What is Hotel Intelligence ?

■ Highlight of the product

Hotel Intelligence:

About the product:

Hotel Intelligence help to accommodate the needs of hotels. It packed with powerful features, mainly consists of Data Analysis and Hotel Management. Data analysis includes profit & occupancy rate analysis, customers' booking channel & feedback analysis, business source & travel agent analysis, staffs' attendance rate & service analysis, and comparison based on different conditions; and Hotel Management is about reservation(booking, confirmation, cancel), check-in/out, charges, and other services like housekeeping, laundry, etc., making it easy for manager to do statistics analysis and manage hotel's daily operations while improving customer service, completing the operation efficiently and increasing profit.

List up your software's killer feature.

1 _Analyze profit, room occupancy rate and revenue_

Analyze hotels' profit, room occupancy rate and revenue in different conditions, for example, in different period(weekday, weekend, holidays), in different regions, in different room types. Summarize these features/statistics, compare the differences, analyze their distributions. According to the summarization, comparison and analysis, manager can adjust the room charges, room numbers dynamically, to find hotels' weakness and make decisions.

2 _Analyze business source and travel agent_

The business source feature helps to effectively maintain records of all transactions between the hotel and the third party services associated with the hotel. The feature simplifies the business and make it convenient for different services, maintaining an ideal business relationship with these sources and upsurge the growth of hotel property. Travel agents have proven to be a major source of booking, so it is important for hotel to properly manage individual channel and communicate with them on regular basis. Hotel Intelligence lets store and access key information and point of contact.

3 _Analyze customers' booking channel and feedback_

Hotel Intelligence stores all the contact information of customers. It tracks all bookings, reservation history, booking channels, etc. Once the customer has checked out, Hotel Intelligence will send an auto generated thank you email with a feedback form. Manager can collect statistics of booking channel and feedback, and make sales strategy.

4 _Analyze staffs' attendance rate, complaint rate, feedback and final ranking_

Hotel Intelligence manages hotel staff, recording their attendance rate, complaint rate, customers' feedback about them, manager and workmates' evaluation, final ranking, etc. Manager analyzes and evaluates staffs' performance the current day, period to date and year to date, results show the performance trend of each staff. Manager makes personnel/salary adjustment by their performance evaluation.

5 _Summarization and comparison according to period, region, reservation type_

Compare we mentioned above(1~4), customers' booking channel, feedback, business source, travel agent, profit, revenue, room occupancy rate, staffs' attendance rate, service, performance. Summarize the features in different periods, regions, reservation types, making adjustment to build strong sales strategy and increasing profit.

6 _Catering arrangement, reserve conference room, entertainment_

Hotel Intelligence provide catering arrangement for breakfast, lunch and dinner, improving the hotel's service for all kinds of needs. Hotel Intelligence also have conference room reservation feature for those customers or company group who have important business conference. Entertainment, for example, bar, card games, ball games, are provided for covering large range of needs.

7   *Other services like housekeeping, laundry, lost and found, currency exchange*

Hotel Intelligence has other services like housekeeping, laundry, lost and found, currency exchange. These services enrich the hotel system, and make the system more considerate, and let the hotel's daily work flow more convenient and efficient. These help to improve hotel's services and leave a nice impression to customer.

8   *Reservation*

8.1 *Room Booking*: Hotel Intelligence easily facilitates quicker room bookings by allowing to book by choosing room number, room type and all the bookings can be edited anytime if need be.

8.2 *Booking Confirmation*: Hotel Intelligence will send out automated confirmation via Email or SMS to all confirmed bookings.

8.3 *Cancellation*: Hotel Intelligence automatically cancels reservation if the customer canceled on their reservation or they did not show up at all.

8.4 *Search Reservation*: Handle all the reservation queries with customer by easily fetching all the reservation details which combines various filters with all the reservation types giving accurate search result.

9   *Easy Check-in*

9.1 *Generate identity Key*: Hotel Intelligence can generate identity key directly for the customer, it will specifically check for the check-in date to check-out date matching with the room allocated. Once it has been generated, the guests can only use the key for the duration of the stay and for that specific room, after check-out, the key is rendered unusable.

9.2 *Black Listed Guest Alerts*: Hotel Intelligence maintains a database of the customer which have been barred in the past by the hotel. The customer details will be matched with the database and alert the staff.

10 *Easy Check-out*

10.1 *Payment*: Hotel Intelligence enable customer to make payment by cash, credit card or Internet banking. And it tracks, records and stores all the payment details in the database and can be viewed at any given time via accurately generated reports.

10.2 *Service Check*: During the duration of the stay, customer can use many of extra services like laundry, room service, housekeeping service, restaurant, etc. Such charges are usually tied directly to the room and upon check out, if the customer has used any of the services, the service check will remind staff to clear those charges, Until all the service check conditions are not cleared, Hotel Intelligence will not let check-out the customer, ensuring error free check-out for the hotel as well as the customer.

10.3 *Late Check-out Fee*: If the customer is checking out late, Hotel Intelligence will prompt and offer full charge, half charge, manual charge or no charge options as discretion or hotel policy. This not only keeps accurate track of all late check-outs but also gives complete freedom on how to handle the customer checking out.

10.4 *Alerts for Housekeeping*: In check-out period(between welcoming the incoming customer and completing check-out for the leaving customer), the room has to be serviced and made ready for the arriving customer. Hotel Intelligence will automatically mark the room as "dirty" notifying the housekeeping team. Once the room has been cleaned, the status of the room changes from "dirty" to "clean", meaning the room is ready to be occupied again.

11 *Charges*

11.1 *Room Charges*: Define charges as per room types. The charges will be posted to the customer.

11.2 *Extra Charges*: Define number of extra charges for the services providing for the customer. These charges can be auto posted as per the configuration or manually.