

I'm not robot!



John L.
East Kilbride, United Kingdom

- Reviewer
- 5 reviews
- 4 hotel reviews
- Reviews in 4 cities
- 6 helpful votes

"Worst Dive I Have Stayed In"

○○○○○ Reviewed 7 April 2013

Worst hotel and service I have ever experienced in my entire life. Arrived early to be told to move our car from the present position as the receptionist (Basil Fawty's twin) parked there. Got in at 16.00 to be told the owner was trying to sell and had lost interest and should have ran then but decided to make the best of a bad lot and boy was the room a bad lot. West End of Glasgow was right as were nearly sleeping in the street. Asked for a move to be told they were full and that was his best joke of the day. Still being the eternal optimist stayed for two hours and left.

georgianhouse1000, Manager at The Georgian House, responded to this review
25 April 2013

This complaint i assume started when they were asked to stop swearing. They also had an attitude and extremly rough appearance and smelled strongly of alcohol (i hope i am building a picture here).These guests also left a strange odor in the room that i am sure could be helped with soap and water.
All in all i am sure potential guests will understand the type of personality that these guests had. How glad we are they will not be returning.
Report response as inappropriate

Rate inspector > Details

Explanation of prices on T, 19/05/20 for room type Double

Season: 16 May - 31 Aug

HB: RON 298.50
 Standard price: RON 325
 Price rule: Early booking -10% = RON 292.50
 Taxes:
 TVA RON 14.63 (included)
 Tourist tax RON 6

FB: RON 370.50
 Standard price: RON 405
 Price rule: Early booking -10% = RON 364.50
 Taxes:
 TVA RON 18.23 (included)
 Tourist tax RON 6

"What has happened? Will not be returning..."
 Reviewed 4 weeks ago
 Arrived at 16.00 to find nobody at 'home' and stood on the doorstep for an hour waiting for the manager to return. Then given a two room instead of the double booked. The room in the basement did not have any windows, they were blocked by shutters which i could not open. The bathroom was unclean and the toilet like sandpaper. The once excellent continental is now a shadow of what it was. seems that they do not care any more - the last manager having left. sorry but can no longer recommend the place and will not be back. what a shame.
 Room Tip: room at the back and not in the basement
 See more room tips
 georgianhouse1000, Owner at The Georgian House, responded to this review
 Honestly what do you expect. You pay little you get cheap. We are a Budget hotel. Get real.
 Report response as inappropriate
 This response is the subjective opinion of the management representative and not of TripAdvisor LLC



How to report a hotel manager. Hotel it manager responsibilities. Hotel manager job description sample. Hotel manager summary.

Manager Report (manager_report with STA5.FMX) The Manager Report allows a user to configure the report with the information that the property wants to see. The statistics will help in determining trends and profits, providing a basis for future planning. The Manager's Report has been set up within the Edit Text Files option as a Night Audit Report and/or within a Report Group. Users can use the standard Manager's Report or will have the option to create the ideal report that will meet everyone's needs in the hotel. If the GENERAL=MULTI CURRENCY application parameter is activated, it is possible to select the appropriate currency code from the list of values displayed when clicking on the down arrow next to the Currency Code field. How Statistics work and the attributes are stored: The application will take the last position of the charges prior to the End of Day running UNLESS the charges are currently owned by a PM room, then application looks at the last regular room ownership. Any movements after running of the End of Day will have the charges "frozen" at the time the End of Day was run. Profile ownership is determined again by the End of Day for movements affecting Country, Nationality or Profile Statistics. Reservation attributes are always frozen and never readjusted after End of Day. These include room class, market code, source code, rate code, and channel. When generating the manager_report, multi property functionality has been implemented when the OPP_MHT2 Multi-Property Cross Reservations add-on license is activated for the users' default login property. A Property LOV will appear on the attached STA5.FMX. The properties displayed in the LOV will only be those designated as Alternates for the Users Default Property (defined in Property Details>Alternates). Opera will then conduct a check on the permission of PRINT REPORTS. Additionally, if the report is configured as "Protected" in the login property, a second check for the permission PROTECTED REPORTS will be done. If the Room Class parameter is not activated for the Default Property, a check will be conducted to determine if the Room Class parameter is activated for any of the alternate properties that are selected. If any of the selected properties have the Room Class functionality activated, the Room Class filter will display on the FMX. The Manager Report cannot be printed for fiscal period reporting if selected to print for multiple properties. The fiscal radio button will be grayed out once more than one property is selected in the Property LOV. The report output will be exactly the same as if running from a single property (i.e., if properties ABC, DEF, and GHI are selected, the output will be a report for ABC, a report for DEF, and a report for GHI). Opera will then print an extra page at the end of the reports that will display the GRAND TOTALS of all selected properties. If each property does not have the same criteria, the totals from the property report will just carry over to the GRAND TOTALS page, i.e., if property ABC is the only one with Room Class TOWER, then the GRAND TOTALS page will display for Room Class TOWER with the same figures as the property itself. By default, the Manager Report is attached to the Night Audit Reports Group. Opera will not display the multi property LOV as an option on the attached RES5.FMX. If the user would like to print the Manager Report for multi properties, they will need to attach the Manager Report to another Report Group. Only then will Opera display the Multi Property LOV on the RES5.FMX. Property. This field is visible when the OPP_MHOT Multi-property PMS add-on license is active. Select the down arrow to choose the property to see the Manager's Report statistics. Note: The Property LOV is not available when adding the Manager's Report to the End of Day Reports. The report can only be run for the login property during the End of Day sequence. Calendar or Fiscal - (Available when the CASHIERING>PERIOD DEFINITION application function is set to Y.) Select the radio button that corresponds to the type of report period you wish to apply to this report. You may choose a Calendar period (month, week, or month to date) or a Fiscal period (which you have defined for your property's use). (Fiscal periods are configured using Configuration>Cashiering>Period Definition>Period.) Whether you select a Calendar or Fiscal period type will determine your other Report Period options, and your Date Range options. If you selected Calendar, choose whether you wish to report on a specific calendar Month, Week, or on the current Month to Date. If you selected Fiscal, choose whether you wish to report on a specific Period, Week within the fiscal year, or on the current Period to Date. For Calendar/Month reporting, additional fields allow you to select the calendar year and the month. For Calendar/Week reporting, additional fields allow you to select the calendar year and the week. For Fiscal/Month reporting, additional fields allow you to select the fiscal year and the month. For Fiscal/Week reporting, additional fields allow you to select the fiscal year and the week. For Month/Period-to-Date reporting, an additional

