

HOTEL GIANT 2



NOBILIS

EPILEPSY WARNING

Some people are susceptible to epileptic seizures or loss of consciousness when exposed to certain flashing lights or light patterns in everyday life. Such persons could risk a seizure while watching televised images or playing videogames. This can occur even if there have been no previous medical problems or history of epilepsy. The following symptoms are characteristic of epileptic seizures: blurred vision, eye or face twitches, trembling arms or legs, disorientation, confusion or a temporary loss of bearings. During an epileptic seizure, the loss of consciousness or convulsions can lead to serious accidents in the case of a fall. Stop playing immediately if you recognise any of these symptoms. We strongly recommend that parents watch over their children while they are playing with a videogame, as children and adolescents tend to be more prone to epileptic seizures than adults.

If these symptoms appear, **STOP PLAYING IMMEDIATELY AND CONSULT YOUR DOCTOR**. Parents and tutors should keep an eye on the children and ask them if they are experiencing some or all of the above mentioned symptoms. Children and adolescents are more prone to experience these effects related to the use of videogames than adults.



CONTENTS

Chapter 1: Getting Started	5
1-1 Installation	5
1-2 Configuring Your Settings	6
1-3 Using the Mouse	7
1-4 Game Modes	7
Chapter 2: Building Your Hotel	9
2-1 Exterior View	10
2-2 Buying Land	10
2-3 Building A Hotel	11
2-4 Upper Toolbar	12
Chapter 3: Designing Your Hotel	13
3-1 Interior View	13
3-2 Layouts & Objects	15
3-3 Tool Wheel	15
3-4 Lower Toolbar	17
3-5 Defining a Layout	17
3-6 Placing Objects	20
3-7 Object Customization	22
3-8 Changing Textures	25
3-9 Saving and Loading Layouts	26
3-10 Accessing Details of Rooms and Facilities	27
3-11 Facility Types	28
3-12 Exterior Facilities	34
3-13 Opening and Closing your Hotel	36
3-14 Capturing and Viewing Photos and Videos	36



Chapter 4: Running Your Hotel37
4-1 Hotel Details37
4-2 Company Information42
4-3 Score and Goal Information42
4-4 Market Research43
4-5 100% Customer Satisfaction and Unlock Items44
Chapter 5: Success with Your Hotel45
5-1 Understanding Customer Satisfaction45
5-2 Understanding Customers' Favorite Activities50
5-3 Understanding Room Grades51
5-4 Using Cheat Cards53
5-5 Achieving 100% Customer Satisfaction54
5-6 Setting up a Successful Restaurant55
5-7 Understanding Your Staff57
5-8 Improving Your Hotel's Occupancy57
5-9 Improving Your Hotel's Profit58
5-10 Achieving a Higher Hotel Class59
5-11 Strategy Tips59
Appendix A - Hotel Giant Shortcut Keys60
Appendix B - Credits62



CHAPTER 1: GETTING STARTED

1.1 INSTALLATION

Before you install **Hotel Giant 2**, please take a moment to review the Minimum and Recommended System Requirements of the game. Your computer should meet all of the Minimum Requirements so that Hotel Giant 2 may run. If it meets or exceeds the Recommended Requirements, you will find game performance greatly improved.

Minimum System Requirements

Operating system	Windows® 98, 2000, ME, XP or Vista (Windows® 95 and NT not supported)
CPU type and speed	1.5 GHz Intel® Pentium® 4 or processor of the same grade
Memory	512MB RAM
Hard drive space	2 GB
Graphics card	NVIDIA GeForce 5 series or above, ATI Radeon 9 series or above, with 256MB video memory
Other requirements	DirectX® 9 compatible sound card; Keyboard; Mouse

Recommended System Requirements

Operating system	Windows® 98, 2000, ME, XP or Vista (Windows® 95 and NT not supported)
CPU type and speed	2.5 GHz Intel® Pentium® 4 or processor of the same grade
Memory	768MB RAM
Hard drive space	2 GB
Graphics card	NVIDIA GeForce 5 series or above, ATI Radeon 9 series or above, with 256MB video memory
Other requirements	DirectX® 9 compatible sound card; Keyboard; Mouse

To install Hotel Giant 2 follow the procedures outlined below:

- 1) Start your computer and wait for Windows to finish loading.
- 2) Insert the Hotel Giant 2 disk into your computer disk drive. If you have autorun enabled you will see the installation window appear onscreen. Follow the onscreen instructions and install Hotel Giant 2 on your computer.

If the installation screen does not appear, it is likely that autorun is disabled. Follow these procedures:



- 1) Click **START** on the taskbar
- 2) Select **SETTINGS**, then **CONTROL PANEL**
- 3) Double click **ADD/REMOVE PROGRAMS**
- 4) Select **INSTALL**, **NEXT** and **BROWSE**
- 5) Locate the program called **SETUP** on the DVD-Rom and click OK

The installation screen should now appear. Follow the on-screen instructions and Hotel Giant 2 will be installed on your computer.

1.2 CONFIGURING YOUR SETTINGS

After installation, you may want to configure your in-game settings such as the graphics quality and the music volume before you start your game session. You can do this by going to the Options Menu and changing the different settings found under four different options categories: Video Settings , Audio Settings , Input and Interface Settings , and Default Wall/Floor/Ceiling Textures .

Play around with the different settings found under the graphics options to see which settings are optimal for your computer. Just remember that the more options you set to a high level, the better-looking the game will get but, adversely, the greater the performance hit the game will incur. If you do not wish to fiddle with the options, however, and would rather dive into the game at once, you can simply set the **Overall Graphics Quality** to suit your needs.

Changing the Resolution

To change the game's screen fidelity, simply choose your desired setting from the **Screen Resolution** drop box. Note that screen resolution can only be changed while you are in the main menu. You will not be able to change this setting during a game session.

1.3 USING THE MOUSE

Hotel Giant 2 is controlled using a combination of keyboard and mouse controls. The following table describes the mouse controls:



Command or Phrase

Means

Left click, Select

Depress the left mouse button

Right click

Depress the right mouse button

Double click

Rapidly depress the left mouse button twice

1.4 GAME MODES



Hotel Giant 2 has three game modes to choose from – Campaign, Random and Sandbox Hotels. The Campaign Mode comprises a series of scenarios that requires you to advance through them in a specific order. Random Game allows you to play a standalone game with attributes and goals for your missions predefined by you beforehand.

Sandbox Hotels are pre-built hotels that serve to showcase what a fully developed hotel in Hotel Giant 2 looks like.

Campaign

There are three types of campaigns available in Hotel Giant 2.

The first, the **Learning Campaign**, combines tutorials and gaming scenarios to teach you the basics of the game while challenging you with specific goals. If you are new to the series and are playing it for the first time, it is highly recommended that you start your game at the first tutorial scenario of the Learning Campaign. You can do so by simply answering “**Yes**” once you are asked if it is your first time playing the Hotel Giant series.



CALLING ALL EXPERIENCED PLAYERS

For players that have already played the Hotel Giant series before, you may wish to skip past the basic tutorials and dive directly into the new features of Hotel Giant 2. To do so, simply answer “**No**” to the question “Is this your first time playing the Hotel Giant series of game?” when you initiate the Learning Campaign. You will be transported to the advanced tutorials that introduce the game’s new features.

If you feel that you need to brush up on your basics once more. Simply click on the left arrow on the scenario introduction screens to move to the earlier tutorials.

The second, the Hotel Giant Campaign, is designed for advanced players who have finished the Learning Campaign and are looking for a more superior challenge. There are 15 scenarios in this campaign with each subsequent assignment ramping in difficulty.

The third, the Random Campaign, generates a random series of scenarios for you to play based on the difficulty level that you have chosen.



Random Game

A random game lets you play a standalone game based on the difficulty and gameplay parameters that you have set. Below is a list of parameters that you can set for your game:

- 1) Game difficulty – drag the slider left or right to decrease or increase difficulty respectively. You can immediately see the effect of this change with the dynamically changing goals.
- 2) Number of cities in play
- 3) Choice of cities to play
- 4) Time limit to reach your goals



8

- 5) Beginning the game with a pre-built hotel – If you wish to start the game without a pre-built hotel, simply clear the blue box to the right to clear the pre-built hotel field to “None.” If you wish to start with a pre-built hotel, simply cycle among the different hotel types by clicking the left or right arrows.
- 6) Randomize allows you to change all the parameters to a new random set.

New Random Game

Sandbox Hotels

The Sandbox Hotels mode allows you to choose between three different types of fully-furnished hotels to explore. These hotels have been pre-designed to serve as a guide to what a complete hotel looks like. In this mode you are only allowed to view hotels. You will not be allowed to modify the items nor the rooms of the hotels.



CHAPTER 2: BUILDING YOUR HOTEL



The City in Exterior View

If you have chosen to play a random game with a pre-built hotel, your initial view upon loading the game will be that of your hotel's exterior in the city map. If you are playing without a pre-built hotel, however, you will be looking at an empty piece of land.



2.1 EXTERIOR VIEW

The exterior view shows your hotel's exterior set against the backdrop of a local city. Here, you may move the camera to explore the city by moving the mouse cursor to the four sides of the screen or by clicking on an area on the mini-map found on lower left hand corner of the screen. You can also rotate the camera by moving the mouse while holding the right mouse button.

