



One Touch Service Centre

GUEST EXCEL

Give Your Guest a **Superior Experience**

Delight your guest with **GUEST EXCEL**, the One Touch Service Centre (OTSC) that automates workflow and significantly reduces turnaround time for service delivery. From the moment a guest places a request, the entire process is handled through applications that connect all aspects of the workflow, in a reliable, consistent manner that also helps improve staff efficiency.

A touch is all it takes!



How does GUEST EXCEL work?

Guests call a single-number help-desk from the room for any request or complaint. A guest can also use the Interactive Television (ITV) available in the room, using a remote control.

A trained agent using the **GUEST EXCEL** application receives the call.

The **GUEST EXCEL** application interacts with the existing Property Management System and other databases in real-time, to automatically show up the particular guest's details and preferences.

A request ticket is generated and automatically transmitted to the concerned department and staff for action. A benchmark time is associated and monitored with each request or complaint.

In case of any delay in the staff response, **GUEST EXCEL** automatically triggers an escalation SMS and email to the respective managers for suitable action.

Once the guest request is completed or complaint attended to, the runners on each floor or the concerned staff calls the OTSC's Voice Response System to update and close the request ticket.

Now imagine the power of **GUEST EXCEL** - the One Touch Service Centre, as it connects every room in a property like yours, and manages the complete service delivery cycle.

Imagine the compounded benefits resulting from faster turnaround times and improved efficiency – and what it can do to a guest's perception of your brand! It's all about delighting guests with superior experience!

Features of **GUEST EXCEL**

Automatic Job Assignment

GUEST EXCEL automatically assigns a staff to handle the guest request, complaints and maintenance work based on their department, availability and location to which one has been assigned. This helps increase staff productivity and service quality.

PMS Integration

GUEST EXCEL has the ability to communicate with leading Property Management Systems to access guest information.

SMS & Email Alerts

GUEST EXCEL provides instant alerts on guest service requests, complaints and scheduled maintenance tasks to hotel staff's mobile device as well as to their email address.

Escalation of Pending Task

In case of a delay in completing an assigned task within the specified time, **GUEST EXCEL** automatically alerts the next layer of managerial staff through an SMS.

Service Recovery* (SR)

GUEST EXCEL helps the Administration staff to register, investigate and track complaints that are reported by in-house and visiting guests. It helps avoid a problem situation repeating again thereby enhancing guest experience and loyalty.

Interactive Voice Response (IVR)

Using the IVR system, hotel staff can raise new complaints, check guest service status, update the guest service status, and more.

Supporting ePABX

GUEST EXCEL currently integrates with several popular ePABX systems.

Engineering Maintenance Service* (EMS)

EMS also makes the hotel engineer's task easy by automating preventive maintenance plans and maintaining equipment history.

Interactive Television (iTV)

Guests can make requests or complaints from their room through iTV that will register it in **GUEST EXCEL** and forward the same to the concerned department.

* Optional features. Additional charges applicable.



How do you **benefit**?

- Increased guest loyalty resulting from superior customer service experience
- Enhanced brand image and value perception
- Improved staff efficiency and productivity
- Faster turnaround of customer requests
- Better monitoring and escalation mechanism
- Proactive service and management of guest preferences



Pamper your guests with **superior** service delivery

For more details on **GUEST EXCEL** or to schedule a demo, please get in touch with us at:

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