field allows you to select the Date, Date Range, the appropriate Date Range options appear. For example, if you select Calendar and Month as the Report Period, Date Range fields appear allowing you to choose the calendar year and the month you wish to report on. Or, if you select Fiscal and Period, Date Range fields appear allowing you to choose the fiscal year and the fiscal period you wish to report on. The current date determines the default Date Range field entries, but you may make changes prior to running the report. Room Class: (Available when the General->Room Class application function is set to Y.) Select the down arrow to choose one or more specific room classes on which to report. The default is all room classes. In the event that a room class has been deleted and the statistical information for the deleted room class still exists, this information will still display on the Manager Report when running it for a past date. AR payments will be assigned to the default AR room class set by the AR->DEFAULT ROOM CLASS application setting. In the event no default AR room class is specified, the report room class for AR payments will be the first room class that was created. Print by Room Class: (Available when the GENERAL->ROOM CLASS application function is set to Y.) Select this check box to have report statistics grouped by room class. Statistics for each room class will begin on a new report page. A total page will show aggregated statistics for all selected room classes. Currency Code: (Available when the GENERAL->MULTI-CURRENCY application function is set to Y.) Select the down arrow to choose the currency in which you wish to see revenue amounts reported. The default is the property's base currency. In a multi-property environment with currency conversions, the report will use the exchange rates configured in the initiating property. If an exchange rate for a requested currency does not exist in the initiating property, all revenue amounts will be displayed as 0.00. Should any of the properties be on a base currency that is different from the base currency of the initiating property, the report will convert the revenues from the other properties to the currency of the initiating property, or into the currency requested for the report, using the exchange rates configured in the initiating property. Again, if such an exchange rate is not configured in the initiating property these revenue amounts will be displayed as 0.00. The exchange rate for the report is as follows: If the report is run for the Month (or Fiscal Period) - The exchange rate used is the exchange rate for the first day of the month (or period). If the report is run for the Week - The exchange rate used is the exchange rate for the first day of the week. If the report is run for the Month-to-Date (or Fiscal-Period-to-Date) - The exchange rate used is the exchange rate for the date selected in the Date field. Tax: Select this check box to include tax amounts in revenue statistics. The default is to not include taxes. Last Year: Select this check box to include information from the calendar or fiscal year prior to the selected year, as appropriate, for comparison. For example, if you had selected fiscal period 2 from the year 2005 in the Date Range fields, the report will also show statistics for fiscal period 2 from the year 2004 alongside the corresponding 2005 statistics. The default is to not include last year's statistics. Forecast: Only displayed when the Month to Date Report Period filter is selected and the Date Range is the current business date minus 1, selecting this check box displays a Activity Forecast Snapshot at the end of the report however many days have been defined in the No. of Days field, using the Date Range filter as the begin/start date. The Forecast Snapshot will display forecast data with a default of 5 days and for a maximum of 31 days from the defined start date in columns for the following items, which will be hard coded. Information included in this section includes the following: Day. +1 through +5 of Reported Business day Day of the Week.Date. +1 through +5 of the reported Calendar Date.Arr. Rooms. Total number of scheduled arrival rooms for the date.Dep. Rooms. Total number of scheduled departure rooms for the date.Total Occ. Total number of rooms occupied for the date.Occ. % Occupancy percentage (Rooms Occupied/Total Number of Rooms in Hotel x 100).Adl. & Chl. Total number of Adults and Children for the date.Average Room Rate. Average rate per room (Room Revenue/Number of Rooms).Room Revenue. Total amount of room revenue. If the Tax