The city map is dotted with several pieces of land that are available for use. These tracks of land are denoted as coloured squares on the mini-map. Green tracks denote land that is available for purchase. Blue tracks are land that you currently own. Red tracks are land that has a hotel built on top of them. And the yellow track is land that is currently selected.

2.2 BUYING LAND



Assuming that a random game was started without a pre-built hotel, you must first buy land before you can start constructions. There are two ways to do so.

The first option is to purchase land through the Buy Land icon . Selecting this icon will open a new panel showing a list of properties that are up for sale.

Another way to buy land is to double-click on an empty piece of land in the city map and confirming the purchase.





2.3 BUILDING A HOTEL



To build a hotel, click the Build Menu icon  from the Tool Wheel and select Hotels from upper half of the Build Menu.

Select from the available range of hotels. These include Urban Modern Hotels, Urban Classic Hotels, Inns, Motels and Resort Hotels which are represented by icons found at the lower half of the Build Menu. Pay attention to the

dimensions and number of floors given for each building – you may need to purchase additional land adjacent to what you already own in order to accommodate the building that you wish to construct. If you plan to add lots of facilities inside your hotel (like a health club or an executive lounge) you will also need plenty of floor space.

Once you have found the hotel you require, simply select the hotel from the Build Menu and place it on your property.



2.4 UPPER TOOLBAR

The upper toolbar, located at the top of the screen, contains time controls, access to the game menu, hotel information and a financial readout.



- 1. Floor Number** – left click on the floor number to travel instantly to the floor that you wish to go to.
- 2. Floor Up/Down** – left click on the up or down arrows to travel up or down a floor respectively. You can also **right click** on the up and down buttons to immediately get to the ground floor and penthouse respectively.
- 3. Information Screen** – access the Information Screen (shortcut key F1)
- 4. Switch Hotel** – switch over to another hotel that you currently own.
- 5. View Toggle** – toggle between interior (shortcut key F2) and exterior (shortcut key F3) views. Note that the ‘toggle to exterior view’ icon is shown on the above toolbar. When the hotel exterior is being viewed, the icon will change to the ‘toggle interior view’ icon .
- 6. Cash and Profit Indicators** – the left hand readout displays your company’s current cash on hand. The right hand display shows your current profit rating. A green figure indicates profit whilst a red figure represents a loss.
- 7. Game Speed** - from left to right the four controls are: Pause (shortcut key 0), Normal Speed (shortcut key 1), Higher Speed (shortcut key 2), Fast Forward (shortcut key 3) and Advance Game Time by One Week (shortcut key 7).
- 8. Game Date & Time** - displays the current game date and time.
- 9. Current Hotel** - displays the name of the currently selected hotel. If you have more than one hotel, arrows will appear on the sides to allow you to cycle through your hotels.
- 10. Game Menu** - Opens the Game Menu where you can save and load your current game, save and load your room layouts, access the options menu and quit the game proper.

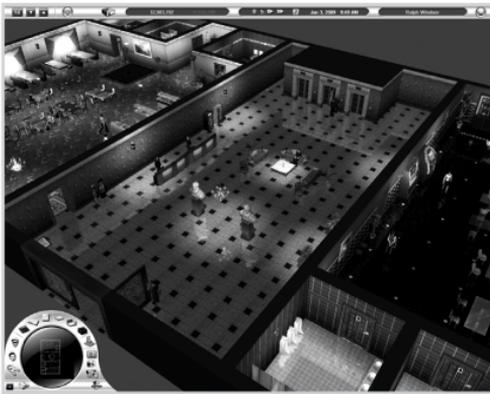


CHAPTER 3: DESIGNING YOUR HOTEL

3.1 INTERIOR VIEW

The interior view is accessed using the view toggle button on the upper toolbar. This view is used for designing and displaying the interiors of your hotel.

The Three Viewpoints



Under the interior view, you are given the choice of three viewing angles to examine your hotel. To switch views, simply select any of the three buttons marked as Isometric (shortcut key Q), Perspective (shortcut key W) and Top (shortcut key E) that are located just above the wheel of the mini map.

When you first enter the interior, it will be shown in Isometric View. This view places the camera on a three quarter angle overlooking your hotel floor.

Perspective View places the viewpoint on the level of the hotel floor, essentially allowing you to “walk around” and see how your hotel looks from the customer’s point of view.

Top View presents an overhead viewpoint looking straight down the current floor.

Navigating with the Three Viewpoints

ISOMETRIC AND TOP VIEWS



Mouse

- Move the mouse to the edge of the screen to scroll the view.
- Hold down the right mouse button and move the mouse up or down to zoom.
- Hold down the right mouse button and move the mouse left or right to rotate the view.
- Hold down the Shift key and the right mouse button at the same time and move the mouse up and down to change the vertical camera angle.
- Alternatively, if your mouse has a scroll wheel, you may use the wheel to zoom

Cursor keys

- Use the Up, Down, Left and Right keys to scroll the view.
- Use Shift+Up or Shift+Down to alter the vertical angle of the camera.

PERSPECTIVE VIEW

Mouse

- Move the mouse to the top and bottom edge of the screen to move forwards and backwards.
- Move the mouse to the left and right edge of the screen to move left and right.
- Hold down the right mouse button and slide the mouse left or right to rotate the view.
- Hold down the right mouse button at the same time and move the mouse up and down to change the vertical camera angle

Cursor keys

- Use the Up and Down keys to move forwards and backwards.
- Use Left and Right keys to rotate the view.
- Use Shift+Up or Shift+Down to alter the vertical angle of the camera.

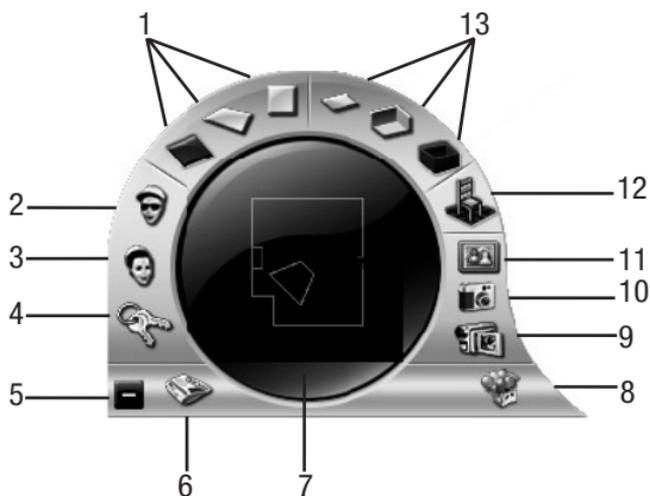


3.2 LAYOUTS & OBJECTS

You can define layouts or place objects whilst viewing the interior of your hotel. **Layouts** represent the room's shape and its contents. **Objects** are the items/content that populate the layouts. You can save your most oft-used layouts to allow for quick placement of 'new' rooms within your hotel. For example, you may have saved a "Deluxe En Suite" room layout that comprises a bedroom with adjoining bathroom. In it you have meticulously placed each object (canopy bed, luxury bath, big screen TV, etc.). Filling a whole floor with this layout is easy – just load the layout and "stamp" each room on the desired position.

3.3 TOOL WHEEL

The buttons associated with layouts and objects are located on the tool wheel at the bottom left corner of the screen. The following guides explain each set of icons.



1. **Viewing Angles** - the three buttons are used to alter the viewing camera (see Chapter 3 – The Three Viewpoints).
2. **Customer List** - access information related to your customers (shortcut key F6)
3. **Staff List** - access information related to your staff (shortcut key F7)
4. **Rooms and Facilities List** - access information related to your rooms (shortcut key F8)
5. **Open/Close Toolbar** - toggle to open or close the Tool Wheel
6. **Message Log** - displays a list of on-screen messages relating to the operation of your hotel.
7. **Mini Map** - is a top down representation of the current hotel floor plan. You can left click on any part of the mini map to immediately move your view to the selected location.
8. **Open/Close Hotel** - use the “Open Hotel” button  to open your hotel to the public. Once your hotel has been opened the button will be replaced with the “Close for Renovation” button . Use this button to temporarily close your hotel if it requires major layout changes.
9. **Video Recorder** - captures video from your current viewpoint (see Chapter 3 - Capturing and Viewing Photos and Videos.)
10. **Photo Camera** - takes a photograph of the current scene in your hotel and stores the image in the Photo Album (shortcut key P).
11. **Photo Album** - repository for all captured images and video for your game (see Chapter 3 - Capturing and Viewing Photos and Videos.)
12. **Object, Texture and Room Menu** - open the Lower Toolbar that allows for the selection and modification of objects, textures and rooms for placement in the hotel (see Chapter 3 – Defining a Layout.)



13. Show Hide Walls - the three buttons are used to hide walls  (shortcut key R), show back wall only  (shortcut key T) and show walls  (shortcut key Y). Experiment with each alternative to make placing objects easier.

