

DELIVER SUPERIOR GUEST SERVICE

Enhance Service With Automated Workflow & Task Management

rGuest® Service for Hotels, Resorts and Cruise Lines

Guest satisfaction often depends upon the timeliness and work quality of your services staff. That's where rGuest® Service helps you make a difference. A flexible, configurable work flow, task and guest communication management solution with an innovative level of detailed services assignment and visibility.

Exceed Guest Expectations

rGuest Service helps you make their visit more enjoyable with fast memorable service.

- **EASY INTEGRATION**

Whether you use Agilysys Stay, Agilysys Versa or Agilysys LMS® property management solutions, or Agilysys InfoGenesis® POS for food service execution, rGuest® Service gives you seamless integration and service management without having to move between multiple systems.

- **REAL-TIME INFORMATION**

With little to no delay, the system alerts staff and supervisors whenever a task needs their attention.

- **FLEXIBILITY**

Mobile and familiar for every user, with little or no learning curve and broad support for any smartphone, tablet or laptop.

- **LABOR SAVINGS**

Better allocation of housekeeping resources - staff schedules are synchronized while saving costs.

- **BALANCED SERVICE APPROACH**

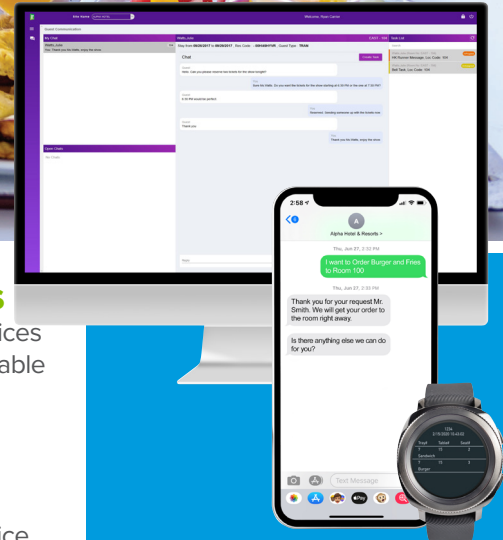
Combines "high-touch" with "high-tech" to ensure a frictionless experience and keep even the most discerning guests happy.

- **REAL-TIME 2-WAY GUEST COMMUNICATION**

SMS communication between guests and staff members for property inquiries, service updates or special requests.

- **MAINTAIN HIGH STANDARDS**

Consistent execution to your brand standards - never miss another a task, assignment, maintenance or guest request.



**Automate
Service and
Exceed the
Expectations of
Today's Guest.**

Sales@Agilysys.com
1 877 369 6208
www.Agilysys.com

Automate Housekeeping Management

For many hoteliers, maintaining an effective housekeeping routine can be a challenge. rGuest Service for housekeeping brings an intuitive, mobile user experience with room details updated in real time. Use the Scheduler to assign work areas by staff member – ideal for VIP arrivals, general room assignments or inspections. Front desk and housekeeping staff can all create custom tasks, alerting the appropriate staff to replace light bulbs, repair TV remote, etc. Assign Guest Room Attendants and quickly transfer assignments to the appropriate staff featuring an easy display of room number and guest surname.

Automate Engineering & Preventive Maintenance

Service and maintenance staff are often on the front-lines of guest satisfaction. Respond immediately to requests with technology that combines intelligent logic and real-time alerts. Deploy the right technician for the job every time. Assign asset inspection and maintenance based on number of days, weeks, quarters or other intervals. Quickly transfer assignments to the appropriate technicians featuring an easy display of room number and guest surname. Take the guesswork out of staff assignments with the Scheduler.

Automate Food Service Management

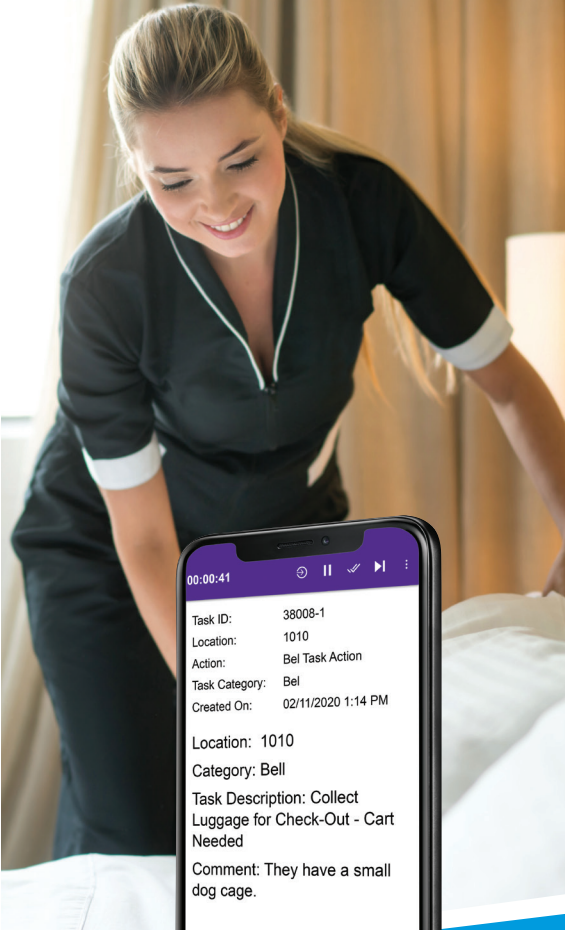
Food service staff should be maximizing their time building guest relationships and taking orders, not running between the kitchen and the guest. Whether managing poolside cabanas or room service deliveries, rGuest Service makes it easy to manage food runner assignments and deliveries. Easily assign runners to ensure food is delivered while it's still fresh, ensuring every guest receives their purchase in a timely manner.

Automate Two-Way SMS Guest Communications

SMS communications are ideal for booking updates, mobile check-in, room-ready notifications, guest requests, and marketing. Centralized texts create continuity with every service interaction. If rooms are not ready when guests arrive, eliminate inefficient room availability checking that requires manual inquiries with housekeeping. With rGuest Service, the Guest Room Attendant's tablet can be alerted as to which room to clean next. Once a room is marked as inspected, the system automatically sends the guest an SMS that their room is ready for occupancy,

Two-Way Guest Communication through rGuest Service keeps guests informed of their request status in real-time, and allows for easy and efficient interaction between guests and staff.

Call 877-368-6208 or visit Agilysys.com today.



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ABOUT AGILYSYS

Agilysys is well known for its long heritage of hospitality-focused technology innovation. The Company delivers modular and integrated software solutions and expertise to businesses seeking to maximize Return on Experience (ROE) through hospitality encounters that are both personal and profitable. Over time, customers achieve High Return Hospitality by consistently delighting guests, retaining staff and growing margins. Customers around the world include: branded and independent hotels; multi-amenity resort properties; casinos; property, hotel and resort management companies; cruise lines; corporate dining providers; higher education campus dining providers; food service management companies; hospitals; lifestyle communities; senior living facilities; stadiums; and theme parks. The Agilysys Hospitality Cloud™ combines core operational systems for property management (PMS), point of sale (POS), and inventory and procurement (I&P) with Experience Enhancers™ that meaningfully improve interactions for guests and for employees across dimensions such as digital access, mobile convenience, self-service control, personal choice, payment options, service coverage and real-time insights to improve decisions. Core solutions and Experience Enhancers are selectively combined in Hospitality Solution Studios™ tailored to specific hospitality settings and business needs.

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