Oracle Hospitality Integration Platform Property Systems - Housekeeping Room Status and Out Of Order/Out Of Service





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Preface

The OPERA Cloud Housekeeping Room Status refers to the current housekeeping cleaning status of the guest room. During a guest's stay, the status of the guest room changes several times

Purpose

This implementation guide describes the use cases for Housekeeping Room Status and Housekeeping Out Of Order/Out Of Service activities.

Audience

This guide is intended for customers and partners who develop applications with the Oracle Hospitality Integration Platform.

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at https://docs.oracle.com/en/industries/hospitality/.

Revision History

Date	Description of Change
August 2025	Initial publication

Business Context

The OPERA Cloud Housekeeping Room Status refers to the current housekeeping cleaning status of the guest room. During a guest's stay, the status of the guest room changes several times. The following room statuses are available in OPERA Cloud. It is not necessary that every room status occurs for each guest room during every stay.

OPERA Cloud Housekeeping Room Status refers to the current cleaning status of the room

- 1. **Inspected** (IP): An optional status to indicate a clean room has been inspected by a supervisor (available when the "Inspected Status" OPERA Control is active).
- 2. Clean (CL): Indicates the room has been serviced and is clean.
- 3. **Pickup** (PU): An optional status to indicate a minimum "touch-up" housekeeping service is required.
 - This might occur if the room is occupied for only a few minutes and only needs refreshing (available when the **Pickup Status** OPERA Control is active).
- 4. **Dirty** (DI): Indicates the room is dirty and requires a cleaning service.
- 5. **Turndown**: Indicates if a turndown service is "Required" or not ("NotRequired") or even "Completed." Turndown service (also called Evening service) is a means of additional guest service offered by hotels to provide guest satisfaction (available when the "Turndown" OPERA Control is active).

OPERA Cloud Out Of Order / Out Of Service status

Rooms might be unavailable for assignment to guests for various reasons. OPERA Cloud lets you define rooms that were removed from use for Out of Order and Out of Service reasons.

Using the **Out of Order** option, you can take a room "out-of-order" or "out-of-service" for a certain amount of time.

Both the **Out of Order** and **Out of Service** status codes prevent you from assigning these rooms to reservations.

The difference between the two status codes is that Out of Order rooms are taken out of availability while Out of Service rooms remain in availability.

Out of Order means that the room is not for sale because it needs repairs. The Out-Of-Service status is used if you want to block a floor or wing in the hotel due to low season, cleaning, and so on.

- Out of Service (OS): Indicates the room is unavailable for occupancy, but remains part of inventory availability and could be sold (available when the Out of Service OPERA Control is active).
- Out of Order (OO): Indicates the room is not available for the front desk for assignments and is removed from inventory availability.
 Out of Order rooms affect RevPAR, average rate, and occupancy calculations (available when the Out of Order OPERA Control is active).

To set a room Out of Order or Out of Service, use the specific options <u>Managing Out of Order</u> and <u>Managing Out of Service</u>.



This implementation guide describes the below use cases for Housekeeping Room Status and Housekeeping Out Of Order/Out Of Service activities:

	Use Case	Description
1	Partner system updating Housekeeping Room Status	Partner system sets the Room Status by sending the API operation putRoomRelatedStatus to OHIP/OPERA Cloud.
2	Partner system updating Housekeeping Turndown request status	Partner system sets the Turndown Request Status by sending the API operation putRoomRelatedStatus to OHIP/OPERA Cloud.
3	Partner system sets a Room to Out of Order	Partner system sets a room to Out of Order by sending the API operation postOutOfOrderRooms to OHIP/OPERA.
		Partner system updates a room's Out of Order status by sending the API operation putOutOfOrderRooms to OHIP/OPERA.
4	Partner system sets a Room to Out of Service	Partner system sets a room to Out of Order by sending the API operation postOutOfServiceRooms to OHIP/OPERA.
		Partner system updates a room's Out of Order status by sending the API operation putOutOfServiceRooms to OHIP/OPERA.
5	Updating Housekeeping Room Status in OPERA Cloud	OPERA Cloud triggers a Business Event UPDATE ROOM STATUS which notifies the partner system about a Housekeeping Room Status change for a specific room.
		The Business Events are sent to the partner system through the Streaming Business Events function.
6	Set room to Out Of Order in OPERA Cloud	OPERA Cloud triggers a Business Event NEW OUT OF ORDER which notifies the partner system about a room being set to Out Of Order.
		OPERA Cloud triggers a Business Event UPDATE OUT OF ORDER which notifies the partner system about a change of an active Out Of Order status for a room.
		The Business Events is sent to the partner system through the Streaming Business Events function.
7	Set room to Out Of Service in OPERA Cloud	OPERA Cloud triggers a Business Event NEW OUT OF SERVICE which notifies the partner system about a room being set to Out Of Service.
		OPERA Cloud triggers a Business Event UPDATE OUT OF SERVICE which notifies the partner system about a change of an active Out Of Service status for a room.
		The Business Events is sent to the partner system through the Streaming Business Events function.
8	Retrieve rooms with current Housekeeping Status	Partner system retrieves a list of rooms showing the current Housekeeping Service Status using the API operation getHousekeepingOverview.

Table 1-1 Workflow Diagram

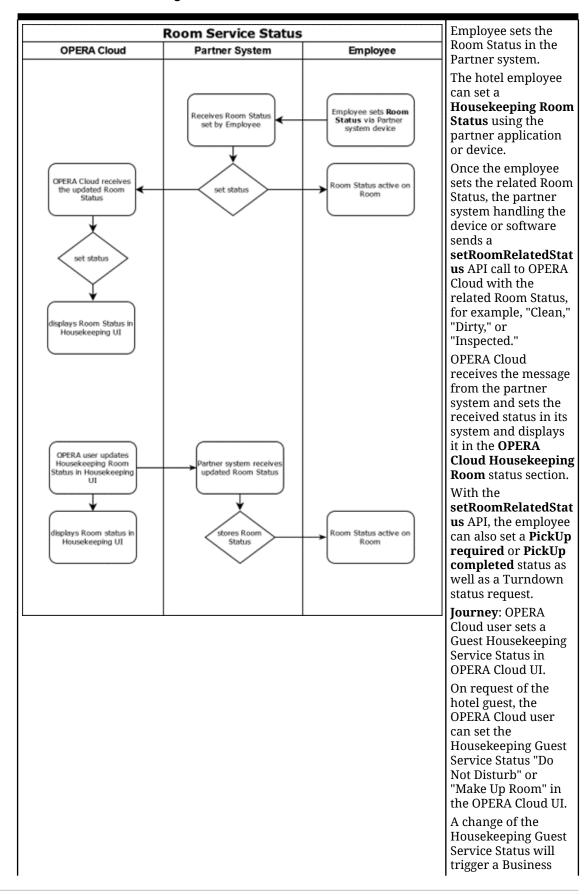




Table 1-1 (C	Cont.) Workflow	Diagram
--------------	-----------------	---------

Event GUEST
SERVICE STATUS
REQUEST. When
Partners are
subscribed to the
Streaming Business
Event option, they
automatically receive
the Business Event
and can change the
status on their
system accordingly.

