# SmartButler® Guest Service Centre

*"So that your Guests won't have to call twice"*

## Product Description

• A solution to enable a hotel to manage its calls and requests from in-house guests as quickly and efficiently as possible.

• Solution includes methodology for a centralised Guest Service Agent to take calls from guests, as well as the computerised system for the capture of calls information and follow-up.

• Sophisticated reporting capabilities allow for on-line and periodical presentation of results and analysis.

• Interfaces available to other relevant systems in use in the hotel.

## Features

• Individual departments do not take guest calls directly.

• Demands that standards and goals be set for service delivery.

• Allows for measurement of service delivered by hotel staff against standards.

• Gives a detailed breakdown of guest requests for each department and service type.

• Two-way communications capability.

• Multi-level escalation.

## Benefits

• Has the objective of delivering first class, efficient customer service.

• Encourages operational efficiency and increases staff morale and motivation.

• Assists to match work force to customer demand.

• Highlights repetitive calls, thereby enabling preventative measures.

• "Quick hits" rapidly taken care of.

• Identifies recurring problems.

## Customers

• Selected by Hilton Europe as "nominated system" for Guest Service Centre.

• Chosen by Starwood Hotels 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

• Easy installation 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.