

Agilysys Spa Management System: Simplify Your Appointment Process

Manage your spa with maximum efficiency and profitability, from scheduling guests for services to managing staff. The Agilysys Spa Management System can be used as a standalone solution or launched from within either Agilysys property management solution, letting your room reservationist book a spa appointment for your guest that will appear in the confirmation that is mailed or emailed to them. By incorporating the scheduling and billing of your spa activities with real-time integration to your PMS, you can enhance your level of service and enable a memorable experience for your guests.

Spa Booking Wizard

Because the Spa Management System works in tandem with your PMS, you can efficiently check availability and schedule appointments. Streamline the appointment process for all services including price, duration, setup and breakdown time, comments and priority. Quickly submit service requests in a batch method for the booking of adjacent appointments based on entered criteria. This feature accommodates the booking of multiple adjacent/tandem appointments for one guest, groups or multiple concurrent appointments for multiple guests. The ability to limit the appointments to the same location and/or technician is also provided.

Enhance Guest Service

Once the appointment is booked, it is subsequently listed in the sleeping room reservation. If a guest is on a package plan, the PMS system knows to charge the spa event against the package, while expenses for incidental purchases, such as retail products, are charged outside the package plan. Seamless integration with your PMS also ensures that if a guest cancels a room reservation, their spa appointment can be automatically cancelled. The Spa Management System tracks guest histories, medical conditions, transaction logs and preferences, providing the reservationist with the information they need to upsell the guest on their next visit. Confirmations for single appointments, all present day appointments or all appointments on file for a guest can be emailed for their convenience.

Point-of-Sale (POS) System

When combined with POS capabilities, managing your spa becomes effortless. Appointments are tracked in the POS software for subsequent reporting, which can be filtered by location, type of service, service group, therapist or gender. Your customer profiles can also be more comprehensive. Since service charges are tallied at the end of the appointment, schedulers have the ability to add additional, and commissionable, items to



Running a spa can be a challenge, whether you are a small operation or a multi-site resort. In order to compete, you need to provide a seamless – and superior – experience for your guest. One way to differentiate yourself from your competition is through better management of your various facilities and resources.

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the sale and settle to any payment method, including charging services and purchases directly to their room.

Staff Scheduling

Real-time updates to the appointment book provide spa staff with a detailed list of appointments scheduled, checked in, completed, no show or on hold. While an optional grace period can be programmed into the appointment system for no shows, the space is automatically cleared when held bookings are not finalized. Create staff member profiles, including schedule, gender, contact information and commission levels. Commissions from services and POS sales are automatically tracked and earned or projected commission reports can be provided.

The feature-rich Spa Management System streamlines the management of your facilities resources. With the ability to track guest activities and preferences, you can enhance customer relations management and upsell your clients at their next visit. Increased efficiencies in scheduling and inventory control simplifies operations to help you maximize profits while offering your guests a memorable experience.

To learn why so many hotels and resorts with on-premise spas use the Agilysys Spa Management System, visit www.agilysys.com or call 877-369-6208.



About Agilysys

Agilysys is a leading developer and marketer of proprietary enterprise software, services and solutions to the hospitality industry. The company specializes in market-leading point-of-sale, property management, inventory & procurement, workforce management and mobile & wireless solutions that are designed to streamline operations, improve efficiency and enhance the guest experience. Agilysys serves casinos, resorts, hotels, foodservice venues, stadiums and cruise lines. Agilysys operates extensively throughout North America, Europe and Asia, with corporate services located in Alpharetta, GA, and APAC offices in Singapore, Hong Kong and Malaysia. For more information, visit www.agilysys.com.

Features and Benefits

Tight Integration with Agilysys Visual One™ PMS and Agilysys Lodging Management System® (LMS) Property Management Solutions and the Visual One Club Management Module	Streamlines the reservation process and tracks guest activities/preferences for enhanced guest/member recognition.
Flexible	Search availability at on- and offsite locations, schedule appointments by any combination of date, time and type of service or by staff member; includes gender filter.
Recurring Staff Schedules	Create pattern staff schedules and configure a staff member's schedule for several weeks at a time.
Pricing Strategy Calendars	Yield service prices based on season and demand; gives users a pricing strategy calendar to view future service prices.
Sliding Scale Commissions	Define commission amounts based on volume of sales.
Commission Templates	Enables multiple users to receive commission on a single product sale, e.g. therapist and retail clerk share commission on a sale.
Retail/Inventory Control	Maintain retail inventory in the spa gift shop as items are sold.
Group Booking Integration	Categorize spa appointments under the group name. If the group booking cancels, connected spa appointments are prompted to cancel; books multiple appointments based on a variety of availability criteria.
Easy to Use	Interactive help utility guides user through booking process and launches from within your PMS.

