



Reservation Assistant



Spa & Sport Software
for Your success



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Spa & Sport Software Reservation Assistant

Great names in the hospitality sector use the market leading **Reservation Assistant** software including: "Rogner-Bad Blumau", **Austria**, "Land Fleesensee" or "Brenner's Park Hotel", **Germany**, "Belle Mare Plage", **Mauritius**, "Kempinski Emirates Palace" or "Hyatt Hotels", **the USA**, **Australia**, **Asia** and **Dubai**, "Grandhotel Bad Ragaz" and "Therme Vals" Spa, **Switzerland**, "Four Seasons", **Sydney**, etc.

This market endorsement is not surprising, because **Reservation Assistant** provides so many features both to improve your operating result and to secure your competitive advantage.

How Reservation Assistant helps you to save costs

Additional services and facilities provided by your resort contribute to increased revenue. However, these services incur high personnel costs. Efficient optimization of these resources with market leading systems is a key profit driver.

Business Optimization

- Do you already offer a wide range of facilities and services?
- Do these need a wide range of differently qualified staff members?
- Can your guests book these services anytime, anywhere with any member of staff?

Person	Template	Factor
Langer Bernhard	Intensive course	300
Woods Tiger	Handicapcourse	300
Woods Tiger	Private lesson	300
Langer Bernhard	Private lesson	300
Woods Tiger	Intensive course	200
Langer Bernhard	Handicapcourse	200

Buttons: Refresh, 26.05.2002 17:20, 26.05.2002 20:00, OK, Cancel

With **Reservation Assistant**, any staff member can easily and automatically select the appropriate qualified personnel according to your pre-defined criteria.

When accepting a guest booking, it is not easy for a staff member to make an optimal choice that considers all the business elements. You can set criteria to optimize elements such as:

- the availability of personnel,
- the variable costs of different personnel skills at different times,
- the utilization maximization of the service or facility.
- a guest preference for a particular therapist or instructor



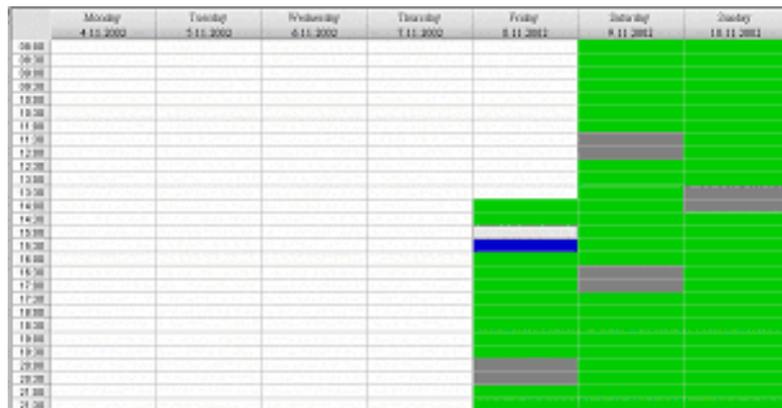
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Reservation Assistant rapidly and automatically presents an “optimum” proposal. Even staff members who are not acquainted with the business logic can easily optimize reservations. Of course, an employee can override an “optimum” proposal in exceptional cases, e.g. if the guests asks for a certain therapist.

Avoiding Idle Times

The critical importance of an “optimum use of capacity” is widely known within the hotel industry when related to the available rooms.

The same concept can be used when optimizing the time schedule of the available, high cost, specialist personnel (e.g. therapists). The aim is always to find the best possible continuous and evenly distributed utilization (optimum capacity), which meets a guest’s requirements.



Reservation Assistant provides two key features to ensure this optimization and to eliminate unnecessary idle times:

- a transparent overview of scheduled resources,
- intelligent, user-defined, background automation.

Parallel Reservations or Rather “Staggered”?

There is nothing like flexibility in handling services. E.g., a therapist is taking care of four baths simultaneously between 2 pm and 3 pm and therefore earns the quadruple revenue when assisting four different guests.

