



A World of Possibilities



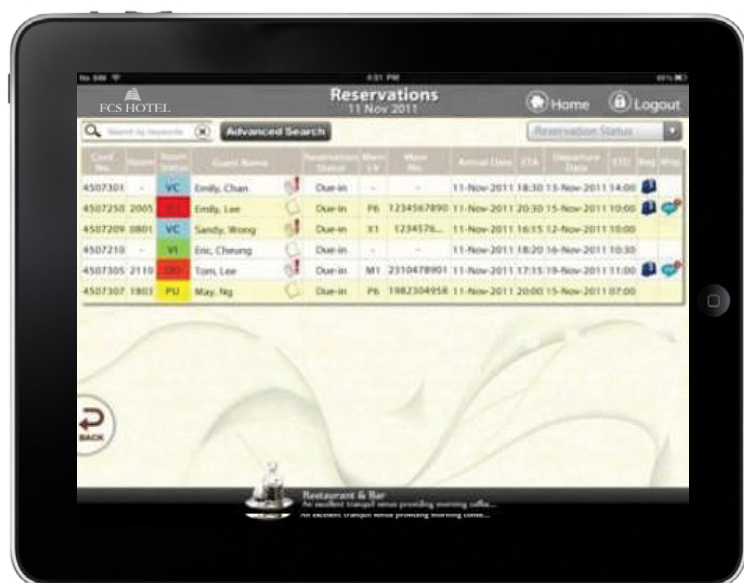
FCS m-Services

An All-in-one Tablet Application for Hotel Staff to Provide Live and Personalized Guest Service



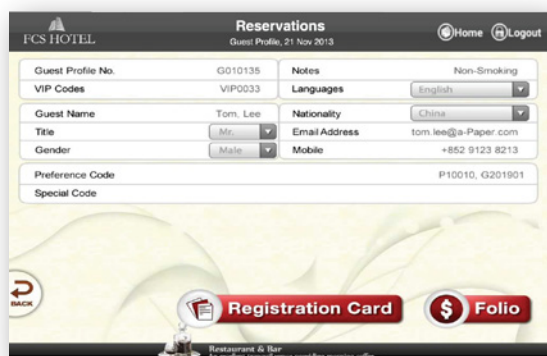
FCS m-Services

FCS m-Services is a master tablet application with flexible modules which can be turned on or off, as per the hotel's operational needs. With m-Services installed on the tablet devices for hotel staff, staff can help guests process express check-in procedures, fill in digitized registration cards, order in-room dining, book restaurants within the hotel, and process express check-outs – all via one application, anytime and anywhere! The application also has the business intelligence to dispatch jobs automatically to the relevant departments to ensure every guest request is fulfilled promptly. m-Services can be operated on both iOS and Android tablet devices.



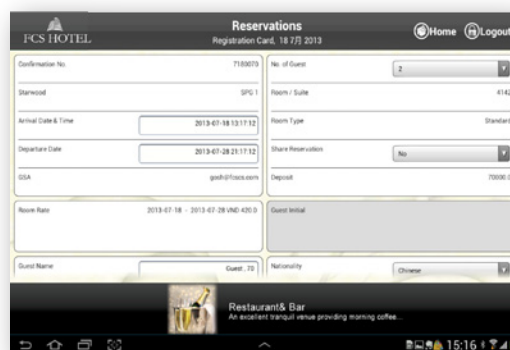
• Reservation

Provides hotel staff with a list with reservation details, status updates and a search function



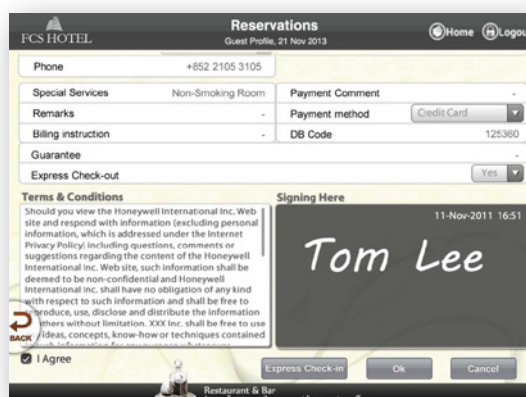
• Guest Profile

Hotel staff can view guest profiles, including guest details and preferences from the PMS



• Express Check-in

Hotel staff can help guests to process express check-in, after they have filled in their digitized registration cards



