

Stan Hotel Performance User Guide

V1.0

(for Stan users in the Hotel Sector)

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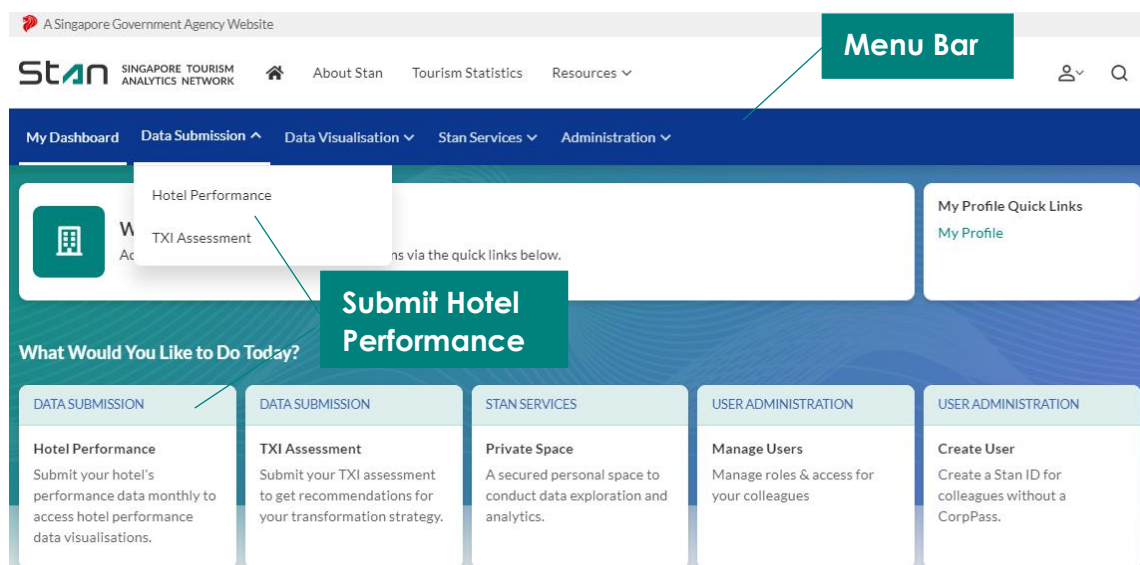
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1. About Hotel Performance

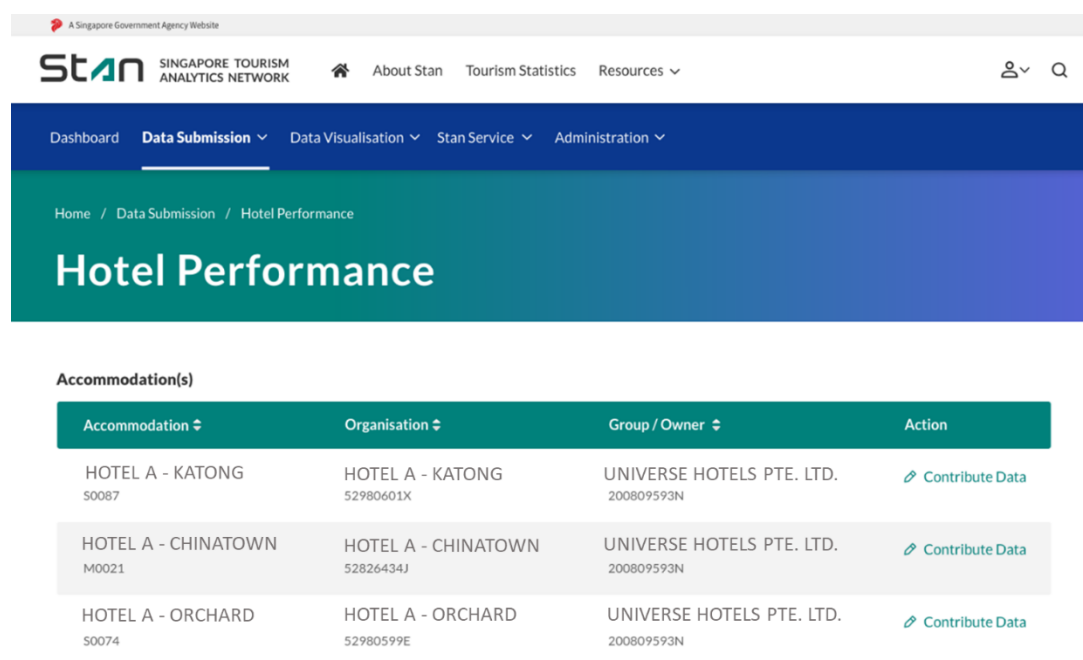
Registered Stan users in the Hotel sector may be granted access to Stan Hotel Performance. You may **submit hotel performance data** and **view hotel performance dashboard**. Hotels that contribute data through the hotel performance data submission will be granted access to the hotel industry benchmark. 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”**.