Alternatively, do you prefer “staggered reservations”? This option blocks the therapist only for the first and last ten minutes and he is available for other baths in the meantime – naturally, this way is also efficient. You decide which alternative better suits the situation, and we support you with our expertise.

Optimization

A practical example: A guest approaches the SPA reception saying: “I’ve heard there is hardly any chance left to get a treatment tomorrow. When can I get a Shiatsu Massage?” This problem obviously requires quick action...

...simply click on the button “optimization”, enter the treatment and the date and you can tell the guest all possible times for a shiatsu massage (including the employee and the room, of course).



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Reservation Assistant provides a module to manage the staff schedule that reconciles the requirements of the management and the needs of the staff. The employees are able to view the schedule at any time even via the internet.

Shifts (“morning shift”, “late shift” etc.) can be defined.

Furthermore, if a specialist resource like a therapist is unavailable at short notice, e.g. due to sickness, the reservations for the relevant treatments are redistributed automatically by the system.

	Monday 17.6.2002	Tuesday 18.6.2002	Wednesday 19.6.2002	Thursday 20.6.2002	Friday 21.6.2002	Saturday 22.6.2002	Sunday 23.6.2002
08:00	[Off duty]	[Off duty]	[Off duty]	[Off duty]	[Off duty]	[Off duty]	[Off duty]
08:30	60/60	60/60	60/60	60/60	60/60	60/60	60/60
09:00							
09:30							
10:00							
10:30							
11:00							
11:30							
12:00							
12:30							
13:00							
13:30							
14:00	[Break]	[Break]	[Break]	[Break]	[Break]	[Break]	[Break]
14:30	60/60	60/60	60/60	60/60	60/60	60/60	60/60
15:00							
15:30							
16:00							
16:30							
17:00							
17:30							
18:00	[Off duty]	[Off duty]	[Off duty]	[Off duty]	[Off duty]	[Off duty]	[Off duty]
18:30	120/120	120/120	120/120	120/120	120/120	120/120	120/120
19:00							
19:30	Langer Bernh.	Langer Bernh.	Langer Bernh.	Langer Bernh.	Langer Bernh.	Langer Bernh.	Langer Bernh.

Membership Administration

The **Reservation Assistant**'s membership administration contains the master data of all members, including a photo. The system offers a smooth consideration of membership fees, tentative contracts or exceptional payments. Open amounts are transferred to the accounts receivable administration via the interface. Direct Deposit is also possible.

- Different statuses per address (prospect, member, former member, etc.)
- Methods of Payment (debit, transfer, cash, etc.)
- Flexible forms of contract (durations, renewal mode, price structures, etc.)
- Subscription administration (time or amount subscriptions, transferable/non-transferable)

Health Insurance Settlement – Health Resort Module (“Indirect Accounting”)

- Master data administration of the required health insurances
- Collective Invoices and treatment listings
- Writing out special prescriptions
- Possibility to define special dependencies per prescription
- Optimum procedure of reserving prescriptions
- Consideration of possible deductibles



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Controlling Capacity and Range of Services

Reservation Assistant is not just an operational tool to optimize your short-term revenues. It is also a strategic weapon to help you answer questions like:

- Which facilities and services are being used to what extent?
- At what margins?
- Who buys?
- In which area should we expand?
- In which fields should products or services be withdrawn from the range?
- What seasonal fluctuations can be recognized?
- What general trends can be derived from that information?

Reservation Assistant turns system data into strategic business **information**. Its individually adaptable reports assist managers in making important business decisions to improve short-term efficiency and long term revenue growth.

Target Figures / Management Reports

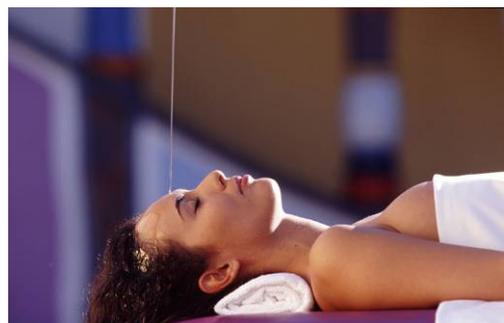
The fact that the individual Spa & Sport departments are being operated more and more as completely independent profit centers creates the need for special management reports.

