

Listen to Your Customers



Not everyone has the patience for filling out satisfaction surveys but, given the opportunity, guests will usually tell you if they experience a problem. Typically, the resolution is quick and information is recorded manually in a logbook. GuestWare Incident Tracking automates and organizes logbook information, improves follow-up and collects data for process improvement.

Replace Your Manual Logbook

The GuestWare Incident Browser lets you compile a record of every guest incident

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“GuestWare makes it easier to search for issues from a previous shift—and it sure beats trying to read handwriting.”
 and its resolution. Whether it is a billing problem or an issue with high-speed Internet, every problem is re-corded and linked to a guest. There is never a question about what happened or what of chasing down the facts, you can focus on giving your guests the service they deserve.

Quickly toggle between detail and list views.

Track multiple responses for each incident.

Track compensation used to satisfy guests.

Satisfy Your Guests Before They Leave

Not every incident can be resolved on the spot, but if you forget to follow up on it, you may lose a valued customer. GuestWare incident reports outline issues needing follow-up so you can be sure that every guest is satisfied before they check out. GuestWare’s reports bring clarity to daily staff meetings and make sure nothing slips through the cracks.

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“We use the incident report in our daily morning meeting to review open issues from the previous day.”

Executive Summary								
April 2, 1999								
Incident Code	Description	Date	Time	Guest/Group	Room	Response	Solution	Cost
Front Desk								
FD2-01 C/IN OCCPD	Guest very upset	4/2/99	12:25 PM	Dolliver	1009	Upgrade room to suite	UPGRD	\$35.00
Total for Front Desk :							1	\$35.00
Housekeeping								
HK1-0: NOT SRVCD	Specific request by guest	4/2/99	4:32 PM	Moorefield	1007	Rebate on room	GIFT	\$20.00
Total for Housekeeping :							1	\$20.00
Laundry								
LD2-LL LOST LNDRY		4/2/99	2:37 PM	Ballard	1011	Cash refund given	REFND	\$50.00

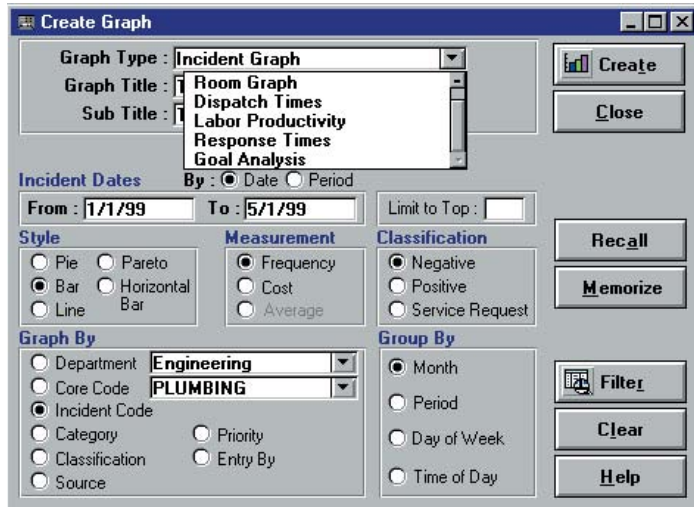
OTHER REPORTS AND FEATURES	
Follow-up Letters	Generate follow-up letters with automated mail merge feature.
Incidents by Group	Sales can use the reports to help retain valuable group business.
Problems by Room	Identify and eliminate recurring room problems.

Implement Process Improvement

Industry surveys show that guests are less likely to return if they experience a problem during their stay. GuestWare's Improvement Analysis tools provide you with information to eliminate recurring problems and keep guests coming back, so you can lower operating costs and increase guest satisfaction at the same time.

Generate Graphs Easily

GuestWare's simple, powerful graphing tools make it easy to visualize and analyze the information you've collected in GuestWare. In seconds you'll be able to create meaningful graphs to identify areas for improvement, even if you're a computer novice. GuestWare's graphing tools will help you make more informed recommendations with accurate visual backup when presenting to staff, management or owners.



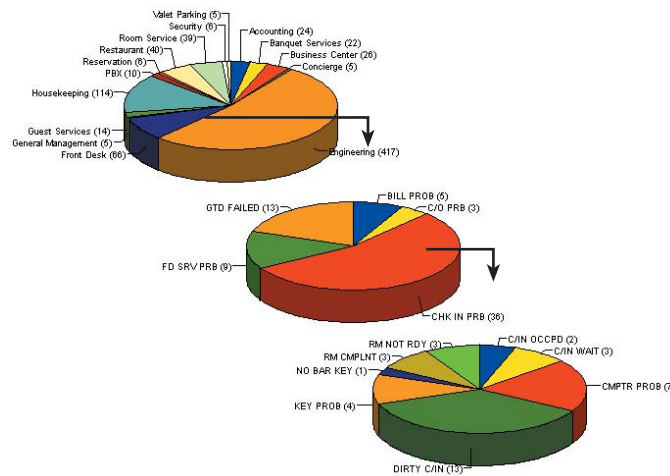
GuestWare's graphs and reports will help you improve:

- Employee reviews
- Training deficiencies
- Department goals
- Quality teams
- Process changes
- Capital expenditures
- Vendor warranty claims

Identify Problem Trends and Solutions

You can create pie charts to see your most common problems within each department or line graphs to see trends. And GuestWare lets you go further by allowing you to "drill-down" on any graph for more detailed information to pinpoint solutions to your most difficult problems. You can also produce graphs by Time of Day, Day of Week,

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"Within one year of implementing an improvement program, our hotels typically eliminate 5 to 10 percent of guest problems."*



Drill-down capability on all graphs shows you where to focus your improvement efforts.

Staff, Room Section, Cost or Reported by for any date range to find the information you need to improve your business.