



Modern Service Technology for Fully Connected Hotel Teams

Mobile Task Automation for Housekeeping, Engineering & Guest Requests



Guests expect fast, frictionless service throughout their stay.

But fragmented workflows, manual coordination, and staffing shortages make it hard for teams to stay ahead of requests. Agilysys Service brings housekeeping, engineering, guest requests, and food runner assignments into one mobile-first platform, giving teams real-time visibility and intelligent task routing across the entire property. With two-way SMS messaging and deep integration across Agilysys PMS and POS systems, Service helps hotels deliver faster responses, eliminate missed tasks, and elevate the overall guest experience.

Benefits:



Accelerate Service Response Across the Property

Automatically route and prioritize tasks in real time to reduce delays and keep pace with guest expectations.



Unify Housekeeping, Engineering, & Front-of-House

Share real-time visibility into room status, guest needs, and maintenance to keep teams aligned and rooms moving.



Improve Guest Satisfaction With Faster, Clearer Communication

Use two-way SMS to connect guests with staff for updates, requests, and notifications—so nothing gets missed.



Reduce Costs With Smarter Labor Allocation

Optimize staffing with intelligent scheduling and task routing to match the right staff to the right job.



Boost Staff Efficiency With Mobile-First Workflows

Equip teams with intuitive tools that streamline tasks, reduce coordination, and simplify training.



Deliver Consistent, High-Quality Service

Standardize workflows and ensure every task meets brand standards, from inspections to service delivery.



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agilysys.com

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Agilysys Service **Product Features:**



Mobile Task Management Across Departments

Manage and complete tasks from any device across housekeeping, engineering, and service teams.



Real-Time Visibility Across PMS & POS

Access room status, guest data, and service history in one unified view.



Intelligent Scheduling & Task Prioritization

Automatically assign tasks based on availability, room status, and workload.



Automated Service & Maintenance Workflows

Streamline rooms, inspections, repairs, and recurring tasks with real-time alerts.



Integrated Two-Way Guest Messaging

Connect SMS conversations directly to service requests and work orders for seamless tracking.



Service Reporting & Performance Insights

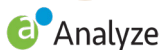
Track completion times, workloads, and trends to improve efficiency and service quality.

The Power of the **Agilysys Ecosystem**

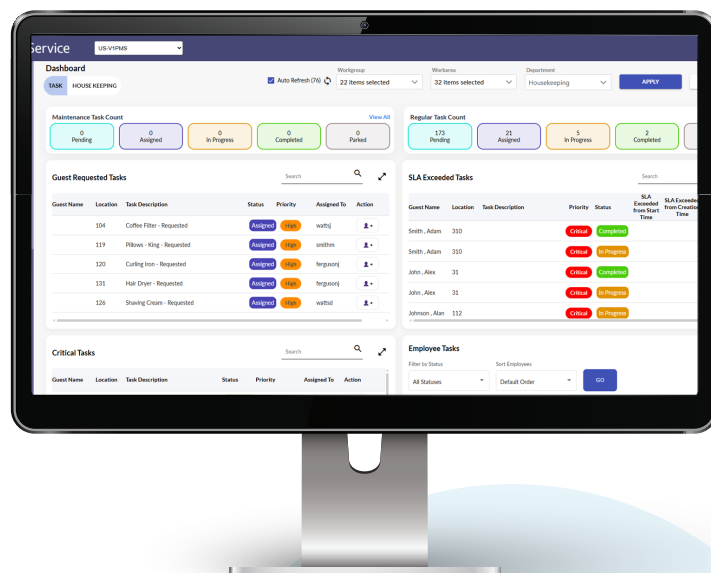
Take Service further with integrated solutions designed to streamline operations and personalize every guest interaction.



Increase guest spend with integrated ordering and POS.



Turn service data into revenue-driving insights.



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