



# TDS

## **Turn Down Service Microsoft Windows 7, 8 and 10-64 BIT® Procedures Manual**

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The COMMDEC TDS System (Turn Down Service) is designed to allow your guests to request Turn Down Service via the Telephone System and notify the Housekeeping and Front Desk departments of this request. Guests have the option to request TDS one night only or for their entire stay.

TDS Reports contain a detailed listing of guest rooms that have used the service, and can be generated automatically and on demand. There are options for report types available:

1. 'TURN DOWN SERVICE' OPTION – TURN DOWN REQUESTED ONLY ROOMS
2. 'TURN DOWN SERVICE' OPTION – OCCUPIED ONLY ROOMS
3. 'TURN DOWN SERVICE' OPTION – ALL ROOMS

The TDS System allows Hotels to have control over the voice content of the system. Prompts can be professionally recorded or recorded at the property level and applied easily. Multiple options allow the process to be customized to fit your hotel's requirements.

## **Section 1:** **TDS System Overview** **SYSTEM OVERVIEW**

- Calls come into the TDS Voice Program.
- Integration information is collected.
  - If no integration, call transferred to TDS Operator.
- Caller is played a greeting message "Welcome to the Waldorf Astoria Turn Down Service"
- Caller is played a request message "If you would like turn down service for the rest of your stay press '1'. "If you would like turn down service for tonight only, press '2'." If desired, there is an option to add "If you would like to cancel turn down service, press '3'."
  - If '1' is pressed, TDTeeeee, the Task is queued in PBXEVENT
  - If '2' is pressed, TDAeeeee, the Task is queued in PBXEVENT
  - If '3' is pressed, TDCeeeee, the Task is queued in PBXEVENT
- Caller is played a processed message "Your request has been processed. Please enjoy your stay.
- Hang up.

## **Section 2:** **TDS Setup** **Recording TDS Prompts**

The Client Hotel is responsible for all recordings.

Please record the following:

- TDS-WEL – "Welcome to the (hotel name/brand) Turn Down Service."
- TDS-REQUEST – If you would like turn down service for the rest of your stay press '1'. If you would like turn down service for tonight only, press '2'. The wording above is really all that is required.

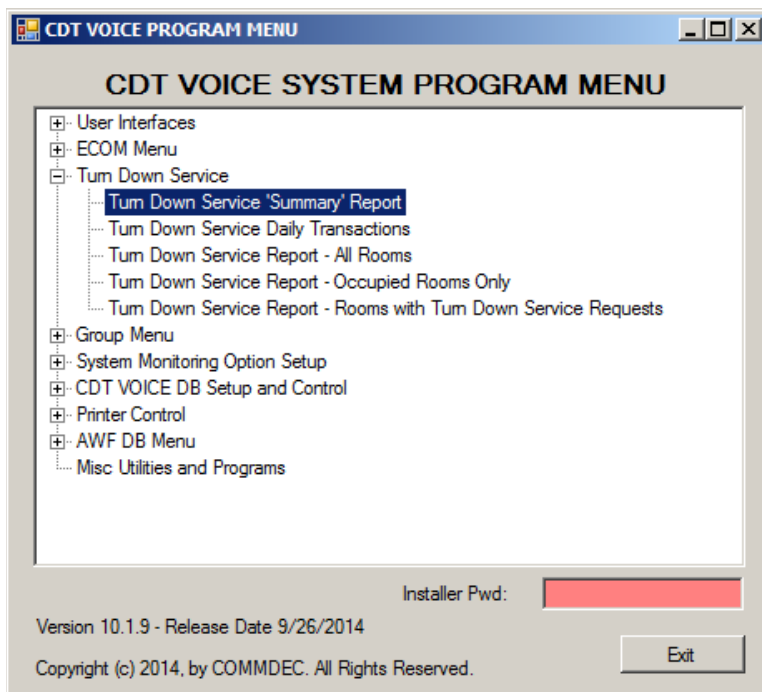
- TDS-REQUEST2 – If you would like turn down service for the rest of your stay press '1'. If you would like turn down service for tonight only, press '2'. If you would like to cancel turn down service, press 3.
- TDS-PROCESS– Your request has been processed. Please enjoy your stay.
- TDS-CANCEL– If you would like to cancel turn down service, press 3.
- TDS-UNAVAIL– The turn down service is unavailable for the remainder of the evening. We are sorry for the inconvenience.

If desired we can provide you with some sample recordings for reference purposes. Recordings may also be completed by Professional Voice/Recording Services and then sent to us. If possible have them Email prompt to us at [support@commdec.com](mailto:support@commdec.com). The Preferred format is .wav (windows sound format) or .vox format with 8 bits x 8000 hz PCM.

