

Gold Key Solutions



CA Web



THE CONCIERGE ASSISTANT

**DELIVER “FIVE-STAR” SERVICE WITH THE MOST
EFFECTIVE CONCIERGE AND GUEST SERVICES SOFTWARE**

WEB BASED | NETWORK BASED

ABOUT

Gold Key Solutions

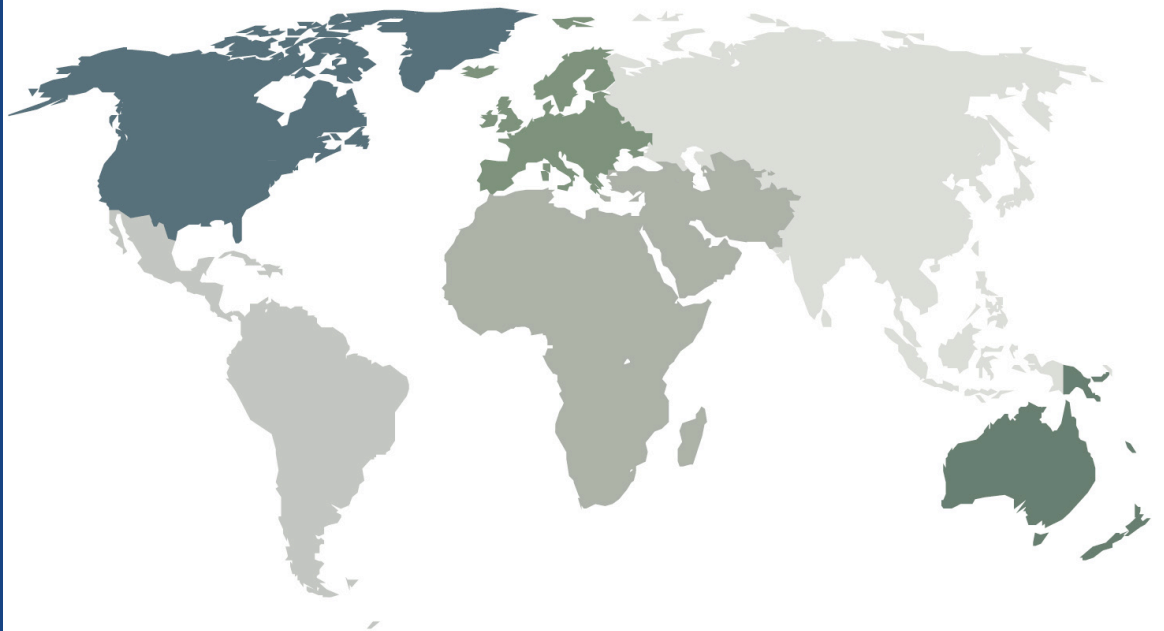
Since 1999, its cutting-edge product, The Concierge Assistant® has been used by Ritz-Carlton, Four Seasons, St. Regis, Taj, Marriot, Hyatt, Starwood and other quality properties. CA is also utilized by many residential properties and by personal assistant and professional concierge companies to optimize client services. To improve property's efficiencies, The Concierge Assistant also interfaces with other hospitality applications.

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The Ritz
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Rose
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PRESENCE

Gold Key Solutions is a Worldwide
Provider Serving Over 5,000 Users

Argentina	Mexico
Aruba	Portugal
Australia	Puerto Rico
Austria	Maldives
Bahrain	Russia
British West	Scotland
Indies	Singapore
Canada	Spain
China	St Kitts
Czech Republic	Switzerland
England	Turkey
France	UA Emirates
French Polynesia	US Virgin Islands
Germany	USA
India	Vietnam
Ireland	Virgin Islands
Italy	West Indies





PRODUCTS

CA Web

The new Concierge Assistant Web provides all the functionality of the network based Concierge Assistant application, with the addition of the ability to brand the application, to support multiple languages and character sets, and to access multiple properties in the same brand.

CA Web provides accurate information quickly and efficiently with organization; leveraging the latest technology to provide the right information, to the right people, at the right time.