Prerequisites

Recommended Tools

Tool	Description	Links
Github	A Github repository containing both Oracle Hospitality REST API specifications and accompanying Postman Collections.	Documentation Github hospitality API
Postman Collections	In the postman-collections folder in Github, you can download and use the Postman Collections associated to the use cases explained in this guide.	<u>Documentation</u> <u>Tool</u>
GraphiQL	To better visualize the streaming API, a playground application is available that uses a tool called GraphiQL.	Documentation Tool
Node Reference Implementation	A reference implementation for the Streaming API in Node JS.	Tool

Environment

OPERA Cloud Platform Module	Description	Minimum Version
OPERA Cloud Services	The customer must have a subscription to OPERA Cloud Foundation.	23.5.x.x
Oracle Hospitality Integration Platform (OHIP)	For customers, OHIP is included in the subscription to OPERA Cloud Foundation.	The latest released version. OHIP is a single version product.
	Partners need a subscription to Oracle Hospitality Integration Cloud Service.	
OPERA Environment has Streaming API enabled	(Optional) When a partner or customer wants to retrieve Business Events through the Streaming BE option.	

Configurations

To enable the ability to change Room Status, the following OPERA Control parameters must be set in **OPERA Cloud Administration / Enterprise / OPERA Control / Room Management**:

- Set the OPERA Control Housekeeping Board active to see the current Room Status in OPERA Cloud UI and enable room status updates.
- Set the OPERA Control Inspected active to enable updating the Room Status to "Inspected" status.
- Set the OPERA Control Pick Up active to enable updating the Room Status to Inspected "Pick Up" Status.
- Set the OPERA Control Out of Order active to set a room "Out of Order."



- Set the OPERA Control Out of Service active to set a room "Out of Service."
- Set the OPERA Control **Turndown** active to enable setting Turndown status.
- To enable receiving OPERA Business Events for Room Status updates in OPERA Cloud, you must subscribe your OHIP application to the Streaming Business Event UPDATE ROOM STATUS.
- To enable receiving OPERA Business Events for Out Of Order updates in OPERA Cloud, you must subscribe your OHIP application to the Streaming Business Events NEW OUT OF ORDER and UPDATE OUT OF ORDER.

To enable receiving OPERA Business Events for **Out Of Service** updates in OPERA Cloud, you must subscribe your OHIP application to the Streaming Business Events **NEW OUT OF SERVICE** and **UPDATE OUT OF SERVICE**.

For more details on how to configure Streaming Business Events, see <u>Streaming API</u> in the OHIP User Guide.

To send valid Out Of Order / Out Of Service Codes to OPERA Cloud, get the defined **Out Of Order / Out Of Service** reason codes and description from the OPERA Cloud Configuration:

Table 2-1 Configurations

Description	Operation



Table 2-1 (Cont.) Configurations

To retrieve the defined Out of Service reason codes from OPERA Cloud, use the API Operation

getOutOfOrderServiceRea sonsand and store them in your configuration.

For more information on OPERA Cloud Houskeeping Out of Service reason codes, see Out of Order and Out of Service Reason Codes in the OPERA Cloud User Guide.

```
Get Out of Order Out of Service Reasons
GET {{HostName}}/rm/config/v1/hotels/{{HotelId}}/
outOfOrderServiceReasons
Response:
    "outOfOrderServiceReasons": [
             "description": "General Maintenance",
            "sequence": 2,
            "reasonCode": "GEN",
            "inactive": false,
            "includeInStatisticsYn": false,
            "deductYn": false,
            "returnTimeRequired": false,
            "hotelId": "{{HotelId}}}",
            "managedBy": "PropertyManaged"
            "description": "Painting needed",
            "sequence": 4,
            "reasonCode": "PAINT",
            "inactive": false,
             "includeInStatisticsYn": false,
             "deductYn": false,
            "returnTimeRequired": false,
            "hotelId": "{{HotelId}}}",
            "managedBy": "PropertyManaged"
        },
            "description": "Broken Toilet",
            "reasonCode": "BROKEN",
            "inactive": false,
            "includeInStatisticsYn": false,
            "deductYn": false,
            "returnTimeRequired": false,
            "hotelId": "{{HotelId}}",
            "managedBy": "PropertyManaged"
    ],
    "totalPages": 1,
    "offset": 20,
    "limit": 20,
    "hasMore": false,
    "totalResults": 3,
    "links": []
```

To retrieve the defined Rooms details from OPERA Cloud, use the **Get Rooms** operation.



Description	Operation	
Description	Operation	



Get the defined Rooms in OPERA Cloud that are used for Housekeeping Room Status / Guest Service Status.

Usually the Physical rooms are listed in the Housekeeping Grid, so the Search filter will be physical = true.

