WILLKOMMEN! BIENVENUE! WELCOME!

to the world of

MagicWorkbooks®

Hotel Quality Manager

Evaluating Quality by Guest response in Hotels and Restaurants

This is a **Magic**Workbook: a controlling tool in the form of a Microsoft Excel file.

No macros, no write protection. All formulas used are visible.

All formats used are standard Excel which transform into your country's Excel formats.

You can import your DATA from any source that supports MS Excel.

You can also add your own worksheets as you see fit.

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System requirements

Platform:	Windows 98 or later operating system
Microsoft Excel Version:	2007 or later (You need a xls format (excel 2003) – send us a short information after you placed the order – support@magicworkbooks.com - we'll send you the ordered xls MagicWorkbook by email)

Product Survey

Hotel Quality Manager is the fast and easy way to evaluate guest checks.

You want to know

- in which areas your guests are most satisfied?
- which services really need your attention?
- what your customers are also interested in?

Then Hotel Quality Manager is the tool for you!

You can:

- evaluate up to 7 service outlets / areas
- with up to 16 different criteria
- A simple grading scale (Good - ok - bad) gives you clear-cut evaluations.
- You can differentiate by month of customer appraisal which allows you to see developments and changes.
- And of course you get all evaluations with easy-to-analyse graphics.

don't panic! CONTENTS Hotel Quality Manager

Sheet Name	Type	contains:	click book to get to page!
WELCOME	Text	*Introduction / Manual*	
DATA	Spreadsheet	*DATA INPUT GENERAL*	
DATA-A	Spreadsheet	*DATA INPUT AREA A*	
DATA-B	Spreadsheet	*DATA INPUT AREA B*	
DATA-C	Spreadsheet	*DATA INPUT AREA C*	
DATA-D	Spreadsheet	*DATA INPUT AREA D*	
DATA-E	Spreadsheet	*DATA INPUT AREA E*	
DATA-F	Spreadsheet	*DATA INPUT AREA F*	
DATA-G	Spreadsheet	*DATA INPUT AREA G*	
DATA-Z	Spreadsheet	*DATA INPUT AREA GENERAL / COMPANY*	
A1	Chart	*Evaluation Area A1*	
A2	Chart	*Evaluation Area A2*	
A3	Chart	*Evaluation Area A3*	
A4	Chart	*Evaluation Area A4*	
Aall	Chart	*Evaluation Area A Summary*	
B1	Chart	*Evaluation Area B1*	
B2	Chart	*Evaluation Area B2*	
B3	Chart	*Evaluation Area B3*	
B4	Chart	*Evaluation Area B4*	
Ball	Chart	*Evaluation Area B Summary*	
C1	Chart	*Evaluation Area C1*	
C2	Chart	*Evaluation Area C2*	
C3	Chart	*Evaluation Area C3*	
C4	Chart	*Evaluation Area C4*	
Call	Chart	*Evaluation Area C Summary*	
D1	Chart	*Evaluation Area D1*	
D2	Chart	*Evaluation Area D2*	
D3	Chart	*Evaluation Area D3*	
D4	Chart	*Evaluation Area D4*	
Dall	Chart	*Evaluation Area D Summary*	
E1	Chart	*Evaluation Area E1*	
E2	Chart	*Evaluation Area E2*	
E3	Chart	*Evaluation Area E3*	
E4	Chart	*Evaluation Area E4*	
Eall	Chart	*Evaluation Area E Summary*	
F1	Chart	*Evaluation Area F1*	
F2	Chart	*Evaluation Area F2*	
F3	Chart	*Evaluation Area F3*	
F4	Chart	*Evaluation Area F4*	
Fall	Chart	*Evaluation Area F Summary*	
G1	Chart	*Evaluation Area G1*	
G2	Chart	*Evaluation Area G2*	
G3	Chart	*Evaluation Area G3*	
G4	Chart	*Evaluation Area G4*	
Gall	Chart	*Evaluation Area G Summary*	
Z1	Spreadsheet	*Evaluation Summary 1*	
Z2	Spreadsheet	*Evaluation Summary 2 / listing*	
Z3	Spreadsheet	*Evaluation Summary 3 / listing individual requests*	

DATA INPUT

Input your data only in the yellow cells.