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Stan SINGAPORE TOURISM ANALYTICS NETWORK

Home / Data Submission / Hotel Performance / Data Submission Form

Data Submission Form

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

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

2020 JUN-2020

Legend: completed overdue

JUN-2020

MAY-2020
APR-2020
MAR-2020
FEB-2020
JAN-2020

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

Total Number of Guests (optional): 120
Total Number of Local Guests (optional): 320

Total Number of Rooms: 100
Total Number of Beds: 2,000

Letting Type

1 Room Nights + Add
 Not applicable

2 Bed Nights + Add
 Not applicable

3 Room Hours + Add
 Not applicable

4 Bed Hours + Add
 Not applicable

JUN-2020 Cancel Save as Draft Submit

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 ⓘ	
Total Lettings	
= 3,000	
Gross Lettings	Local Gross Lettings
1,650 ⓘ	650

Tooltip
 Room nights under renovation, staff use, or others.

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
HOTELA - CHINATOWN	HOTELA - 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

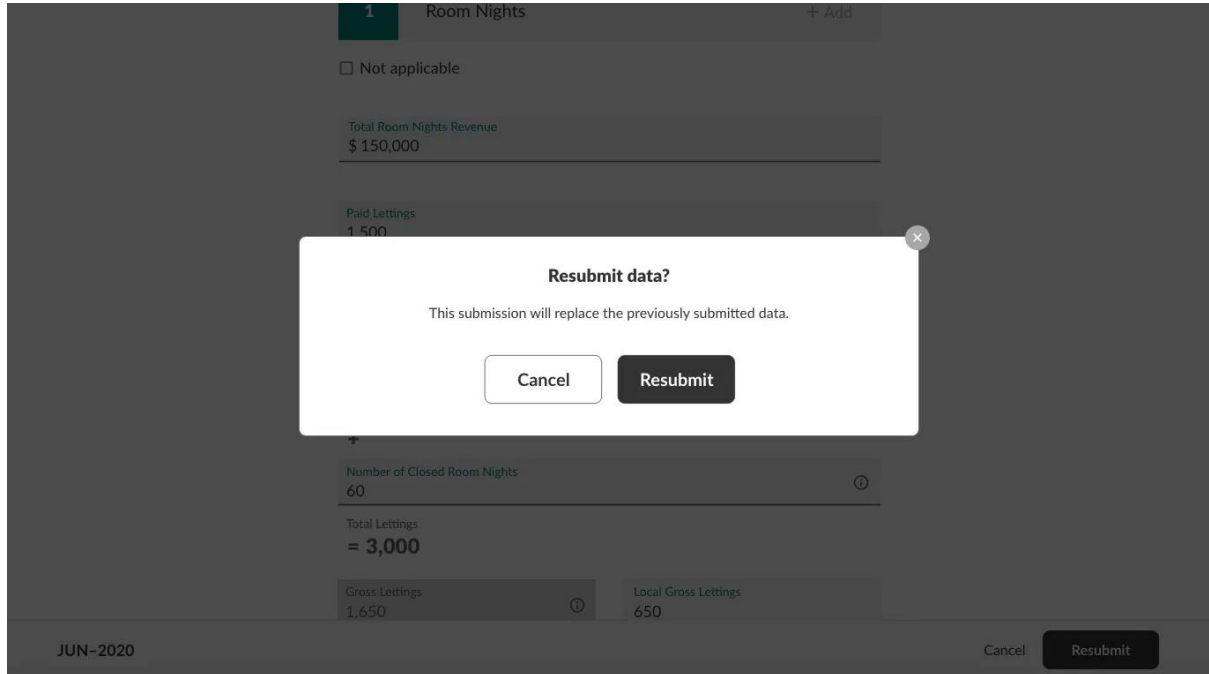
\$ 0

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

The screenshot displays the Stan Singapore Tourism Analytics Network interface. At the top, a notification box states "Success! Your data has been submitted." A green callout box labeled "Notification" points to this message. The navigation menu includes "Dashboard", "Data Submission", "Data Visualisation", "Stan Service", and "Administration". The breadcrumb trail shows "Home / Data Submission / Hotel Performance / Data Submission Form". The main heading is "Data Submission Form". Below this, it notes "Estimated time 15 minutes (per monthly entry)" and states "You are required to complete the data collection form monthly." Two input fields are shown: "ACCOMMODATION NAME" with the value "HOTELA - CHINATOWN" and "ORGANISATION NAME" with the value "HOTELA - CHINATOWN". A date selector is set to "2020" and "JUN-2020" is displayed prominently. A legend at the bottom indicates "Legend: ✓ completed ○ overdue".