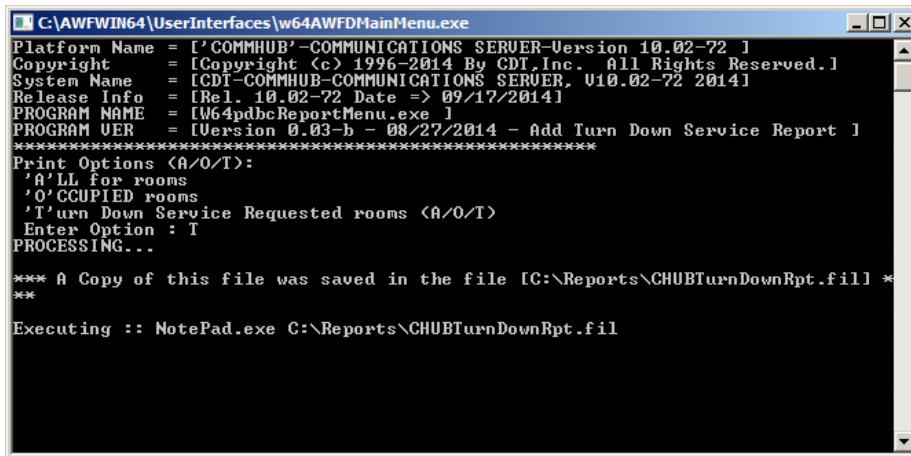
Prompts may be recorded on any device that allows a digital recording to be sent by computer. (Prompts may be recorded on Windows based systems and provided to use as .wav files. All that is required is a microphone.)

### **Section 3: TDS MENU AND REPORTS**

#### **The CDT VOICE SYSTEM PROGRAM MENU**



To print Turn Down Summary Reports, Click on Turn Down Service, then Turn Down Service ‘Summary’ Report. The following screen will appear:



Type A and a report will be printed listing all the rooms in the hotel database and those with Turn Down Service Requested will be noted with a date and time by TDT or TDA, see example of a *partial* report below (the actual report will list all rooms in the hotel)below:

```

ROOM 'TURN DOWN SERVICE' REPORT FOR CTYHOCN - [AUSRRGI ] on [10/01/14 12:22:30]
ROOM 'TURN DOWN SERVICE' OPTION - ALL ROOMS.
ROOM File Size : 2000
ROOM File Lwrt : 141

100 , KELLY, NICK , Dd- 1004, VIP- , TDT- , TDA-
101 , JACKSON, BILL , Dd- 1007, VIP- , TDT- , TDA-
102 , JONES, ASHLEY , Dd- 1005, VIP- , TDT- , TDA-09/25 09:27
103 , ABBOTT, JEFF , Dd- 1001, VIP- , TDT-09/25 09:27, TDA-
104 , AVERY, TOM , Dd- 1007, VIP- , TDT-09/25 09:28, TDA-
105 , VACANT ROOM 105 , Dd- , VIP- , TDT- , TDA-
106 , REED, CHRISTY , Dd- 0930, VIP- , TDT- , TDA-

```

Type O and a report will be printed listing all occupied rooms in the hotel database and those with Turn Down Service Requested will be noted with a date and time by TDT or TDA, see example of a *partial* report below:

```

ROOM 'TURN DOWN SERVICE' REPORT FOR CTYHOCN - [AUSRRGI ] on [10/01/14 12:21:34]
ROOM 'TURN DOWN SERVICE' OPTION - OCCUPIED ONLY ROOMS.
ROOM File Size : 2000
ROOM File Lwrt : 141

100 , KELLY, NICK , Dd- 1004, VIP- , TDT- , TDA-
101 , JACKSON, BILL , Dd- 1007, VIP- , TDT- , TDA-
102 , JONES, ASHLEY , Dd- 1005, VIP- , TDT- , TDA-09/25 09:27
103 , ABBOTT, JEFF , Dd- 1001, VIP- , TDT-09/25 09:27, TDA-
104 , AVERY, TOM , Dd- 1007, VIP- , TDT-09/25 09:28, TDA-
106 , REED, CHRISTY , Dd- 0930, VIP- , TDT- , TDA-
110 , GRAY, JOHN , Dd- 0930, VIP- , TDT- , TDA-
120 , DUTTON, MARTHA , Dd- 1017, VIP- , TDT- , TDA-
201 , CHERRY, JACK , Dd- 1001, VIP- , TDT- , TDA-09/25 09:29
206 , OLIVER, LAUREN , Dd- 1004, VIP- , TDT- , TDA-09/25 09:29
240 , NELSON, CINDY , Dd- 1025, VIP- , TDT- , TDA-
301 , ABLES, CALVIN , Dd- 1018, VIP- , TDT-09/25 09:30, TDA-
303 , ABLES, LIZ , Dd- 1015, VIP- , TDT-09/25 09:30, TDA-
330 , BOOHER, CRAIG , Dd- 1005, VIP- , TDT- , TDA-09/25 09:30
333 , SMITH, SARA , Dd- 0929, VIP- , TDT- , TDA-
340 , ROLL, LUKE , Dd- 1008, VIP- , TDT- , TDA-
345 , PATTERSON, DEBI , Dd- 1006, VIP- , TDT-09/25 09:31, TDA-
400 , LYND, KAYLA , Dd- 1004, VIP- , TDT- , TDA-09/25 09:31