The screenshot displays the CA Web application interface. At the top, there is a navigation bar with links: Contacts, Logbook, Messages, Profiles, Groups and Conventions, Administration, and Help. Below this is a search bar with the text "Logbook > Logbook > Search". The main content area is titled "Search Logbooks" and contains a search form with fields for "Last Name & Status", "Reference Date", and "Quick Search". The search results are displayed in a table with columns: Last Name, First Name, Profiled, Room, Category, Itctity, Reference Date, Description, and Operations. The table shows several entries, including "Clancy Karen", "sammy Jones", "Smith Zach", "Churchill Winston", "White Octavius", "Adone Patrick", "Williams George", "Allen Mike", and "Smith Juan". The footer of the application shows the copyright information: "© 2008-2009 Concierge Assistant Web" and the date "9:21 PM".

Last Name	First Name	Profiled	Room	Category	Itctity	Reference Date	Description	Operations
Clancy	Karen	No	1302	Dining Reservations	0	05/27/2009 02:13:00	Restaurant:anya Address:San Francisco Telephone:8556	PrintConfirmation Edit
Sammy	Jones	No		Che Frontiers	0	05/27/2009 06:00:00	Confirmed Time:asa Number in Party:as Smoking:Non-s...	PrintConfirmation Edit
Smith	Zach	No		Dining Reservations	0	05/28/2009 04:22:00	*Confirmed Time:7pm *Restaurant:La Folie Address:2316...	PrintConfirmation Edit
Churchill	Winston	No	1544	Dining Reservations	0	05/28/2009 04:22:00	Confirmed Time:7pm Restaurant:La Folie Address:2316 P...	PrintConfirmation Edit
White	Octavius	Yes		Golf	0	05/28/2009 04:22:00	Golf Course:Presidents Choice # of Players:4 Credit Card:...	PrintConfirmation Edit
Adone	Patrick	Yes		Limousine	0	05/28/2009 04:22:00	Name of Company:ODS Time:* Type of vehicle:# of people...	PrintConfirmation Edit
Williams	George	No		Limousine	0	05/28/2009 04:22:00	Name of Company:Luxury Limo Time:* Type of vehicle:# of...	PrintConfirmation Edit
Allen	Mike	Yes		Dining Reservations	0	05/28/2009 04:22:00	Restaurant:Cloppinos Address:SF Telephone:(415) 775-93...	PrintConfirmation Edit
Smith	Juan	No		Beauty Services	0	05/28/2009 04:22:00	Salon Name:Location: Address: Phone Number: Type of S...	PrintConfirmation Edit
Smith	Juan	No		Dining Reservations	0	05/28/2009 04:22:00	Restaurant:Liam Address: Telephone: Number in Party: S...	PrintConfirmation Edit



PRODUCTS

CONCIERGE ASSISTANT

The core of Concierge Assistant combines Contact & Logbook Management, with Messaging and extensive resources to automate your client services. These features offer an unprecedented level of power and flexibility for companies looking to move beyond simple, under-powered solutions and move into The Concierge Assistant world.

The Concierge Assistant is the single source for virtually all the information you need to communicate successfully with your guests, customers and staff. It enables Guest Services, Sales, Housekeeping, AYS and other departments to share consistent, accurate information with a guest and other staff members in real time.

The Concierge Assistant - Leo Aguirre - Saturday

File Edit Help

Logoff

Contacts Events Logbook Messages Others Profiles Administration

Select by:
☐ Concierge
☐ Room Number
☐ Logbook ID
☐ Last Name
☐ First Name
☐ Group
☐ Element
☐ No 'Cancelled'
Category (Opt):

Select Options:
Entered Time Frame: ☐ Recent ☐ Last 7 Days ☐ All Dates
Logbook Status: ☐ Open ☐ Closed ☐ All
Sort Selection By: Reference Date and Name
Quick Search: Today Updated Today
Due and Overdue Add Logbook Entry Search

