

## Certified Newmarket Systems Analyst (CNSA) Course

Successful completion of all sessions and passing the Certified Newmarket Systems Analyst (CNSA) Exam will provide participants a distinct advantage when working within the hospitality profession.

**Course Overview:** As a CNSA you will be qualified and confident in your ability to manage all aspects of Delphi. You will be able to build the system best suited for your organization's business processes, train your team to use it, maintain the health of the database, and produce meaningful reports. Because the concepts are taught from the ground up, this course is appropriate for all levels of Delphi users.

**Note:** Students will be trained and tested on Delphi Multi-Property Edition version 9.5.1. Properties using prior versions of Delphi will find that the material in the course is relevant to their daily activities, and will be interested in learning about some of the additional features included in the newer version of Delphi.

### Session Titles and Descriptions:

<b>Setup</b>	We're going "under the hood" of Delphi to learn everything there is to know about what you can do in Setup. You will learn how each area works, the differences between Setup vs. MPE Setup, and the consequences of modifying the information.
<b>BEO Setup</b>	Make creating BEOs easy for the Catering staff with streamlined items, menus and choice groups. The strategies for maintaining a constantly changing set of banquet menus are explored.
<b>Merge Documents</b>	Providing appropriate contracts and letters is critical to the success of your office. Customizing detail sets, fill-ins, if-then-else, and other advanced functionality will be covered.
<b>Utilities</b>	Utilities provide quick solutions for tasks such as re-assigning activities after staff turns over, avoiding event conflicts, and joining duplicate accounts.
<b>Essentials of Market Vision</b>	Creating, qualifying, sorting, and saving a query are the first steps to learn in Market Vision. If you can master the skills in this class, you will be able to pull the information out of Delphi that you need.
<b>Advanced Market Vision</b>	Now that you've learned the basics, we'll cover additional tricks you can use to impress your boss including calc-o-matic, formulas, exceptions, and charts.
<b>Database Management Techniques</b>	You will leave this session with a daily/weekly/monthly task list to ensure a healthy database that produces accurate reports and flawless marketing campaigns.
<b>Global Utility</b>	How many of your drop-down lists in Delphi contain junk? You can't just delete things in Setup, but you can clean most of it up with the Global Utility.
<b>Reporting Highlights</b>	The robust list of Delphi reports keeps growing. We will discuss how to determine the ones you need for critical reporting.
<b>Certified Newmarket Systems Analyst Exam</b>	The student will access the exam online at their convenience following the course. One exam attempt is included in the price of the instructor-led-training program. Certification will be granted with a passing score of 80% or higher. If additional exam attempts are necessary, they will be purchased online for \$150 each.