



SmartButler Guest Service Centre and Internal Calls Feature

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SmartButler

JAYBEE Systems Ltd



Is a leading provider of conceptual and computerised solutions



Has an established track record of providing cutting-edge solutions, to local and international hotel chains

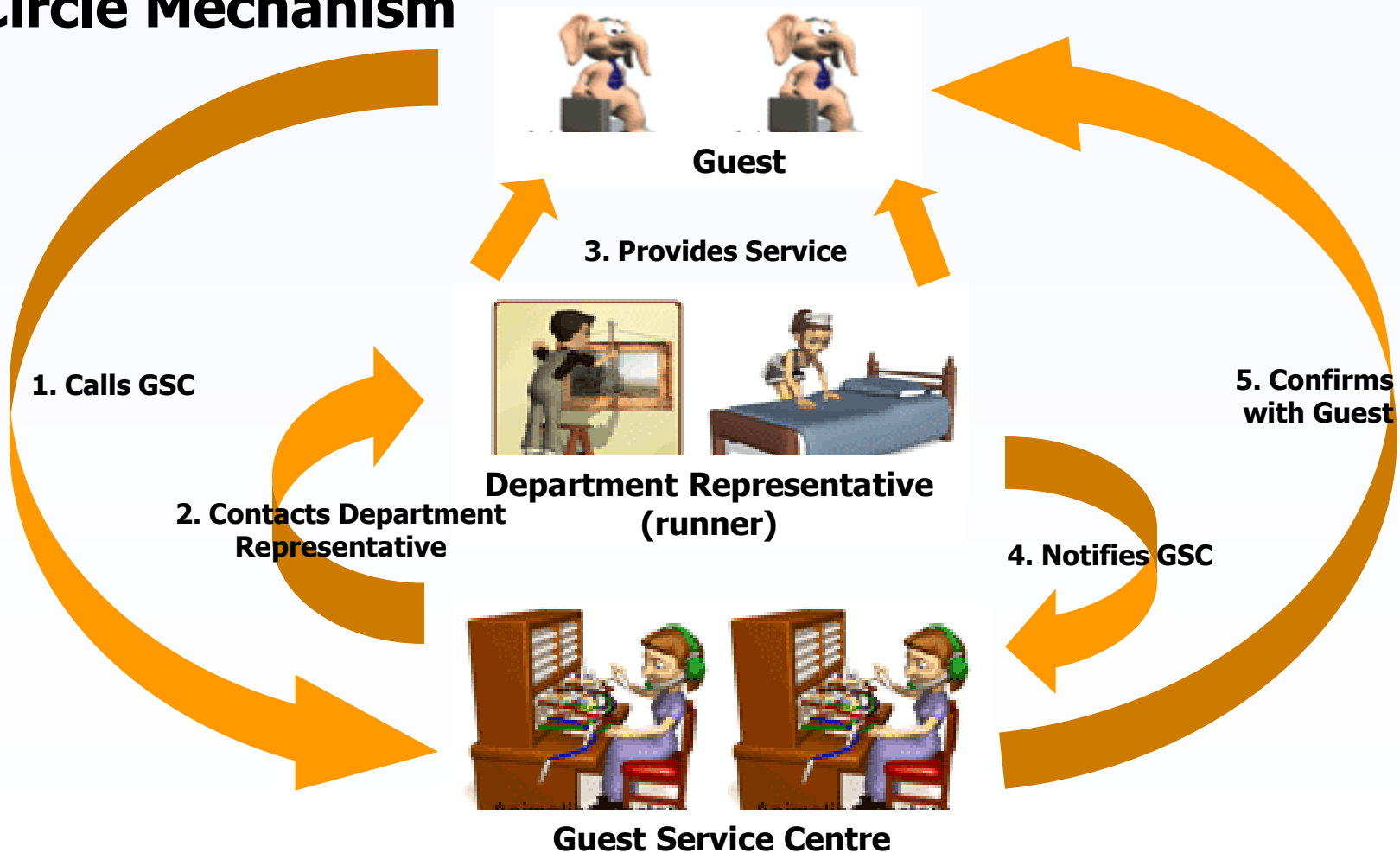


Provides high speed development of applications using its dedicated team of programmers, sophisticated development tools and state-of-the-art technologies



Designs tools that are user-friendly, easy to install and run and can be easily customised.