In the result, the room information will show "pseudo": false, meaning the room is not a pseudo room (which are rooms that do not exist physically and used for other purposes) and not listed in the Housekeeping grids.

```
Get Rooms
GET {{HostName}}/rm/config/v1/hotels/{{HotelId}}/rooms?
physical=true
200 response
    "rooms": [
             "room": [
                     "roomType": {
                         "pseudo": false,
                         "suite": false,
                         "roomClass": "ALL",
                         "houseKeeping": true,
                         "maximumOccupancy": 6,
                         "accessible": false,
                         "roomType": "CLASSIC",
                         "meetingRoom": false
                     "roomDescription": "Classic
Room",
                     "description": {
                         "defaultText": "Classic
Room",
                         "translatedTexts": []
                     "accessible": false,
                     "roomId": "001",
                     "meetingRoom": false,
                     "roomComponents": [],
                     "rateCode": "1-MBOERACK",
                     "rateAmount": {},
                     "maximumOccupancy": 6,
                     "ownerRoom": false,
                     "keyOptions": [],
                     "turndownService": false,
                     "roomSection": {}
                     "roomType": {
                         "pseudo": false,
                         "suite": false,
                         "roomClass": "ALL",
                         "houseKeeping": true,
                         "maximumOccupancy": 6,
                         "accessible": false,
                         "roomType": "CLASSIC",
                         "meetingRoom": false
                     "roomDescription": "Classic
Room",
                     "description": {
                         "defaultText": "Classic
```



```
Room",
                         "translatedTexts": []
                    },
                     "accessible": false,
                    "roomId": "002",
                     "meetingRoom": false,
                     "roomComponents": [],
                     "rateCode": "1-MBOERACK",
                     "rateAmount": {},
                     "maximumOccupancy": 6,
                     "ownerRoom": false,
                     "keyOptions": [],
                     "turndownService": false,
                     "roomSection": {}
                     "roomType": {
                         "pseudo": false,
                         "suite": false,
                         "roomClass": "ALL",
                         "houseKeeping": true,
                         "maximumOccupancy": 6,
                         "accessible": false,
                         "roomType": "CLASSIC",
                         "meetingRoom": false
                     },
                     "roomDescription": "Classic
Room",
                     "description": {
                         "defaultText": "Classic
Room",
                         "translatedTexts": []
                     "accessible": false,
                     "roomId": "01",
                     "meetingRoom": false,
                     "roomComponents": [],
                     "rateAmount": {},
                     "maximumOccupancy": 6,
                     "ownerRoom": false,
                     "keyOptions": [],
                     "turndownService": false,
                     "roomSection": {}
                     "roomType": {
                         "pseudo": false,
                         "suite": false,
                         "roomClass": "ALL",
                         "houseKeeping": true,
                         "maximumOccupancy": 6,
                         "accessible": false,
                         "roomType": "CLASSIC",
```



```
"meetingRoom": false
                    },
                     "roomDescription": "Classic
Room",
                    "description": {
                         "defaultText": "Classic
Room",
                        "translatedTexts": []
                    },
                    "accessible": false,
                     "roomId": "02",
                    "meetingRoom": false,
                    "roomComponents": [],
                    "rateAmount": {},
                    "maximumOccupancy": 6,
                    "ownerRoom": false,
                    "keyOptions": [],
                     "turndownService": false,
                    "roomSection": {}
                    "roomType": {
                        "pseudo": false,
                         "suite": false,
                         "roomClass": "ALL",
                         "houseKeeping": true,
                         "maximumOccupancy": 6,
                         "accessible": false,
                         "roomType": "CLASSIC",
                         "meetingRoom": false
                    "roomDescription": "Classic
Room",
                    "description": {
                         "defaultText": "Classic
Room",
                         "translatedTexts": []
                    },
                    "accessible": false,
                    "roomId": "1",
                    "meetingRoom": false,
                    "roomComponents": [],
                    "rateAmount": {},
                    "maximumOccupancy": 6,
                    "ownerRoom": false,
                    "keyOptions": [],
                     "turndownService": false,
                     "roomSection": {}
                     "roomType": {
                         "pseudo": false,
                         "suite": false,
```



```
"roomClass": "ALL",
                         "houseKeeping": true,
                         "maximumOccupancy": 6,
                         "accessible": false,
                         "roomType": "CLASSIC",
                         "meetingRoom": false
                    "roomDescription": "Classic
Room",
                    "description": {
                         "defaultText": "Classic
Room",
                         "translatedTexts": []
                    },
                    "accessible": false,
                    "roomId": "100",
                    "meetingRoom": false,
                    "roomComponents": [],
                    "rateCode": "EURO",
                    "rateAmount": {
                         "amount": 100
                    "maximumOccupancy": 6,
                    "ownerRoom": false,
                    "keyOptions": [],
                     "turndownService": false,
                    "roomSection": {}
                    "roomType": {
                        "pseudo": false,
                         "suite": true,
                         "roomClass": "COMP",
                         "houseKeeping": false,
                         "maximumOccupancy": 3,
                         "accessible": false,
                         "roomType": "CLASS",
                         "meetingRoom": false
                     "roomDescription": "Classic Room
Component Rooms send to IFC",
                    "description": {
                         "defaultText": "Classic Room
Component Rooms send to IFC",
                        "translatedTexts": []
                    "accessible": false,
                    "roomId": "1000",
                    "meetingRoom": false,
                    "roomComponents": [
                             "qty": 3,
                             "description": "Classic
```



```
Room",
                             "roomType": "CLASSIC",
                             "rooms": [
                                      "roomType": {
                                          "roomType":
"CLASSIC"
                                      "roomId": "118"
                                      "roomType": {
                                          "roomType":
"CLASSIC"
                                      "roomId": "119"
                                 },
                                      "roomType": {
                                          "roomType":
"CLASSIC"
                                      "roomId": "120"
                             ]
                     ],
                     "rateAmount": {},
                     "maximumOccupancy": 3,
                     "ownerRoom": false,
                     "keyOptions": [],
                     "turndownService": false,
                     "roomSection": {}
                     "roomType": {
                         "pseudo": false,
                         "suite": false,
                         "roomClass": "ALL",
                         "houseKeeping": true,
                         "maximumOccupancy": 6,
                         "accessible": false,
                         "roomType": "CLASSIC",
                         "meetingRoom": false
                     "roomDescription": "Classic
Room",
                     "description": {
                         "defaultText": "Classic
Room",
                         "translatedTexts": []
                     },
                     "accessible": false,
```



```
"roomId": "101",
                    "meetingRoom": false,
                     "roomComponents": [],
                     "rateAmount": {},
                    "maximumOccupancy": 6,
                    "ownerRoom": false,
                     "keyOptions": [],
                    "turndownService": false,
                    "roomSection": {}
                    "roomType": {
                         "pseudo": false,
                         "suite": false,
                         "roomClass": "ALL",
                         "houseKeeping": true,
                         "maximumOccupancy": 6,
                         "accessible": false,
                         "roomType": "CLASSIC",
                         "meetingRoom": false
                    },
                     "roomDescription": "Classic
Room",
                    "description": {
                         "defaultText": "Classic
Room",
                         "translatedTexts": []
                    },
                    "accessible": false,
                    "roomId": "102",
                    "meetingRoom": false,
                    "roomComponents": [],
                     "rateAmount": {},
                    "maximumOccupancy": 6,
                    "ownerRoom": false,
                    "keyOptions": [],
                     "turndownService": false,
                    "roomSection": {}
                    "roomType": {
                         "pseudo": false,
                         "suite": false,
                         "roomClass": "ALL",
                         "houseKeeping": true,
                         "maximumOccupancy": 6,
                         "accessible": false,
                         "roomType": "CLASSIC",
                         "meetingRoom": false
                     "roomDescription": "Classic
Room",
                    "description": {
```



```
"defaultText": "Classic
Room",
                         "translatedTexts": []
                    "accessible": false,
                    "roomId": "103",
                    "meetingRoom": false,
                    "roomComponents": [],
                    "rateAmount": {},
                    "maximumOccupancy": 6,
                     "ownerRoom": false,
                    "keyOptions": [],
                    "turndownService": false,
                     "roomSection": {}
                },
            ],
            "hotelId": "{{HotelId}}"
    ],
    "links": []
```

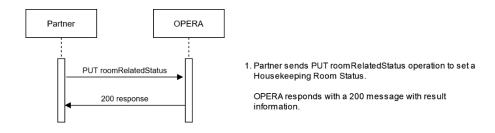
Workflows

Workflow: Updating Housekeeping Room Status

The OPERA Cloud PMS housekeeping room maid status refers to the current cleaning status ("housekeepingRoomStatus") of the room:

- **Inspected**: An optional status to indicate a clean room has been inspected by a supervisor (available when the **Inspected Status** OPERA Control is active).
- Clean: Indicates the room has been serviced and is clean.
- **Pickup**: An optional status to indicate a minimum "touch-up" housekeeping service is required. This might occur if the room is occupied for only a few minutes and only needs refreshing (available when the **Pickup Status** OPERA Control is active).
- Dirty: Indicates the room is dirty and requires a cleaning service.

Sequence Diagram



Description	Operation
1 *	≛



Use the putRoomRelatedStatus operation.

Send the new Room status in the

'housekeepingRoomStatus' field.

Possible values are: Clean, Dirty, Inspected, or Pickup.

In addition to the 'housekeepingRoomStatus' value, the external system also sends the status in the 'housekeepingStatus' element if the room is vacant or occupied.

Use either value "Occupied" or "Vacant." This reflects the status of the room as reported by a user in the external system.

Example: A room can be one of the following statuses:

- Clean and Vacant
- Dirty and Vacant
- Clean and Occupied
- Dirty and Occupied

```
Update Room Status Clean Occupied
```

PUT {{HostName}}/hsk/v1/hotels/{{HotelId}}/rooms/status

Update Room Status Inspected Occupied

PUT {{HostName}}/hsk/v1/hotels/{{HotelId}}/rooms/status

Update Room Status Dirty Vacant

PUT {{HostName}}/hsk/v1/hotels/{{HotelId}}/rooms/status

(i) Note

Do not use the putRoomRelatedStatus operation to set a room to **Out of Order** or **Out of Service** status.

