

## Certified Daylight Key Operator (CDKO) Course

Earning the title of Certified Daylight Key Operator (CDKO) will provide participants with a distinct advantage in the hospitality profession. Members of the CDKO community will be recognized by industry peers and employers as the most capable individuals in their field, and will have access to members-only resources and benefits.

**Course Overview:** As a CDKO you will be qualified and confident in your ability to manage all aspects of Daylight. 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 individuals with existing Daylight experience, looking to expand their skills to include the system administration aspects of Daylight.

**Note:** Students will be trained and tested on the latest version of Daylight 6.5. Properties using earlier versions of Daylight will find that the material in the course is relevant and can be applied to their daily activities.

### Session Titles and Descriptions:

<b>Setup Part I</b>	We're going "under the hood" of Daylight to learn everything there is to know about what you can do in property configuration. You will learn how each area works, the differences between single-property and multi-property, and the consequences of modifying the information.
<b>Setup Part II</b>	This session takes you through all aspects of system setup tools and utilities. This includes understanding and linking keywords, types, and fields, creating UDF panels and fields, setting up and maintaining automatic reminders, and administrator's utilities.
<b>Merge Documents</b>	Optimize the efficiency of everyone in your office by providing appropriate documents that require fewer modifications after they are merged. Learn advanced functionality such as expressions, hidden fields, formatting room block grids, and key documents.
<b>Items and BEOS</b>	Understand how to create and maintain items and lists. Learn how to modify the Print As field to create the format for items that you need for your property. Finally, you will learn what makes BEOS and Banquet checks work.
<b>Security</b>	In this session, you will learn about creating and maintaining users, security groups, status rules, and territory management.
<b>Business Analysis</b>	Tap into the ultimate reporting tool in Daylight. Understand your options for fields, filters, attributes, creating interactive views, and exportable grid reports.
<b>Database Maintenance</b>	You will leave this session with a detailed plan for weekly, monthly and yearly tasks including: maintaining consistency within your property and among sister properties; review of items sold for annual menu updates; standards and scheduling of performance reports; and how to gather information to assist in the writing of the annual marketing report.
<b>The 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.