3.4 LOWER TOOLBAR

The Lower Toolbar that sits beside the Tool Wheel houses the tools for modifying the interiors of your hotel. Here, you are given the option of adding rooms to your hotel, place objects in rooms and change the textures of your walls among its many functionalities. To open the Lower Toolbar, simply select the floor of your hotel, and then press the **Object, Texture and Room Menu** button .



3.5 DEFINING A LAYOUT

Adding Rooms and Layouts



Layout Menu

Swimming Pool, Library, Cake Shop, Jewelry Shop, Arts and Crafts Shop and Electronic Shop.

Select the layout class you are interested in by clicking its button. A new window will open immediately beside the Layout Menu. If there aren't any currently defined layouts for the class, only the **New Room** button will be displayed [except in some scenarios]. If you have defined other layouts their names will be shown.

To define a layout (or room), first change to interior view and select the floor on which you wish to create the layout. Select "Room" from the Lower Toolbar to open the **Layout Menu**.

The buttons on the left-side window represent the different layout classes. From top to bottom they are Guest Room, Restaurant, Coffee Shop, Bar, Health Club, Business Center, Game Room, Billiard Room,



Select **New Room** button and hold down the left mouse button on the hotel floor. Drag to the desired size of the room you wish to create. Watch the rectangle that is created as you drag your mouse. If it is red, the room cannot be created – either the layout is too small or it overlaps an existing layout, wall or object. Always pay attention to the message at the top of the screen as it tells you explicitly why the new room cannot be created. If the color changes to blue, you may release the mouse button and your room will be created. A new button with the default name of the layout class (“Guest Room 1”, for example) will then be added to the window beside the Layout Menu. This is your **Layout Stamp** for that room. It can be renamed by selecting the **Rename** button . You may select your new Layout Stamp and place copies of the created room to quickly fill an entire floor with guest rooms, for example. Any modification you make to one example of the room, such as adjusting its size or the objects within it, will be mirrored in all rooms of that type. So adding a new furniture item to a guest room means you only have to do it once and not in every individual room of that same layout.

Resizing, Moving & Deleting Rooms

To resize rooms that have already been built, select the Adjust Room **Size/Move** Room button  and then select the room in the main view that you wish to adjust. Drag any of the green squares that appear at the corners of the room. Remember that you are not just adjusting this individual room but ALL of the rooms that share the same layout name (e.g. Guest Room 1). Consequently the rectangle may remain red even if the current modification appears to be valid. This implies that other rooms using the same layout cannot be changed to the new size due to space restrictions.

To move a room, select the Adjust Room **Size/Move Room** button  and then select the room. Left click the room and move the cursor to the new location. The layout will follow your cursor. When you are happy with the new location, left click to place the room.

To delete a room, select the **Delete Rooms** button  and then double click the room you wish to delete. Please note that this will delete individual rooms. If you wish to remove a layout and all rooms using the layout altogether, you can select the button representing the layout and then left click **Delete** button. A pop up box will ask you to confirm the action.



Adding Sub-Rooms

Some layout types allow for another layout to be created within the first. An example of this can be found with the **Guest Room** layout – a bathroom layout can be defined within the guest room. When you see the **Room** button placed alongside the **Object** and **Texture** menu, you may then build a sub room related to that layout type.

TROUBLESHOOTING: I CAN'T ADD A NEW LAYOUT

If you're having problems placing a layout, the following might be the cause:

- There is not enough room size.
- The proposed location of the new Layout blocks access to an existing layout, wall or other object.
- You do not have enough cash.

Customizing Layouts

Double clicking on a layout opens a details menu from which you may alter parameters relevant to the room (such as admission fees, the number of staff, or the quality of toothpaste). By doing this you can fine-tune the layout to maximize its productivity and attractiveness to customers. See **Accessing Details of Rooms and Facilities** section for more information.

You can also review the complaints and needs of customers, or view the room's financial statement (see Chapter 5 – Understanding Customer Satisfaction.) Some objects, TV's for example, can also be customized (see Chapter 3 – Object Customisation)



3.6 PLACING OBJECTS

Adding Objects

Once you have placed a layout you'll want to add objects such as chairs and beds and perhaps change the wallpaper for your walls as well. To do so, first select the layout that you wish to work on by left clicking on its floor. Then select the **Object, Texture and Room Menu** button  from the Tool Wheel to open the Lower Toolbar. Under this toolbar, select the Object button to open the Object Menu.

The Object Menu provides a list of all objects relevant to that particular room/layout from which you may select and place. The Texture Menu allows you to set the look of the floor, walls, and ceiling in the room. To place an object, select it from the Object Menu and move the cursor to the desired position. Hold the left mouse button down and slide the mouse either up, down, left or right to change the orientation of the object.

If the rectangle underneath the object is blue, you may left click to place the item there. If it is red, it means that the item cannot be placed there. Always pay attention to the message at the top of the screen as it tells you explicitly why the object cannot be placed at its current location. If you decide not to place the currently selected object, a right click will remove it from your cursor.

Some objects require operation by a hotel staff member. Such objects will be placed with the accompanying staff member when your hotel is open for business. For example, placing a reception desk will automatically add a Reception Clerk. You therefore are not required to hire staff and assign them to each relevant object.

Also note that the styles of furniture available to you are different depending on the type of hotel you have. As an example, an Urban Classic Hotel will not have the same furnishings as those of an Urban Modern Hotel; classic hotels will only have traditional furniture available while modern hotels are bent towards contemporary designs.



One way to place objects quickly in your hotel is by cloning an already placed object. Hold down Alt and left click the placed object that you wish to copy. A clone is immediately attached to your cursor. Place it as you would any other object.

When you select an object from the Object Menu (and it is attached to your cursor) you can cycle through all other available types by pressing the [and] keys.

TROUBLESHOOTING: I CAN'T ADD NEW OBJECTS

If you're having problems placing an object, try checking for the following:

- Smaller objects such as telephones and small vases must be placed on top of other objects such as tables as they would be in real life.
- The orientation may not be correct. Some objects, such as bathroom sinks for example, must have their backs against the wall. Windows must be placed against external walls.
- There is not enough space.
- The object's interactive locations are blocked. These locations are shown in green and represent the places staff and guests will stand when they interact with the object.
- You do not have enough cash.



Moving and Deleting Objects

To move existing objects to a different location, select the Reposition Objects button  and then select the object that you wish to move. Drag the object to the desired location and orientation.

To delete an existing object, select the Delete Objects button  and then double click the object that you wish to remove.

3.7 OBJECT CUSTOMIZATION

As with layouts, adjusting parameters can refine the use of some objects. If you have placed a TV for example, you can double click the TV to display its **Item Detail Menu** on which you may decide what level of service the TV will offer (cable TV, Video Games, Etc.). Adding high quality services to objects within a room will increase the attractiveness of the room to potential users.

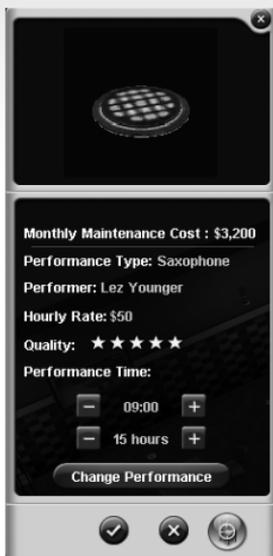


The following table lists all of the objects that may be customized.

What object?	Found where?	Choices
Televisions	Guest Room	Cable TV, Satellite TV, Movie on Demand, and Video Game on Demand may all be chosen to provide a range of in-room entertainment.
Computers	Computer Room within Business Center	Internet Connection speed can be set via the Computer Room Detail Menu to one of the following: None, Low speed, Medium speed, High speed, or Ultra High speed.
Lights	Any room	The Brightness and Radius of any lamp type can be modified via the Light Item Detail Menu by double clicking a placed light.
Reception Desks (for Business Center)	Business Center	Select as many of the following services as you wish to increase the attractiveness of your business center: Postal and Parcel Mailing, Courier Service, Interpretation and Translation Service, and Secretarial Services.
Front Desks	Lobby	Set the number of front desk clerks and the function of the front desk, which can be either Reception, Cashier, Information or Concierge.
Lobby Doors	Lobby entrance	Change the appearance of the doors to suit your hotel.
Paintings and Wall Photographs	Most rooms	Adjust the vertical placement and the picture representation of the painting.
Fitness Equipment	Health Club	Change the color of a select number of fitness equipment to match your needs.
Bathroom Utilities	Bathroom	Change the color of the toilet bowls to suit the look of your bathrooms.



Adding Some Kick to Your Hotel



One of the more exciting object types that you can place in your hotel is the **Performance Stage**. A Performance Stage gives you the ability to hire live performers to entertain your guests. These objects can only be added to certain places in your hotel; namely the Lobby, Restaurant, Coffee Shop and the Bar. There are several types of performance stages and not all of them are available to choose from in the beginning. Some of them will even need to be unlocked from the Unlock Item Interface (see Chapter 4 – 100% Customer Satisfaction and Unlock Items)

The following types of performances are available in the game: Piano, Violin Cello, Saxophone, Jazz Band, Rock Band and Country Music. (Note: Jazz and Rock bands require special performance stages which need to be

unlocked.) To hire a live performer, double click on a Performance Stage to open its detail panel and select the **Change Performance** button.

