Orca Systems

The Friday Test.

Nine changes you should be able to make yourself.

Run each one on the system your hotel uses today. Do not ask anyone for help. Tick it only if you finished it yourself, in the time shown.

HOTEL _____ RUN BY _____ DATE _____

BEFORE YOU START

How to run it.

1

Sit where the work happens.

Use the computer and the login you use on a normal day. The person who runs the test should be the person who would have to do these things on a busy Friday.

2

Time each check.

Start a timer on your phone. The time shown is the time box. If you pass it, stop and leave the box empty.

3

Do it yourself.

If you have to ask someone, search for the answer, or send an email, you do not tick the box. Nobody is judging you. The empty boxes are the finding.

4

Write down who you asked.

For every empty box, note who you would have had to ask, and how long you think the answer would take. That list is the real cost of the gap.

You need

- The login you use on a normal day
- A timer, such as the one on your phone
- A pen, and about half an hour

> **Some checks change real data,** such as a rate or a user. Pick a room type and a date where a change does no harm, or put it back straight after.

THE TICK SHEET

The nine checks.

NO.	CHANGE	TIME BOX	DONE	TOOK
1	Change tomorrow's rate for one room type.	2 min	☐	min
2	Add a price for a long weekend, with a start date and an end date.	5 min	☐	min
3	Add a new member of staff and choose what they may see.	3 min	☐	min
4	Take a permission away from someone who has left.	2 min	☐	min
5	Build a report you do not already have: last month's stays by country.	10 min	☐	min
6	Add one column to a report you already use.	3 min	☐	min
7	Export last month's reservations to a spreadsheet.	3 min	☐	min
8	Find out who changed a booking yesterday.	3 min	☐	min
9	Get a full copy of your own data, in a form another system could read. Ask how. Write down the answer you get.	Ask	☐	

ADD IT UP

Your score.

TICKS

_____ of 9

Count the boxes you ticked. Only count a box if you finished the change yourself, in the time shown. Then tick the line below that matches your score.

☐	**8 or 9**	Your hotel runs its own system. Keep it.
☐	**5 to 7**	You are paying for the gaps, in fees or in waiting.
☐	**4 or fewer**	Your hotel is asking permission to run itself.

Who did you have to ask?

What did they say, and how long would it take?

WHAT TO DO WITH YOUR SCORE

Then what?

8 or 9	Keep it. Write down which check took longest, and make that one faster. Run the test again in six months.
5 to 7	Add up what the gaps cost last year: the number of changes you asked for, times what each one cost, plus any yearly fee. Then set that number beside the price of a system you can change yourself.
4 or fewer	Ask your provider in writing how you could do each empty box yourself, and how long it would take them to do it for you. Keep the answer.

Try the same nine on ours, next to yours.

- Free months of the whole system. No fees. No card. The page below shows the offer you have today.
- A person sets your hotel up with you.
- If you leave, we help you export all your data.
- After the free time: $100 a month for up to 200 rooms (+$0.50 a room from 201 to 300, +$0.30 a room above 300).

Start at

orcapms.com/sales/the-friday.html

The Friday Test was written by the hotelier who built this system. His own hotel, Royal Ivory Nana Hotel in Bangkok, 91 rooms, has run on it every day since July 2026.