

Product Description

- An easy method to efficiently apply mini-bar charges to the guest bill directly from the hotel room at the time that the mini-bar is restocked.
- The SmartButler® Mini-Bar module and app keeps record of the mini-bar restocking, and connects to the hotel's PMS to automatically apply charges.
- App displays up to date information of hotel rooms, allowing for ideal management of mini-bar services.

Features

- Each user only views the list of rooms under his responsibility.
- The list of rooms appears according to a pre-defined prioritization formula, where the highest priority is to visit rooms where the guest is due to check out.
- Specifies current room status and occupation.
- Includes a predefined list of mini-bar items, for recording purposes.
- Automatically calculates how much is to be charged by virtue of the price list that is already incorporated into the app.
- Connects to the hotel's PMS to apply the mini-bar charge to the room bill.

Benefits

- Reduces the possibility that guests will check out and leave without paying for their mini-bar consumption
- Easily incorporates mini-bar charges in room bill.
- Supplies the hotel with a historical record of the consumption of mini-bar items.

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.