

# Mana Island Resort dials in to MICROS Software Support



## Mana Island Resort and Spa

manafiji.com

## No. of Rooms

152



The largest of the Mamanuca chain of islands, Mana Island lies around 30km west of Nadi, the mainland home of Fiji's only international airport.

The centrepiece of Mana Island, the Mana Island Resort and Spa, opened in the late 1970s with around 80 rooms. Today, the 4-star resort features 152 rooms, including a number of spectacular beachfront bures – making it a popular venue for weddings, family holidays and honeymooners.

Shear Khan is the IT Manager of the Mana Island Resort and Spa. His role includes the management of communication, internet and data networks for the whole resort – which is a unique challenge given the island's location.

"Because we are a remote island we have to have our own power system and our own generators," Mr Khan says. "We also have our own water and sewerage treatment, our own airport, and our own jetty."

When Mr Khan first arrived at the resort in 2005, the IT systems were virtually non-existent.

"Back then everything was done with paper docketts. Guests would simply supply their room numbers at the bar or the restaurant, and everything was added manually to a spreadsheet."

While the system may have been easy and relaxed for guests, it was extremely time-consuming for staff to manage.

"We hardly use cash in this resort, so most of our transactions are done by credit card," he says. "The docket system made it difficult to keep track of what guests were spending."

The manual system was further complicated by some unwelcome guests that occasionally made their way into the resort.

"Sometimes we would have backpackers that were camping on the island come into the resort and order drinks. They would just use one of the room numbers. Then our real guests would get a surprise when they got their bill!"

## Tightening up systems with MICROS

One of the first things Mr Khan did in his new role was introduce MICROS to improve the island's systems and controls.

Today, the resort uses OPERA Property Management System (PMS), MICROS Point of Sale (POS) and Materials Control to help manage their inventory. The system is split into seven revenue centres – including two restaurants, a bar, a staff shop, and a boutique retail store selling locally-made souvenirs and gifts.

Importantly given their remote location, the Mana Island Resort and Spa also subscribes to MICROS Software Support, a Sydney-based phone and email service that's provided 24 hours a day for hotels and PMS customers.

"when we really need help we can get our issues resolved – that's why we pay the annual fee, and it's worth the dollar value"

Shear Khan, IT Manager, Mana Island Resort and Spa



## Helping staff help themselves

MICROS Software Support is available to customers from all around Australia, New Zealand and the Pacific Islands. The annual fee for the service includes the ability to upgrade MICROS software free of charge.

Mr Khan says the resort also pays to get special training for staff when they do these upgrades, which usually happens every two years. He believes these training sessions go a long way to helping the resort troubleshoot its own problems.

“There’s a lot of day-to-day things staff will come across that they know how to fix themselves – especially if they’ve been through the training.”

The MICROS website is regularly updated with a ‘tips and tricks’ section to help staff find quick answers if they get into trouble. The system also includes easy-to-train dashboards that allow staff to drill down to the information they need.

“Generally speaking the OPERA system is very well done, and pretty simple to use in the front of house – staff don’t find using the OPERA systems difficult.”

Mr Khan believes that the self-help feature in the OPERA systems, which includes demonstration videos, is a good way to identify and solve minor issues when they do arise.

“The help function in OPERA is very easy, and it can help us fix many minor issues quickly,” he says. “It might only be once or twice a year that we actually need to contact MICROS Software Support.”

## Making it easier to find the right staff

MICROS is widely used and taught in the Pacific Islands – making it easy to find staff who have experience using MICROS systems.

- MICROS is used by more than 25 hotels and resorts in Fiji, including all international chains.
- The University of the South Pacific (USP) is the premier provider of tertiary education in the Pacific Region. The Fiji Laucala Campus uses MICROS in their hospitality & tourism courses.
- The Training & Productivity Authority of Fiji (TPFA) is a statutory organisation established by the Parliament of the Republic of the Fiji Islands. They also use MICROS in their hospitality & tourism courses.

## Calling for help when it’s needed most

Mr Khan recalls an incident in 2009 when a major hurricane caused water damage to the resort’s server room. As a result, every system in the resort went down.

“When the system eventually came back up, our PMS was showing the resort was overbooked, but we physically had a number of empty rooms in the resort.”

When such a situation arises, Mr Khan says he calls or emails MICROS Support in Sydney – giving him access to an ‘on the ground’ support network of over 100 staff across Australia, New Zealand and the Pacific Islands.

“There are many front-of-house issues we can handle, but when things go wrong in the back end, that’s when we really need that remote support.”

“At the end of the day, when we really need help we can get our issues resolved – that’s why we pay the annual fee, and it’s worth the dollar value.”

For more information on MICROS software, services and support, please visit [micros.com.au](http://micros.com.au)



+61 2 9485 1200

[micros.com.au](http://micros.com.au)

[apausinfo@micros.com](mailto:apausinfo@micros.com)