Do not overwrite formula cells.
Do not delete, add or drag&drop cells.
This may destroy the functionality of this tool!

You can HIDE rows or columns if you want to.

Name:	Caramba Family Inn
Year:	2012

Areas of Evaluation

Now input the service areas / outlet you want to evaluate i.e. those that you use on your guest response cards

Area A	Breakfast
Area B	Lunch
Area C	Dinner
Area D	Bar
Area E	Lounge
Area F	
Area G	Rooms
Area Z	General

End of general DATA INPUT.

Continue with evaluation areas, sheet "DATA-A" to"DATA-Z"

You can change every evaluation criterion (yellow cells, rows 5 and 6 in "Data-A" to "Data-Z").
Every change will automatically be transferred to the evaluations.

For every guest response, input the month of origin in Column C in "Data-A".
Input the month as a number from 1- 12 (Jan = 1; Feb = 2 and so on).
This data entry is transferred to all other areas, so you don't have to input it again.

Next, enter the guest evaluation for every criterion by inputting "1" in the respective yellow cell.

We have input a few data for your orientation and to enable you to see how the evaluations work. These demo data should be overwritten with your own data.

Hotel Quality Manager

Caramba Family Inn Year: 2012 *don't panic!*

Evaluation Area Breakfast

No.	Input month of the guest response (Jan = 1; Feb = 2; etc)	Breakfast Choice			Breakfast Quality			Breakfast Presentation			Breakfast Hot Drinks			Breakfast Service Friendliness			Breakfast Service Speed			Breakfast Kitchen Friendliness			Breakfast Kitchen Speed			Breakfast Atmosphere			Breakfast Cleanliness			Breakfast Value for Money			Breakfast		
		☺	😐	☹	☺	😐	☹	☺	😐	☹	☺	😐	☹	☺	😐	☹	☺	😐	☹	☺	😐	☹	☺	😐	☹	☺	😐	☹	☺	😐	☹	☺	😐	☹	☺	😐	☹
1	1		1		1			1				1			1				1			1			1			1			1					
2	1		1		1				1			1			1				1		1			1				1			1					
3	1	1			1					1		1			1				1				1			1			1							
4	1			1	1					1		1		1					1				1			1			1							
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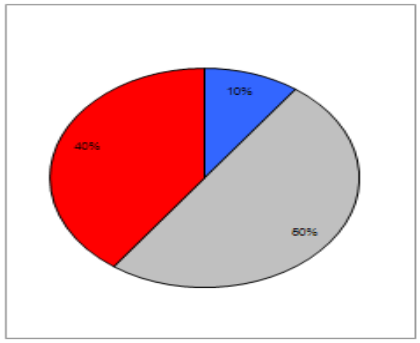
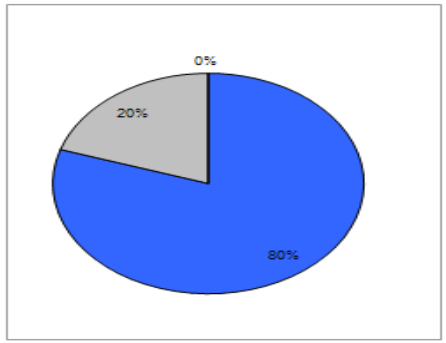
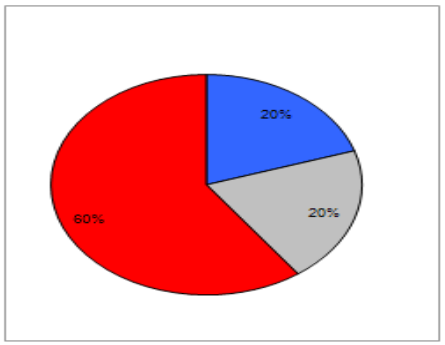
Caramba Family Inn Year: 2012