```

END OF ROOM FILE DATA

Type T and a report will be printed listing ONLY room in the hotel database with Turn Down Service Requested and will be noted with a date and time by TDT or TDA, see example of a partial report below:

```
ROOM 'TURN DOWN SERVICE' REPORT FOR CTYHOCN - [AUSRRGI ] on [10/01/14 12:23:18]
ROOM 'TURN DOWN SERVICE' OPTION - TURN DOWN REQUESTED ONLY ROOMS.
ROOM File Size : 2000
ROOM File Lwrt : 141
```

```
102 , JONES, ASHLEY , Dd- 1005, VIP- , TDT- , TDA-09/25 09:27
103 , ABBOTT, JEFF , Dd- 1001, VIP- , TDT-09/25 09:27, TDA-
104 , AVERY, TOM , Dd- 1007, VIP- , TDT-09/25 09:28, TDA-
201 , CHERRY, JACK , Dd-1001 , VIP- , TDT- , TDA-09/25 09:29
206 , OLIVER, LAUREN , Dd- 1004, VIP- , TDT- , TDA-09/25 09:29
301 , ABLES, CALVIN , Dd- 1018, VIP- , TDT-09/25 09:30, TDA-
303 , ABLES, LIZ , Dd- 1015, VIP- , TDT-09/25 09:30, TDA-
330 , BOOHER, CRAIG , Dd- 1005, VIP- , TDT- , TDA-09/25 09:30
345 , PATTERSON, DEBI , Dd- 1006, VIP- , TDT-09/25 09:31, TDA-
400 , LYND, KAYLA , Dd- 1004, VIP- , TDT- , TDA-09/25 09:31
501 , AVEN, LISA , Dd- 1009, VIP- , TDT- , TDA-09/25 09:31
```

END OF ROOM FILE DATA

## Section 4:

## ECOM PRINTING

The WTDSREPORTMGR.EXE application will run reports based on options setup in the Control File for the time you want the first report of the day printed. The report will list all of the rooms requesting TDS beginning at 12:01 am until the time the report is printed. See example below:

```
TDS14092610012.txt                26-Sep-2014 10:00                Page 1 (1)

**** -> Page Start Time ::> [09/26/14 10:00:12]
COMMDEC CDT Voice - Turn Down Service (TDS) Report

      *** GRAND WAILEA - TURN DOWN SERVICE - 'SCHEDULED' REPORT      ***

ROOM File Size : 2000 ROOM File Lwrt : 141

ROOM 'TURN DOWN SERVICE' OPTION - TURN DOWN REQUESTED ONLY ROOMS.

ROOM      GUEST NAME                DEPT RM  VIP  TONIGHT ONLY      ALL NIGHTs
*****

102 , JONES, ASHLEY , 1005, , , TDT- , TDA-09/25 09:27
103 , ABBOTT, JEFF , 1001, , , TDT-09/25 09:27, TDA-
104 , AVERY, TOM , 1007, , , TDT-09/25 09:28, TDA-
201 , CHERRY, JACK , 1001, , , TDT- , TDA-09/25 09:29
206 , OLIVER, LAUREN , 1004, , , TDT- , TDA-09/25 09:29
301 , ABLES, CALVIN , 1018, , , TDT-09/25 09:30, TDA-
303 , ABLES, LIZ , 1015, , , TDT-09/25 09:30, TDA-
330 , BOOHER, CRAIG , 1005, , , TDT- , TDA-09/25 09:30
345 , PATTERSON, DEBI , 1006, , , TDT-09/25 09:31, TDA-
400 , LYND, KAYLA , 1004, , , TDT- , TDA-09/25 09:31
501 , AVEN, LISA , 1009, , , TDT- , TDA-09/25 09:31

END OF ROOM FILE DATA

*****
DATE AND TIME EXT ROOM STATUS                CDTv CMD

There are no TDS Event records to report for today.

**** -> Page End/Spool Time ::> [09/27/14 10:00:13]
```

After that first report is printed, additional reports will automatically print as new TDR requested. This report will only list the new TDR's that were set after the first report time. See example below:

TEV140926100125.txt	26-Sep-2014 10:01:25	Page 1 (1)
**** -> Page Start Time ::> [09/26/14 10:01:25]		
COMMDEC CDT Voice - Turn Down Service (TDS) Report		
::09/26/14 10:01:25		
REQUEST EVENT FROM ROOM - [128 ]		
GUEST NAME - [VACANT ROOM 128 ]		
TURN DOWN SERVICE FOR TONIGHT ONLY REQUESTED.		
Cmd = [TDT07128, TDT.2. ]		

To run reports on demand, click on the TDS PRINT icon on the desktop and the report will be printed immediately.