

Ensure that your guests leave the hotel feeling happy

Product Description

- This module has been added to ASKButler® to allow the hotel to be more proactive in the management
- Of guest satisfaction.
- It provides a tool for the hotel to be in touch with guests to ascertain their level of satisfaction.
- Any shortcomings can be rectified immediately, and prior to the guest departing the hotel.
- All responses are recorded to allow the hotel to analyze statistics, and learn lessons which can be used to improve the guest experience in the future.

Features

- Hotel can decide which guests will be contacted
- Timing of calls to be decided by hotel.
- Hotel to decide what questions will be asked of the guest.
- All responses from guests are recorded in the system.
- Analysis of recorded information affords the opportunity to improve the experience for future guests.

Benefits

- Allows the hotel to be proactive in contacting the guest to ascertain their level of satisfaction.
- Any problems can be put right immediately.
- Where the guest is neither satisfied nor dissatisfied, an attempt can be made to influence the guest positively.
- It presents an opportunity to sell additional hotel services.

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.

