Stan Hotel Performance User Guide

V1.0

(for Stan users in the Hotel Sector)

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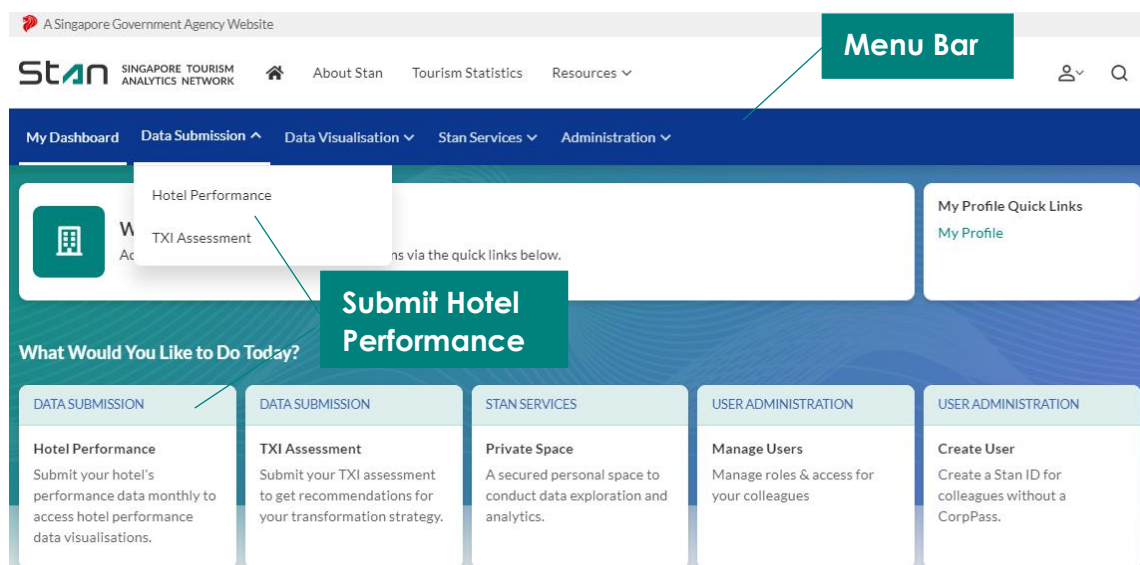
1. About Hotel Performance

Registered Stan users in the Hotel sector may be granted access to Stan Hotel Performance. You may **submit hotel performance data** and **view hotel performance dashboard**. Hotels that contribute data through the hotel performance data submission will be granted access to the hotel industry benchmark. This allows you to view your hotel's performance against industry peers, across KPIs such as Room Revenue, Average Room Rate, Average Occupancy Rate, REVPAR, and Gross Lettings.

2. Submit Hotel Performance

Only the Industry Admin and Sub-Admins may submit hotel performance. Hover over **"Data Submission"** in the **menu bar** to access the dropdown and select **"Hotel Performance"**, or via the **quick links** below.

