

# Hospitality Upgrade

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# Sharing Information in Real Time is Essential to Increasing Efficiency and Enhancing Guest Satisfaction

## Agilysys' rGuest Service solution combines intelligent logic with real-time alerts to streamline housekeeping, maintenance and F&B functions

In today's highly competitive hospitality environment, properties of all sizes are under intense pressure to streamline operations and contain costs. Yet, guests increasingly demand more personalized experiences and higher levels of service. So, how can hospitality services meet such seemingly disparate objectives?

According to Sridhar Laveti, vice president of research and development at Agilysys, the answer is to implement technology that allows managers and staff to share current information instantly. "Real-time data directly impacts both profitability and guest satisfaction," he said. "It allows hotels to save time, conserve resources, improve operational efficiency and handle requests quickly."

Agilysys recently introduced rGuest Service, an events-based solution that combines intelligent logic with real-time alerts, taking the guesswork out of staff assignments and ensuring up-to-the-minute request management. It operates on both Android and Apple devices and uses a configurable message format, enabling it to integrate with a variety of external products. Since rGuest Service also works in multiple languages and has text-to-speech (TTS) capabilities, users receive alerts on a mobile device or an Android watch, the latter being particularly useful for valet, bell desk and food runner staff. The solution supports three critical areas that routinely impede hotel efficiency — housekeeping workflows, maintenance requests and food and beverage management.

Housekeeping management is often one of the biggest challenges for hoteliers, Laveti said. "Many properties still use outdated manual methods, so it's no surprise things fall through the cracks." The result is an increase in overlooked rooms and a decrease in guest satisfaction.

With rGuest Service, room details are updated in real time, so staff efficiency is optimized and rooms are never overlooked. A built-in communication tool allows supervisors to text an entire team or an individual employee. For housekeeping staff, the solution provides up-to-the-minute guest room status. And, for

front-desk personnel, it eliminates the need for a phone or radio call to find out if a room is ready for occupancy. "When the room status changes to 'clean', everyone knows inspection will take place within minutes," said Laveti. "Everyone is on the same page because the system updates automatically."

rGuest Service also simplifies maintenance operations by using built-in scheduling and ensuring the right technicians are deployed for every job. Managers can define custom workflows and tasks, and maintenance staff can use almost any mobile device to get assignments and provide progress reports. The solution also initiates routine maintenance checks, so guests don't end up in rooms with plumbing or HVAC problems. Maintenance checks can be set up according to room type — such as a smoking room that may require a maintenance check more often than a non-smoking room — or by individual room.

rGuest Service also enhances the entire food and beverage operation, making it easy to direct food runner assignments and monitor deliveries. Managers can define custom workflows so

that runners get assignments instantly, allowing F&B wait staff to focus on taking orders and engaging diners.