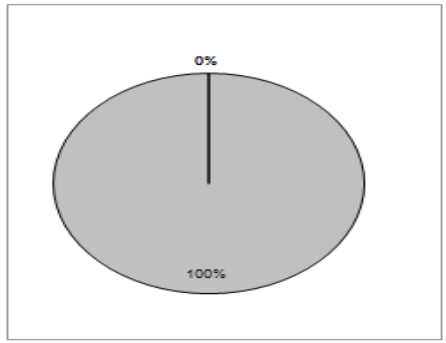
GUEST CHECK ANALYSIS Breakfast Part 1

	Breakfast Choice			Breakfast Quality			Breakfast Presentation			Breakfast Hot Drinks		
Month	☺	😐	☹	☺	😐	☹	☺	😐	☹	☺	😐	☹
Jan	1	2	2	4	1		1	1	3		5	
Feb		3	2									
Mar												
Apr												
May												
Jun												
Jul												
Aug												
Sep												
Oct												
Nov												
Dec												
Year:	**1**	**5**	**4**	**4**	**1**		**1**	**1**	**3**		**5**	





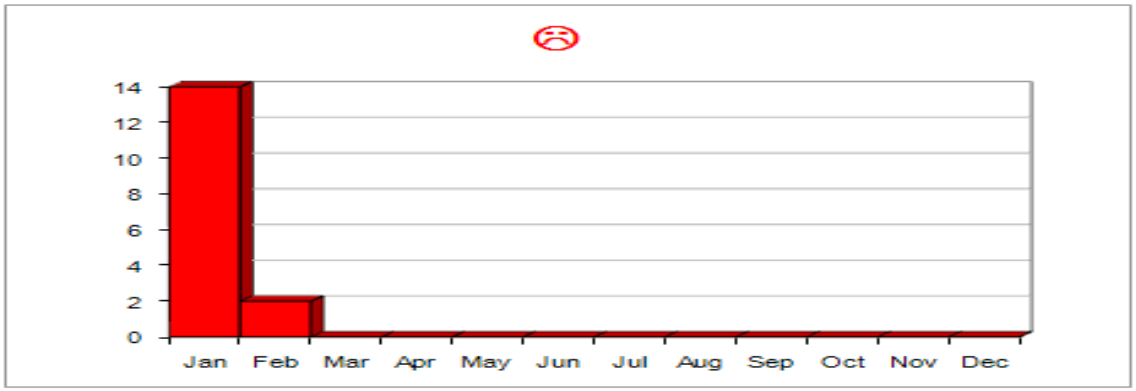


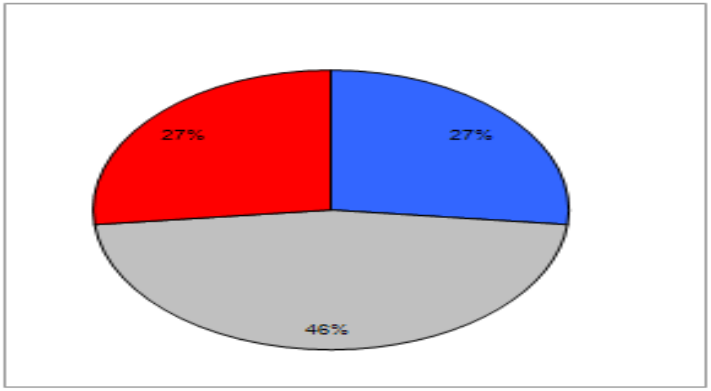


Caramba Family Inn — Year: 2012

GUEST CHECK ANALYSIS Breakfast

	Breakfast Summary			Percentages			Trend
Month	☺	😐	☹	☺	😐	☹	☹
Jan	16	25	14	29%	45%	25%	
Feb		3	2		60%	40%	▼
Mar							
Apr							
May							
Jun							
Jul							
Aug							
Sep							
Oct							
Nov							
Dec							
Year:	**16**	**28**	**16**	27%	47%	27%	





Hotel Quality Manager

Caramba Family Inn Year: 2012 don't panic!