To set a room to "Out of Order" or "Out of Service" status, only use the related operations POST outOfOrderRooms and POST outOfServiceRooms.

For more details on the OPERA Cloud Housekeeping Room Status, refer to the <u>Using the Housekeeping Board</u> in the OPERA Cloud User Guide.

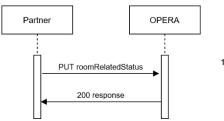


Workflow: Updating Turndown Status

Turndown service (also called Evening service) is a means of additional guest service offered by hotels to provide guest satisfaction.

Turndown service involves specific housekeeping employees turning down the guest bed sheets and preparing it for the night, freshening the room, and placing turndown amenities like a breakfast knob card, laundry list, TV guide, breakfast menu, chocolates, or a bottle of water and glass for the night.

Sequence Diagram



 Partner sends PUT roomRelatedStatus operation to set a Housekeeping Turndown Status.

OPERA responds with a 200 message with result information.

Description	Operation
	- F



Use the <u>putRoomRelatedStat</u>us operation.

Send the new Turndown status in the 'turndownStatus' field. Valid turndownStatus values are the following: Required, NotRequired, and Compeleted.

> (i) N 0 t е T 0 w 0 r k p r 0 p е rl

> > y, t h e t y p 0 i n

C 0 m p el e t e d

m u st b e s e n t

Update Turndown Status Required

PUT {{HostName}}/hsk/v1/hotels/{{HotelId}}/rooms/status

```
"roomList": [
        "roomId": "112"
],
"turndownStatus": "Required"
```

Update Turndown Status Completed

PUT {{HostName}}/hsk/v1/hotels/{{HotelId}}/rooms/status

```
"roomList": [
        "roomId": "112"
],
"turndownStatus": "Compeleted"
```



a S S h 0 w n h е r е a n d i n t h е S a m р le Updating the Turndown status is only possible for occupied rooms.

Workflow: Updating Out Of Order Status

Out Of Order status indicates the room is not available for the front desk for assignments and is removed from inventory availability.

Out of Order rooms affect RevPAR, average rate and occupancy calculations (available when the **Out of Order** OPERA Control is active).

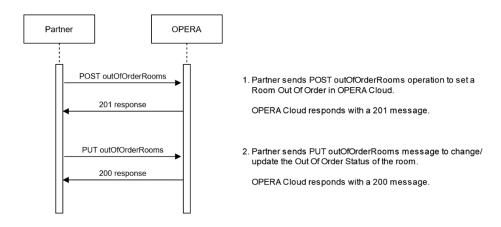


A room cannot be set to Out Of Order when

- the room is assigned for an arriving guest.
- the room is checked in.

Sequence Diagram





Description	Operation



Set a room to Out Of Order

Use the **POST** outOfOrderRooms

operation to set a room to Out Of Order.

The user should set the related **Out Of Order** reason code

("reasonCode":), as defined in OPERA Cloud, as well as set a start date ("start":) and scheduled end date ("end":) of the status.

An optional text as "repairRemarks": can be sent for further details of the marked repair item.

It is not necessary to send the "reasonDescription": value; this is linked with the "reasonCode":

The user should also set a Room Status return status ("returnStatus":) that the room should be set to once the Out Of Order status has ended.

Update Out Of Order room status

Use

thecompleteOutOfOrderR ooms operation when one or more rooms are no longer Out Of Order and can now be available for a guest to stay in.

Specify in the request what status the room(s) should be returned to, such as **Clean**, **Inspected**, **Dirty** or **Pickup**.

```
Set a Room to Out Of Order
```

POST {{HostName}}/hsk/v1/hotels/{{HotelId}}/rooms/outOfOrderRooms

```
"criteria": {
        "roomRangeList": {
            "roomIds": [
                 "100"
            ],
            "roomOutOfOrder": {
                 "repairRemarks": "remarks go here",
                 "returnStatus": "Dirty",
                 "reasonCode": "GEN",
                 "reasonDescription": "General
Maintenance",
                 "newDateRange": {
                     "start": "2020-08-31",
                     "end": "2020-09-01"
                 "start": "2020-08-31",
                 "end": "2020-09-01"
            }
        }
```

Response HTTP 201 created

Update an Out Of Order status

PUT {{HostName}}/hsk/v1/hotels/{{HotelId}}/rooms/outOfOrderRooms

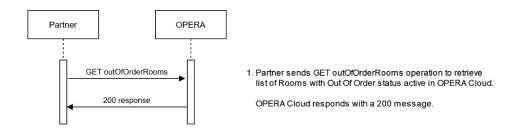




Retrieve a list of rooms currently set to Out Of Order.

Using the OPERA Cloud / OHIP API operation **GET outOfOrderRooms**, the partner system can also retrieve a list of rooms currently in Out Of Order Status or request a list of Rooms in Out Of Order for a specific Date range.

Sequence Diagram



Description	Operation
-------------	-----------



Partner system sends the **GET outOfOrderRooms** operation to request list of all rooms in active Out Of Order status.

The response message contains the rooms with detailed Out Of Order information.

GET all Rooms with Out Of Order status GET {{HostName}}/hsk/v1/hotels/{{HotelId}}/rooms/ outOfOrderRooms?startDate=2020-08-31&endDate=2020-09-01 "housekeepingRooms": { "room": ["roomType": { "pseudoRoom": false, "roomClass": "ALL", "houseKeeping": false, "roomType": "CLASSIC" "roomId": "100", "housekeeping": { "housekeepingRoomStatus": { "housekeepingRoomStatus": "OutOfOrder", "frontOfficeStatus": "Vacant", "housekeepingStatus": "Vacant" "outOfOrder": ["repairRemarks": "remarks go here", "returnStatus": "Dirty", "reasonCode": "GEN", "reasonDescription": "General Maintenance", "newDateRange": { "start": "2020-08-31", "end": "2020-08-31" }, "housekeepingRoomStatus": "OutOfOrder", "start": "2020-08-31", "end": "2020-09-01"] "hotelId": "{{HotelId}}}" "links": ["href": "{{HostName}}/hsk/v1/hotels/ {{HotelId}}/rooms/outOfOrderRooms", "rel": "self", "templated": false, "method": "PUT",



```
"operationId": "completeOutOfOrderRooms"
        },
            "href": "{{HostName}}/hsk/v1/hotels/
{{HotelId}}/rooms/outOfOrderRooms",
            "rel": "self",
            "templated": false,
            "method": "POST",
            "operationId": "postOutOfOrderRooms"
            "href": "{{HostName}}/hsk/v1/hotels/
{{HotelId}}/rooms/outOfOrderRooms",
            "rel": "self",
            "templated": false,
            "method": "PUT",
            "operationId":
"completeOutOfServiceRooms"
            "href": "{{HostName}}/hsk/v1/hotels/
{{HotelId}}/rooms/outOfOrderRooms",
            "rel": "self",
            "templated": false,
            "method": "GET",
            "operationId": "getOutOfServiceRooms"
    ]
```

Workflow: Updating Out of Service Status

Out Of Service status indicates the room is unavailable for occupancy, but remains part of available inventory and could be sold (available when the **Out of Service** OPERA Control is active).