Click on **"Contribute Data"** to submit hotel performance for that hotel.
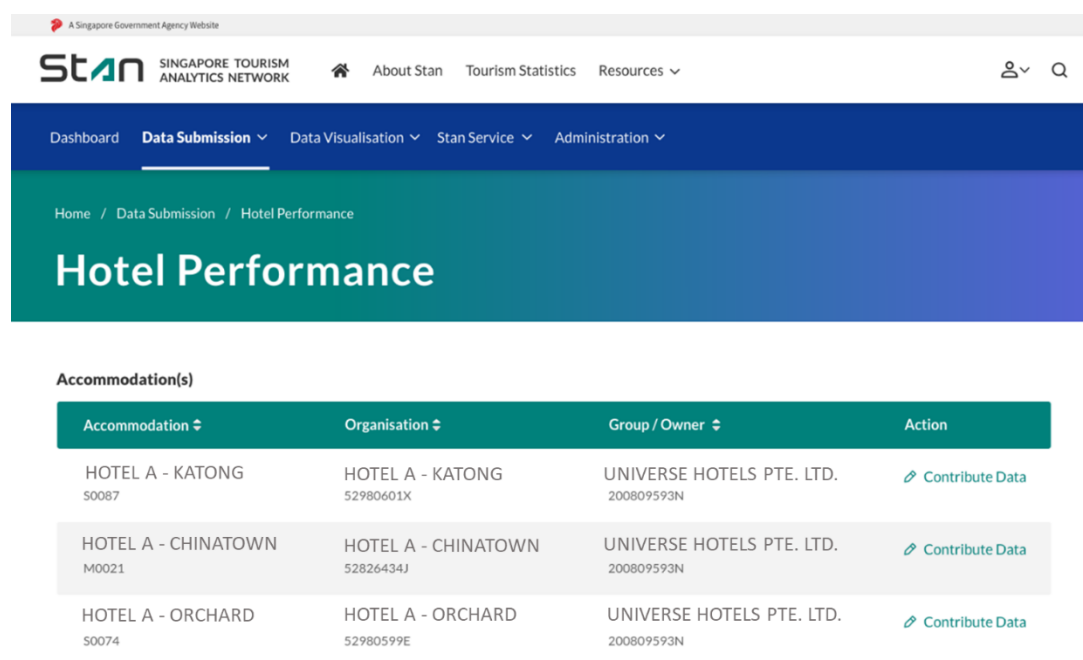
You will be directed to the **Data Submission Form** page. Check that you are submitting data for the correct hotel under the **"Hotel Name"**. Select the **Month-Year** that you wish to submit data for. You may only submit the monthly performance data or edit past submissions for up to 2 calendar years for each selected hotel.

Hotels that are eligible for **Transit Rates** will see 2 additional Letting Types – **Room Hours and Bed Hours**. Click on **"Add"** for applicable Lettings or check **"Not Applicable"**.

For example, the form will expand upon clicking on **"Add"** for **Room Nights Letting Type**. Key in the information accordingly. Click on the **"Tooltip"** ⓘ for more information on a specific field.

Total Room Nights Revenue
$ 150,000

Paid Lettings
1,500
+
Complimentary Lettings
150
+
Vacant Lettings
1,290
+
Number of Closed Room Nights
60 ⓘ

Tooltip

Room nights under renovation, staff use, or others.

Total Lettings
= 3,000

Gross Lettings
1,650 ⓘ

Local Gross Lettings
650

JUN-2020   Cancel   Save as Draft   Submit

The **Time Stamp** will be displayed when you select **"Save as Draft"** for that **Month-Year**. The **"Submit"** button will be visible after all mandatory fields have been populated.

🕐 Estimated time 15 minutes (per monthly entry)
You are required to complete the data collection form **monthly**.

ACCOMMODATION NAME   ORGANISATION NAME
HOTEL A - CHINATOWN   HOTEL A - CHINATOWN

2020 ⌄

Legend: ✓ completed ⓘ overdue

JUN-2020

MAY-2020   ⓘ

APR-2020   ⓘ

MAR-2020   ✓

FEB-2020   ✓

JAN-2020   ✓

JUN-2020

Timestamp

Last edited on 07-OCT-2020, 11:05:56 AM by Andrew Tan

General

Days of Operation for the Month
30

Temporary Closure Start Date (if applicable)
DD-MMM-YYYY 🗓   —   Temporary Closure End Date (if applicable)
DD-MMM-YYYY 🗓

Total Number of F&B Outlets
1

Total F&B Turnover Revenue
$ 0

A **notification** will appear to indicate that the data has been successfully submitted.