Select Refer Date: 5/30/2009 Through 5/30/2009

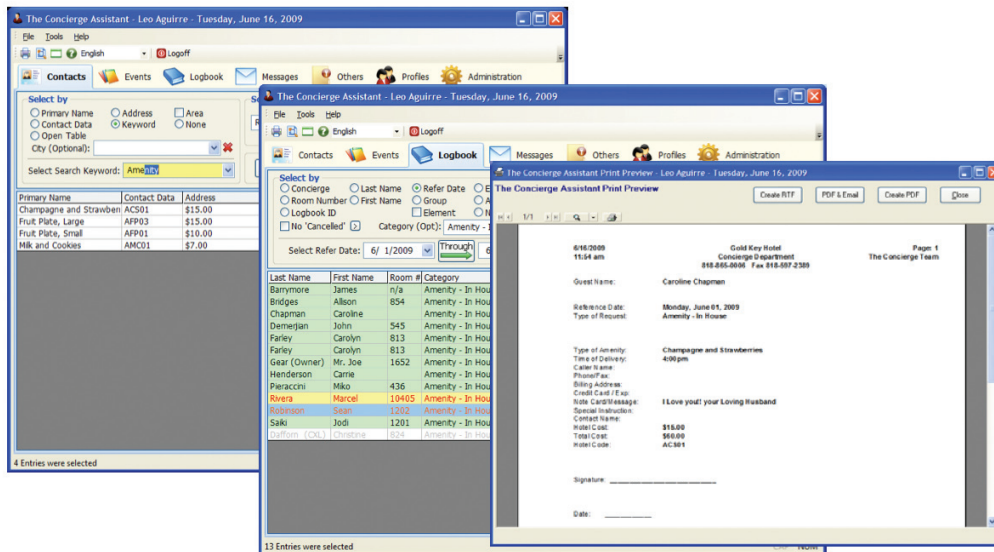
Last Name	First Name	Room #	Category	Notify	Refer Date	Time	Who	Description
Karen	Karen		Dining Reservations		2009/05/30	LA		Requested Time: 7pmRestaurant: A TravessaAddress: Travessa das Inglesin
Karen	Karen		Credit Card Authorization		2009/05/30	KC		Card: VisaNumber: xxxx xxxx 1686Expiration Date: 02/06CID: 986Items
Karen	Karen		Dining Reservations		2009/05/30	KC		Requested Time: 7pmRestaurant: The LobsterAddress: 2223 Union StreetSa
Karen	Karen		Transportation		2009/05/30	KC		Name of Company: AA Limo Time: 4pmType of vehicle/#of people: Sedan 2
Karen	Karen		Transportation		2009/05/30	KC		Credit Card/Exp: xxxx xxxx 1810 5/10 (KC 2007/05/04 10:11)
Sahla	Mariano	145	Activities		2009/05/30	KC		Vendor: EnterpriseActivity: 630pm - Sunset SalTime: \$35/personMethod of i
			Limpeza de Alberca		2009/05/30	LA		Compañia: Albercas El FalttoTel: 555 256 5564SNetas: Sa cobro 500 (LA 20
Trudi			Spa		2009/05/30	LA		SpaLocation: Aromasoul RoomConfirmed Time: 12:15 PMDescription of Serv
Jennifer			Spa		2009/05/30	LA		SpaLocation: Aesthetix MassageConfirmed Time: 08:49 AMDescription of Se
			Dining Reservations		2009/05/30	LA		Restaurant: CiopeirosAddress: 400 Jefferson StreetSan FranciscoTelephone: Sa
Josh			Spa		2009/05/30	LA		SpaLocation: Aesthetix MassageConfirmed Time: 11:30 AMDescription of Sa

11 Entries were selected

CAP NUM

DEPARTMENTAL USES

- Concierge
- Guest Services
- Front Office
- Management
- Communications
- Loss Prevention
- Shipping and Receiving
- Room Service
- Guest Relations
- Residential Staff
- Sales/Pre-Calling
- Bell Staff





Gold Key Solutions is a member of the single itinerary group of the Hotel Technology Next Generation (HTNG). Accordingly, we are proponents of Web Services technology to enable the exchange of information between various software applications at a hotel property.

HTNG Integrations:

Web Service interface between CA and SpaSoft

Web Service interface between CA and Opera

OTHER INTEGRATIONS

Property's Website and CA or CA Web

Your customer enters their requests into the property website and through our interface, open logbook entries are created in CA or CA Web

Touch Screen Interface

Transactions may be entered through a touch screen in the customer's residence/room. It automatically creates a logbook entry in CA and notifies the Concierge through a messaging system, who can in turn confirm to the owner/guest once the request is completed.

OpenTable Interface

Our seamless interface with OpenTable provides staff members the ability to book and confirm restaurant reservations by entering the required information only once into The Concierge Assistant - the interface does the rest.

ODS Limo Interface

Provides staff members the ability to book and confirm limo reservations by entering the required information only once into The Concierge Assistant - the interface does the rest.