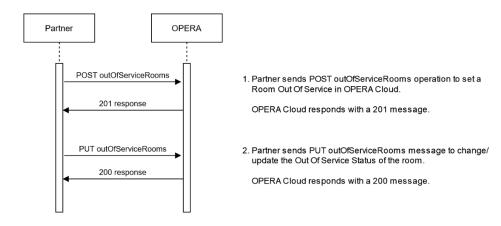
Note

A room cannot be set to Out Of Service in the following scenarios:

- Room is assigned for an arriving guest.
- Room is checked-in.

Sequence Diagram





Description	Operation



Set a room to Out of Service

Use the **POST** outOfServiceRooms

operation to set a room to Out Of Service.

The user should set related Out Of Order Reason code ("reasonCode":) as well as a start date ("start":) and scheduled end date ("end":) of the status.

An optional text as "repairRemarks" can be sent for further details of the marked repair item.

It is not necessary to send the 'reasonDescription' value; this is linked with the 'reasonCode.'

The user should also be able to set a Room Status return status ("returnStatus":) that the room should be set to once the Out Of Order status has ended.

Update Out Of Service room status

Use the

completeOutOfServiceRo oms API when one or more rooms are no longer Out Of Service and can now be available for a guest to stay in. Specify in the request what status the room(s) ("returnStatus") should be returned to, such as Clean, Inspected, Dirty, or Pickup.

```
Set a Room to Out Of Service
```

POST {{HostName}}/hsk/v1/hotels/{{HotelId}}/rooms/outOfServiceRooms

```
"criteria": {
    "roomRangeList": {
        "roomIds": [
            "117"
        ],
        "roomOutOfOrder": {
            "repairRemarks": "remarks go here",
            "returnStatus": "Dirty",
            "reasonCode": "BROKEN",
            "reasonDescription": "Broken Toilet",
            "newDateRange": {
                "start": "2020-08-31",
                "end": "2020-09-01"
            "start": "2020-08-31",
            "end": "2020-09-01"
    }
```

Response HTTP 201 created

Update an Out Of Service status

PUT {{HostName}}/hsk/v1/hotels/{{HotelId}}/rooms/outOfOrderRooms

```
"criteria": {
        "roomRepairBvRoomNumber": [
                 "roomId": "100",
                 "roomOutOfOrder": {
                     "repairRemarks": "remarks can go
here",
                     "returnStatus": "Dirty",
                     "reasonCode": "GEN",
                     "reasonDescription": "General
Maintenance",
                     "newDateRange": {
                         "start": "2020-08-31",
                         "end": "2020-08-31"
                     "start": "2020-08-31",
                     "end": "2020-09-01"
        ]
```

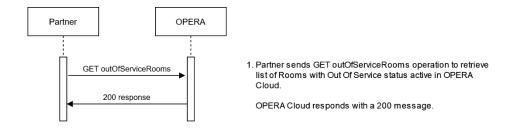




Get a list of rooms currently set to Out Of Service

The partner system can call the API operation **GET outOfServiceRooms** to retrieve a list of rooms currently in Out Of Service Status or request a list of Rooms in Out Of Service for a specific date range.

Sequence Diagram



Description	Operation
Description	Operation



Partner system sends the **GET outOfServiceRooms** operation to request a list of all rooms in active **Out Of Service**status.

The response message contains the rooms with detailed Out Of Service information.

```
GET all Rooms with Out Of Service status
GET {{HostName}}/hsk/v1/hotels/{{HotelId}}/rooms/
outOfServiceRooms?startDate=2020-08-31&endDate=2020-09-01
    "housekeepingRooms": {
        "room": [
                 "roomType": {
                     "pseudoRoom": false,
                     "roomClass": "ALL",
                     "houseKeeping": false,
                     "roomType": "CLASSIC"
                 "roomId": "117",
                 "housekeeping": {
                     "housekeepingRoomStatus": {
                         "housekeepingRoomStatus":
"OutOfService",
                         "frontOfficeStatus":
"Vacant",
                         "housekeepingStatus":
"Vacant"
                 "outOfOrder": [
                         "repairRemarks": "remarks go
here",
                         "returnStatus": "Dirty",
                         "reasonCode": "BROKEN",
                          "reasonDescription": "Broken
Toilet",
                         "newDateRange": {
                              "start": "2020-08-31",
                              "end": "2020-08-31"
                         },
                         "housekeepingRoomStatus":
"OutOfService",
                         "start": "2020-08-31",
                         "end": "2020-09-01"
                 ]
        "hotelId": "{{HotelId}}}"
    "links": [
             "href": "{{HostName}}/hsk/v1/hotels/
{{HotelId}}/rooms/outOfServiceRooms",
             "rel": "self",
             "templated": false,
             "method": "POST",
```



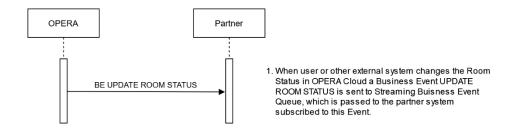
```
"operationId": "postOutOfServiceRooms"
        },
            "href": "{{HostName}}/hsk/v1/hotels/
{{HotelId}}/rooms/outOfServiceRooms",
            "rel": "self",
            "templated": false,
            "method": "PUT",
            "operationId":
"completeOutOfServiceRooms"
            "href": "{{HostName}}/hsk/v1/hotels/
{{HotelId}}/rooms/outOfServiceRooms",
            "rel": "self",
            "templated": false,
            "method": "POST",
            "operationId": "postOutOfServiceRooms"
            "href": "{{HostName}}/hsk/v1/hotels/
{{HotelId}}/rooms/outOfOrderRooms",
            "rel": "self",
            "templated": false,
            "method": "GET",
            "operationId": "getOutOfOrderRooms"
    1
```

Workflow: Receiving Room Status Updates from OPERA Cloud

When updating the Room status in OPERA Cloud, a notification to the external system can be requested by subscribing to the UPDATE ROOM STATUS Business Events.

Use Business Event: UPDATE ROOM STATUS to receive the current RoomStatus of the room.

Sequence Diagram





Description	Operation
1 1 1 1 1 1 1 1	- I



Use Streaming Business Event: **UPDATE ROOM STATUS** to receive the current RoomStatus of the room.

Changing the Room Status in OPERA Cloud UI triggers a Business Event to send out to the Business Event Queue if the partner system subscribed to this Event.

The **UPDATE ROOM STATUS** Business Event contains details of the Room Status in the form of old and current values for

old and current values fo the related elements defined.

new values (that is, differ from the old values) will be ROOM STATUS,UPDATE DATE, and UPDATE TIME.

