

## Streamline Service Delivery



GuestWare Rapid Response improves productivity and customer satisfaction by streamlining service delivery for hotel call centers and dispatchers. Rapid Response provides a fast and reliable way for your staff to log, dispatch and follow-up on all guest requests and problems. At the same time, you are building a database of incidents that allow you to pinpoint trends for process improvement.

## Log Requests Faster

GuestWare Rapid Response lets you enter guest requests in a fraction of the time it

*“Logging requests is much easier with Rapid Response. It allows us to capture a wealth of information about each guest and request.”*

takes to write them down. The Request Entry screen uses customizable hot buttons and drill-down menus so you can log the request with a minimum of key strokes. Just enter the room number, select the request and GuestWare does the rest. GuestWare even notifies you if there are any unresolved requests for the room. With the PMS interface, GuestWare automatically fills in the guest’s name and links every request to guest history.

*Enter your top 10 requests quickly with configurable hot buttons.*

Integration with two-way messaging is available with Rapid Response. (See *GuestWare’s Communication Server sheet for details on this optional feature.*)



## Improve Follow-up

GuestWare helps you consistently deliver service requests faster without letting anything slip through the cracks.

*“GuestWare helped us lower our response time from 15 minutes to 12. We save on labor costs and our guests are happier.”*

The GuestWare Call Monitor screen displays the status of all open requests and alerts dispatchers when a request is overdue. GuestWare displays new calls sorted by elapsed time—making dispatchers more efficient so they can focus on follow-up. When integrated with two-way messaging, this screen is automatically updated with responses from the paging devices.

Room	Close By	Incident	Elapsed	Dispatch	Close
445	9:42 AM	Bath Towel-HK5-BT	00:42	Dispatch	Close
636	9:54 AM	Cold - heater not heating-EG1-NH	00:10	Dispatch	Close
635	9:55 AM	Picture fuzzy-EG4-PF	00:10	Dispatch	Close

Room	Close By	Elapsed	Assigned To	Dispatched	Work Order	Close
506	9:46 AM	00:18	Anne Frank	9:33:18 AM	Work Order	Close
707	9:48 AM	00:16	Bob Miller	9:35:18 AM	Work Order	Close

*GuestWare displays elapsed time in green and changes to red when overdue.*

*Search incidents by room and close all in one step.*

# Rapid Response

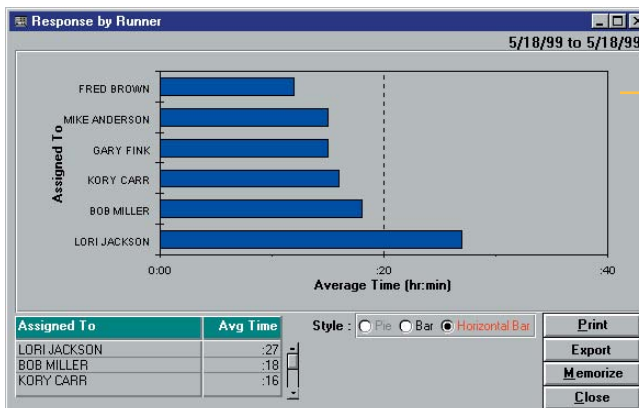
## Learn Where You Can Improve Processes

Each incident entered into GuestWare Rapid Response is automatically stored in a database which can be accessed for trend analysis and process improvement. GuestWare's flexible graphing and reporting tools zero in on the information you need to fine tune service delivery and improve efficiency.

## Measure and Manage Service Performance

When you are not meeting your goals, GuestWare makes it easy to find a solution.

RESPONSE GRAPHS	
Response time analysis	Generate graphs showing response time by staff, request or department.
Response goal analysis	Show how many requests are delivered within your goal.
Dispatch time	Find out the time it takes to dispatch calls.
Labor productivity	Learn how long it takes once a request is dispatched.

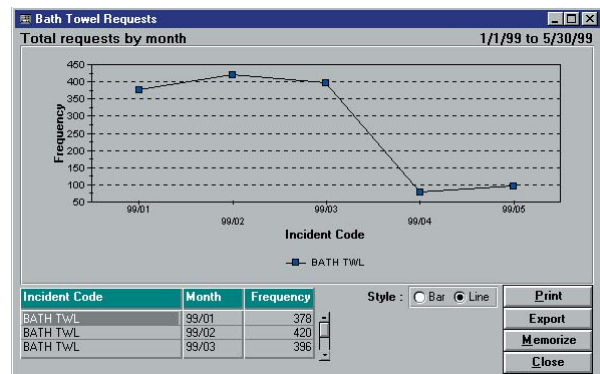
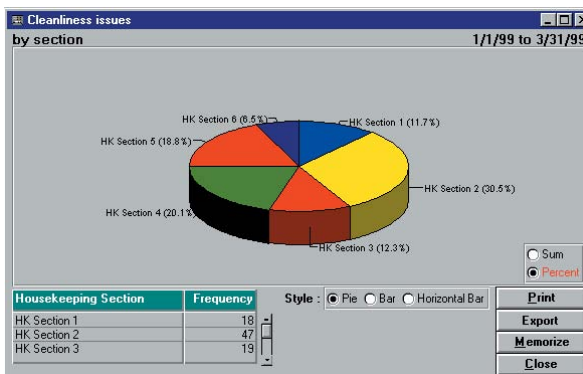


Add efficiencies and accountability to your guest response process by implementing GuestWare's Rapid Response reporting tools.

## Eliminate Recurring Problems

One hotel reduced towel requests from 400 to 80 per month. The labor savings made up for the extra towel included in each room.

OTHER REPORTS	
Request frequency	Analyze cost benefit comparing amenities (included versus requested).
Requests by time of day	Predict peak request times to optimize staffing.
Problems by room section	Isolate solutions with graphs by housekeeping and engineering sections.
Top 10 incidents	Eliminate the most common problems by posting the Top 10 Report.
Recurring problems	Prioritize room PMs by finding rooms with the most recurring problems.
Trend analysis	Detect and eliminate problems sooner using bar, line or pie graphs.



GuestWare®

**Diversified Computer Corp.**

Phone: (888) 504-8378

Fax: (206) 233-0345

sales@guestware.com

www.guestware.com

To learn more about GuestWare, call for a free demonstration or go to [www.guestware.com](http://www.guestware.com).