A new window will open showing you a selection of performers that you can hire that includes their corresponding performance quality and cost by the hour. And once you have selected your performer, you can then fine-tune the performer's schedule in the Performance Stage's detail panel such as the start time of the performance as well as its duration.

Performance Type	Performer Name	Hourly Rate	Quality
No Performance			
Piano	Josh Tesh	\$20	★★★★★
Piano	Sarah Callahan	\$30	★★★★★
Piano	Gerald Raymond	\$40	★★★★★
Piano	Danielle Hoping	\$50	★★★★★
Saxophone	C.H. Parker	\$20	★★★★★
Saxophone	Randy Hawk	\$30	★★★★★
Saxophone	John Colin Train	\$40	★★★★★
Saxophone	Lez Younger	\$50	★★★★★
Country Music	H.B. Presley	\$20	★★★★★
Country Music	John E. Cash	\$30	★★★★★



3.8 CHANGING TEXTURES

You can alter the look of a room by modifying the floor, wall, and ceiling textures. Doing so is akin to laying a new carpet, hanging new wallpaper or painting the ceiling. To apply a texture change, first select the layout that you wish to work on by left clicking on its floor. Then select the Object, Texture and Room Menu button  from the Tool Wheel to open the Lower Toolbar. Under this toolbar, select the Texture button to open the Texture Menu



Textures Menu

Select the texture area you want (such as Floor) and the available texture types are displayed. Left click to select the type you want. The texture is applied to the room. If you select Texture Sets  you are presented with texture sets that have been predefined to match with each other.

You may also cycle through available textures when you are viewing the hotel interior. To do so, use the following keys:

- D & F change the Texture Sets of the selected layout or lobby
- Z & X change the Wall Texture of the selected layout or lobby
- C & V change the Floor Texture of the selected layout or lobby
- B & N change the Ceiling Texture of the selected layout or lobby



Changing the Default Textures

When a new room layout is created, a default texture is used to paint the layout. You can define these default textures for the walls, ceiling and floor through the Options Menu opened from the Options Menu button  on the Upper Toolbar. To modify your game's default textures, simply select the room type that you wish to set default textures for and then choose the specific texture that you want for ceiling, floor and walls of that room type. Alternatively, you can also select a room that you've created and press the "U" key – the game will automatically use the textures of that room as the defaults for that room type.

3.9 SAVING & LOADING LAYOUTS

Once you have defined and placed your layout(s) you may save your designs for use in other hotels. Press the **F11** key to access the **Save Layout Menu**. There you can decide, by using the drop down menu, whether to save all layouts (from the current hotel) or just a specific layout.

Press **F12** to access the **Load Saved Layout Menu**. Use the drop down menu to see all of the saved layouts or select specific saved layout types. Once loaded, the name of the layout will be added to the layout stamp window for you to select and use.



3.10 ACCESSING DETAILS OF ROOMS AND FACILITIES

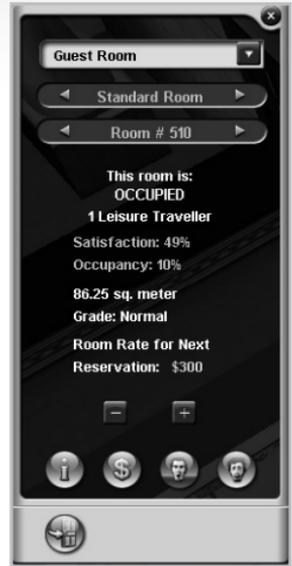
When you have built a room or a facility, you can double click on its floor to call up its detail menu.

The two images on either side represent the **Information** and **Needs** sections of the room/facility detail menu.

The row of four buttons represents, from left to right, the **General Information** , **Finance** , **Complaints** , and **Needs**  tabs of the detail menu. Looking at the image of the Information Tab for a Guest Room (left) you can see that you can alter the room rate and view the satisfaction rating for that room. Use the left/right scroll arrows to cycle through different guest room types (if you have defined more than one) and each individual room of the selected type. The drop down menu at the top of the window, on the other hand, can be used to access different layout classes that have been placed in your hotel. The detail menus are generally similar for all classes with the exception of some class-specific options (e.g. adjusting staff numbers in your restaurant, admission price of your health club.)

Note: If you alter the room rate, the new room rate will only affect new room reservations. Customers who have made reservations prior to the rate change will pay the original price. This explains why you may not see an immediate change to your income after a room rate adjustment.

Your customers' comments are recorded in two areas: the Needs tab and the Complaints tab. The amount of complaints or needs of your guests is indicated by the amount of color that has filled up the tab's icon. Red represents complaints while yellow makes up your guests' needs. The more color the tab icons are filled with, the more complaints or needs you will likely have to deal with.





You may also left click on the Rooms & Facilities List button  (shortcut key F8) on the Tool Wheel to access a list of all available rooms and facilities with displays of their profits and satisfaction ratings. From the list, you can select a room to display its detail menu.

3.11 FACILITY TYPES

Some facilities require additional rooms or objects to be defined within the main layout in order for the facility to function correctly. Below is a list of every available room and facility with details of optional or necessary sub rooms and objects.

Lobby

The Lobby is the one area of a hotel that you do not need to define in terms of layout. But in order for your hotel to run effectively it is essential that you place certain objects.

Your Lobby must have a **reception desk** and a **cashier desk**. Both are 'Front Desk' object types. When you place your first front desk object it is automatically assigned as a reception desk. Similarly, on placing a second reception desk, it defaults to cashier. Please note that you can alter the function of the front desk – just double click the object and choose from the list of reception, cashier, information, and concierge.





Note that because the reception desk is the one place where customers can check in or reserve rooms, **your hotel will not have any customers if you do not place a reception desk in your hotel.** The cashier desk is required so that your customers can settle their bills at the end of their stay. Without it your customers would leave without paying! The remaining two desk types, information and concierge, are optional and each provides a specific function to enhance the service your hotel.

Guest Room

Guest rooms are obviously required so that your customers have a room in which to stay. A bedroom and a bathroom are optional.

Double click the bathroom to access the amenities list. Use the list to define the level of service provided by adjusting the quality and availability of the provided soap, shampoo, conditioner, bath lotion, body lotion, toothpaste and toothbrush, and hair dryer.

Restaurant

Having a restaurant is optional but not only does it provide a convenient place for your customers to dine, it may also attract customers who are not staying at your hotel. A restaurant must have a kitchen. Male & female restrooms, however, are optional (see Chapter 5 – Setting up a Successful Restaurant)

Double click the restaurant to access its detail menu. Use the menu to alter the number of captains and servers to cope with demand. You can also adjust the quality of the ingredients and the price on a scale of 1 (lowest) to 10 (highest.)

Coffee Shop

A coffee shop allows your guests to enjoy a cup of coffee under a warm and relaxing atmosphere. Male and female restrooms are optional.

Double click the coffee shop to access its detail menu. Use the menu to alter the number of servers to cope with demand. You may also adjust the quality of the drinks and the price on a scale of 1 (lowest) to 10 (highest).



Bar



A bar will attract a similar clientele to that of the restaurant. Male and female restrooms are optional.

Double click the bar to access its detail menu. Use the menu to alter the number of servers to cope with demand. You may also adjust the quality of the drinks and the price on a scale of 1 (lowest) to 10 (highest).

Health Club

A health club offers customers and non-staying customers the chance to exercise or indulge in beauty treatments. **The club must have male and female changing rooms** and at least one of the following:

- **Beauty Parlor** – where customers receive facials and beauty treatments
- **Massage Room** – where customers receive relaxing therapeutic massages
- **Exercising Room** – offers a range of fitness equipment for physical workouts
- **Sauna Room** – a temperature-adjusted room used for body cleansing and purification
- **Spa Room** – offers invigorating waters to relax weary visitors
- **Swiss Shower Room** – provides a special shower that shoots hot and cold jets of water to cleanse the pores
- **Sunbed Room** – provides UV-emitting sunbeds for customer tanning services
- **Sound-wave Therapy Room** – offers low-frequency sound therapy services to provide customers with body tension relief.

With the exception of the changing rooms and restrooms, all of the above charge an admission fee or an hourly fee, which may be adjusted via the Room Detail Menu (accessed by double-clicking the room floor).



Swimming Pool



An indoor swimming pool provides a place for your customers to relax by the poolside or take a dip in the water. **It must have male and female changing rooms and restrooms.**

Double click the pool layout to access its detail menu and adjust the admission price charged.

Business Center

A business center helps attract corporate customers to your hotel. The center must have at least one of the following sub-rooms in order to function: a **meeting room, a computer room or an executive club lounge.**

The meeting room and the executive club lounge charge an admission fee from guests while the computer room charges an hourly fee. Double click a room's layout to access its detail menu for adjusting the fees.

For both the meeting room and the executive club lounge, you may specify from the detail menu whether the rooms allow for wireless broadband Internet access. You may also determine the Internet connection speed available in the computer room ranging from None, Low Speed, Medium Speed, High Speed, and Ultra-High Speed. Note that the total operating costs of the rooms are affected by the Internet connection services chosen.