The only elements that get

The Element "ROOM STATUS" can have the following values:

"INSPECTED"

"CLEAN"

"PICKUP"

"DIRTY"

"OUT OF ORDER"

"OUT OF SERVICE"

BE UPDATE ROOM STATUS

Update Room Status BE for a room status changed from Dirty to Clean

```
"id": "43656865784565746897896967856",
"type": "next",
"payload": {
    "data": {
        "newEvent": {
            "metadata": {
                "offset": "17634"
            "moduleName": "HOUSEKEEPING",
            "eventName": "UPDATE ROOM STATUS",
            "detail": [
                     "oldValue": "OHIPSB02",
                     "newValue": "OHIPSB02",
                     "elementName": "RESORT"
                     "oldValue": "105",
                     "newValue": "105",
                     "elementName": "ROOM"
                     "oldValue": "Dirty",
                     "newValue": "Clean",
                     "elementName": "ROOM STATUS"
                },
                     "oldValue": "ECO",
                    "newValue": "ECO",
                     "elementName": "ROOM TYPE"
                     "oldValue": "2024-10-16",
                     "newValue": "2024-12-16",
                     "elementName": "UPDATE DATE"
                     "oldValue": "06:53:41",
                     "newValue": "13:16:54",
                     "elementName": "UPDATE TIME"
            ]
        }
    }
}
```



However, this Business Event does not contain details on a room that is set to "OUT OF ORDER" or "OUT OF SERVICE."

To retrieve details on Rooms in OUT OF ORDER or OUT OF SERVICE status, use the Streaming Business Events NEW/UPDATE OUT OF ORDER and NEW/ UPDATE OUT OF SERVICE.

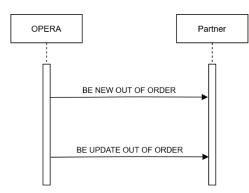
```
BE UPDATE ROOM STATUS Out Of Order
    "id": "43656865784565746897896967856",
    "type": "next",
    "payload": {
        "data": {
            "newEvent": {
                "metadata": {
                    "offset": "17631"
                },
                "moduleName": "HOUSEKEEPING",
                "eventName": "UPDATE ROOM STATUS",
                "detail": [
                    {
                         "oldValue": "OHIPSB02",
                         "newValue": "OHIPSB02",
                         "elementName": "RESORT"
                    },
                         "oldValue": "104",
                         "newValue": "104",
                         "elementName": "ROOM"
                         "oldValue": "Dirty",
                         "newValue": "Out of Order",
                         "elementName": "ROOM STATUS"
                    },
                         "oldValue": "ECO",
                         "newValue": "ECO",
                         "elementName": "ROOM TYPE"
                    },
                         "oldValue": "2024-12-16",
                         "newValue": "2024-12-16",
                         "elementName": "UPDATE DATE"
                         "oldValue": "12:57:43",
                         "newValue": "13:02:53",
                         "elementName": "UPDATE TIME"
                ]
            }
        }
    }
```



Workflow: Receiving Out Of Order Updates from OPERA Cloud

When setting a room Out Of Order in OPERA Cloud, a notification to the external system can be requested by subscribing to the **NEW OUT OF ORDER** and **UPDATE OUT OF ORDER** Business Events.

Sequence Diagram



- When user set a room to Out Of Order in OPERA Cloud a Business Event NEW OUT OF ORDER is sent to Streaming Buisness Event Queue, which is passed to the partner system subscribed to this Event.
- When user Changes the Out Of Order Status of a room in OPERA Cloud a Business Event UPDATE OUT OF ORDER is sent to Streaming Buisness Event Queue, which is passed to the partner system subscribed to this Event.

Description of Steps

Description O	Operation
----------------------	-----------



Use Business Event: NEW
OUT OF ORDER to receive details on a room set to Out of Order.

Use the **NEW OUT OF ORDER BE** when the
external system wants to
know more details on why
the room is set to Out Of
Order.

```
BE NEW OUT OF ORDER
    "id": "43656865784565746897896967856",
    "type": "next",
    "payload": {
        "data": {
            "newEvent": {
                "metadata": {
                     "offset": "17630"
                "moduleName": "HOUSEKEEPING",
                "eventName": "NEW OUT OF ORDER",
                "detail": [
                         "oldValue": "",
                         "newValue": "2024-12-16",
                         "elementName": "BEGIN DATE"
                         "oldValue": "",
                         "newValue": "",
                         "elementName": "COMPLETED
DATE"
                    },
                         "oldValue": "",
                         "newValue": "2024-12-17",
                         "elementName": "END DATE"
                         "oldValue": "",
                         "newValue": "FR",
                         "elementName": "REASON"
                    },
                         "oldValue": "",
                         "newValue": "remarks go
here",
                         "elementName": "REPAIR
REMARKS"
                    },
                         "oldValue": "",
                         "newValue": "HK",
                         "elementName": "REPAIR TYPE"
                         "oldValue": "",
                         "newValue": "DI",
                         "elementName": "RETURN
STATUS"
                    },
```



```
{
    "oldValue": "",
    "newValue": "104",
    "elementName": "ROOM"
},
    {
    "oldValue": "",
    "newValue": "ROOM STATUS"
},
    {
    "oldValue": "",
    "newValue": "ECO",
    "elementName": "ROOM TYPE"
},
    {
    "oldValue": "N",
    "newValue": "N",
    "newValue": "N",
    "elementName": "ROOM TYPE
CHILD EVENT"
}
}
```



Use the Business Event: **UPDATE OUT OF ORDER** to receive an update status (return code) from an "Out of Order" room.

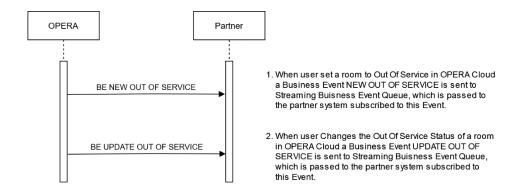
```
BE UPDATE OUT OF ORDER
    "id": "43656865784565746897896967856",
    "type": "next",
    "payload": {
        "data": {
            "newEvent": {
                "metadata": {
                     "offset": "17632"
                 "moduleName": "HOUSEKEEPING",
                 "eventName": "UPDATE OUT OF ORDER",
                 "detail": [
                         "oldValue": "2024-12-16",
                         "newValue": "2024-12-16",
                         "elementName": "BEGIN DATE"
                         "oldValue": "",
                         "newValue": "2024-12-15",
                         "elementName": "COMPLETED
DATE"
                         "oldValue": "2024-12-17",
                         "newValue": "2024-12-17",
                         "elementName": "END DATE"
                         "oldValue": "FR",
                         "newValue": "FR",
                         "elementName": "REASON"
                    },
                         "oldValue": "remarks go
here",
                         "newValue": "remarks go
here",
                         "elementName": "REPAIR
REMARKS"
                         "oldValue": "HK",
                         "newValue": "HK",
                         "elementName": "REPAIR TYPE"
                         "oldValue": "DI",
                         "newValue": "DI",
                         "elementName": "RETURN
STATUS"
```



Workflow: Receiving Out Of Service Updates from OPERA Cloud

When setting a room status to **Out of Service** in OPERA Cloud, a notification to the external system can be requested by subscribing to **NEW OUT OF SERVICE** and **UPDATE OUT OF SERVICE** Business Events.

Sequence Diagram





Description of Steps

Description	Operation



Use the Business Event **NEW OUT OF SERVICE** to receive details on a room set to **Out of Service**.

