

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 BellButler® 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.