Double-click on a Business Centre Reception desk to set the following additional services:

- Postal and Parcel Mailing
- Courier Service
- Interpretation and Translation Service
- Secretarial Services

The more services you select the more attractive your business center will be to potential customers at the cost of a higher operating expense.



Game Room

The game room provides customers with alternative entertainment with offerings of darts, video games, and pinball machines for use. This facility does not require any special sub rooms.

Double click the room to access the detail menu to adjust the room's admission fee.

Billiard Room

The billiard room serves as another outlet for your guests looking for an alternative form of entertainment. You can place pool tables and snooker tables in this room for your customers to play with.

Double click the room to access the detail menu to adjust the room's admission fee.



Library

Provides a quiet place for contemplation and reading. This facility does not require any special sub rooms.

Double click the room to access the detail menu for adjusting the admission fee.

Cake Shop

The cake shop allows guests to buy an assortment of breads, cakes and other delicious pastries. This facility does not require any special sub rooms.

Double click the room to access the detail menu to adjust the store's sales discount percentage.



32

Jewelry Shop

A high-return shop that gives guests a nearby outlet to buy jewelry. This facility does not require any special sub rooms.

Double click the room to access the detail menu to adjust the store's sales discount percentage.

Arts and Crafts Shop

Gives guests a chance to buy souvenirs, trinkets and mementos of their stay in the hotel. This facility does not require any special sub rooms.

Double click the room to access the detail menu to adjust the store's sales discount percentage.



Electronics Shop

A store that carries a variety of electronics and computers for sale. This facility does not require any special sub rooms.

Double click the room to access the detail menu to adjust the store's sales discount percentage.



33

3.12 EXTERIOR FACILITIES

The concept of facilities has also been expanded to include facilities that you can use to extend your hotel's outside grounds. These facilities can all be accessed from the Build Menu button  on the Tool Wheel while in exterior view.

Selecting the button will call up the Build Menu. Here you will be given the choice of what facility to add to your hotel's property; namely a Recreational Park , an Outdoor Swimming Pool  and an Outdoor Rock-climbing facility . Beneath the facility buttons are two other "modification" buttons that allows you to move/rotate  or outright delete  the said facility.

Note: You should keep in mind that, just like building a hotel, you can only add exterior facilities to land that you already own.

Recreational Parks

Parks allow your guests to roam outdoors and enjoy a relaxing stroll along manicured greens. To ensure that your park work's well, you should always be mindful of where you place your Park Paths. People will move through your park



only in places where there is a path. A well planned path network ensures that your guests will be able to freely move through the area and enjoy the park fully.

There are also a variety of plants, sculptures and miscellaneous park objects for you to choose and adorn your park. Take the time to browse through the library of objects and use your creativity to design your ideal park.



Outdoor Rock-climbing

You may add some excitement to your hotel grounds by offering rock-climbing facilities to your visitors.

Like any other facility or service in your hotel, customers must pay a price to use the rock climbing facility (unless you're really generous.) To adjust the pricing, double-click on the facility to open the facility detail panel.

Outdoor Swimming Pool

Swimming pools are a staple hotel facility that guests use to relax and have fun in cool soothing waters. In Hotel Giant 2, you are given the ability to customize the construction of swimming pools according to your desired size, shape and style.

To build your swimming pool, simply select your choice of Type, Shape and Style of swimming pool tiles from the swimming pool menu (found under the Build Menu) and lay the tiles down on an empty location on your hotel's property. If in the event, you've made a mistake and wish to change the layout of your pool, simply remove the existing tiles by selecting the Delete icon  to switch to the Delete action mode and select the tiles that you want to remove.

Just like the Recreational Park, the Outdoor Swimming Pool includes a host of objects and sub-facilities for you to add. These include safety objects such as ladders, slides, pool lights, wave machines, dive boards and lifeguard chairs as well as recreational objects such as sun loungers and pool spas.

Note: Guests will not use the swimming pool unless changing rooms have been provided in the pool area.



3.13 OPENING AND CLOSING YOUR HOTEL

Once you have defined all of your rooms and placed all the objects that you want, you should open your hotel to general public. To do so, simply press the Open Hotel button  found at the bottom right of the Tool Wheel and the hotel will automatically be opened for business. If you wish to make major modifications to your rooms and facilities, left click on the Close for Renovations button  (which replaces the Open Hotel button when the hotel is already open for business) at the bottom right of the Tool Wheel.

3.14 CAPTURING AND VIEWING PHOTOS AND VIDEOS

You can use the Photo Camera  (shortcut key P) and the Video Recorder  found in the Tool Wheel to capture still images and videos respectively of the current scene of your hotel. The images and videos are stored inside the Photo Album  that is also found on the Tool Wheel.

Selecting the video camera tool will open a small recording control window with three buttons: Record , Stop  and a toggle to turn off  or turn on  the user interface during video recording. Your video will automatically be saved to the Photo Album once you press the Stop button during recording.

Under the Photo Album, you may use the buttons found along the bottom of the album to view  all your available photos, watch your recorded videos , delete media  or copy images  from your photo album to your photo collection folder .



CHAPTER 4:

RUNNING YOUR HOTEL



You can access various types of information about your hotel and your corporation through the **Information Screen** button  on the upper toolbar.

Doing so will call up a **Side Toolbar** that contains detailed info of various aspects of your company. Below are the descriptions of the categories found on the Side Toolbar.

Hotel Details – select to take detailed look at various aspects of a particular hotel

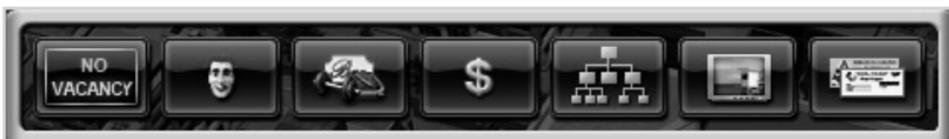
Company Information – select to view company information in more detail

Score & Goal Information – select to view score and goal information

Market Research – discover how customers decide which hotel to stay in.

100% customer satisfaction and unlock items – unlock special reward items from your fully satisfied customers

4.01 HOTEL DETAILS



This screen displays comprehensive information regarding the currently selected hotel. It is sub-divided into 7 parts (each represented by a tab at the top of the window): Room Status, Customer Satisfaction, Rooms and Facilities, Financial Reports, Employment Policies, Advertising and Hotel Packages.



Room Status

The Room Status screen allows you to alter the price of rooms using +- spinners. The two graphs below the room list show the occupancy rates, both future and past, of all rooms. Use the drop down filters to adjust the time period of the graphs and to select the type of guest room to be displayed.

Customer Satisfaction

The Customer Satisfaction screen is split into two sections. The first section displays the satisfaction ratings and numbers of needs and complaints for all guest rooms. The second section displays satisfaction ratings for the rest of the hotel. Use the information here to target areas deemed by your customers to be substandard.

Guest Room Layout	Customer Satisfaction	Number of Complaints	Number of Needs
Standard Room	40%	1	0
Superior Room	78%	1	3

Category	Customer Satisfaction	Weight
Lobby	53%	8%
Guest Room	59%	20%
Restaurant	91%	9%
Coffee Shop	81%	7%
Bar	69%	7%
Health Club	87%	10%
Business Center	64%	10%
Game Room	68%	3%
Billiard Room	87%	3%
Swimming Pool	68%	4%
Library	48%	2%
Outdoor facilities	0%	10%
Preception of the Hotel	0%	7%
OVERALL	59%	100%

Rooms & Facilities

The Rooms & Facilities displays a list of layouts by type and offers a financial breakdown by current month or last month (left click the **This Month** button to toggle between the two periods).



Financial Reports

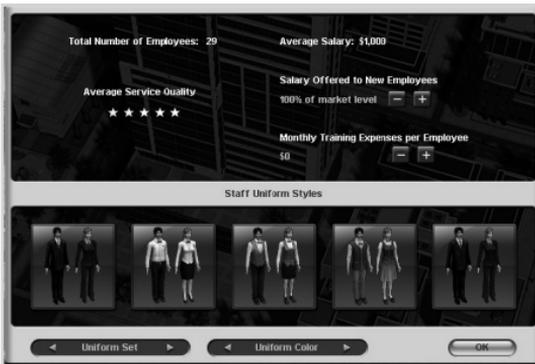
The Financial Reports screen gives you access to a more detailed financial breakdown of your hotel's performance categorized by your last and current month's performance as well as your overall performance for the current fiscal year.

Employment Policies

The Employment Policies screen provides an overview of average salary, service quality, and the number of employees working in your hotel. Salaries offered to potential employees and training costs can be adjusted by using the relevant +/- spinners.

Higher salaries will attract new staffs that possess higher service abilities. Setting a higher budget for employee training, on the other hand, will boost the service abilities of existing staff faster.

If you wish to fire an individual employee, you must access the employee's detail menu (called up by double clicking on the employee) and doing so there. When the employee is fired, the game will automatically hire a new employee as replacement. If, however, you fire a Captain or Server in a bar or restaurant, or a Front Office Clerk manning a desk that has more than two staff, you will have to hire the replacement by yourself. The service quality of the new employee will be related to the level of salary that you offer.



