

ASKButler[®] DutyManager

"Easy management for duty managers"



Product Description

- To allow the hotel's duty managers to easily record all events occurring on their shift.
- Call ticket is opened for each event that is brought to the attention of the duty manager during his shift.
- Standard report for morning meeting.
- Ability to generate many types of reports and search for specific events or groups of events.

Features

- Standard call ticket format for the recording of each event.
- Predefined list of services for ease of analysis and reporting.
- Easy and intuitive to enter information.
- Whilst many details about each event can be added, the minimum required information is very little.
- Each call ticket should be closed once the matter has been resolved.
- Call tickets not closed during a shift are left open for the attention of the next shift manager.
- Sophisticated reporting and analysis options.

Benefits

- Very easy and intuitive to use.
- Information easily entered using dropdown menus and free text.
- Interface to hotel's PMS available.
- Matters cannot be forgotten as call ticket remains open until the matter has been resolved.
- Handy standard report for morning meeting.
- Reports for all requirements and purposes.

Customers

- ASKButler[®] was selected by Hilton Europe as "nominated system" for Guest Service Centre.
- Starwood Hotels chose ASKButler[®] as "Best Practice" for their hotels in Europe, Middle East & Africa.
- Other chains using ASKButler[®] include Crowne Plaza, Movenpick, Marriott, Carlton, Park Plaza and Radisson SAS.
- Over 200 customers in 40 countries worldwide.

Technical

- Apps are available for iPhone and Android, and are easy to install and setup.
- Interfaces available to Fidelio, SMS and PBX. Other interfaces can be developed with required co-operation.
- Unlimited workstations at each site.
- Two upgrades issued on average annually.
- Supports Citrix and terminal server platforms.
- Operates on local database and SQLs.

Costs of Ownership

- License Fee based upon number of rooms is sold annually with payments made in advance.
- Initial cost for installation and training.
- License Fee includes rights to use system and interfaces, remote telephonic support and upgrades.
- Charges may be levied by third parties for interfaces to their systems, or for messaging such as SMS.

