



Your customer's journey  
begins long before they've  
stepped into your hotel.

Are you  
*with them*  
all the way?

**Xenia Suite**  
SUPERIOR HOTEL MANAGEMENT SOFTWARE

We help you  
**deliver the**  
***ultimate***  
**guest experience**

**Xenia Suite is a fully integrated, end-to-end enterprise hotel management software platform designed to seamlessly support you and your team to deliver the *ultimate* guest experience.**



Your customer's journey begins before they've stepped into your hotel.

From their initial booking interaction, on-site welcome, in-room experience, to their post-stay reflection; every step counts towards the ultimate guest experience and repeat business. Xenia Suite helps you deliver a superior guest experience every step of that journey.

Founded in 2002, Xenia Suite was designed by a group of hotel owners to manage hotel operations with ease and simplicity through an integrated software platform. Xenia Suite has a proven history of performance, adapting over time with the rapidly changing face of technology, customer and hospitality requirements in New Zealand, Australia and across the Pacific.

At Xenia Suite we want to help you and your business to succeed, our hotel platform is designed to make your life easier, is simple to use and provides real-time information at the touch of a button.

Locally developed and supported, Xenia Suite manages your entire hotel operations from reservation management; housekeeping and maintenance; inventory control and purchasing; financial management and payroll; to customer relationship management and marketing through mobile enabled applications, and MYOB Exo. Stored on-premise or through the cloud for single or multiple property locations.

Xenia Suite offers cost effective solutions by working with you to configure a software platform that suits your specific requirements.

Only pay for the functionality you need to drive your business forward.

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# Hotel management simplified

## Xenia Suite technology offers services that extend well beyond the front desk.

The benefit of Xenia Suite software enables hoteliers to deliver a seamless guest experience by taking care of the day to day hotel management and operations, simply.

### User-friendly systems

Xenia Suite is designed to make your life easier. We have made our systems easy to implement and use, so you and your team can focus on keeping your customers happy. You and your team will benefit from:

- Easy to navigate dashboards with colour coding and task automation
- A reminder system to prompt certain tasks and/or guest requests
- Clear team communication through our fully integrated system to ensure business continuity during shift changes
- Front and back end development for real time reporting and automated stock replenishment
- Training from the Xenia Suite team and 24/7 access to our online knowledge database and instructional videos



### Enhanced check-in / check-out capabilities

Empower your guests through the Xenia Suite mobile app. Guests can manage self-check-in / check-out, receive and send alerts for delays and emergencies; and manage their booking preferences through a touch of a button.

- The Xenia Suite Guest App allows you to communicate with your guests, showcase everything you have to offer and provide that personal touch. You can:
- Send communications out to your guests such as welcome messages, promotion specials and updates on booking details
  - Remove the barrier of the reception desk and create a more personalised guest experience through individual interactions
  - Live chat enabled - your guests can communicate with you on the go and receive an immediate response from your team or virtual assistant
  - Room service - with just a few clicks of a button your guests can view menus and place orders
  - Tours and activities - partner with local tours and activities and offer special pricing to your guests to make sure their stay is as enjoyable as possible whilst increasing your bottom line
  - Amenities - guests can book a spa treatment, order a newspaper and request a room clean all through your very own Xenia Guest app

### Improved housekeeping service

Monitor performance, rostering, and ensure rooms are clean and in perfect condition. Enjoy greater flexibility with housekeeping tasks and maintenance needs with our automated software.

- Create room checklists to ensure all tasks are properly completed at each clean
- Upload images directly from the app for quality control and lost property inventory
- Access and track their roster and tasks via the Housekeeping app
- Add room maintenance requests
- Log incidents and communicate urgent requests through the chat function

### Integrated hotel back-office systems

Fully integrated operations and financial processes (single or multiple properties) including full accounting, balance sheets, cash and inventory management and cash flow visibility.

- Enjoy end to end business management through a full integrated ERP accounting and software package
- Effectively manage reservations and point of sale including restaurant and bar, in-room charge, events and activities requested by your guests
- Operate multiple pricing structures and separate billing requirements for single reservations or group bookings
- View and analyse inventory stock levels, automate purchasing and receipt of goods
- Easily manage employee information including time and attendance, rosters and payroll
- Full reporting features to optimise your end-of-month/year-end processes

