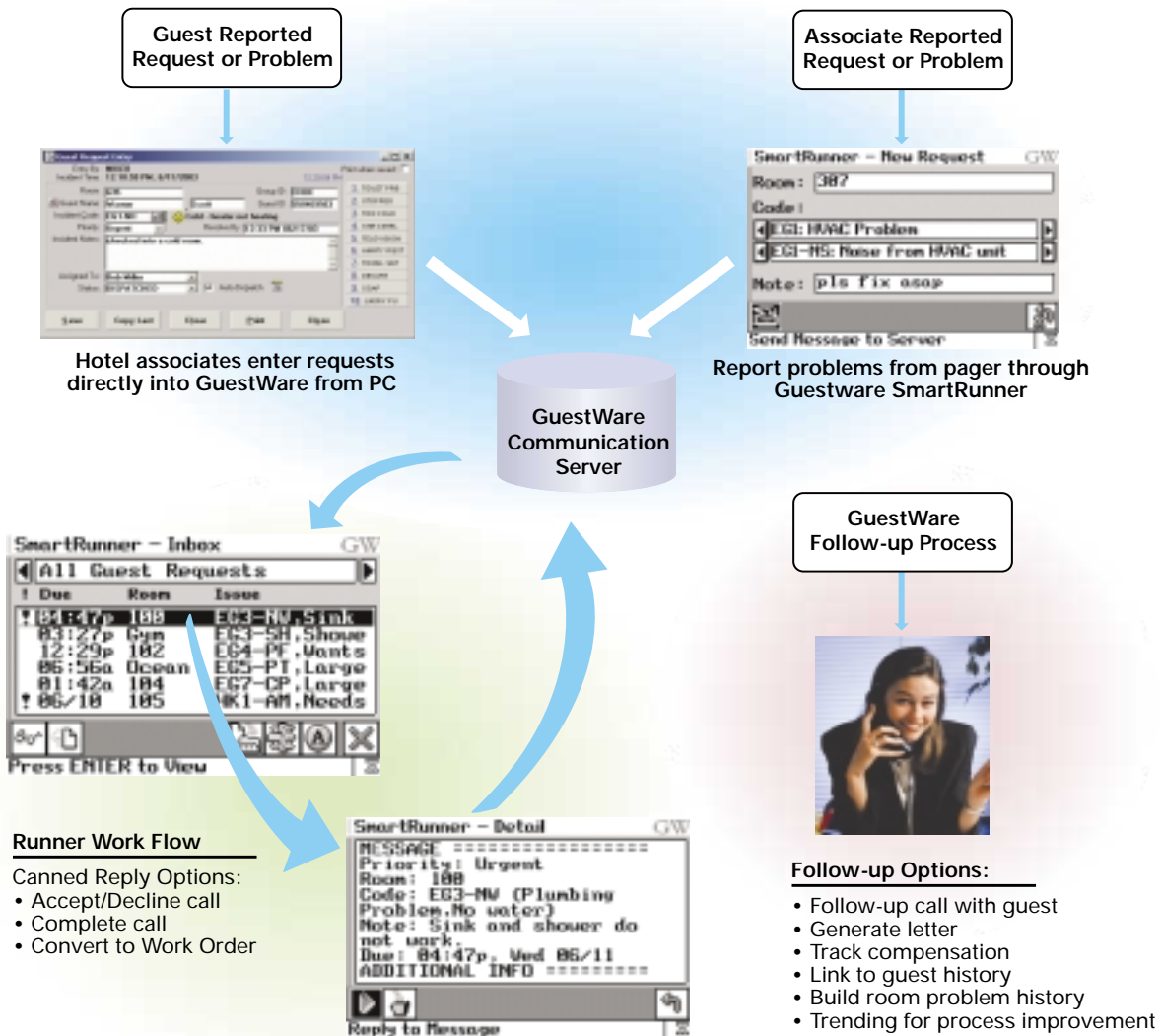


Communication Server

Accelerate Response Time | The Communication Server, an optional application module with GuestWare Version 3.0, integrates two-way messaging (or other types of text-based messaging) with GuestWare's Rapid Response module. The software automates the dispatching process by allowing staff to receive and close requests from a pager or cell phone. The result: fast and consistent service that is personalized, measurable and less labor-intensive.