Full Circle Mechanism



SmartButler - Guest Service Centre (GSC)

- A complete solution for the central management and monitoring of all guest requirements during their stay
- Is designed to facilitate delivery of a first-class service to guests, improve efficiency and give management visibility
- Is installed in over 200 hotel sites in approximately 40 countries world-wide including every major city in Europe and Africa
- Has been in operation for over 10 years with at least 2 version releases each year
- Was previously chosen by Starwood Hotels as “Best Practice” for their hotels in Europe, Middle East and Africa
- Was selected by Hilton Europe as its nominated Guest Service Centre.

Why SmartButler GSC ?

- SmartButler GSC can assist in standardising the manner in which service is delivered across one or many sites
- This leads to improvements in the standard of guest service
- Provides actual statistics and information showing guest requests in each time period
- Gives a detailed breakdown of requests for each department
- Provides ability to identify recurring requests or problems
- Can contribute to increased efficiencies in each department.

SmartButler GSC Advantages

- Demands standard method of operation.
- Takes the guest's view into consideration.
- PMS Interfaces to many major hotel systems including Fidelio and OnQ.
- Has relevant and useful reporting capabilities.
- Proven reliability.
- User-friendly and easy to install and run.
- Excellent value-for-money.
- Has been adopted in over 200 hotels in Europe, the Middle East and Africa.

SmartButler Internal Calls Description

- Helps the hotel manage its internal calls and longer-term projects, including “job order” call tickets.
- Hotel staff opens call tickets relating to longer-term projects.
- All project information recorded, and remains listed until completion.
- Allows for prioritisation of tasks, and records time taken to complete work.
- Allows for each department to generate list of outstanding requests.
- Sophisticated reporting capabilities allow for on-line and periodical presentation of results and analysis.



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Internal Calls Interfaces

- It is possible to interface SmartButler IC to a variety of third party systems.
- Interfacing SmartButler IC to emergency or critical systems is advantageous because:
 - ❖ a call ticket is opened automatically the moment SmartButler IC receives an alarm
 - ❖ an SMS message can be sent out immediately to the individuals taking care of the problem
 - ❖ calls not dealt with within a specified time are automatically escalated.
- SmartButler IC can be interfaced to Engineering vital systems, that allows for alarms to be dealt with by the department.



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Proactive GM

- **Allows the hotel to be proactive in contacting the guest to ascertain their level of satisfaction.**
- **Any problems can be put right immediately.**
- **Where the guest is neither satisfied nor dissatisfied, an attempt can be made to influence the guest positively .**
- **Presents an opportunity to sell additional hotel services.**
- **Analysis of recorded information affords the opportunity to improve the experience for future guests.**



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PMS Interface

- **Extracts all important information from PMS to SmartButler. The data imported includes name, number of guests, contact details, VIP status, language spoken and much more.**
- **Enables the “Trigger” feature to be used. This automatically opens a call ticket when an event is received from Fidelio e.g. a ticket to deliver fruit or champagne to the room when a VIP guest checks in.**
- **Allows charges to be recorded on guest account via SmartButler.**

Interface to PBX

- **SmartButler can be interfaced to the hotel PBX in order to receive call details directly from the telephone system.**
- **Event ticket can be opened automatically with relevant information when call is received.**
- **Calls to certain departments e.g. room service can be automatically recorded by SmartButler without the need to manually open a ticket.**
- **Unanswered calls can be monitored.**
- **SmartButler can be updated by employees remotely.**



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Uses of SMS

- **Automatically forwards guest calls from system to runner/service provider mobile phone.**
- **Allows escalation to senior management for calls not dealt with on time.**
- **Can allow system to be updated from mobile phone.**
- **Contact guests before/after their stay.**
- **Maintain contact with “frequent clients” and club members for promotions.**



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Business Model

- **No upfront investment required by hotel.**
- **Charge for installation and training.**
- **Annual license is sold to hotel to be renewed each year.**
- **Charge is made on the basis of the number of rooms in the hotel.**
- **License fee includes remote support, access to all interfaces and rights to all upgrades.**
- **Man day charge + transport and accommodation for on-site visits where required.**
- **Users of SMS will incur an additional cost per message to reflect the charge by the local mobile phone provider.**
- **Does not include charge by Micros Fidelio for their interface.**



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Screen Shots



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SmartSuite (Ver 4.97) - [(160) Providers]

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Close Help First Prior Next Last Refresh Sort Find Reports

Providers - By Provider Code

Code	Name	Alert Hours	In Report	Printer Name
01	Housekeeping	1	Yes	
02	Engineering	100	Yes	
03	Laundry		Yes	
04	Reception		Yes	
05	F&B		Yes	
06	Hotel		Yes	
07	Room Service		Yes	
08	Security		Yes	
09	Concierge		Yes	
10	Public Relation		Yes	
11	Duty Manager	1	Yes	
12	Club Level Manager	1	Yes	