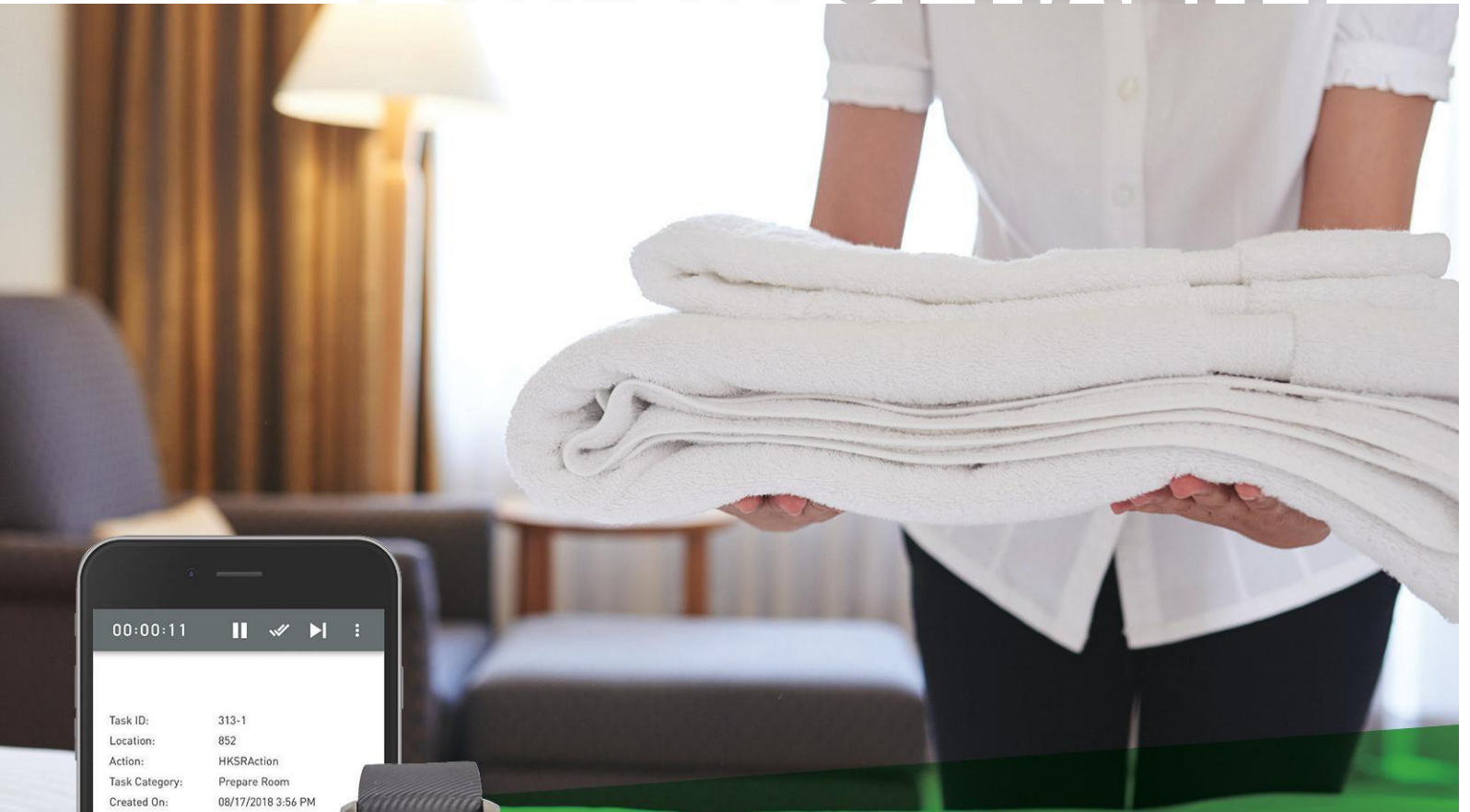
When integrated with one of Agilysys' property management systems, rGuest Service streamlines the entire guest stay. For example, when a VIP guest arrives, the technology initiates a series of events — from notifying the manager on duty that the guest has arrived to alerting guest services to place a bottle of wine in the room. During the stay, the guest's requests — whether for more towels or another set of golf clubs — are automatically routed to the appropriate department and staff. Once the guest checks out via tablet or TV, rGuest Service not only informs the front desk staff but also the bell captain and the valet, so that the departure is smooth and stress-free.

"Now, more than ever, real-time data sharing is critical to a hotel's success," Laveti concluded. "It allows the property to operate more efficiently and helps maximize profitability through time and labor savings. Most importantly, it enables hotels to deliver the outstanding experience today's guests expect."

**"REAL-TIME DATA DIRECTLY IMPACTS BOTH PROFITABILITY AND GUEST SATISFACTION. IT ALLOWS HOTELS TO SAVE TIME, CONSERVE RESOURCES, IMPROVE OPERATIONAL EFFICIENCY AND HANDLE REQUESTS QUICKLY."**

— BY FRAN WORRALL

# PURE HOSPITALITY



At Agilysys, hospitality is our sole focus.

Guest satisfaction often depends upon the timeliness and work quality of your services staff. From housekeeping to service requests to food and beverage services, workers and their efforts are largely invisible to guests, until they aren't. That's where rGuest® Service helps you deliver 'pure hospitality' experiences.

Mobilize hotel housekeeping, in-room dining, maintenance requests & more. Our Focus. Your Success.

Call today: 877.369.6208

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