Reservation Assistant therefore offers e.g. the target figure report, which tells the spa manager at a glance if the targets have actually been reached or not. A structuring by item groups (massages, baths, facials, etc.) increases its significance.

Training Costs

Computer skills are rarely found in a therapist's job description. For that reason, the operation of the system has to work easy fast and intuitive. Even an employee with minimal computer experience must feel that the business system is a support to his job. **Reservation Assistant's** usability minimizes training time and cost.

It is increasingly important to employ a high percentage of flexible staff. Employees switch between departments, to work wherever they are needed. Different computer systems in each department undermine this flexibility and increase training costs and risk of error.



Reservation Assistant is designed to integrate with leading industry software so that you can use the same system from the guest relation, to the therapy department, to the golf school. This increases flexibility, and flexibility reduces costs. Further, if anyone in any department can take a reservation then no reservations are lost.



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User Administration – Rights Management

Not all information is important for every employee, not every employee has the required qualification to use certain functions.

Therefore, you can build up very detailed user profiles according to modules or to certain items in the administrative system. The possibility to assign rights to user groups and collectively assign them to a person strongly simplifies the process. E.g., you only need to define the user group “Reception” once. Afterwards you can assign it to different people at any time very easily. Experience proves that an adjustment or restriction of rights works either easily or not at all. So rather take the easy option – use **Reservation Assistant**.

Why you increase your revenue with Reservation Assistant

Cost reduction is a success factor, but it is only one out of many. Adding value to your company can be even more important. If you can create a more perceived value for your guests, they willingly spend more. **Reservation Assistant** helps you to do this. Many users consider this its key benefit.



Attractive Packages – With or Without A Partner

To offer a wide range of high quality services is a basic requirement for health revenue figures.

It does not always make sense to provide all these services within one site, or to try to provide all services and facilities in house. Internal resources can be extended with the help of local and regional cooperation.

System support for that cooperation makes sure that the additional revenue is not wasted on additional costs.

Our job is to assist you in doing your job of providing a memorable experience for your guests. We provide efficient processing and handling of all your services.

Fulfill Wishes – Around The Clock – 24/7

A broad and highly qualified range of offers is the pre-condition for a healthy turnover. The easier it is to access a certain offer, the more that offer is used.

The point of sale is the key. It could be located anywhere, at any time: the night-receptionist can use **Reservation Assistant** to find out whether a tee time is available the next morning and make the according reservation – even though nobody is present in the golf club. Moreover, after completing a successful 18-hole run, tired yet happy, the guest can make a reservation for a full body massage as a treat after lunch while still at the golf club.



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The complete range of all your offers can be reserved everywhere within your resort, at any time, by any authorized member of staff not only to increase the use of your services and facilities but also to improve your customer service and satisfaction. Make it easy for your guests to spend money and reduce their inconvenience when making a booking. Naturally, **Reservation Assistant** also offers the possibility for the guest to consume cashless throughout the whole stay.

Online Booking

Day guests increasingly use spa & sport resorts' facilities. This is important to maximize the use of expensive investments to their full capacity.

For this target group it is an advantage to use **Reservation Assistant** to make reservations for a certain treatment or service via the internet e.g. while still at work. This option is especially advantageous for both the resort and the guest when offered to a closed user group (club members, regular guests).

The same service can, of course, also be offered to the hotel guest. Via terminals, internet facilities in the hotel room, or other internet access, each guest can make a reservation by himself/herself using a simple dialogue. This simplifies the consumption of services, which positively influences the revenues.

Guest Relationship Management

Personalized services to satisfy the individual wishes of guests distinguish a great resort from those that are merely satisfactory. They also ensure repeated reservations. To provide such a service, these wishes have to be well known and up to date.

