

Guest-In-Phone

An effective sales channel for hotel services



Touch-screen hotel information terminal

Guest-In-Phone offers a unique solution for promoting and selling various hotel services and programmes. As an alternative of conventional hotel sales support tools it effectively conveys information to hotel guests on how to improve their hotel experience.

Hotel rooms are equipped with touch-screen phones that provide information to guests about various services. Guests can reserve tables in the hotel restaurant, browse the services offered by the spa/wellness department, and can even arrange for tee time at a nearby golf course – all by a few screen touches*. On-screen information and services offered by the hotel can be modified and changed anytime from a PC operated by the hotel staff. The new content appears simultaneously on all displays or on a selected group of displays.

Using the Web-based administration interface of the Guest-In-Phone system appointed members of the hotel staff can easily set up messages to be sent to guests and can even display/send pictures. Messages appearing on the touch screen can be set up individually for every phone, which enables addressing a certain group (e.g. conference visitors). The information sent is immediately displayed on-screen in the hotel rooms.

* Orders placed from the phone require an optional PMS interface

• Features:

- High-resolution touch-screen guest interface
- Speed-dial numbers
- Multi-language interface (easy switching between languages)
- Easy switching between various display layouts
- Multi-language directory
- Simple ordering of services
- Instant messaging to one or multiple guests
- Selectable night mode
- Housekeeping functions (mini bar and room status)
- Power saving mode (unused phones are switched off automatically)

• Advantages:

- Guests receive relevant information in the peaceful surroundings of their rooms
- No constraints as to the length, timing and topic of information conveyed
- Information and messages can be repeated cyclically
- System can be changed or extended in a quick and cost-effective manner
- New, seasonal or special programmes and topics can be communicated to guests instantly
- On-screen information is always visible and catch guests' eyes easily
- The screen cannot be turned off or cleared
- Sophisticated appearance

The administration interface:



By using the Web-based administration interface appointed hotel staff can easily send messages to selected guests or groups of guests and can even set the display language of the phone without disturbing guests.

Implementation examples – information display:



Welcome screen



Wellness & Spa services



Restaurant information

Specification:

Telephone system supported:

- NEC SV8100

User interfaces and telephone units supported:

- PC browser
- NEC DT750 telephone unit

Server, operating system:

- Server or PC
- Minimum requirements: Intel Pentium 1.6 GHz CPU; 1 GB RAM, 40 GB HDD; DVD-ROM drive; Ethernet interface,
- Windows 2000/NT/XP/2003



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