

hotel **ServicePro**[®]

The Power to Achieve Peak Performance



What is hotel ServicePro?

hotel ServicePro is the lodging industry's most significant technology development in the past ten years. It is a bilingual, easy-to-use system that automates the communicating, scheduling, tracking and reporting of:

- Guest Service
- Guest Requests
- Preventive Maintenance
- Inspections
- Asset Management
- Operational Checklists
- Cap Ex Management
- Life Safety and Security
- Contract Management
- Equipment Warranties
- Property Improvement Plans

Whether it's used by a single property or deployed by a multi-brand, multi-property owner as a strategic initiative, the positive effects of using hotel ServicePro will be significant and long term.

"Since we installed hotel ServicePro, our service scores have increased by 52%! Our response to guest needs has improved significantly, and communication across all departments is better than ever! I recommend hotel ServicePro to all hotels!"

Damion Briggs
Largo, MD

The Results

hotel ServicePro is designed for hoteliers striving to exceed their guests' expectations by achieving peak performance in the areas most important to their guests.

Guest Expectations:

- Clean Rooms
- Well-Maintained Hotels
- Safe, Secure Environments
- Fast, Courteous Guest Service

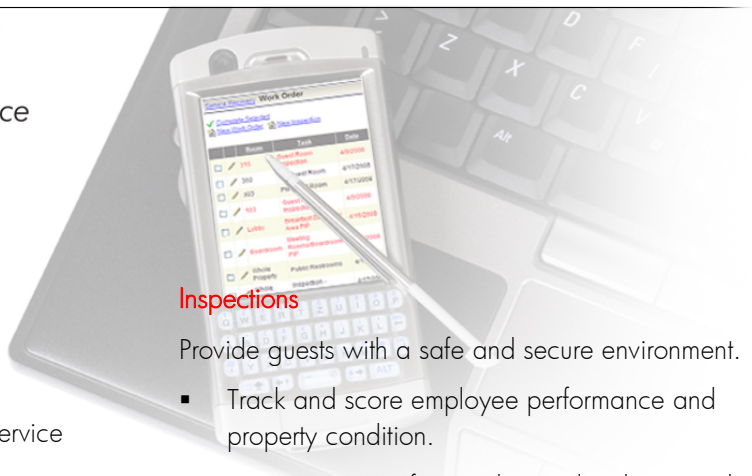
Achieve These Results:

- Highest Guest Satisfaction
- Highest Intent to Return
- Highest Guest Loyalty
- Peak Staff Productivity
- Lower Maintenance Costs
- Lower Energy Costs
- Longer Asset Life
- Highest Profits

"After using hotel ServicePro for six months, we went through a QA inspection. We received an "outstanding," the highest QA rating in our history, and our actual score was 98.66% out of a possible 100%! We credit hotel ServicePro with making a major contribution to this achievement."

Carl Banks
West Springfield, MA





Guest Requests

Deliver guest service faster and more effectively. Recognize and correct substandard service.

- Improve the guest experience and increase service scores.
- Automatically alert maintenance staff and the MOD to guest issues through any wireless device.
- Spot trends and identify problem areas, and see how long it is taking staff to fix these issues.
- Electronic calendar and daily log display completed service recovery work orders.
- GSR marks service complete via cell phone or wireless PDA.

Preventive Maintenance

Implement Best Practices with an organized, comprehensive maintenance program.

- Complete required maintenance on time and in less time.
- Stay up-to-date on work orders by automating the scheduling of tasks.
- Quickly see which tasks are overdue.
- Create and complete work orders from anywhere with compatible wireless devices.
- Batch print work orders to clearly define tasks and decrease administration time.
- Time stamp work orders to see how much time has elapsed before they are completed.

Inspections

Provide guests with a safe and secure environment.

- Track and score employee performance and property condition.
- Inspect property for condition, cleanliness and service.
- Automatically schedule follow-up inspections and work orders in the system.
- Automate safety inspections and procedures to reduce liability.

Asset Management

Maximize the return on investment by effectively managing assets.

- Track equipment by location, serial number and warranty information.
- Manage equipment contracts and vendor information.
- Extend equipment life, reduce operating costs and increase profitability.

Cap Ex & Property Improvement Plan

Create plans that comply with Best Practices and complete them on schedule and on budget.

- Track costs and progress at the property and corporate level with the Project Management Calendar.
- Control Cap Ex requests and streamline the Cap Ex approval process.

Operational Checklist

Provide transparency and accountability measures to employees.

- Create detailed instructions for all departments.
- Assign a checklist to employees and track progress and completion.
- Automatically reschedule tasks for the next due date upon completion.

