

Opera FAQ & Walk-Through

What is Opera? Opera is a hospitality property management system. It keeps track of what guest is in which room, how many are in the room, ways of communicating with the guest and with other staff members to inform departments of special requests.

How do I access Opera? We will have iPads available at the host station with the website readily available.

When is the best time to obtain guest information? When the guests first arrive at the facility gate, it is recommended that you approach with the iPad in-hand and ask for the last name & room number first, enter it in the appropriate entry box; then go over the facility rules. That way it is already written down so after you guide the guest to their proper spots in the facility, you can go back and transfer the information onto our seating chart.

Why do we as lifeguards need to know about Opera? We as a staff use Opera to verify guests' information as they join us in the waterpark or pool facility. As a guest comes in, we ask for their room and last name so we can write it down on our seating chart. Since any can say whatever last name comes to their mind and any four numbers they can think of, it is up to us to verify that they are indeed guests. This is for the safety of our staff and water park patrons.

Other Information: There is a lot of sensitive information for each room/guest available on Opera, we ask that you do not cross any boundaries and investigate things other than room numbers and last names. The hotel all runs on the same system, and it can mess up the hotel from an operating standpoint. Please be respectful.

How to Use Opera

- 1) Unlock iPad; password is: 01051
- 2) Open Safari App -> select the box on the top left corner of the tab.
- 3) Select "Bookmarks" -> Select "Login – Opera Cloud"
- 4) Username: 01051agatics Password: **Ask MoD for PW, it changes every few months**
- 5) Once logged in select the "Front Desk" tab from the top bar of the browser.
- 6) For most cases you will select "In-House"; if the guest states that they are waiting for their room still, select "Arrivals"
- 7) Depending on the information obtained by the guest; enter their last name in "name" entry box or the room number in the "Room" entry box.
- 8) Verify the information given is correct: First & Last Name & Room Number if not work with guest to figure out the issue. If there is an issue, please notify MoD or the Front Desk so it can be resolved.
- 9) Afterward select "Front Desk" -> "In-House"
- 10) Lock iPad