

Front Desk Staff: Handle Guest Complaints

The system should provide front desk staff with tools to record, track, and resolve guest complaints effectively, ensuring timely follow-up and guest satisfaction.

Accounting: Manage Billing and Invoicing

The system should facilitate accounting staff in generating invoices, tracking payments, and managing billing accounts for guests, corporate clients, and third-party bookings, ensuring accuracy and compliance with financial regulations.

Facility Management: Schedule Maintenance and Renovations

The system should facilitate facility managers in scheduling and coordinating maintenance activities, renovations, and upgrades for facilities and infrastructure, ensuring optimal performance and guest satisfaction.

Management: Monitor Occupancy and Revenue

The system should provide management with real-time insights into occupancy rates, room revenue, and other key performance indicators, supporting informed decision-making and revenue optimization strategies.

Management: Monitor Staff Performance

The system should allow management to monitor staff performance metrics, such as average check-in time, guest satisfaction scores, and upselling rates, to identify training needs and reward high-performing employees.