### Centralised customer data

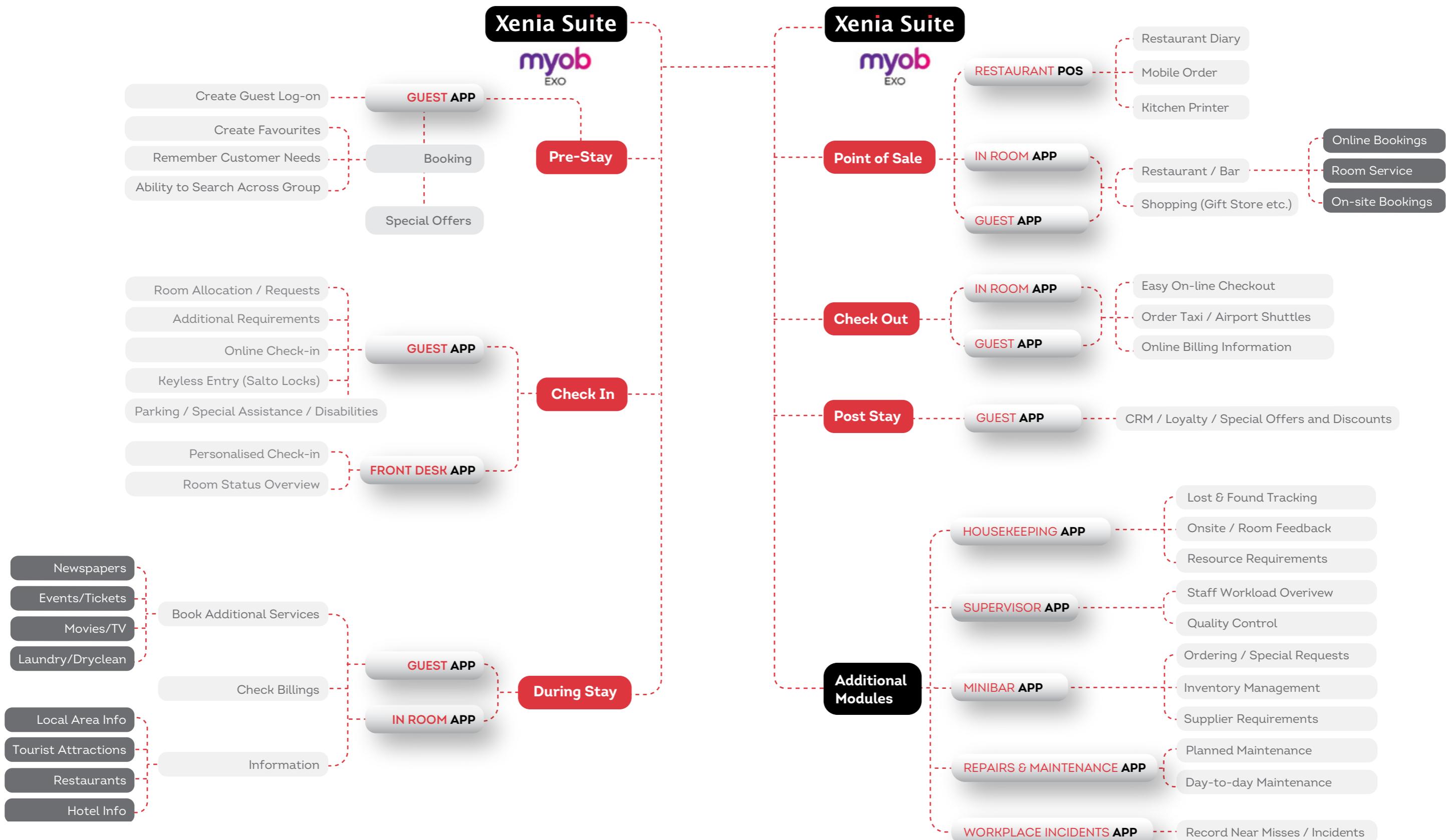
Improve the quality and accuracy of your guest profiles including consolidated corporate information with reporting and analytics. Capture your guest's personal preferences for that special welcome and long-term relationship.

- Access real-time data to effectively manage your reservation pipeline
- Create personalised marketing campaigns by tailoring and understanding your guest preferences
- Capture guest information including purpose of stay, spending habits, and seasonal trends for future marketing and communications to increase your guest loyalty
- Easily identify when there is a downturn or quiet period so you can create special offers and promotions to increase your revenue
- Manage your marketing campaign costs and return on investment through a complete end-to-end process



# Your fully integrated management system

APP SUITE		
<ul style="list-style-type: none"> <li>■ Guest App</li> <li>■ In Room App</li> <li>■ Front Desk App</li> </ul>	<ul style="list-style-type: none"> <li>■ Restaurant POS</li> <li>■ Housekeeping App</li> <li>■ Supervisor App</li> </ul>	<ul style="list-style-type: none"> <li>■ Mini bar App</li> <li>■ Repairs and Maintenance App</li> <li>■ Workplace Incident App</li> </ul>



**Get in touch to find out how Xenia Suite  
can support to drive your business forward.**

**NEW ZEALAND**

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