Your employees' uniforms can also be chosen and customized through this screen. To do so, simply change the appropriate spinners for uniform set and uniform colors at the bottom of the Employment Policies Window.



Advertising

The Advertising screen allows you to attract new customers, by commissioning advertising campaigns. The campaign is targeted at increasing awareness in the public of a specific part of your hotel by using a particular segment of the media.

To create an ad campaign, simply click the **Add an Advertising Campaign** button and select the medium that will carry the campaign. The choices available are TV, Radio, Newspaper, Magazine, Web and Directmail. Then choose the actual focus of the campaign from the twelve choices available: Hotel Image, Hotel Room, a Facility (nine to choose from) or a Package. The first will attempt to improve the overall perceived image of your hotel to make it more attractive to potential customers. (Note: The perception of your hotel contributes to your hotel's overall customer satisfaction and can be seen on the Customer Satisfaction Screen under the Information Screen) The remaining options are focused on attracting greater use from potential customers of the particular subject at hand (you may, for example, promote your hotel's restaurant to attract more diners, or offer a money saving Package (discussed below) to increase the number of customers at the hotel.

Once you have decided on the focus, you must decide the **duration** and the **budget** to be spent for the campaign. Remember that the budget is spread across the length of the duration, so make sure that long campaigns have adequate funding.

Once you have made your decision just left click the **Add** button and the new campaign will be added to the list of current campaigns.



ADD AN ADVERTISING CAMPAIGN

Focus: Hotel Image

Duration: 1 month

Advertising budget: 504,000

Add Cancel



Media	Package	Spending	Est. Dates	Progress
TV	Hotel Image	\$50,000	1 month	<div style="width: 100%; height: 10px; background-color: green;"></div>
Magazine	Hotel Image	\$50,000	1 month	<div style="width: 100%; height: 10px; background-color: green;"></div>

Add an Advertising Campaign

The screen shot above shows several campaigns across different advertising mediums. The campaign timescale is given in the 'Duration' column. The length of the green bar shows the actual progress of the campaign.

Hotel Packages

The Hotel Packages screen allows you to define a combination of deals designed to attract new customers to your hotel. For example you may decide to offer a price reduction on a three nights stay in a guest room, with breakfast and free access to the health club included in a packaged price.

To define a package, choose the **New Package** button and then enter a new name for the package. Left click on each of the package areas (Accommodation, Restaurant, etc.) and check any details that you wish to include in your package. Adjust prices, number of nights and so on until you are happy with the details. Please note that if any elements are shown in red, it means that they are invalid (the reason will be given at the lower left of the screen).

Pay careful attention to the **Price** and **Estimated Cost** figures at the bottom of the screen. The Price element, the first figure, is the money a customer pays for the package. The Estimated Cost, on the other hand, is the actual cost the hotel incurs to provide the package per customer.



4.2 COMPANY INFORMATION

Selecting the **Company Information** button allows you to browse through a set of information screens concerning your overall corporation. You may choose to look from any of the five information windows provided.



Corporate Profile – displays statistics regarding all your hotels, such as the total number of rooms, the average occupancy, etc.

Financial Statements – displays your corporation's financial statements over three periods: Current Month, Last Month, and Year.

Financial Graphs – displays graphs of your company's Revenue, Profits, Cash, and Assets over a 12-month period.

Bank Loans – borrow or repay bank loans. Use the +/- spinners to adjust the amount.

Awards – display awards that your hotels have won.

4.3 SCORE & GOAL INFORMATION

This section provides score and goal information and is divided in three parts.



Game Score

The Game Score screen displays your current score as broken down by 6 factors: average customer satisfaction, average hotel class, monthly revenue, monthly profit, goal achievement bonus, and time penalty. With the exception of goal achievement bonus, each factor's percentage contribution to the overall game score is derived by an internal formula. The sum of these percentages determines your final score in the game.



42

Goals

The Goals section (shortcut key F4), displays your achievements against the predetermined goals for the Campaign or Random game in play. There are two types of goals: main goals and side goals. To win a game, you must achieve all the main goals. Achieving side goals is not a requirement in winning the game but it will reward you with score bonuses. The main goals must be achieved within a given time limit. You can see the time limit and the amount of time used on the Goals screen as well.

Scenario Description

The Scenario Description screen details a short overview of the scenario and gives you a bit of background surrounding the larger picture of your assignment. This tab is only available in the Learning and Hotel Giant Campaigns.

4.4 MARKET RESEARCH

The Market Research (shortcut key **F10**) screen enables you to ask hotel customers for their opinions and comments. You may choose any currently available city and all the current hotel customers in the city will be shown.

Customers colored green are presently staying in your hotel. Select one and you will see their preferred room requirements, period of stay, trip purpose, and favorite activities. Use this information to gauge what needs of your customers the hotel is currently fulfilling.

It is just as important to view the comments of customers who have chosen to stay in other competing hotels. These are marked in red. Their comments can often be quite telling of your hotel's weaknesses. Their reasons can be as simple as a lack of preferred room type or facility. You would do best to listen and address their complaints in order to court them back to your hotel.





In the example shown above the highlighted customer has chosen to stay at a competitor's hotel. Notice that the decision was based on the hotel not having her preferred room type.

The two percentage figures located at the top of the screen represent the percentage of customers in the selected city staying in hotels. The green figure represents customers who decided to stay in hotels that you own and the red figure represents customers who decided to stay in competitors' hotels.

Use the Single, Double or Group buttons to select customers based on those rooms.

4.5 100% CUSTOMER SATISFACTION AND UNLOCK ITEMS

This screen allows you to unlock special reward items for use in your hotel. With each customer that you have fully serviced to 100% satisfaction, you earn 1 **Reputation Point** to unlock items in this screen. Each locked item requires 1 Reputation Point to unlock.

There are two types of items to unlock. The first type of unlockable items is objects that you previously could not access before but can access now, such as a new type of bed or a new chair. Simply use the "Unlock Items" button to unlock items of this type.



The second type of unlockable items is objects that you already have access to but presently cannot be added to your guest rooms. For example, exercise equipments that are normally found in a health club cannot be placed in guest rooms. By unlocking them for the guest rooms using this interface, you will be able to offer your guests with in-room exercise equipment and thus increase your guests' enjoyment in their stay.

To achieve 100% customer satisfaction, you will need to provide the best service to your guests. Granted this is not easy to achieve, but it is possible if you have paid great attention to every detail of your hotel's service process.

CHAPTER 5: SUCCESS WITH YOUR HOTEL

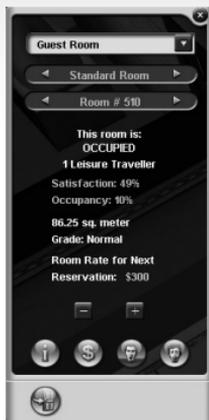
5.1 UNDERSTANDING CUSTOMER SATISFACTION

Simply creating a new layout/room and populating it with objects may not be enough to satisfy your customers. They will always want more for their money. As discussed previously, you can modify the services provided by a layout or object. But you do not need to always second guess your customers' needs because they won't be shy about telling you.

When you double click an active layout, a **Room Detail Menu** will be displayed allowing you to view the room's general information, financial standing, and customer complaints and needs. The last two are very important. Studying them allows for a greater understanding of how satisfied your customers are with specific facilities. It is important to review such comments and needs regularly so that you may address any shortcomings in your hotel. Low satisfaction rates will affect the image of your hotel and that in turn will affect the number of customers willing to visit.



In addition to complaints and needs, the following rules below apply to customer satisfaction in general:



- Customers prefer larger guest rooms or facility rooms.
- Customers are happier with furniture and facility objects of higher quality.
- The wider the range of furniture and facilities offered in a guest room or a facility room, the happier the customers are.
- When a customer pays a high room rate or a high admission fee to a facility, the customer's expectation will be higher.

Visually customers may provide a clue as to their current satisfaction. For example, if customers are left waiting too long before being served in a bar or restaurant they will keep looking at their watch. They may even display a question mark above their heads. Their actions should prompt you to increase the level of service by employing a greater number of servers. To find out exactly what the customers think about the facilities in your hotel, double click an active layout to display the Room Detail Menu.

Individual Comments by Customers

In addition to the general comments provided by customers, each customer can be canvassed to ascertain specific needs and complaints. Furthermore, the customer's activity log will provide a snapshot of the movements of the customer and help you decide which facilities you should promote. This information is shown in the **Customer Detail Menu**. You can open the menu to access a list of your hotel's current customers by selecting the **Customers List** button  from the Tool Wheel. From the list that appears, select a customer to study. Alternatively, you can also double click on any customer currently on screen to open the Customer Detail Menu.





The Customer Detail Menu that appears is similar to that for of the Room Detail Menu. On the menu's first row of buttons, the following tabs from left to right are: Information, Activity Log, Complaints, Needs, Favorite Activities and Cheat Card. While on the second row the buttons are as follows: See Guest's Room, Center View on Customer, Follow Customer and Switch Customer.

The Information button  shows a customer's detailed information such as full name, age, overall impressions of your hotel, his amount of spending, etc.

The Activity Log  displays historical as well as current data on the customer's activities during his stay in your hotel – allowing you to track the behaviors of individuals staying in your hotel.

