

First Resort Class Descriptions

Back Office Reporting

Instructor: Kelly Ish

Are you collecting the necessary information each month to analyze your operations results and ensure that your trust liability accounts are in balance? Back Office Reporting details the necessary reports and journals you need to review each month to monitor business performance and keep your FRS system running smoothly.

Expected outcome: Attendees will learn which reports to run each month to stay on top of their business and FRS system.

Common Errors/Basic Troubleshooting

Instructor: Kelly Ish

Everybody makes errors. It is only when we don't learn from these errors that they become mistakes. This class will cover some of the most common and preventable errors that occur both in the front and back office. We will also go over basic troubleshooting techniques that will help you solve some of the common problems you may encounter in First Resort.

Expected outcome: You will learn about how you can prevent some of the most common errors that occur in First Resort and how to troubleshoot basic First Resort problems.

Exporting Data

Instructor: Heather Black

FRS data can be easily exported into other programs such as Excel, Word and Access to create mailing labels and special reports. We will show how easy it is to create labels that target specific groups, export data to both aid in reconciliation and create a check register. This class assumes a basic knowledge of Microsoft Office programs.

Expected Outcome: This class will also show you how to export labels, special reports and other forms of data from First Resort Software. You will know the difference between flat and comma delimited files and how to sort records.

ISILink for Avmain Users

Instructor: Kate Jacobsen

This class will cover the relationship between your database and Instant Software's ISILink including real-time online reservations. We will begin by looking at some of the benefits that ISILink can offer your business. Next we will examine how your data base communicates with ISILink, how to update and maintain your ISILink Setup. This is a good class for anyone who is responsible for the integration and maintenance of online bookings.

Expected Outcome: This class will also show you how to setup, maintain and integrate ISILINK for Avmain Users.

Marketing Reports and Functions

Instructor: Kathleen Jacobsen

Do you get good results from your marketing programs? This class will show you how to better use FRS as a tool to market to your customers. We will show you some source code tracking techniques, how to locate target markets and communicate with them, and how FRS can be your key tool in reaching your guests!

Expected Outcome: Users will be able to set up unique source codes, retrieve lists and/or do mailings for target markets.



Thinking Ahead.

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Letter Logic

Instructor: Heather Black

This class will go over the basic letter logic commands and variables used in the everyday use of FRS. You will also learn about the difference between Letter Variables, Queries, Display Variables and Format Commands. You can explore how letter logic can be used to do target marketing, create custom reports, and enhance your current reservation letters.

Expected Outcome: This class will show you how to setup and update simple letter logic commands, troubleshoot common mistakes, create special math calculations, letter logic reports, owner letters, exportable files, and use printer control codes.

Month End

Instructor: Tom Clark

This class will provide an overview of the month end procedures, what each step does, and the timing and processing problems that you may encounter. It will also present ideas on how to streamline your end of month process and get the most out of FRS's automated features.

Expected Outcome: This class will train you in the month end procedures pertaining to revenue processing, printing owner statements, transferring owner balances, printing owner checks and printing month end reports to ensure balancing.

Rates

Instructor: Kelly Ish

Automatic rates are an integral part of reservations. This class will discuss how to set up and update your rates; explain the different types of rate records, including add-on, discount and per-person records; and discuss the setup of the deposit and tax tables.

Expected Outcomes: You will learn how to set up and update your rate tables and understand how the different types of rate records function. You will also be familiarized with the deposit and tax tables.

Reconciliation

Instructor: Tom Clark

This class will cover reconciliation techniques in First Resort Software. It will focus on general ledger reconciliation, clearing accounts, taxes and using posting journals to uncover the discrepancies. This is a good class for anyone who is responsible for the overall integrity of the general ledger.

Expected Outcome: This class will also show you how to use the most advanced techniques to reconcile the Owners Account, Advance Deposit Account, All Payable/Receivable Accounts and Clearing/Transfer accounts.

Reservation Efficiencies

Instructor: Kelly Ish

There are many features built into FRS to make the reservation process efficient. This class will focus on the steps from checking unit availability up to the arrival of the guest. This process can run more smoothly if you are set up correctly and are using the software's tools and special features to your advantage. You will also have a chance to share your own tips and procedures.

Expected outcome: You will be able to incorporate new ideas and skills to make the reservation process well-organized and efficient.