

Product Description

- A solution to enable a hotel housekeepers to manage the hotel's room upkeep as quickly and efficiently as possible.
- Solution includes Interface to the hotel's PMS, as well as application installed on housekeeping staff's smartphones.
- App displays information about rooms that need to be made up, and the status of rooms that are in the process of being made up, allowing for ideal management of housekeeping services.

Features

- Each user only views the list of rooms under his responsibility.
- Specifies current room make-up status and occupation.
- Notifies housekeeping staff of hotel room's cleaning status.
- Enables housekeeping team to manage and update the status of room cleaning.

Benefits

- Rooms are made up according to a predetermined prioritisation. This allows quicker return of empty rooms to be sold.
- Results in first class, efficient housekeeping of hotel rooms.
- Keeps hotel employees constantly updated of room status and cleaning status.
- Prevents misunderstandings of expectations and responsibilities.

Customers

- SmartButler® was selected by Hilton Europe as “nominated system” for Guest Service Centre.
- Starwood Hotels chose SmartButler® as “Best Practice” for their hotels in Europe, Middle East & Africa.
- Other chains using SmartButler® include Crowne Plaza, Mövenpick, Dan, Isrotel, Carlton, Park Plaza and Radisson SAS.
- Over 200 customers in 40 countries worldwide.

Technical

- Apps are available for iPhone and Android, and are easy to install and setup.
- Interfaces available to Fidelio, SMS and PBX. Other interfaces can be developed with required co-operation.
- Unlimited workstations at each site.
- Two upgrades issued on average annually.
- Supports Citrix and terminal server platforms.
- Operates on local database and SQLs.

Costs of Ownership

- License Fee based upon number of rooms is sold annually with payments made in advance.
- Initial cost for installation and training.
- License Fee includes rights to use system and interfaces, remote telephonic support and upgrades.
- Charges may be levied by third parties for interfaces to their systems, or for messaging such as SMS.