The Needs  and Complaints  buttons, as the name suggests, shows the individual guest's needs and his complaints regarding your hotel. When the specific customer has neither needs nor complaints, the respective buttons will be clear of color. As the needs or complaints of the customers pile up, the buttons will be filled with yellow and red for needs and complaints buttons respectively – allowing you to quickly glance at the customer's detail panel and know immediately how disgruntled the guest currently is.

The Favorite Activities tab  lists all of a particular customer's favorite activities (see Chapter 5 – Understanding Customer's Favorite Activities.)

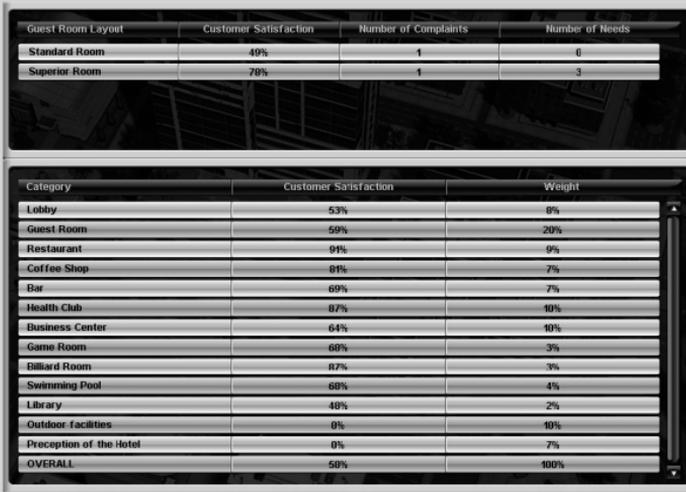
The Cheat Card button  allows you to access the cheat menu (see Chapter 5 – Using Cheat Cards.)

You may center your screen on the selected customer or follow the customer around the hotel by selecting the Center View on Customer  or Follow Customer  icons respectively. You can also go directly and inspect a customer's room. To do so, simply left click the See Guest's Room icon  and you will be automatically transported to the customer's room.



Overall Customer Satisfaction

Your hotel's overall customer satisfaction, which takes into account all satisfaction factors, can be seen on the **Customer Satisfaction Screen** in the Information Screen. On the same screen, you can also see a list of satisfaction ratings for different categories, each contributing to the overall customer satisfaction.



Guest Room Layout	Customer Satisfaction	Number of Complaints	Number of Needs
Standard Room	49%	1	6
Superior Room	70%	1	3

Category	Customer Satisfaction	Weight
Lobby	53%	8%
Guest Room	59%	20%
Restaurant	91%	9%
Coffee Shop	81%	7%
Bar	69%	7%
Health Club	87%	10%
Business Center	64%	10%
Game Room	60%	3%
Billard Room	87%	3%
Swimming Pool	68%	4%
Library	48%	2%
Outdoor facilities	0%	10%
Preception of the Hotel	0%	7%
OVERALL	50%	100%

The weight percentage on the list tells how much contribution an individual category rating has to the overall satisfaction rating. For example, if a hotel has a satisfaction rating of 60 for its restaurant category and its weight is 10%, it means that it will contribute 6 points to the overall customer satisfaction rating.

The weights will vary among different hotel types. For instance, the weight 'business center' will be higher for an urban modern hotel than for a resort hotel, as people who stay in a resort hotel have less need for business facilities.



The Different Types of Customer Satisfaction

The satisfaction of an individual customer

It represents the individual customer's satisfaction towards your hotel.

Where to find it:

- 1) On the Customer Detail Menu, which can be accessed by double clicking on a customer.
- 2) On the Customer List, which can be opened by left clicking on the Customer List button  on the Tool Wheel.

A guest room type or a facility's customer satisfaction

This is the collective feedback from all customers who have used the guest room or facility.

Where to find it:

- 1) On the Room Detail Menu, which can be accessed by double clicking on a room.
- 2) On the Rooms and Facilities List which is opened by left clicking on the Rooms and Facilities List button  on the Tool Wheel.
- 3) On the Customer Satisfaction window under the Information Screen, which shows a summary of customer satisfaction levels of guest rooms and facilities in the hotel.

Overall customer satisfaction

This is a hotel's overall customer satisfaction rating that encompasses all satisfaction variables.

Where to find it:

- 1) On the Customer Satisfaction window under the Information Screen if you choose to view a detailed breakdown by facility and room type.
- 2) For a simplified indication of the current rating left click the Overall Customer Satisfaction button  located at the Lower Toolbar

5.2 UNDERSTANDING CUSTOMERS' FAVORITE ACTIVITIES

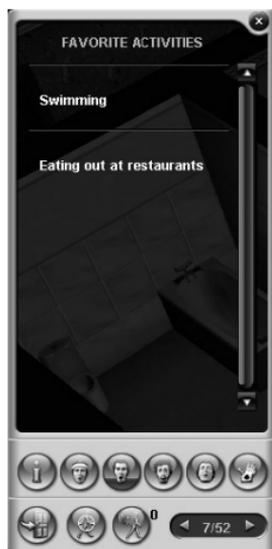
A customer may have a list of their own favorite activities indicated under the Favorite Activities tab of the Customer Detail Menu.

When a customer performs one of their favorite activities, their satisfaction will increase. Consequently reviewing your customer's favorite activities list and providing the necessary facility or service will greatly increase the overall satisfaction rating and perception of your hotel.

What do customers wish for?

They may wish to use a specific item such as taking a bath or exercising in an exercise room. Or they may wish for a specific service, such as receiving a massage.

What is important to remember is the higher the quality of item used or service provided the greater the satisfaction bonus the customer receives. You must therefore ensure that the service quality of your staff, the quality of the facilities and the size of rooms is sufficient. If a customer enjoys working out in a gym but still has needs or complaints (e.g. the treadmill could be better) you should address the request as soon as possible in order to maximize the customer's satisfaction increase.



5.3 UNDERSTANDING ROOM GRADES

The game assigns a room grade to each guest room ranging from Economy, Normal, Deluxe I, Deluxe II, Suite, and finally Presidential Suite. Economy is at the lowest-end while the Presidential Suite is the most luxurious grade available.

You can see the room grade on a guest room's Room Detail Menu.

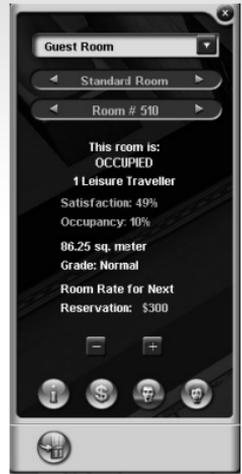


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When a customer chooses a hotel to stay, most customers already have in mind a preferred room grade. You can see customers' preference on room grades on the Market Research screen in the Information Screen (see Chapter 4 – Market Research.)

Your job as a hotel manager is to offer your customers with guest rooms of the right room grades. But before you do so, you must first understand how a guest room's grade is determined.

The following tables show the requirements for each room grade.



Basic Requirements:

	Required room satisfaction	Required room size	Required sub-room
Economy	0-29	At least 25 square meter	
Normale	30-49	At least 62.50 square meter	
Deluxe I	50-69	At least 100.00 square meter	
Deluxe II	70-100	At least 137.50 square meter	
Suite	50-89	At least 137.50 square meter	Bedroom
Presidential Suite	90-100	At least 250.00 square meter	Bedroom

Additional Requirement – the type of bed required for each room grade.

	Single bed	More than One Single Bed	Double Bed/ Canopy Bed	Two Double Beds
Economy	X	X	X	X
Normale	X	X	X	X
Deluxe I		X	X	X
Deluxe II		X	X	X
Suite			X	X
Presidential Suite			X	X

For example, to attain the “Suite” grade, a room must meet all of the following requirements:

- Its customer satisfaction rating is 50 to 89 points
- Its room size is at least 137.50 square meters
- It has a bed room
- It has at least one of the following types of beds: one or two double beds, or one canopy bed

Offering Room Upgrades to Customers



If your hotel has at least two types of guest room layouts and at least one vacancy of the better room type, some customers may be interested in upgrading to another room to take advantage of better facilities within the new room.



To find out if upgrading a guest is possible, select a guest from your hotel by double clicking on a customer or selecting a guest from the Customers List  under the Tool Wheel. Use the left right arrows to cycle through your customers. Only those customers currently inside your hotel will be listed. If an upgrade is possible, the Room Upgrade button will be present. When you left click the button you may choose which room type the customer will be upgrade to. You may also charge an upgrade fee at a rate you decide. The customer may refuse the offer. If so, try lowering the upgrade fee. If the customer accepts your offer they will immediately move to the new room.

Upgrading customers to better rooms will increase their satisfaction with your hotel.

5.4 USING CHEAT CARDS

To assist you in developing your hotel you are provided with cheat 'cards' that once selected will force a customer to partake in an activity of your choosing. You start with 30 cards. After each week of game time you are given an extra card.

To access the cheat cards you must first open a guest's Customer Detail Panel and left click the Cheat Card icon . Choose an activity from the drop down menu and left click the OK button. After they have finished their present activity the customer will carry out your chosen task. If you wish for the customer to stop the selected task, select the Clear button.





