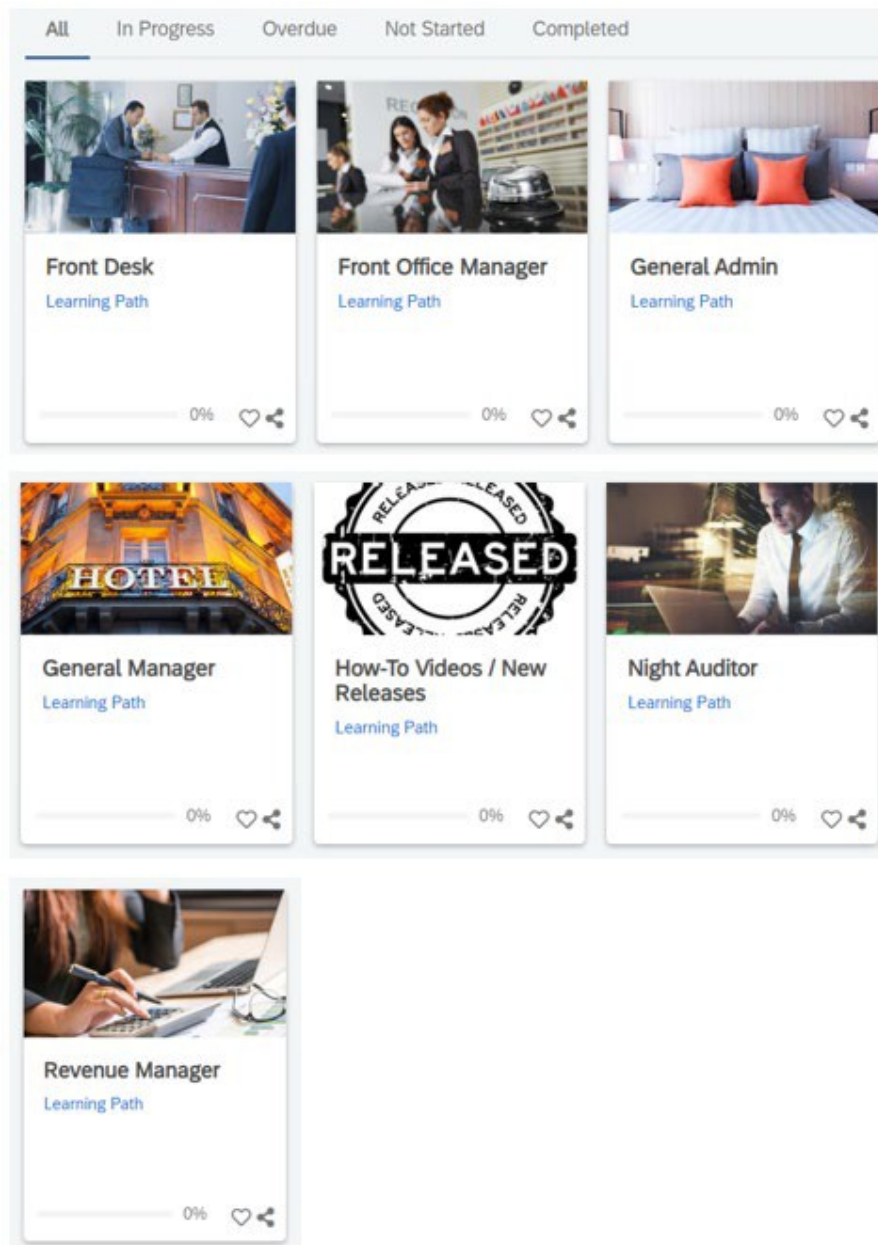
You are in Control of Distribution

- As more rooms sell, channels requiring higher commissions can be switched off automatically
- We ensure rate parity across all sites on the internet
- Properties of all sizes can maximize their online exposure and efficiently manage inventory

Learning Paths/E-Learning Modules

As part of the 3-Day teacher externship, Dragonfly Careers will provide onboarding/training with the virtual hotel property management system. This training will be specific to the following Learning Paths and detailed E-Learning Modules that include multimedia skill building lessons and quizzes. (*select E-Learning Modules can be eventually chosen by the teacher for classroom learning or homework for students during the school year).

- Overview of proposed Hotel Learning Paths
- Example – Front Desk Learning Path Overview
- Example – Outline for some of the Front Desk Learning Pathway E-Learning Modules



The screenshot displays a user interface for a learning management system. At the top, there are tabs for 'All', 'In Progress', 'Overdue', 'Not Started', and 'Completed'. Below these tabs, there are seven learning path cards arranged in a grid. Each card features a representative image, a title, a 'Learning Path' link, and a progress indicator showing 0% completion. The cards are as follows:

- Front Desk**: Image of a hotel lobby with a reception desk.
- Front Office Manager**: Image of two people in business attire reviewing documents.
- General Admin**: Image of a hotel room with a bed and orange pillows.
- General Manager**: Image of a hotel building at night with a 'HOTEL' sign.
- How-To Videos / New Releases**: Image of a 'RELEASED' stamp.
- Night Auditor**: Image of a person working on a laptop.
- Revenue Manager**: Image of a person using a calculator and laptop.



Learning Paths/E-Learning Modules



Front Desk

This learning path covers the activities performed at the front desk.