- Contacts Database
- Events Database
- Logbook
- Profiles with Picture
- Messages
- Inventory Tracking
- Lost and Found
- Key Control
- Graphs
- Management Reports
- Export Tool
- Groups and Conventions
- Reservation Module
- Google Maps
- Package Tracking
- PCI Compliant

Groups and Conventions - Leo Aguirre - Tuesday, June 16, 2009

Groups and Conventions

6/16/2009 ☐ Show ALL Groups

Group Name	Attendees	Arrival Date	Departure
Mau Homes	12	2009/03/31	2010/04/
Owner	50	2009/03/25	2010/03/
Renter	50	2009/03/25	2010/03/
Smith/Jones/Clancy	16	2009/03/13	2010/03/

Delete Departed Groups

Maintain Guest Profile Information - Leo Aguirre - Tuesday, June 16, 2009

Last Name: Ms. Clancy
First Name: Karen Unit: 343

Group Name: Gold Key Solutions
Company Name:
Job/Title: Director of Sales
Home Email: kclancy@goldkeysolutions.com
Business Email:
Profile Type: Owners
Color Code: ☒ Red ☒ Green ☐ Blue ☐ Black
Private Entry (Shown Only to Authorized Users) ☐

Home Phone: (818) 865-0006
Cell Phone: (818) 865-0006
Business Phone: (818) 865-0006
Fax Phone: (818) 597-2389
Other Phone:

Notes Picture

Indicators Contact History Group Logs Logbook Entries Credit Cards Contact Flags

Preference Selection
GuestID: 123456
Arrival Date: 2003/03/10
Golf Member # 15684456
Membership Type: Platinum

Create Group Logbook Entries Update Picture
Show Trip History Delete Change Add

FEATURES

Itineraries and Confirmations

Customized Forms that Print, convert to PDF, MS Word and Email format.



Itinerary for: Karen Clancy

Thank you for allowing the Gold Key Lounge Concierge staff to assist you with your requests. The following are your activities as you requested.

Dining Reservations

Date: **Saturday, May 02, 2009**
Restaurant: **Cioppinos**
Address: **400 Jefferson Street**
San Francisco
Telephone: **(415) 775-9311**

Please contact the concierge at extension 2300 if you need to change or cancel this dinner reservation. Enjoy!!

Pool Cabana Reservation

Date: **Sunday, May 03, 2009**
Cabana Rental: **Weekday Cabana Rental**
Number in Party: **4**
Confirmation Number: **6**
Rate: **\$265**
Special Requests: **Will have an infant in the cabana**

The Full Cabana Rate will be charged for no-show or cancellation. A \$100 cancellation fee will apply for half day rentals allowed. A \$100 cancellation fee will apply for full day rentals without a 24-hour notice.

Spa

Date: **Monday, May 04, 2009**
Spa/Location: **Alain Massage**
Confirmed Time: **08:20 AM**
Description of Service: **Reflexology Massage**
Name of Therapist: **Derek Waters**
Female/Male Masseuse: **Male**



Confirmation for: **Ken Clancy**

Room Number: **123**

Your Request: **Activities**
Date: **Wednesday, May 06, 2009**
Vendor: **Cabo Tours**
Activity: **Tour de la Montaña**
Time: **8am**
Check In: **2**
Number of Children: **1500**
Sub Total: **3000**
Tax: **Visa xxxxxxxxxxxx2606 Exp. xx/xx**

All tours require a 24 hour cancellation to avoid any penalties.

The Concierge Staff is here to meet your every need. Please do not hesitate to call us if you require any additional assistance. Thank you.

Leo Aguirre
Lead Concierge
310-779-0395

Customized reporting with Graph functionality.

The Concierge Assistant Quick Viewer - Leo Aguirre - Monday, June 01, 2009

All Logbook Entries by Date Range

Export Graph Close

Starting: 5/1/2009 Through: 5/31/2009

☒ Reference Date
 ☐ Archive
 ☐ Entry Date
 ☒ Current

(Opt): Leo Aguirre (Opt):

X-Axis Description	Count
1 Dining Reservations	34
2 Spa	29
3 Activities	16
4 Golf	11
5 Transportation	8
6 Amenity - In House	3
7 Limpieza de Alberca	3
8 Package Tracking	3
9 Housekeeping Requests	1
10 Glitches	1
11 Floral	1
12 Activity	1
13 Airline Reservation	1
14 Cena	1
15 Hair Wash	1

ADDED VALUE SERVICES

Lost and Found

This application streamlines the Lost and Found process. Items are entered and tagged for easy identification, with a photo of the item attached for a positive ID. The system records how and when items were disposed for tracking and reporting.