Evaluation Area Lunch

No.	Month	Lunch Choice Food			Lunch Choices Wines			Lunch Choice Beverages			Lunch Food Presentation			Lunch Food Quality			Lunch Food Taste			Lunch Food Waiting Time			Lunch Service Friendliness			Lunch Service Speed			Lunch Atmosphere			Lunch Cleanliness			Lunch Value for Money			Lunch		
		☺	😐	☹	☺	😐	☹	☺	😐	☹	☺	😐	☹	☺	😐	☹	☺	😐	☹	☺	😐	☹	☺	😐	☹	☺	😐	☹	☺	😐	☹	☺	😐	☹	☺	😐	☹	☺	😐	☹
1	1		1		1				1		1			1				1			1			1			1			1				1					
2	1		1		1						1				1			1			1			1			1			1					1			
3	1		1		1				1		1			1					1		1		1			1			1				1					
4	1		1		1							1				1	1					1	1			1			1				1					
5	1	1			1			1				1		1			1					1	1			1				1			1					
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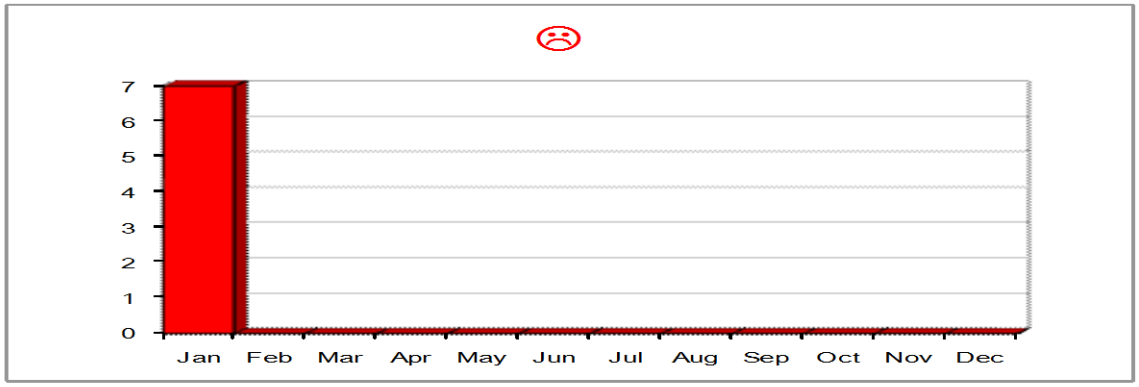
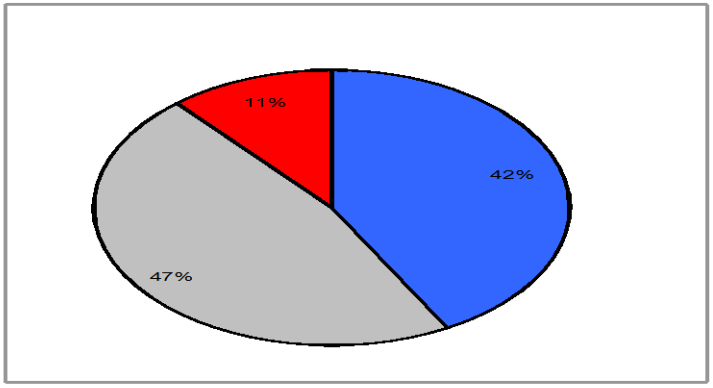
Caramba Family Inn — Year: 2012

GUEST CHECK ANALYSIS Lunch

Month	Lunch Summary			Percentages			Trend
	☺	😐	☹	☺	😐	☹	☹
Jan	26	29	7	42%	47%	11%	
Feb							
Mar							
Apr							
May							
Jun							
Jul							
Aug							
Sep							
Oct							
Nov							
Dec							
Year:	26	29	7	42%	47%	11%	