Simplify Work Flow

When a guest reports a request or maintenance issue, hotel associates can either log it directly into GuestWare Rapid Response or from a SmartRunner two-way paging device. The calls are automatically dispatched to the appropriate runner based on rules set up in the Communication Server. The runner can then respond and close out the call via pager which communicates back to the guest service agents that the call is completed. Every guest request logged into GuestWare streamlines work flow and provides valuable information for follow-up and process improvement.



Improve Service and Lower Operating Costs

Customize Your Own Solution | Text messages dispatched from GuestWare's Rapid Response module can be configured to include the room, guest name (automatically with PMS interface) and the request or problem. The Communication Server can be configured to send a reminder page to the runner if an incident is not completed within its specific priority time limit. The Server also can be configured to send an escalation page or e-mail to a supervisor or manager if the call is not received or completed within a specified time.

Leverage Two-way Messaging

The GuestWare Communication Server uses existing e-mail systems or a modem to communicate with most two-way messaging devices. Different types of pagers can be used. The system also works with cell phones that include two-way messaging. Most of the major wireless messaging service companies have an option for two-way messaging and support many of the wireless devices.



Set Your Own 'Rules'

The Communication Server includes a "rules" engine that allows each hotel to customize its own system to match work flow. Based on the type of request, rules can be set up to automatically dispatch the appropriate pager. Rules can be configured by section, floor, tower, zone, department, trade, type of problem, shift, priority and rotation within a group of pagers.

Other Standard Features	Additional SmartRunner Features
Guest status displayed (VIP or Repeat)	Simple menus specific to GuestWare
Reminder and escalation pages	Ability to report or change incident codes
Pager transmission verification	User log-in, log-out
Convert calls to work orders	Variable tones based on priority
Forward requests	Ability to type and add response notes

Technical Overview

The Communication Server is a MS SQL Server application that runs as a service on a Windows NT Class machine. Messages are sent and received through a MAPI compliant e-mail system such as Microsoft Exchange. Custom interfaces to in-house paging systems or non-standard devices are available upon request.

To find out more about GuestWare, visit our website or call for a free demonstration.

Facilities Maintenance— Preventive Maintenance

Anticipate Maintenance Issues | Preventing maintenance problems is every hotelier's goal. GuestWare's Preventive Maintenance system helps to do just that. It provides an efficient way to plan, record and analyze the maintenance of hotel guestrooms. It provides valuable data for project planning and room renovations and makes it easy to consolidate housekeeping, general cleaning and engineering preventive maintenance under one management structure. The software ensures that each guest enjoys a clean, safe and maintenance-free stay.

Schedule Room Maintenance

GuestWare's Preventive Maintenance system facilitates the scheduling and monitoring of room maintenance. It installs with a recommended room preventive maintenance check list which can be used to create unlimited check lists. Check lists define when a room is due for preventive maintenance and the tasks to be accomplished. After a room PM and inspection has been conducted, results are logged into GuestWare.

"A hotel room PM is uniquely different from mechanical PM."

Preventive Maintenance Check List
Room: 403 (Check List: Suite PM)
Last PM: 5/14/2003 1:00 and past, good housekeeping maintenance

#	Rate	Incident Description	Status	Priority	Sub/Head	Response
1	400000	Light fixture broken	Open	High	Electrical	Replacement
2	400000	Hot Water	Open	High	Plumbing	Replacement

Maintenance Tasks

Area	Task	Status
ELECTRICAL	Check All Switches	<input type="checkbox"/>
	Check All Outlets	<input type="checkbox"/>
	Check All Light Fixtures	<input type="checkbox"/>
	Check All Fan Motors	<input type="checkbox"/>
PLUMBING	Check All Pipes	<input type="checkbox"/>
	Check All Faucets	<input type="checkbox"/>
	Check All Toilets	<input type="checkbox"/>
	Check All Shower Stalls	<input type="checkbox"/>
HVAC	Check All Filters	<input type="checkbox"/>
	Check All Thermostats	<input type="checkbox"/>
	Check All Vents	<input type="checkbox"/>
	Check All Registers	<input type="checkbox"/>

Room attributes and problem history provide valuable information during the PM process.