Use NEW OUT OF SERVICE BE when the external system wants to know more details on why the room is set to Out Of Order.

```
BE NEW OUT OF SERVICE
    "id": "43656865784565746897896967856",
    "type": "next",
    "payload": {
        "data": {
            "newEvent": {
                "metadata": {
                    "offset": "17621"
                },
                "moduleName": "HOUSEKEEPING",
                "eventName": "NEW OUT OF SERVICE",
                "detail": [
                    {
                         "oldValue": "",
                         "newValue": "2024-12-16",
                         "elementName": "BEGIN DATE"
                    },
                         "oldValue": "",
                         "newValue": "",
                         "elementName": "COMPLETED
DATE"
                    },
                         "oldValue": "",
                         "newValue": "2024-12-17",
                         "elementName": "END DATE"
                         "oldValue": "",
                         "newValue": "SH",
                         "elementName": "REASON"
                         "oldValue": "",
                         "newValue": "",
                         "elementName": "REPAIR
REMARKS"
                         "oldValue": "",
                         "newValue": "HK",
                         "elementName": "REPAIR TYPE"
                         "oldValue": "",
                         "newValue": "DI",
                         "elementName": "RETURN
STATUS"
```





Use thr Business Event **UPDATE OUT OF SERVICE** to receive an update status (return code) from an "Out of Service" room.

```
BE UPDATE OUT OF SERVICE
    "id": "43656865784565746897896967856",
    "type": "next",
    "payload": {
        "data": {
            "newEvent": {
                "metadata": {
                    "offset": "17628"
                "moduleName": "HOUSEKEEPING",
                "eventName": "UPDATE OUT OF SERVICE",
                "detail": [
                    {
                         "oldValue": "2024-12-16",
                         "newValue": "2024-12-16",
                         "elementName": "BEGIN DATE"
                         "oldValue": "",
                        "newValue": "2024-12-15",
                        "elementName": "COMPLETED
DATE"
                         "oldValue": "2024-12-17",
                         "newValue": "2024-12-17",
                         "elementName": "END DATE"
                         "oldValue": "SH",
                        "newValue": "SH",
                        "elementName": "REASON"
                         "oldValue": "",
                        "newValue": "",
                         "elementName": "REPAIR
REMARKS"
                    },
                         "oldValue": "HK",
                        "newValue": "HK",
                         "elementName": "REPAIR TYPE"
                        "oldValue": "DI",
                        "newValue": "DI",
                         "elementName": "RETURN
STATUS"
                    },
```

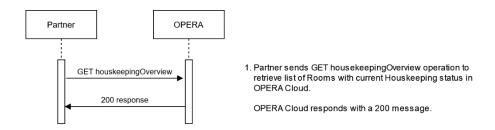


```
{
    "oldValue": "104",
    "newValue": "104",
    "elementName": "ROOM"
},
{
    "oldValue": "OS",
    "newValue": "OS",
    "elementName": "ROOM STATUS"
},
{
    "oldValue": "ECO",
    "newValue": "ECO",
    "newValue": "ECO",
    "elementName": "ROOM TYPE"
}
}
}
}
```

Workflow: Retrieving Rooms with Current Housekeeping Status

When you only need the current room status or guest service status for a room at a specific time, use the API operation **getHousekeepingOverview**. This operation retrieves a list of rooms showing the current housekeeping service status, the guest service status, and additional housekeeping details for the rooms.

Sequence Diagram



Description of Steps

Description	Operation	
Description	operation	



Use the API operation **getHousekeepingOvervie w** to retrieve all details of a room for housekeeping purposes.

This includes information about the roomType, housekeeping Room Status (Inspected, Clean, or Dirty), the Front Office Status (room is vacant, occupied, and so on), and the corresponding Housekeeping status.

With this operation, you can also retrieve only rooms with a specific Room Status.

For example, GET {{HostName}}/hsk/v1/hotels/{{HotelId}}/housekeepingOverview?housekeepingRoomStatus=Dirty

or specific Guest Service Status.

For example, GET {{HostName}}/hsk/v1/ hotels/{{HotelId}}/ housekeepingOverview? serviceRequestStatus=Make UpRoom

```
Get Housekeeping Overview
GET {{HostName}}/hsk/v1/hotels/{{HotelId}}/
housekeepingOverview
200 Response:
    "housekeepingRoomInfo": {
        "housekeepingRooms": {
             "room": [
                     "roomType": {
                         "pseudoRoom": false,
                         "roomClass": "ALL",
                         "houseKeeping": false,
                         "roomType": "CLASSIC"
                     "roomId": "001",
                     "housekeeping": {
                         "housekeepingRoomStatus": {
                              "reservationStatusList":
                                  "NotReserved"
                              ],
"housekeepingRoomStatus": "Inspected",
                              "frontOfficeStatus":
"Vacant",
                              "housekeepingStatus":
"Vacant"
                         },
                         "roomPersons": {
                              "frontOfficePersons": 0,
                              "houseKeepingPersons": 0
                     "roomType": {
                         "pseudoRoom": false,
                         "roomClass": "ALL",
                         "houseKeeping": false,
                         "roomType": "CLASSIC"
                     },
                     "roomId": "002",
                     "housekeeping": {
                         "housekeepingRoomStatus": {
                              "reservationStatusList":
[
                                  "NotReserved"
                              ],
"housekeepingRoomStatus": "Inspected",
                              "frontOfficeStatus":
"Vacant",
```



```
"housekeepingStatus":
"Vacant"
                        },
                         "roomPersons": {
                             "frontOfficePersons": 0,
                             "houseKeepingPersons": 0
                },
                    "roomType": {
                         "pseudoRoom": false,
                         "roomClass": "ALL",
                         "houseKeeping": false,
                         "roomType": "CLASSIC"
                    "roomId": "01",
                    "housekeeping": {
                         "housekeepingRoomStatus": {
                             "reservationStatusList":
                                 "NotReserved"
                             ],
"housekeepingRoomStatus": "Inspected",
                             "frontOfficeStatus":
"Vacant",
                             "housekeepingStatus":
"Vacant"
                         },
                         "roomPersons": {
                             "frontOfficePersons": 0,
                             "houseKeepingPersons": 0
                    }
                    "roomType": {
                         "pseudoRoom": false,
                         "roomClass": "ALL",
                         "houseKeeping": false,
                         "roomType": "CLASSIC"
                    },
                    "roomId": "02",
                    "housekeeping": {
                         "housekeepingRoomStatus": {
                             "reservationStatusList":
[
                                 "NotReserved"
                             ],
"housekeepingRoomStatus": "Inspected",
                             "frontOfficeStatus":
```



```
"Vacant",
                             "housekeepingStatus":
"Vacant"
                        },
                        "roomPersons": {
                             "frontOfficePersons": 0,
                             "houseKeepingPersons": 0
                    }
                    "roomType": {
                         "pseudoRoom": false,
                         "roomClass": "ALL",
                         "houseKeeping": false,
                        "roomType": "CLASSIC"
                    "roomId": "1",
                    "housekeeping": {
                        "housekeepingRoomStatus": {
                             "reservationStatusList":
                                 "NotReserved"
                             ],
"housekeepingRoomStatus": "Inspected",
                             "frontOfficeStatus":
"Vacant",
                             "housekeepingStatus":
"Vacant"
                        },
                         "roomPersons": {
                             "frontOfficePersons": 0,
                             "houseKeepingPersons": 0
                    }
                },
                    "roomType": {
                         "pseudoRoom": false,
                         "roomClass": "ALL",
                        "houseKeeping": false,
                         "roomType": "CLASSIC"
                    "roomId": "100",
                    "housekeeping": {
                         "housekeepingRoomStatus": {
                             "reservationStatusList":
                                 "NotReserved"
                             ],
"housekeepingRoomStatus": "OutOfOrder",
```



```
"frontOfficeStatus":
"Vacant",
                             "housekeepingStatus":
"Vacant"
                        },
                        "roomPersons": {
                             "houseKeepingPersons": 0
                    }
                    "roomType": {
                         "pseudoRoom": false,
                         "roomClass": "ALL",
                         "houseKeeping": false,
                        "roomType": "CLASSIC"
                    "roomId": "101",
                    "housekeeping": {
                        "housekeepingRoomStatus": {
                             "reservationStatusList":
                                 "Arrived"
                             ],
"housekeepingRoomStatus": "Inspected",
                             "frontOfficeStatus":
"Occupied",
                             "housekeepingStatus":
"Occupied"
                        },
                         "roomPersons": {
                             "frontOfficePersons": 1,
                             "houseKeepingPersons": 1
                         "guestServiceRequest":
"MakeUpRoom"
                    "roomType": {
                        "pseudoRoom": false,
                         "roomClass": "ALL",
                         "houseKeeping": false,
                         "roomType": "CLASSIC"
                    "roomId": "102",
                    "housekeeping": {
                        "housekeepingRoomStatus": {
                             "reservationStatusList":
                                 "Arrived"
                            ],
```



```
"housekeepingRoomStatus": "Inspected",
                             "frontOfficeStatus":
"Occupied",
                             "housekeepingStatus":
"Occupied"
                         "roomPersons": {
                             "frontOfficePersons": 1,
                             "houseKeepingPersons": 1
                         "guestServiceRequest":
"MakeUpRoom"
                    }
                    "roomType": {
                         "pseudoRoom": false,
                         "roomClass": "ALL",
                        "houseKeeping": false,
                        "roomType": "CLASSIC"
                    "roomId": "103",
                    "housekeeping": {
                         "housekeepingRoomStatus": {
                             "reservationStatusList":
                                 "Arrived"
                             ],
"housekeepingRoomStatus": "Clean",
                             "frontOfficeStatus":
"Occupied",
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"DoNotDisturb"
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                         "pseudoRoom": false,
                         "roomClass": "ALL",
                        "houseKeeping": false,
                         "roomType": "CLASSIC"
                    "roomId": "104",
                    "housekeeping": {
```