2.1 Resubmission of Hotel Data

You may edit past submissions for up to 2 calendar years for each selected hotel. Performing this action will replace previously submitted data for that **Month-Year.** Select the relevant **Month-Year** to resubmit hotel data and click on **"Resubmit"**. Populate the fields as according to the steps in Section 2.
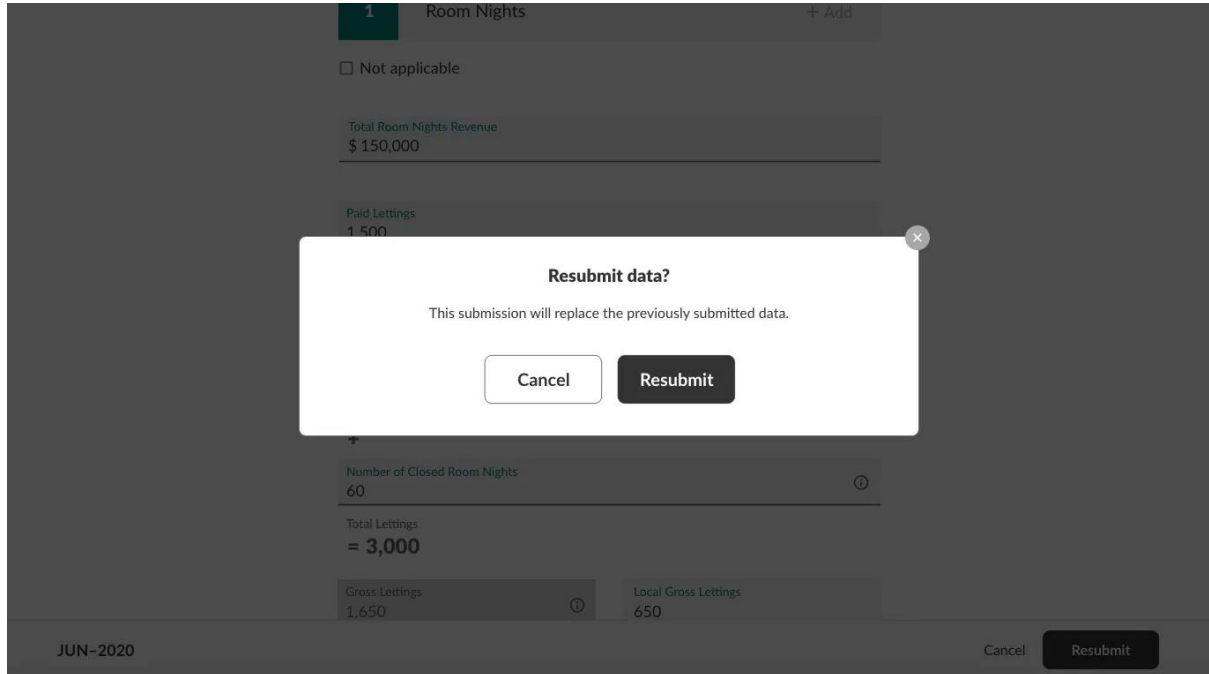
2.2 Month Closure for Hotel

No data entry is required, if you have indicated a month closure in the "**Temporary Closure Start Date"** and **"Temporary Closure End Date"**.

Clicking on **"Edit Hotel Closure Dates"** will bring you to the month which you last submitted data. For example, this hotel indicated closure from 15 May 2020 to 15 Aug 2020. Clicking on "Edit Hotel Closure Dates" for the months of May, June, July, and August will bring you to the edit screen in May 2020.

3. Accessing Hotel Performance Dashboard

The Hotel Performance Dashboard may be accessed under the **"Data Visualisation"** dropdown in the **menu bar.** You may view the hotel performance data one calendar day after data submission.