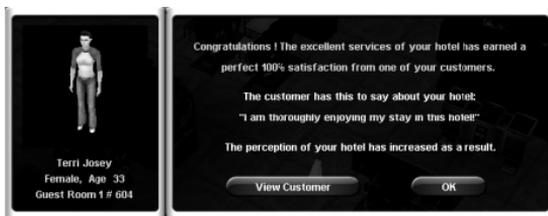
Hint: Cheat cards, when effectively used, can help you achieve the goal of scoring a 100% customer satisfaction rating.

You can also buy Cheat Cards but they are expensive at \$100,000 each. Left click the Buy button and decide how many you wish to purchase.

5.5 ACHIEVING 100% CUSTOMER SATISFACTION

Having a customer achieve 100% satisfaction is a noteworthy feat and appropriately the '100% Customer Satisfaction message box' is displayed.

Having a customer with 100% satisfaction rating will increase the perception of your hotel and will encourage other customers to visit. It will also allow you to unlock special reward items in the **100% Customer Satisfaction and Unlock Items menu** (found in the Information Screen) for use in your hotel.



Ways to increase satisfaction instantly:

- Offer a Room upgrade free of charge or at a low cost to the customer
- Add facilities that are in a customer's Favorite Activities list
- Order a customer to perform an activity that will bring high satisfaction by using a Cheat Card
- Taking care of your guests' Special Needs



The number of customers who have reached 100% satisfaction is displayed in the Corporate Profile screen.

Taking Care of Guests' Special Needs

While you are browsing through your customer's' Needs panel, you may come across a customer who has a special request from your hotel. These special needs are marked with a **Grant the Wish** button underneath them.

Granting these requests will increase their satisfaction with your hotel. Some guests will even thank you for your hospitality by gifting you with a souvenir. Collecting these souvenir items will give you a bonus increase to your final game score, so always be on a look out for guests with special needs.



5.6 SETTING UP A SUCCESSFUL RESTAURANT

As mentioned previously, setting up a restaurant in your hotel is an optional choice but a prudent one. It provides a convenient place for your guests to dine, and it is a facility that can attract potential customers who are not staying guests in your hotel.

Aside from the requisite kitchen sub-room, two other objects are required in the dining area, the reservation desk – where guests await to be seated – and the cash register – where the diners pay for their food.

One thing that you must remember is that before you open any restaurant for business, you should choose which type cuisine it specializes in and set up the restaurant's ala carte menu. There are four types of cuisines to designate your restaurant: French, Italian, German, and American. To choose the restaurant's cuisine specialty, open the restaurant's detail menu and select your choice of cuisine from the panel.





You can define a restaurant's menu from the Food Course Window. This window can be accessed by pressing the Food button on the restaurant's detail panel. The food window shows all the recipes that you possess under the five recipe categories of breakfast, appetizers, soups, main courses and desserts.

You can browse the recipes within the selected category by clicking on the left and right arrows at the bottom of the window. When you have found the recipe that you'd like to add to the food menu, you can click on the checkbox next to "Add to the menu" and it will copy the recipe to your menu automatically.

Besides serving your customers with a traditional ala carte menu, you may also choose to offer a buffet meal in your restaurant. Should you choose to do so, simply open the cuisine drop-down list from the restaurant's detail panel, choose "Buffet" as the cuisine type and add a "Buffet Bar" object into your restaurant's dining area.

If you wish, you may change the number of captains and servers in the restaurant from the restaurant menu.



You can also adjust the quality of the ingredients in your food as well as the price, on a scale of 1 (lowest) to 10 (highest). Higher quality ingredients will result in higher quality food. Always remember that raising quality also has the adverse effect of the driving your costs higher. Keep this in mind and be mindful of your bottom-line.



5.7 UNDERSTANDING YOUR STAFF

The **Staff Detail Menu** displays a selected staff member's details such as age, work experience, service quality and monthly salary. To open the Staff Detail Menu, simply double click on the specific staff that you wish to view or select the person from the **Staff List**  that is located at the Tool Wheel.

The buttons at the base of the detail menu display can be used to replace the employee  – useful if you've been getting complaints from customers – to center the view on the employee , follow the employee around the hotel  or cycle through all of your employees.

You can further adjust your hotel's staff policy by going to the **Employment Policies** screen (found in Hotel Details under the Information Screen) and refining it there (see Chapter 4 – Hotel Details.)

In order to provide uniformly good service to your customers, you should spot under-performing employees whose service quality is below your expectations and replace them with a new and better employee. Increasing the budget for employee training is also a good means to improve your staff's service quality.

5.8 IMPROVING YOUR HOTEL'S OCCUPANCY

One of the key strategies in improving your hotel's occupancy is to regularly study the **Market Research** screen under the **Information Screen**. This screen can give you a comprehensive overview of customer demands and how well your hotel is meeting those demands. If, after analyzing the market research data, you take the corresponding actions to address any shortcomings that your hotel may have, you should in most cases see an increase in your hotel's occupancy. Needless to say, increasing customer satisfaction by providing higher quality rooms with reasonable rates will earn you their loyalty and improve your hotel's occupancy.



5.9 IMPROVING YOUR HOTEL'S PROFIT

While guest rooms may be the single largest source of income for your hotel, the combined earnings of different facilities such as restaurants and bars can easily outstrip your guest room income and generate more profits for you.

A facility's income is affected by:

- 1) Its quality, which encompasses factors such as the size of the facility and the quality and variety of its objects.
- 2) The facility's pricing.
- 3) The number of guests and visitors in the hotel. If your hotel manages to attract a larger number of people, each facility will have more potential customers.

In addition, you should also pay attention to the maintenance costs of objects which are incurred monthly. Objects with high maintenance costs that do not generate decent earnings will undermine your hotel's profitability and should probably be removed.

5.10 ACHIEVING A HIGHER HOTEL CLASS

Two requisites of achieving a high hotel class rating are high overall customer satisfaction and high average staff service quality.

Overall customer satisfaction is displayed on the **Customer Satisfaction** screen in the Information Screen. Average staff service quality, on the other hand, is displayed on the **Employment Policies** screen in the Information Screen.

The following table shows the requirements for achieving different hotel classes.



Hotel Class (Numbers of Stars)	Required Overall Customer Satisfaction %	Required Average Staff Service Quality Level
0,5	15-29	0
1	30-37	0,5
1,5	38-44	1
2	45-52	1,5
2,5	53-59	2
3	60-67	2,5
3,5	68-74	3
4	75-82	3,5
4,5	83-89	4
5	90-100	4,5

5.11 STRATEGY TIPS

You can access quick strategy tips by clicking the Strategy Tips button on  the lower toolbar.

Selecting the button will make a pop-up window appear displaying advice on how to better play the game. Use the “previous” or “next” tip arrows to move through the available tips. Close the window by left clicking the close arrow or right click the mouse.



APPENDIX A - HOTEL GIANT SHORTCUT KEYS

Shortcut keys for both the interior and exterior modes:

- F1** – Information center
- F2** – Interior mode
- F3** – Exterior mode
- F4** – Game Goal screen
- F5** – Score screen
- F6** – Customer List
- F7** – Staff List
- F8** – Rooms and Facilities List
- F9** – Hotel Detail - Customer Satisfaction screen
- F10** – Market Research screen
- F11** – Save layout menu
- F12** – Load layout menu
- Echap** – Game menu
- 'S'** ou **'s'** – Save game menu
- 'L'** ou **'l'** – Load game menu
- '0'** – pause the game
- '1'** – normal speed
- '2'** – higher speed
- '3'** – fast forward
- '7'** – advance one week
- 'G'** or **'g'** – show/hide the mini-map and game menu
- 'M'** or **'m'** – show/hide the message log window
- 'O'** – open the Options menu
- 'P'** – Take a photo
- Arrow keys** – scroll camera view
- Backspace** – clear all the news messages on the screen.



Shortcut keys for the interior mode only:

'Q', 'W' & 'E' – switching view mode between isometric, perspective and top-down modes.

'R', 'T' & 'Y' – switching wall modes between hide walls, show back walls and show all walls.

'D' & 'F' – change the texture set of the selected layout or ground floor.

'Z' & 'X' – change the Wall texture of the selected layout or ground floor.

'C' & 'V' – change the Floor texture of the selected layout or ground floor.

'B' & 'N' – change the Ceiling texture of the selected layout or ground floor.

'[' & ']' – when selecting a location to add a new object, use these keys to change the object being added.

ALT + left click on an object – add a new instance of the selected object.

PGUP & PGDN – Go up/down one floor.

'U' – select a room and press this key to set the room's default texture to the currently selected textures.

Enter – open the “Object, Texture and Room” menu.

Space – display the “Add Object” menu. It has the same effect as clicking on the “Object” button on the bottom menu bar.

Tab – display the “Texture” menu. It has the same effect as clicking on the “Texture” button on the bottom menu bar.

` – display the “Room” menu. It has the same effect as clicking on the “Room” button on the bottom menu bar.

'A' and 'D' – rotate an object while choosing a location to place the object.

',' and '?' – browse guest units while the guest detail panel is open, or browse the staff units while the staff detail panel is open.



APPENDIX B – CREDITS

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