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"housekeepingRoomStatus": {
                             "reservationStatusList":
                                 "Arrived",
                                 "Departed"
                             ],
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                             "frontOfficeStatus":
"Occupied",
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"Occupied"
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                         "roomPersons": {
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                        },
                         "guestServiceRequest":
"DoNotDisturb"
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                        "housekeepingRoomStatus": {
                             "reservationStatusList":
                                 "Arrived"
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"housekeepingRoomStatus": "Inspected",
                             "frontOfficeStatus":
"Occupied",
                             "housekeepingStatus":
"Occupied"
                        },
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                             "frontOfficePersons": 1,
                             "houseKeepingPersons": 1
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"roomType": "CLASSIC"
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                             "reservationStatusList":
                                 "Arrived"
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                             "frontOfficeStatus":
"Occupied",
                             "housekeepingStatus":
"Occupied"
                        },
                        "roomPersons": {
                             "frontOfficePersons": 1,
                             "houseKeepingPersons": 1
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                         "roomClass": "ALL",
                        "houseKeeping": false,
                         "roomType": "CLASSIC"
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[
                                 "Arrived"
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"Occupied",
                             "housekeepingStatus":
"Occupied"
                        },
                         "roomPersons": {
                             "frontOfficePersons": 1,
                             "houseKeepingPersons": 1
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                         "pseudoRoom": false,
                        "roomClass": "ALL",
```



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                        "housekeepingRoomStatus": {
                             "reservationStatusList":
[
                                 "Arrived"
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"Occupied",
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"Occupied"
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                         "roomPersons": {
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                             "houseKeepingPersons": 0
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"DoNotDisturb"
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                             "reservationStatusList":
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"Occupied",
                             "housekeepingStatus":
"Occupied"
                        },
                         "roomPersons": {
                             "frontOfficePersons": 1,
                             "houseKeepingPersons": 1
                    }
```



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"Occupied",
                             "housekeepingStatus":
"Occupied"
                        },
                         "roomPersons": {
                             "frontOfficePersons": 1,
                             "houseKeepingPersons": 1
                    }
                },
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                         "roomClass": "ALL",
                         "houseKeeping": false,
                         "roomType": "CLASSIC"
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[
                                 "NotReserved"
                             ],
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                             "frontOfficeStatus":
"Vacant",
                             "housekeepingStatus":
"Vacant"
                        },
                         "roomPersons": {
                             "frontOfficePersons": 0,
                             "houseKeepingPersons": 0
                    }
                },
```



```
"roomType": {
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                         "roomClass": "ALL",
                         "houseKeeping": false,
                         "roomType": "CLASSIC"
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                    "housekeeping": {
                         "housekeepingRoomStatus": {
                             "reservationStatusList":
Γ
                                 "NotReserved"
                            ],
"housekeepingRoomStatus": "Inspected",
                             "frontOfficeStatus":
"Vacant",
                             "housekeepingStatus":
"Vacant"
                        },
                         "roomPersons": {
                             "frontOfficePersons": 0,
                             "houseKeepingPersons": 0
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                        "pseudoRoom": false,
                        "roomClass": "ALL",
                         "houseKeeping": false,
                         "roomType": "CLASSIC"
                    "roomId": "113",
                    "housekeeping": {
                        "housekeepingRoomStatus": {
                             "reservationStatusList":
Γ
                                 "NotReserved"
                            ],
"housekeepingRoomStatus": "Inspected",
                             "frontOfficeStatus":
"Vacant",
                             "housekeepingStatus":
"Vacant"
                        },
                        "roomPersons": {
                             "frontOfficePersons": 0,
                             "houseKeepingPersons": 0
```



```
"roomType": {
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                        "roomClass": "ALL",
                        "houseKeeping": false,
                         "roomType": "CLASSIC"
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                    "housekeeping": {
                         "housekeepingRoomStatus": {
                             "reservationStatusList":
                                 "NotReserved"
                             ],
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                             "frontOfficeStatus":
"Vacant",
                             "housekeepingStatus":
"Vacant"
                        },
                         "roomPersons": {
                             "frontOfficePersons": 0,
                             "houseKeepingPersons": 0
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        "offset": 20,
        "limit": 20,
        "hasMore": true,
        "totalResults": 42
    "links": []
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4

Anti-patterns

Review the <u>Best Practices</u> chapter in the OHIP User Guide to learn more about functional and technical anti-patterns.

References

For more information about housekeeping room status functionality, refer to the <u>Housekeeping</u> <u>Room Status</u> topics in the OPERA Cloud User Guide.

For more information about housekeeping Out Of Order/Out Of Service functionality, refer to <u>Housekeeping Out Of Order Out Of Service</u> topics in the OPERA Cloud User Guide.

6

Disclaimer

The API usage and capabilities are subject to change. For more information about API versioning, refer to the <u>Versioning</u> chapter of the OHIP User Guide. For the most comprehensive and up-to-date information, including additional query parameters and detailed descriptions, always refer to the latest API specifications in <u>GitHub</u>. This ensures that you are accessing the most current and complete set of features available.