Add Modify Delete Search: View

Server TCP/IP: 0 External Server Down Current mode JAYBEE Single\LEA Mina - jb

Providers' Table



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SmartSuite (Ver 4.97) - [(150) Services]

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Close Help First Prior Next Last Refresh Sort Find Reports Cut Paste Record Play Clear

Services - By Service Name

Service	Provider	SD	Visit	Close	QTY	Alert Hours	Flags	Cost	H.C.
Adaptor Phone	Engineering		0	15	N/A	<100>			
Air Humidifier	Housekeeping		0	15	N/A	<1>			
Aircon. Cooling X	Engineering		15	120	N/A	<100>			
Aircon. Heating X	Engineering		15	120	N/A	<100>			
Aircon. Leaking	Engineering		15	120	N/A	<100>			
Aircon. Misc.	Engineering		15	120	N/A	<100>	Stock		
Aircon. Noisy	Engineering		15	120	N/A	<100>			
Alarm Clock	Housekeeping		0	15	N/A	<1>			
Amenities	Housekeeping		0	15	N/A	<1>			
Amenities Remove	Housekeeping		0	30	N/A	<1>			
Anti-Mosquito	Housekeeping		0	60	N/A	<1>			
Anti-slip	Engineering		15	120	N/A	<100>			
Ants	Housekeeping		15	120	N/A	<1>			
Ashtray	Housekeeping		0	15	Must	<1>			

Add Modify Delete Search: View

Server TCP/IP: 0 Idle External Server Down Current mode JAYBEE Single\LEA Mina · jb

Table of Services



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SmartSuite (Ver 4.96) - [Logbook]

File Edit View Reports SMS Help JB

Close Help First Prior Next Last Refresh Sort Find Reports SMS Remarks Fidelity Guest

Show Events: All Date Range: 01/08/2007 - 01/08/2007 Provider: <All> <Empty>

Irregular mode

Logbook Graphs

Logbook - By Time Received

S	SM	FG	Cust	Received	Service	Qty	Description	R	Provider	Time Left	P	To Do
		▼	00002	02/06/2007 07:00	Laundry Collect	0			Laundry	N/A	1	[Guest Conf] ✓
			00002	02/06/2007 07:00	Extend Stay	0			Reception	N/A	1	[Voice Mail] ✓
		▼	00003	02/06/2007 08:00	Laundry Collect	0			Laundry	N/A	1	[See Remark] ✓
		▼	00003	02/06/2007 08:00	Fire Alarm	0			Security	N/A	1	[Guest Conf] ✗
			00004	02/06/2007 09:00	Anti-Mosquito	0			Housekeeping	N/A	1	[Guest Conf] ✓
			00005	02/06/2007 10:00	Lamp X	0			Engineering	N/A	1	[No Follow-U] ✗
			00001	02/06/2007 11:14	Adaptor Computer	0			Engineering	N/A	0	[Guest Conf] ✓
			00202	02/06/2007 12:00	Door Locked	0			Security	N/A	1	[Voice Mail] ✓
			00265	02/06/2007 13:00	Door Locked	0			Security	N/A	1	[Guest Conf] ✓
			00004	02/06/2007 16:00	Laundry Return	0			Laundry	N/A	1	[Guest Conf] ✓
			00006	02/06/2007 17:00	Laundry Return	0			Laundry	N/A	1	[Emp. Conf] ✓

1. GSC Calls

Add Modify Delete Search: View 10:03:24

Client TCP/IP: Disconnect Fidelity: Server Down External Server Down Current mode JAYBEE Single/LEA Mina - jb