[Continue this learning path](#)

0%

≡ Courses

> Navigating SkyTouch HOS Features ⓘ	7%
> Running a Cashier Shift ⓘ	0%
> Working with Reservations ⓘ	8%
> Performing a Guest Check-in ⓘ	0%
> Working with Groups ⓘ	0%
> Working with Folios ⓘ	0%
> Performing a Guest Check-out ⓘ	0%
> Understanding Company Profiles and Direct Billing ⓘ	0%
> Managing Housekeeping and Maintenance ⓘ	0%
> Working with Reports ⓘ	0%
> Performing the Night Audit ⓘ	0%



Learning Paths/E-Learning Modules

Working with Reservations ⓘ

8%

▶	Upselling a Guest ⓘ
▶	Quiz: Upselling a Guest 80% Passmark
▶	Performing a Rate Inquiry ⓘ
▶	Quiz: Performing a Rate Inquiry 80% Passmark
✓	Creating a Reservation ⓘ
▶	Quiz: Creating a Reservation 80% Passmark
▶	Modifying a Reservation ⓘ
▶	Quiz: Modifying a Reservation 80% Passmark
▶	Cancelling a Reservation ⓘ
▶	Quiz: Cancelling a Reservation 80% Passmark
▶	Creating Packages ⓘ
▶	Quiz: Creating Packages 80% Passmark
▶	Survey: Working with Reservations ⓘ



Learning Paths/E-Learning Modules

Performing a Guest Check-in ⓘ

0%

▶ Welcoming a Guest ⓘ

▶ Quiz: Welcoming a Guest
80% Passmark

▶ Creating a Walk-in Reservation ⓘ

▶ Quiz: Creating a Walk-in Reservation
80% Passmark

▶ Checking a Guest In ⓘ

▶ Quiz: Checking a Guest In
80% Passmark

▶ Understanding Payment Methods ⓘ

▶ Quiz: Understanding Payment Methods
80% Passmark

▶ Conducting a Courtesy Call ⓘ

▶ Quiz: Conducting a Courtesy Call
80% Passmark

▶ Enabling and Using the Enhanced Guest Extended Profiles Feature ⓘ

▶ Quiz: Enabling and Using the Enhanced Guest Extended Profiles Feature
80% Passmark

▶ Survey: Performing a Guest Check-in ⓘ

Performing a Guest Check-out ⓘ

0%

▶ Checking a Guest Out ⓘ

▶ Quiz: Checking a Guest Out
80% Passmark

▶ Changing Payment Methods ⓘ

▶ Quiz: Changing Payment Methods
80% Passmark

▶ Survey: Performing a Guest Check-out ⓘ



Learning Paths/E-Learning Modules

▼	Managing Housekeeping and Maintenance ⓘ	0%
▶	Adding Housekeepers to SkyTouch HOS ⓘ	
▶	Quiz: Adding Housekeepers to SkyTouch HOS 80% Passmark	
▶	Assigning Rooms to Housekeepers ⓘ	
▶	Quiz: Assigning Rooms to Housekeepers 80% Passmark	
▶	Assigning and Updating Room Conditions ⓘ	
▶	Quiz: Assigning and Updating Room Conditions 80% Passmark	
▶	Adding a Note to a Room ⓘ	
▶	Quiz: Adding a Note to a Room 80% Passmark	
▶	Creating a Work Order for a Room ⓘ	
▶	Quiz: Creating a Work Order for a Room 100% Passmark	
▶	Running Housekeeping Reports ⓘ	
▶	Quiz: Running Housekeeping Reports 80% Passmark	
▶	Survey: Managing Housekeeping and Maintenance ⓘ	

▼	Performing the Night Audit ⓘ	0%
▶	Verifying the Daily Totals ⓘ	
▶	Quiz: Verifying the Daily Totals 80% Passmark	
▶	Running the Night Audit ⓘ	
▶	Quiz: Running the Night Audit 80% Passmark	
▶	Performing a Batch No Show ⓘ	
▶	Quiz: Performing a Batch No Show 80% Passmark	
▶	Survey: Performing the Night Audit ⓘ	



Learning Paths/E-Learning Modules

Working with Reports ⓘ	0%
▶ Accessing Reports in SkyTouch HOS ⓘ	
▶ Quiz: Accessing Reports in SkyTouch HOS 80% Passmark	
▶ Reviewing the Hotel Statistics Report ⓘ	
▶ Quiz: Reviewing the Hotel Statistics Report 80% Passmark	
▶ Reviewing the No Show Report ⓘ	
▶ Quiz: Reviewing the No Show Report 50% Passmark	
▶ Reviewing the Account Balance Report ⓘ	
▶ Quiz: Reviewing the Account Balance Report 80% Passmark	
▶ Reviewing the Accounts Receivable Report ⓘ	
▶ Quiz: Reviewing the Accounts Receivable Report 80% Passmark	
▶ Reviewing the Night Audit Reports ⓘ	
▶ Quiz: Reviewing the Night Audit Reports 100% Passmark	
▶ Reviewing the System Access Report ⓘ	
▶ Quiz: Reviewing the System Access Report 50% Passmark	
▶ Reviewing the Room Moves Report ⓘ	
▶ Quiz: Reviewing the Room Moves Report 80% Passmark	