check box is selected, then this amount will include the room revenue taxes.Total Revenue. Total amount of room revenue, F&B revenue, and other revenue. If the Tax check box is selected, then this amount will include the tax amount.No. of Days. Displayed when the Forecast check box is selected, the number entered in this field determines the number of days displayed in the Forecast Snapshot section. The default value for the field is 5, but can have a maximum of 31 days entered. Owners: Available when the OPV - Opera Vacation Ownership license is active and is selected by default, this check box will include Owner room details and revenue in the report. Auth Users: Available when the OPV - Opera Vacation Ownership license is active and is selected by default, this check box will include Authorized User room details and revenue in the report. Once you have chosen your report parameters, select Preview, Print, or save the report to a File. Select the following link to see the calculations used to arrive at the values shown on the Manager's Report: Manager Report Item Descriptions Table The ability for sharing reservations to have different rate codes can result in seeming discrepancies in complimentary reservation statistics as shown in reports such as the Guest In-house/Comp report and the Manager Report. In a share, one reservation can have a complimentary rate code, another might have a RACK rate code, while yet another sharer's reservation might have no rate code assigned. Opera correctly does not calculate the shared room as complimentary when not all sharing reservations have a complimentary rate code. For example, assume the following reservations are sharing room 101: Name Rate Code Amount Jones COMP 0.00 Peters RACK 150.00 Smith no rate code assigned 140.00 The Guest In-house/Comp report will show 1 complimentary reservation, while the Manager report will not list room 101 as a complimentary room since all reservations sharing the room are not complimentary. For share reservations that have staggered arrival dates, when the first reservation of the share checks in, then the Arrival Rooms for Tomorrow would display a 0 as the share reservation now has a status of Checked In. The report output may include the following: UDF % Rooms Occupied Plus Day Use% Rooms Occupied plus Day UseRooms OccupiedTotal Rooms in Hotel minus OOO RoomsUDF Rooms OccupiedAvailable Rooms minus OOO RoomsUDF Rooms Occupied minus House UseTotal Rooms in HotelUDF Rooms Occupied minus CompAvailable RoomsUDF % Rooms OccupiedCompComplimentary RoomsOut of Order RoomsUDF ADR (Distributed) minus CompUDF ADR (Distributed) minus HouseHouse Use RoomsRooms Occupied minus Comp and House UseRooms Occupied minus House UseADR (Distributed) minus CompADR (Distributed) minus HouseRooms Occupied minus CompADR (Distributed) minus Comp and HouseDay Use RoomsIn-House AdultsIn-House ChildrenTotal In-House PersonsIndividual Persons In-HouseBlock Persons In-HouseMember Persons In-HouseWalk-in PersonsIndividual Rooms In-House% Rooms Occupied minus Comp. 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Extended Stay (over 4 nights or starting from Tier2) Revenue divided by the total number of Available Rooms.Departure RoomsDeparture PersonsEarly Departure RoomsEarly Departure PersonsIndividual Departure RoomsIndividual Member Departure RoomsIndividual Member Departure Persons% Individual Member DeparturesMember Departure RoomsMember Departure Persons% Member DeparturesNo Show RoomsNo Show PersonsCancelled Reservations for TodayLate Reservation Cancellations for TodayReservations Made TodayRoom Nights Reserved TodayTurnawaysToday's DemandClean RoomsDirty RoomsDoubles As Singles% Beds OccupiedADRADR minus CompADR minus HouseADR minus Comp and HouseAverage Person RateAverage Persons per Block RoomsAverage Revenue per Block RoomsAverage Room Revenue per Block RoomsRoom RevenueFood And Beverage RevenueOther RevenueTotal RevenueBlock RevenueBlock Room RevenueIndividual RevenueIndividual Room RevenueMember RevenueMember Room RevenueTotal Revenue per PersonPaymentMaximum RevenueMaximum Revenue for Rooms OccupiedMaximum Revenue %Maximum Revenue % per Rooms OccupiedArrival Rooms for TomorrowArrival Persons for TomorrowDeparture Rooms for TomorrowDeparture Persons for Tomorrow% Rooms Occupied for Tomorrow% Multiple Occupancy% Rooms Occupied for the Next 7 DaysRevenue per Available Room minus OOORevenue per Available RoomCompany Room RevenueProjected % Rooms Occupied for current MonthProjected % Rooms Occupied for current YearADR plus Day Use

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