

Product Description

- To allow the hotel’s duty managers to easily record all events occurring on their shift.
- Call ticket is opened for each event that is brought to the attention of the duty manager during his shift.
- Standard report for morning meeting.
- Ability to generate many types of reports and search for specific events or groups of events.

Features

- Standard call ticket format for the recording of each event.
- Predefined list of services for ease of analysis and reporting.
- Easy and intuitive to enter information.
- Whilst many details about each event can be added, the minimum required information is very little.
- Each call ticket should be closed once the matter has been resolved.
- Call tickets not closed during a shift are left open for the attention of the next shift manager.
- Sophisticated reporting and analysis options.

Benefits

- Very easy and intuitive to use.
- Information easily entered using dropdown menus and free text.

- Interface to hotel’s PMS available.
- Matters cannot be forgotten as call ticket remains open until the matter has been resolved.
- Handy standard report for morning meeting.
- Reports for all requirements and purposes.

Technical

- Easy installation and setup.
- Interfaces available to property management systems. Other interfaces can be developed if required 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 telephone support and upgrades.
- Charges may be levied by third parties for interfaces to their systems.