The more favorable a guest's perception is of your awareness of his/her needs, the less s/he will be receptive to the competitors.

The great varieties of services that can be provided make personal marketing ever more important. **Reservation Assistant** offers the possibility to create customized packages according to a guest's preferences. The individual guest is the "target group".

Product Knowledge Increases Sales

The decisive factor for the service quality experienced by the guest is well-trained personnel. A broad range of offers makes it difficult for a single employee to know the full range of offers and to be able, when asked by the guest, to discuss the offers in a way that will increase revenues.

Therefore, we have created a *knowledge management* solution within **Reservation Assistant** that integrates all the product knowledge within the system, so that it is available to each employee at any time. There will not be any ignorant shrugging of the shoulders any more when asked about the positive effects of a Lomi-Lomi-Nui massage.

Image

To be recognized as the "first" house in a region or on a site, to be a step ahead of the competitors, to be innovative, future-oriented, young and dynamic – to create such an image in the guest's mind



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does not just happen by itself. A positive image is established by many details. An intelligent technology on the interface to the guest will contribute decisively to this image building.

Organizing Courses and Groups

Managing group-events (e.g. excursions) or courses is extremely easy with **Reservation Assistant**. Temporary bookings enable an improved and early estimation of the feasibility and cost of an event. The functionality provided by the waiting list enables a quick reaction to cancellations to protect and to increase profits.

Vouchers

Vouchers are popular presents and can be a profitable instrument for the issuer.

Vouchers in small value denominations may be simple to handle from the organizational point of view, but are not attractive as a present.

Offering customized service certificates issued with Reservation Assistant increases the sales volume significantly.

Reservation Assistant Technology

Java

Java is a development tool and provides an independent platform with a secure future.



XML Interface

The connection to existing hotel software systems is a critical requirement for any new software solution. We have established a broad range of stable real-time XML-based interfaces with the leading PMS (Micros-Fidelio, Sihot, Hogatex, Protel). We also provide a standard interface to work with all other software providers.

Multi Property Capability

To collect data from a group of companies and to provide consolidated information for the group is also no problem for **Reservation Assistant**. Administration of guest data takes place in the same centrally located database. That is why all information is available to every user (having access rights), no matter from which hotel or part of a resort the user is accessing the system. All reports can be generated regardless of the location from where the query is made and vouchers can be redeemed easily at each hotel or part of a resort.



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How you can take advantage of Reservation Assistant

Partner Network - Support

To provide the best possible support, we have established a global network of accredited system-partners. Each one of these is a carefully selected certified regional expert with excellent IT know-how and in depth knowledge of the hospitality industry. Together with one of the leading hotel software providers, we are able to offer a top support internationally.

Moreover, we have also established partnerships with providers of complementary products and services. In this way, we can support you with expert help and advice to take advantage of additional systems to increase your competitive edge.

Niche Competence

It requires quite extensive specialist expertise to efficiently organize and run a broad and attractive range of offers, possibly even with external partners.

Starting from personnel planning there are many fields, which require optimization. We offer comprehensive experience gained from successful projects with the leading hospitality companies.

This experience is reflected in **Reservation Assistant** to meet the needs of your business.



Rogner-Bad Blumau



Land Fleesensee

References

We admit that we are very proud of our product, but we are even prouder of our clients, with whom we share many success stories.

It is an honor for us to be partner of these leading companies in this expanding industry.



Grandhotel
Bad Ragaz



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More than anything else to be chosen by these properties tells us that we are on the right track.

Continuous innovation, development and implementation of the features requested by our clients guarantee permanent enrichment of the product.

Software development for Reservation Assistant is based on benchmarks of the hospitality and leisure industry – to ensure the highest quality assurance.



Hyatt



Therme Vals



Brenner's



Lindner Hotels



Emirates Hotel & Resorts



Kempinski



Travel Charme



Radisson