Maintain Found Items

Item Description: Woman's Wedding Ring, big stone in center

Item ID: 12

Room Number: 123

Item Category: Jewelry

Date Found: 1/30/2009

Where Found: Spa

Estimated Value: 2000.00

Storage Location: Safe

Disposition: Give to Finder

Finder: Franklin - therapist

Date Disposed:

Photograph (if any):

Save Clear Import Photograph

Return to Owner - No Lost Item Entry was Found

Search Lost Items ☒ Use Category ☒ Use Where Found ☒ Use Date Found (+/- 2 days) Search Word: Match

Category	Item Description	Date Lost	Location Lost	Name
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ADDED VALUE SERVICES

Key Control

The Key Control system keeps keys and distribution to staff members organized very quickly and easily. This system will track each associate and key on property, with a record of check-out and check-in for each key. The system allows easy addition of new keys and/or staff members, with comprehensive reporting available.

Work with the Key Control System

Key Control System Close

[Check Out Key](#) [Check In Key](#) [Show Overdue Keys](#) [Key Reports](#) [Activity Reports](#) [Maintain Key List](#) [Maintain Employee List](#) [Administration](#)

Available Keys

Key Number	Key Group	Key Description
S002	Security	Security Key Set 2
S004	Security	Security Key Set 4
S005	Security	Security Key Set 5
S006	Security	Security Key Set 6
S007	Security	Security Key Set 7
S008	Security	Security Key Set 8
S009	Security	Security Key Set 9
S010	Security	Security Key Set 10

Employee Number:

Tony Wheeler
Security Guard

Key Number:

Check Out

Keys Checked Out

Key Number	Key Group	Key Description
S001	Security	Security Key Set 1
S003	Security	Security Key Set 3

ADDED VALUE SERVICES

Google Maps Directions

Print driving or walking directions with your property's logo. Available in many languages



From: 600 Stockton Street, San Francisco, CA, 94108 (The GKS Hotel & Spa)
To: 448 Brannan Street, San Francisco, CA, 94107 (Bocce Cafe Italian Restaurant)

Directions Mode: Driving **Language:** English

[Get Directions!](#) [Reverse Directions](#)

[Print this page](#) ☐ Map in same page [Print Recommendations](#)

Driving Directions

A 600 Stockton St, San Francisco, CA 94108

1.4 mi (about 9 mins)

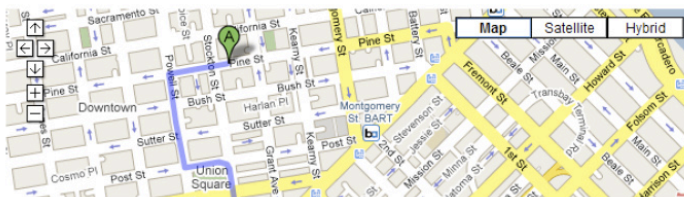
1. Head **west** on **Pine St** toward **Stockton St** 0.1 mi
2. Turn **left** at **Powell St** 0.2 mi
3. Turn **left** at **Post St** 374 ft
4. Turn **right** at **Stockton St** 0.2 mi
5. Continue straight to stay on **Stockton St** 220 ft
6. Slight **right** at **4th St** 0.7 mi
7. Turn **left** at **Brannan St** 404 ft

B 448 Brannan St, San Francisco, CA 94107

Map data ©2009 Sanborn, Tele Atlas

These directions are for planning purposes only. You may find that construction projects, traffic, weather, or other events may cause conditions to differ from the map results, and you should plan your route accordingly. You must obey all signs or notices regarding your route.

Map



OUR GOAL

The goal of Concierge Assistant and CA Web is to be the repository for all guest requests and activities including dining reservations, tee times and other preferences from all systems that impact the guests experience.

The staff of Gold Key Solutions has the technical and practical knowledge to increase the functionality of existing and additional interfaces with other vendors or systems.

We are a customer/marketplace driven company. We will offer other enhancements and interfaces as desired by our customers.



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