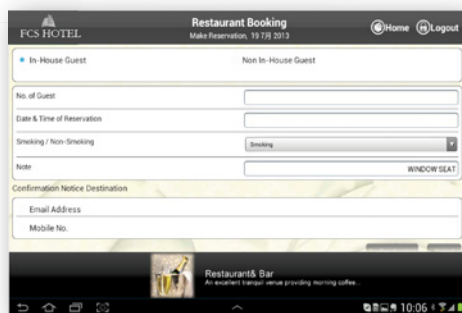
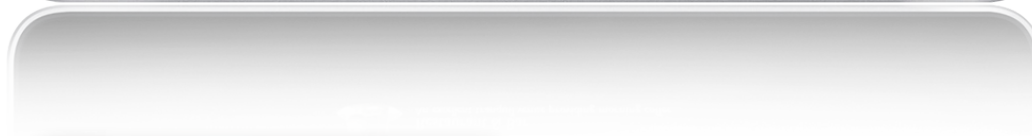
• Digitized Registration Card

Hotel staff can help guests to fill out their registration cards anywhere, without queuing at the front desk



• In-Room Dining

Hotel staff can help guests to order in-room dining around the clock from a selection of menus including all-day, breakfast, lunch and dinner with delivery destination other than the room

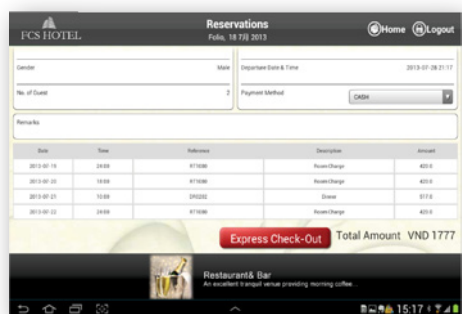


• Restaurant Booking

Hotel staff can help both in-house guests and non-in-house guests to make restaurant bookings within the hotel, with an email or SMS confirmation

Exciting New Features

- **Hotel Information** – Display hotel room types, discounts and facilities e.g. spa, gym, and other offerings to the guest
- **Hotel Services** – Help guests book transportation and provide other itinerary management
- **Hotel Events** – Search for those events hosted in the hotel
- **Local Attractions** – View local tourist attractions with photos, directions and maps, to make recommendations to guests



• Express Check-out

Hotel staff can help guests to process express check-outs, after the guest has verified the bill and signed the account electronically



Features & Benefits

Multi-language User Interface	Required for international operations.
Comprehensive User Access Levels	Flexible control on access rights for different users.
Offline Mode	Data and information can continue to be entered and reviewed even when the Internet connection is lost. When the Internet connection is resumed, the system will automatically synchronize all the data without the need to login again.
Registration	<p>The following features are inclusive:</p> <ul style="list-style-type: none"> • Guest reservation – An overview for hotel staff showing reservation statuses and details from the PMS via FCS Unicorn. The information includes confirmation number, room number/status, guest name, reservation status, membership level, arrival/departure information, baggage information and messages to the guest. A quick search function is also available. • Guest profile – Hotel staff can view guest profiles with details and preferences provided. • Digitized registration card – Hotel staff can help guests to fill in their registration cards anywhere, instead of processing it at the front desk. • Baggage information – Hotel staff can help guests to check their baggage number and number of baggage items. • Folio information – Guests can view their real time billing data with stay information provided from the PMS.
Express Check-in	Hotel staff can help guests to process their check-in right after they have filled in their digitized registration cards. Once the staff has clicked on the Express Check-in button, an email will be sent to Front Office or a printer, prompting a member of staff to manually complete the check-in. When the Front Office staff checks in the guest via the PMS, the room number for that guest will be updated in the room number column in the reservation/guest profile page.
Restaurant Booking	Hotel staff can help in-house guests or non-in-house guests to make restaurant bookings, at restaurants that are located within the hotel. A booking confirmation will be sent to the guest via an email. Staff can also view the booking list for each restaurant, as well as the reservation details, including information on customers who do not show up. Hotels can display as many restaurants as they like, provided they are within the hotel premises.
In-Room Dining	Hotel staff can help guests to order in-room dining from all day, breakfast, lunch or dinner menus. Besides the dishes, guests can also specify the cooking method, delivery time and location, as well as the payment method. All the menus can be customized by the hotel. An advertisement banner is also available for hotels to promote their special offerings.
Express Check-out	Hotel staff can help guests to check-out without waiting at the front desk. Guests just need to verify the folio information retrieved from the PMS and sign the application to be check-out.

Technical Requirements:

- Linux/ Windows Server 2008
- MySQL Classic or Standard Edition



For more information, please contact your local sales office, or visit us at www.fcscs.com.

Maximize Your Investment with FCS Total Solutions:

m-Services is fully integrated with the following FCS systems for a comprehensive seamless environment:



e-Connect – Guest Request & Inter-department Work Order Management



e-Housekeeping – Room Assignment, Inspection & Housekeeping Management



e-Recovery – Incident, Complaint & Compensation Cost Management



e-Engineering – Engineering Management & Preventive Maintenance



e-Concierge – Professional Concierge Management



Unicorn/Phoenix/ WinVoice – Gateway for Interface, Billing, Guest Data, Voice & Digital Messaging