Please note that the classification of the Hotel Performance dashboard, Industry Benchmark sheet is Confidential. You may refer to the Terms of Use for more information.
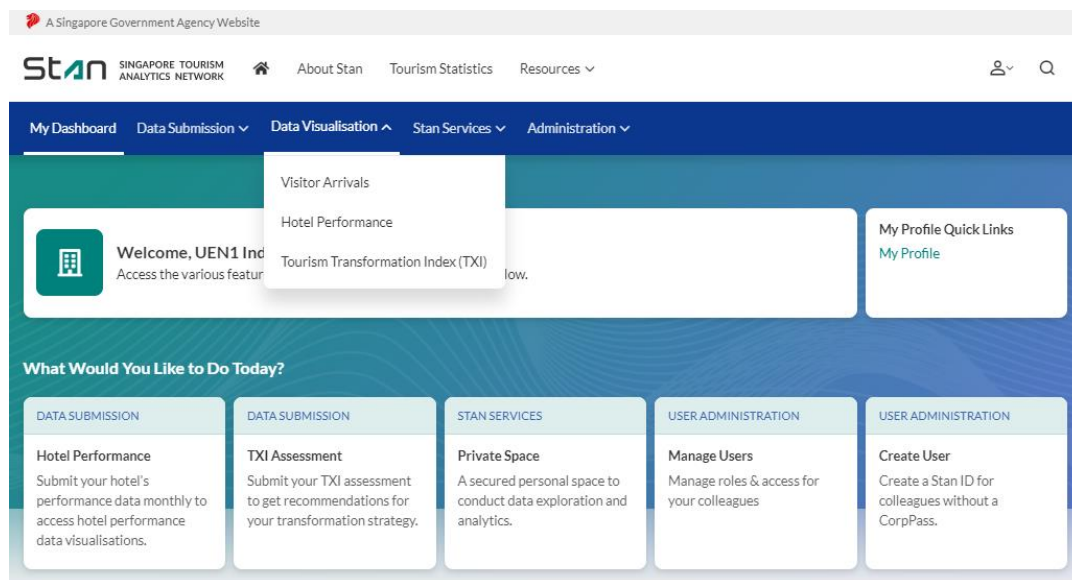
You will be redirected to the Hotel Performance Dashboards overview.

You may **toggle** between grid view [ ] and list view [ ]. The list view is especially useful for sheets with long titles. Double click to access the selected sheet.
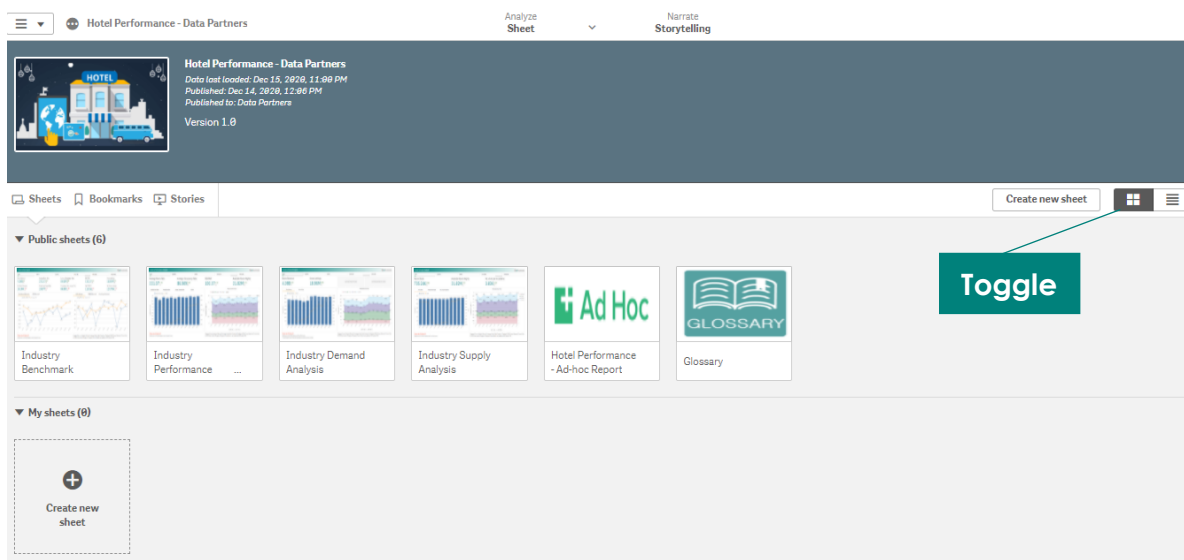
Use the navigation bar at the top to move around the various pages available in the visualisation. By clicking on the **dropdown**, you will see an overview of the various pages in the visualisation – select the specific page you would like to navigate to. Alternatively, you may use the **arrows** to navigate back and forth between pages.