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.

The screenshot shows the Stan Data Submission Form interface. At the top, there is a navigation bar with the Stan logo and menu items: About Stan, Programmes, Collaboration Opportunities, and Tourism Statistics. Below this is a secondary navigation bar with Dashboard, Data Submission (selected), Data Visualisation, Stan Service, and Administration. The breadcrumb trail reads: Home / Data Submission / Hotel Data / Data Submission Form. The main heading is "Data Submission Form". Below the heading, it states: "Estimated time 15 minutes (per monthly entry). You are required to complete the data collection form monthly." There are two input fields: "ACCOMMODATION NAME" and "ORGANISATION NAME", both containing "HOTEL A - CHINATOWN".

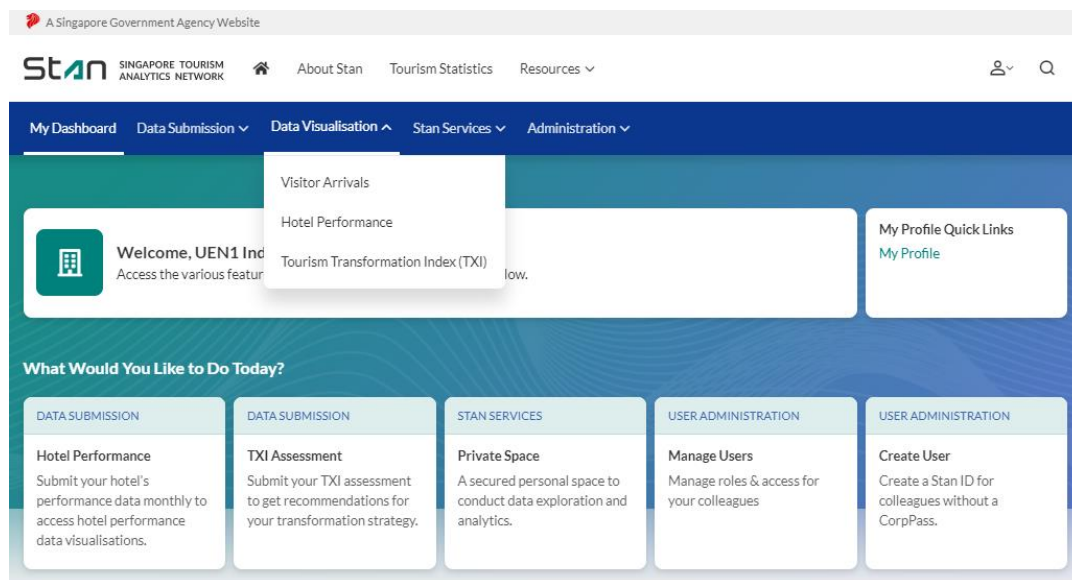
This section shows the month selection and status overview. A dropdown menu is set to "2020". The current month is "JUN-2020". A legend indicates that a green checkmark means "completed" and a red circle with a slash means "overdue". The status for each month is as follows: JUN-2020 (completed), MAY-2020 (completed), APR-2020 (overdue), MAR-2020 (completed), FEB-2020 (completed), and JAN-2020 (completed). A message states: "No entry required. Accommodation is closed from 15-MAY-2020 to 15-AUG-2020." with a link to "Edit Hotel Closure Dates".

Month	Status
JUN-2020	Completed
MAY-2020	Completed
APR-2020	Overdue
MAR-2020	Completed
FEB-2020	Completed
JAN-2020	Completed



