

Thank you for your interest in the Opera Cloud Property Management System. The implementation of a new Property Management System is an important initiative and a valuable solution to assist you in managing your property's daily operations.

Please fill out this survey as completely and in as much detail as possible, so that we may be able to provide you with an accurate system proposal and project plan that will meet your property's needs.

The information provided in this document will be used as the basis of generating a quotation for installation, software and related services. It is important to keep in mind while completing that the accuracy of the proposal you will receive does depend upon the information supplied here.

Completion of this survey is a pre-requisite to the quoting process.

Please complete this survey form and submit via e-mail to your Implementation Analyst. Contact details for this individual are below. If you have any questions about this survey form, or need assistance with completing it, please contact:

Name: IA Name

Phone: IA Phone Number

E-mail: IA Email Address

Sections Contained in this document:

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SECTION 1: PROPERTY INFORMATION

Today's Date _____ Wyndham Brand _____ Property ID _____

Please select the option that best describes your project:

☐ New Construction Hotel ☐ Conversion Existing ☐ WH&R Property

Property Name: _____

Management Company: _____

Legal Entity Name for Contracts: _____

Hotel Main Installation Project Point of Contact:

Name E-mail: _____

Title Phone: _____

Point of Contact for Wyndham Proposal (Upfront Quote): _____

Name E-mail: _____

Title Phone: _____

SECTION 2: NUMBER OF ROOMS

_____ Initials

The number of rooms configured in Opera must match the total of rooms you are licensed to sell with Wyndham (per the hotel's franchise agreement). Wyndham's monthly support fees are also based on a per room structure. If you are looking to adjust the room count, this requires working with your openings manager during conversion or construction, or by reaching out to your DFO for guidance if the property is already operating with Wyndham. Proposals cannot be reissued with an adjusted room count *until approval has been granted for the change*.

Full licensed guest room total:

Notes, if required. _____

SECTION 3: CURRENT PROPERTY MANAGEMENT SYSTEM

_____ Initials

Complete this section if your property currently has a computerized property management system in use. If this is a newly constructing property with no previously existing PMS in place, please mark all fields in this section N/A and move on to section 4.

What Property Management System is the hotel currently using? _____

Please choose the option that describes the platform of the PMS you are using today

☐ Hosted (Web-Based) ☐ Onsite Server ☐ Software installed directly on PCs

Is there a scheduled date when you will lose access to the PMS used on site (listed above)? _____

If yes above – please enter the date. _____

Notes, if required. _____

SECTION 4: CREDIT CARDS

_____ Initials

The Opera Cloud Property Management System requires a credit card interface using Elavon's Fusebox gateway. The credit card terminals must be purchased directly through Elavon and if using an EMV certified processor, the chip and pin functionality will be enabled on the terminals. Elavon works with a great number of processors.

SECTION 5: INTERFACES

_____ Initials

There is a large list of interfaces compatible with the Opera hosted environment. Please see the below and list any Interfaces your property uses which require integration and subscription to licensing with OPERA. If you require interfacing with any other programs without categories below. ***Vendor assistance is required for integration on the day of go-live. The property is responsible to arranging Vendor assistance on cutover day.***

Please provide as much detail as you are able about each interface. Lack of information may result in being unable to confirm compatibility and therefore inability to include the product.

Only the interfaces provided will be included in the project. If you become aware of interfaces you require that are not listed here please bring it to the attention of your Implementation analyst as soon as possible.

List all interfaces requiring integration with Opera below:

Interface	Make	Model	Version
Credit Card			
Telephone (PBX)			
Voicemail			
Call Accounting			
Keys / Door Lock			
Sales & Catering			
Point of Sale			
In-Room Movies			
File Export			
Energy Management			
IPS/ WWW (Internet)			
Vacation Ownership			
Other 1			
Other 2			

SECTION 6: EQUIPMENT

_____ Initials

As a default, your Opera Quote will include the following equipment only:

- 1 Interface PC (Not a Workstation)
- 1 Control DeviceMaster Serial Hub (8-Port)
- DB-25 to DB-9 Cables (1 per interface required)

Please indicate below how you prefer to obtain each item:

Interface PC (I will provide this myself) / (Please include on proposal)

Control DeviceMaster and Cables (I will provide this myself) / (Please include on proposal)

Please indicate the number of workstations on which Opera will be installed.

Workstations are not included on the upfront proposal. In order to order additional equipment through Wyndham's preferred vendor, SHI, reach out to your Implementation Analyst for further details.

Number of Workstations: _____

OPERA Workstation Recommendations:

OS: Windows 10 Professional

Processor: Dual Core processor (or above)

RAM: 4 GB

Memory: 10 GB

OPERA Interface PC Minimum specifications:

OS: Windows 10 Professional

Processor: Dual Core Processor (or above)

RAM: 8 GB

Memory: 20 GB

SECTION 7: STAFFING

_____ **Initials**

All staff members who will use Opera are required to attend all program-specific training classes. There are also additional classes over the course of the schedule for management, the housekeeping manager(s), night auditors, and those who will use rate functionality.

Please indicate below how many staff are expected to train for Opera.

Front Desk: _____

Night Audit: _____

Managers: _____

Housekeeping: _____

Total to be trained: _____

Improve Your Top Line – Try Revenue Management Services

Do you need help in creating a strong and effective revenue strategy? Take advantage of Wyndham's Revenue Management Service now to help improve your top line. Our group of dedicated revenue management experts are available to help you drive more revenue and

market share to your hotel. Do you wish to have someone contact to review this in further detail?

☐ Yes

☐ No