Select **app overview** under the **home icon** to return to page overview. To download the sheet, you may select the option to **export** the entire page to PDF under the home icon.

The **hyperlinks** at the bottom right of the page allows quick navigation to Stan Portal. It also allows access to materials such as FAQ, Privacy Statement, and Terms of Use.

The bottom left of the page indicates the **data source** and the statistics up to the specified time period of the visualisation.
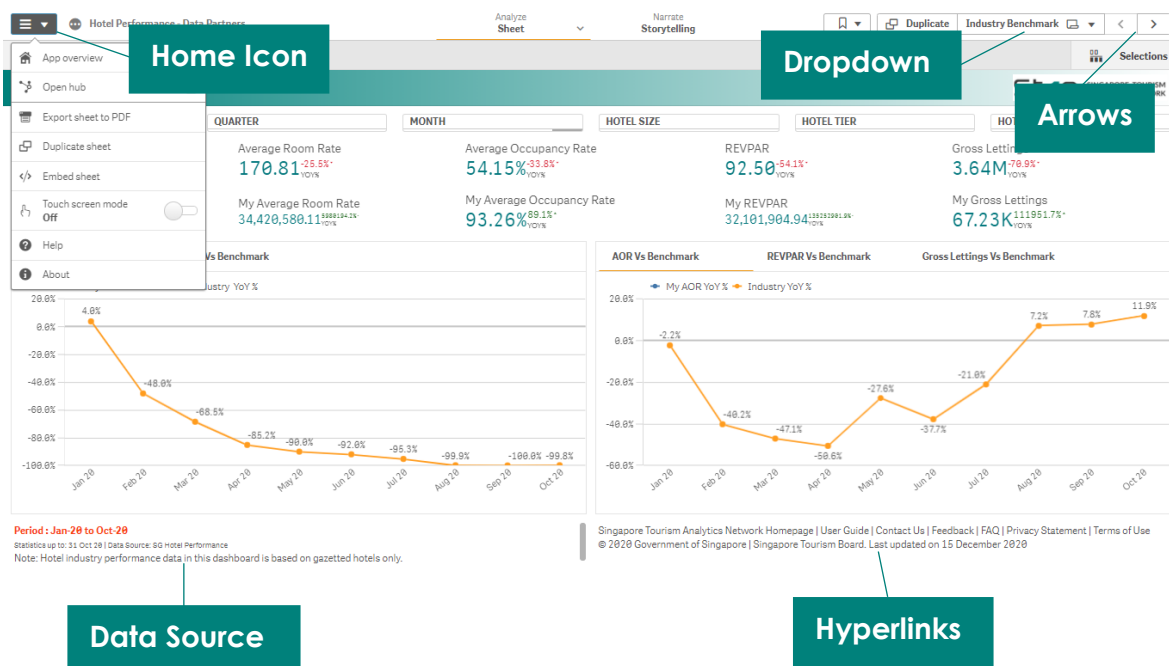
You may view key statistics in the **KPI Bar**. The KPIs and visualisations will be updated dynamically as you apply filters.

Filters may be found above the KPI Bar. Filters applied will appear on the **filter bar**; cross out that selection to remove the specific filter.

Each chart space may accommodate more than one visualisation. Alternate between the visualisations on each chart space, by clicking on the **tab title**.

You may also choose to export a specific visualisation. Move your cursor over the visualisation you would like to export, and right click, before selecting the **'Export'** function. You will be presented with the option to export the visualisation as an image or PDF. You are also able to download the data used to build that specific visualisation, by selecting 'Export data'.