3. Accessing Hotel Performance Dashboard

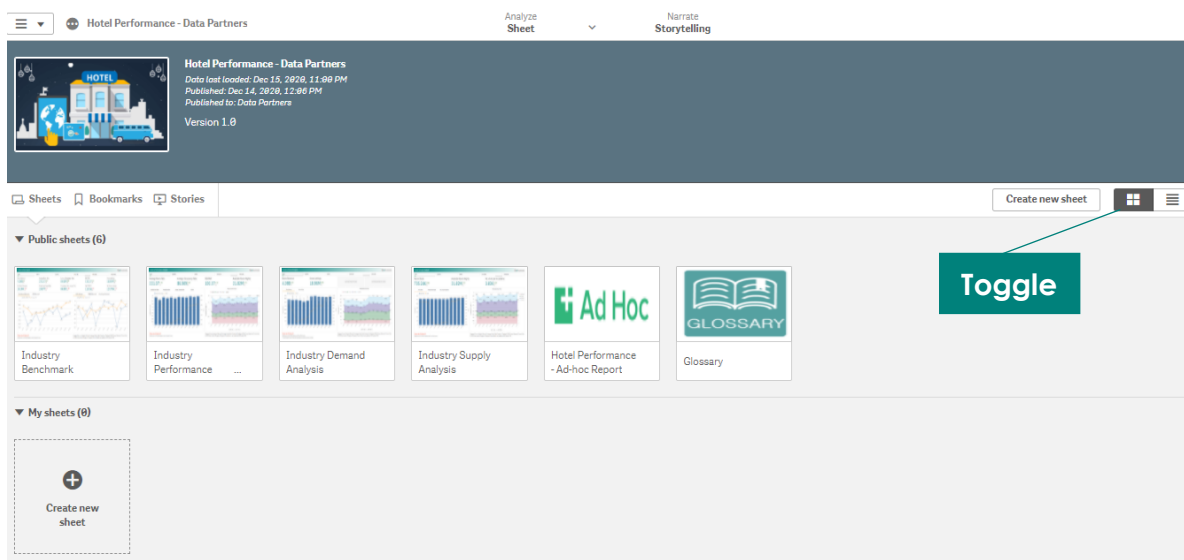
The Hotel Performance Dashboard may be accessed under the “**Data Visualisation**” dropdown in the **menu bar**. You may view the hotel performance data one calendar day after data submission.

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.

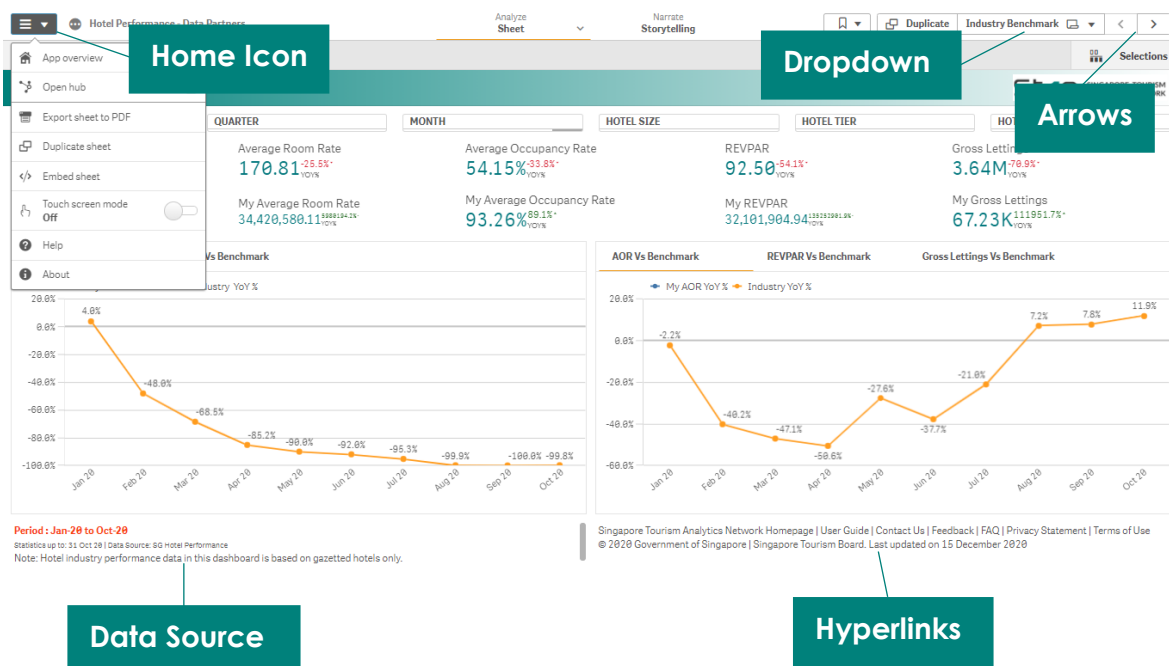


Use the navigation bar at the top to move around the various pages available in the visualisation. By clicking on the **dropdown**, you will see an overview of the various pages in the visualisation – select the specific page you would like to navigate to. Alternatively, you may use the **arrows** to 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'.

