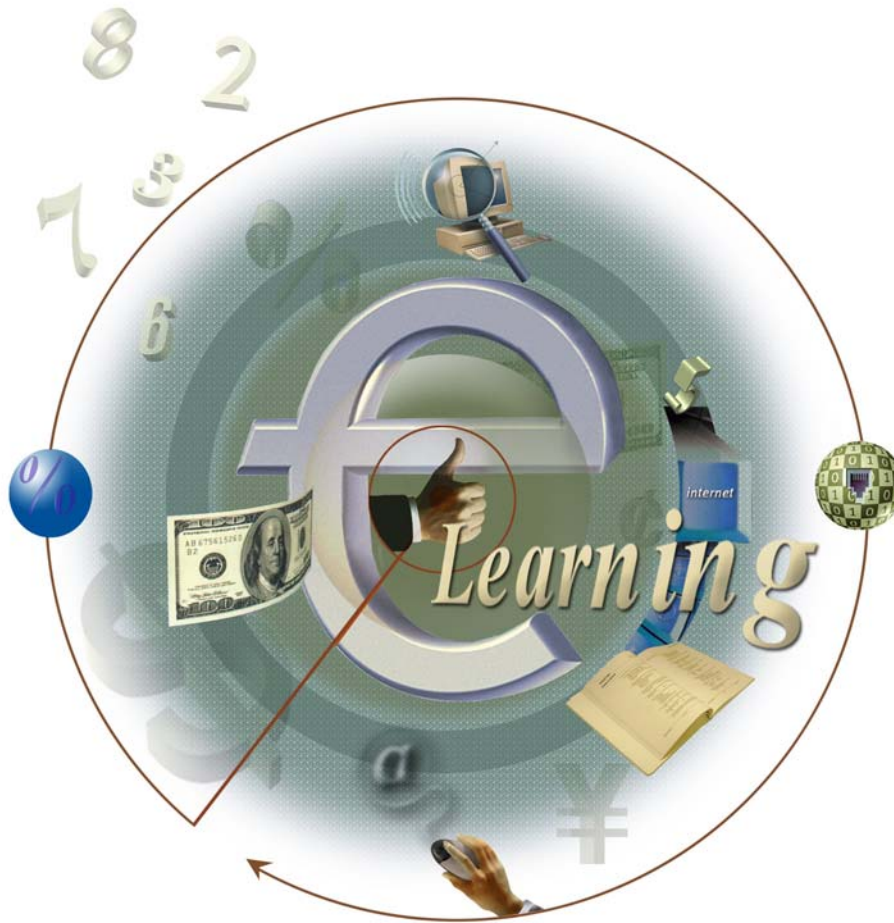


# OPERAeLearning

Interactive training system



# Save time and money training new and seasoned employees to use your OPERA Property Management System (PMS).

A well-trained, informed staff creates success in the hospitality industry, but finding the time or money for such training is often difficult.

Enter MICROS OPERA eLearning, an interactive training system offering intuitive logic, a browser interface, an online instructor and the ability for each employee to find a comfortable personal pace at which to learn. You and your facility acquire fast, cost-effective on-site training designed for both new and seasoned employees.

OPERA eLearning allows staff to retrain using Moderated eLearning, or totally train themselves with Recorded eLearning. You save time and money while maximizing your investment in MICROS's efficient, fully integrated property management system, OPERA PMS.

## Moderated eLearning

Moderated eLearning sessions are essentially web classrooms for up to eight students at a time. They best serve employees with a working knowledge of OPERA PMS and wish to ask questions about specific business practices.

An instructor guides the course over the web, allowing time for students to ask questions and to do exercises in a "practice hotel." While there is some scheduling involved, flexibility still rules.

## Recorded eLearning

Recorded eLearning sessions provide overview training on the complete PMS application. They are most useful for new employees who need to learn OPERA PMS from scratch.

Each 20 to 30 minute recorded session guides the user step-by-step through an OPERA PMS application. Employees study the recordings at their convenience, fitting the sessions around their work schedules. The lessons are participatory, as the employees perform online exercises while accessing the "practice hotel."

## Evaluation and Report

Following the eLearning training, OPERA tests each student to gauge the employee's retention of the material. Our extensive testing databases enable the system to issue a different set of test questions each time you request a test. Once employees complete their tests, hospitality management receives reports about their scores. You can tailor these reports to show results for a group of employees, or for one person in particular, as needed.

## Modules

There are over 30 modules, each of which reference a particular OPERA PMS function such as accounts receivable, reservations, check-in functionality and folio features. In addition, advanced modules are available for those who work with the complete OPERA Enterprise Solution.

To discover exactly how OPERA eLearning can work for you, contact us today.