

Art of the Possible: Room or Facility Booking





The Benefits of These Tools

Many nonprofits have successfully implemented room and facility booking tools (e.g. Skedda, Microsoft Bookings, etc) to streamline their operations and better serve their communities. Implementing these tools involves a few key steps. First, the organization needs to define its booking rules and conditions (e.g. who can book, when, and for how long).

Then, these details are entered into the system to create a custom booking policy. The system is then ready to be launched to the users, who can book the available spaces as per the defined policy. Training sessions are typically provided to staff and users to ensure everyone is comfortable using the new system.

Integrations

Integrating room and facility booking tools into other core systems of a nonprofit organization is an essential step for maximizing efficiency. This integration enables the organization to centralize their operations, minimizing redundancy and ensuring accurate data sharing. For instance, booking tools can be integrated with customer relationship management (CRM) systems. When a member books a room, their booking details are automatically updated in the CRM, providing a complete view of member engagement.

Integration can also be achieved with financial systems, allowing for automatic invoicing and payment tracking for booked facilities. For instance, if an organization uses QuickBooks for its accounting, a booking made through a tool like Skedda or Microsoft Bookings could trigger an automatic invoice generation in QuickBooks.

Finally, integration with communication tools like Microsoft Teams or Slack can facilitate instant notifications of bookings, changes, or cancellations to relevant team members. This integration ensures smooth communication and coordination among staff members, leading to efficient management of the shared spaces.

It's important to remember that the integration process will vary depending on the tools used by the organization and the specific needs of its operations. Therefore, careful planning and possibly some custom development may be required to effectively integrate these systems.

CASE STUDY

Consider a nonprofit organization focused on providing community resources and services which successfully implemented room and facility booking software to manage their multipurpose facilities. Prior to the implementation, the centre struggled with manual booking management, often leading to double bookings or under-utilization of their spaces.

The centre opted for Skedda, due to its user-friendly interface and adaptability. They defined their booking rules, including which community members could book spaces, during what times, and for how long. This information was then entered into Skedda to create a custom booking policy fitting the centre's needs.

Post-implementation, the centre observed a significant improvement in the booking process. The automated system reduced human error, leading to fewer double bookings. The digital system made the booking process more accessible to community members, increasing facility utilization. Skedda also integrated well with the centre's existing CRM system, allowing for automatic updates of booking details, thereby giving a comprehensive view of community member engagement.

The organization's experience illustrates how nonprofits can greatly benefit from implementing room and facility booking software. The process not only streamlines operations but also enhances service delivery to the community.

