Module Description ///////////////

- This module has been added to **BellButler** to allow the hotel to be more proactive in the management of guest satisfaction.

- It provides a tool for the hotel to be in touch with guests to ascertain their level of satisfaction.

- Any shortcomings can be rectified immediately, and prior to the guest departing the hotel.

- All responses are recorded to allow the hotel to analyse statistics, and learn lessons which can be used to improve the guest experience in the future.

Features ////////////////////////////

- Hotel can decide which guests will be contacted

- Timing of calls to be decided by hotel.

- Hotel to decide what questions will be asked of the guest.

- All responses from guests are recorded in the system.

- Analysis of recorded information affords the opportunity to improve the experience for future guests.

Benefits ////////////////////////////

- Allows the hotel to be proactive in contacting the guest to ascertain their level of satisfaction.

- Any problems can be put right immediately.

- Where the guest is neither satisfied nor dissatisfied, an attempt can be made to influence the guest positively.

- It presents an opportunity to sell additional hotel services.

Technical /////////////////////////////////////

- Easy installation and setup.

- Interfaces available to property management systems, 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 ///////////////

- No additional License Fee for PAGM is payable by hotels running SmartButler.

- Initial cost for installation and training.

- Charges may be levied by third parties for interfaces to their systems, or for messaging such as SMS.