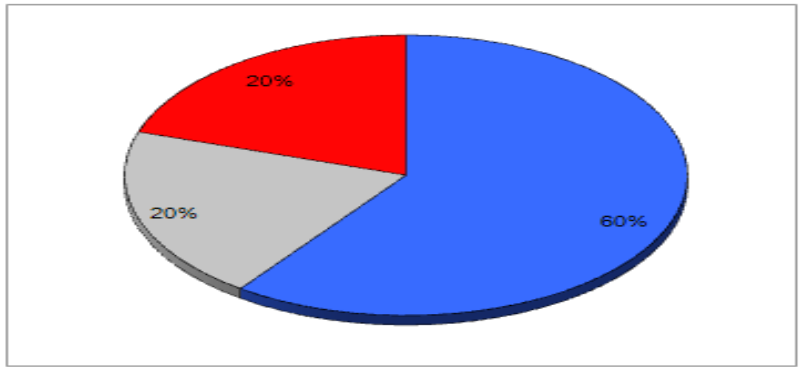


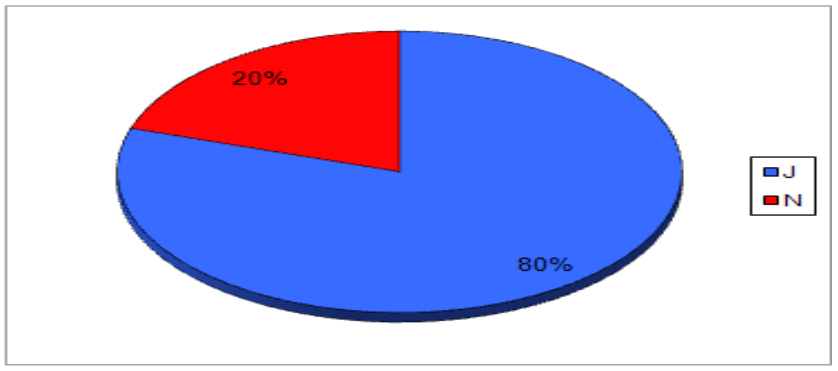
Caramba Family Inn — Year: 2012

GUEST CHECK ANALYSIS General — Part 1

Month	General Overall ☺	General Overall 😐	General Overall ☹	Tendenz ☹
Jan	3	1	1	
Feb				
Mar				
Apr				
May				
Jun				
Jul				
Aug				
Sep				
Oct				
Nov				
Dec				
Year:	**3**	**1**	**1**	

Month	General Recommendable J	General Recommendable N	Tendenz ☹
Jan	4	1	
Feb			
Mar			
Apr			
May			
Jun			
Jul			
Aug			
Sep			
Oct			
Nov			
Dec			
Year:	**4**	**1**	





Caramba Family Inn Year: 2011

GUEST CHECK ANALYSIS General Part 3

Set filter to "D" to hide empty rows !

	General individual suggestions / wishes
Month	
1	no decaffeinated coffe available!
1	
1	
1	
1	
2	
2	
2	
2	
2	

In what way do **MagicWorkbooks**® differ from normal Excel workbooks?

MagicWorkbooks are easier to use:

- Easy-to-handle data input with demo data for orientation
- All data to be entered only once
- No programming knowledge required
- No detailed knowledge of Microsoft Excel required
- No work on spreadsheets or charts required
- No scrolling for sheets thanks to a Hyperlink-table of contents

MagicWorkbooks are faster:

- A monthly report with 20 spreadsheets and 20 charts in 20 minutes?
- Calculate year-end liquid reserves with changes in revenue prediction for every month in half an hour?
- Compute balance sheets for the next five years in one hour?
- Decision on a $ 50 million sale-and-lease-back operation: Prepare all relevant data in one hour?
- Determine capital re-investment requirements (fixed assets) for the next year in 10 minutes?
- Prepare a comprehensive company presentation for your bank in one hour?

With **MagicWorkbooks** all that is „business as usual“!

This was just a brief survey ...

if you have further questions regarding this workbook, email us!

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