Create your own check lists with tasks that can be organized into groups.

Define, Analyze Problem Areas

GuestWare's Preventive Maintenance system provides the ability to produce reports and graphs that enable continuous analysis of defects. Management summary reports ensure room preventive maintenance is being done on schedule. Reports also show those rooms that are past due for maintenance. Graphs can show defect counts by a specific room attribute, time period or section of a hotel.

Minimize guest interruption. Maximize labor efficiency.

Room	PM Status	Check List	Last PM	Open Incidents	Assigned To	Status	Scheduled
403	Reporting	Suite PM	1/1/2003 - Suite PM	74	3	PM Team 1	Scheduled 5/13/03
404	Vacant	Full PM		0	0	John Wessner	Done
405	Vacant	Full PM		0	0	John Wessner	Done
406	Reporting	Full PM		0	0	John Wessner	Scheduled 5/14/03
407	Reporting	Full PM		0	0	John Wessner	Scheduled 5/14/03
408	Reporting	Full PM		0	0	John Wessner	Scheduled 5/14/03
409	Vacant	Full PM		0	0	John Wessner	Done
410	Vacant	Full PM		0	0	John Wessner	Done
411	Vacant	Full PM		0	0	John Wessner	Done
412	Vacant	Full PM		0	0	John Wessner	Done
413	Vacant	Full PM		0	0	John Wessner	Done
414	Vacant	Full PM		0	0	John Wessner	Done
415	Vacant	Full PM		0	0	John Wessner	Done

Room status and past incidents provide additional information, making scheduling and prioritizing PMs easy.

Facilities Maintenance— Work Orders

Improve Maintenance Work Flow | Ensuring all guestrooms and other hotel facilities are in working order is critical to guest satisfaction. GuestWare's Work Orders system provides the ability to prioritize and monitor necessary maintenance tasks to ensure the highest level of quality. It also helps improve work flow by providing a systematic way to track and analyze work orders. GuestWare' Work Orders system provides management with the tools it needs to better manage labor and product quality control.

Maximize Work Order Efficiency

GuestWare's Work Orders system provides the ability to enter, print, monitor and close work orders quickly and efficiently. Easy-to-use work order entry screens provide fast access to maintenance categories. GuestWare automatically tracks response time and provides a follow-up feature to monitor unfinished assignments. GuestWare also tracks the costs incurred from each work order.

Improve work flow. Increase guest satisfaction.

Create, track and assign work orders quickly and easily.

Log the cost of each incident for later analysis.

Generate Powerful Reports

Using GuestWare's "Create Report" form, hoteliers can generate reports that detail work orders by incident code, average response time per incident and average response time per person. Reports also can be produced that detail closed and open work orders, and work orders outstanding. The work order summary report details what percentage of the work orders were closed within the hotel's priority goal.

GuestWare provides the tools hoteliers need to identify trends and save money.

Work Order Statistics

Assigned To: Fred Brown

Priority	Work Orders Completed	Avg. Resolution Time (hr:min)	% Within Priority Goal
Urgent	23	00:19	47.8 %

Assigned To: Jeff Fasano

Priority	Work Orders Completed	Avg. Resolution Time (hr:min)	% Within Priority Goal
Urgent	9	00:24	44.4 %

Assigned To: John Hammer

Priority	Work Orders Completed	Avg. Resolution Time (hr:min)	% Within Priority Goal
Urgent	11	00:17	54.5 %

Overall Results

Work Orders Completed	Avg. Resolution Time (hr:min)	% Within Priority Goal
43	00:20	48.9 %

GuestWare's Work Order Statistics Report provides vital resolution time data.

To find out more about GuestWare, visit our website or call for a free demonstration.