Log Book



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Event Creator

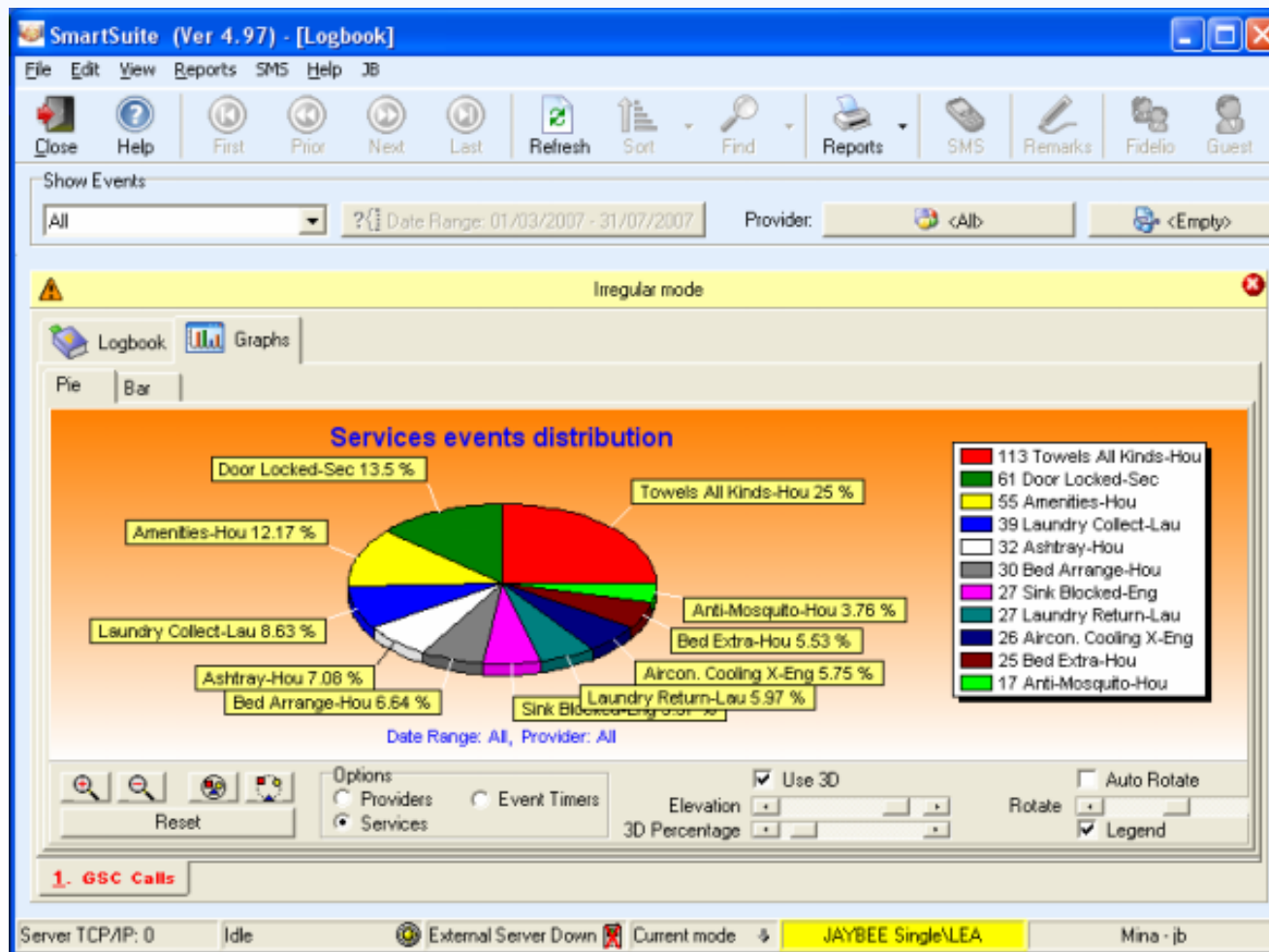
Mode Normal	Received: 04/07/2007 11:48	Initiator Guest	
Customer: 00004	Pitt Brad ??	Housekeeping	
Service: by name Bath Clean	Qty: 1	Description: 	Representative:

Save Multi Service Close on Save Clear Close

**Event
Ticket**



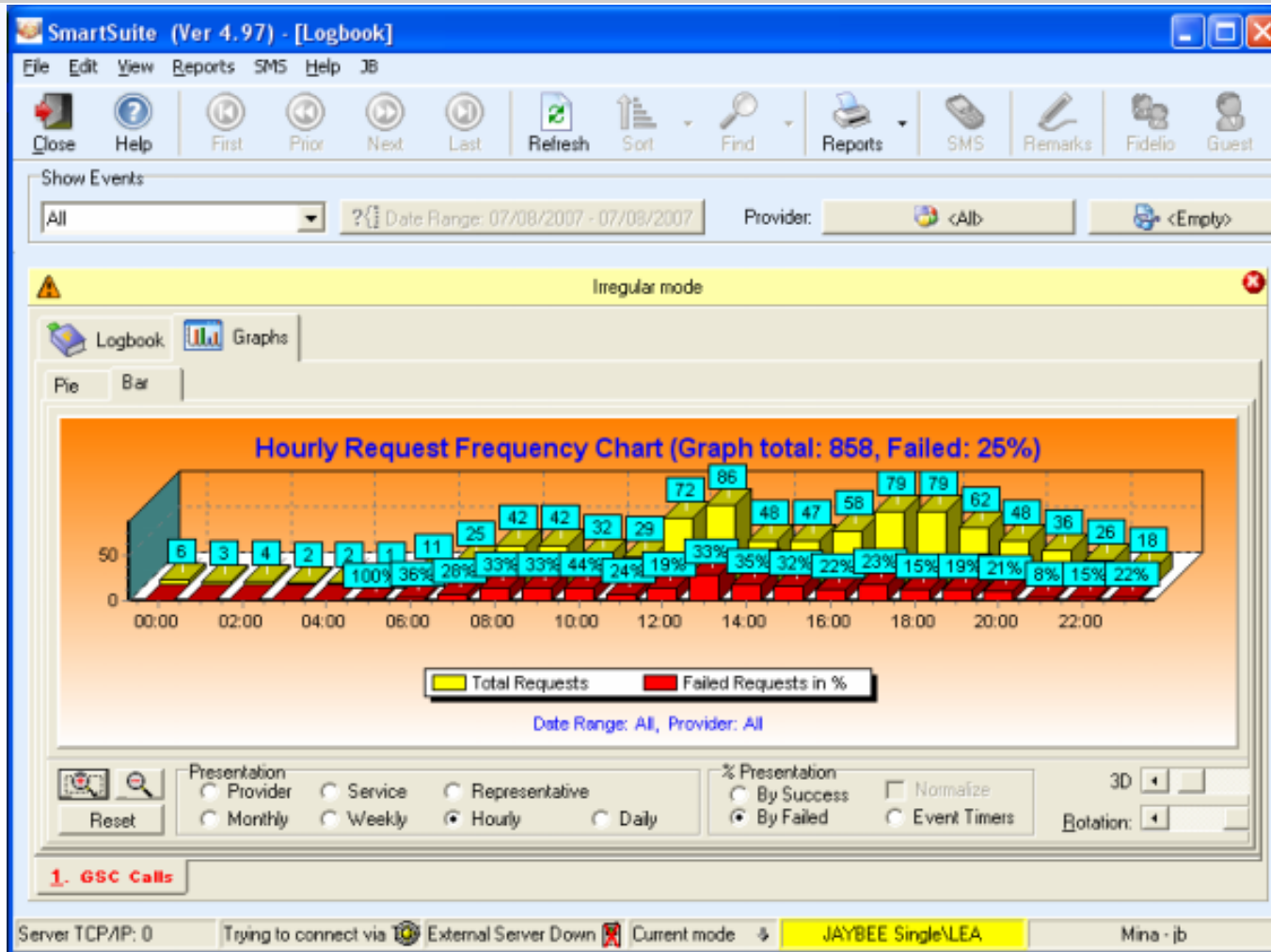
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Services
Pie
Chart



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Request Frequency Bar Chart



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(510) Log Report (Printing to: Brother MFC-7820N USB Printer)

Logbook Report Questionnaire Comments

Multi Site
Division: Region: Site:

Layout
 Provider
 Customer
 Representative
 Service
 Chronological
 Plain
 Summary
 Total
 Descending Order
 New page

Print options
 Report Bar
 Pie % Succ.

 Preview
Copies:

Dates
All Range: 13/05/2007 - 13/05/2007
All Range: -

Customers
All Range: -
Customer Type:
Guest Name:

Switches
 Delayed Only Retroactive Only
 Repetitive Only Open Only
 Mismatched Only Failed Only

Providers & Services/Comments
Provider:
Services:

Additional
Flags:
Initiators:
Close Method:

Report Engine



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Page: 1

Service Report

Service	Msit	Close	Qty	JobOrder	Code	Service Local Lang
<u>Housekeeping</u>						
Air Humidifier	0	15	N/A		0348	
Alarm Clock	0	15	N/A		0349	
Amenities	0	15	N/A		0351	
Amenities Remove	0	30	N/A		0352	
Anti-Mosquito	0	60	N/A		0353	
Ants	15	120	N/A		0500	
Ashtray	0	15	Must		0151	
Baby Bath	0	15	Must		0076	
Baby Bed Sheet	0	15	N/A		0364	
Baby Cot	0	30	N/A		0362	
Baby Mattress	0	30	N/A		0363	
Balcony Clean	0	30	N/A		0385	
Bath Clean	0	30	N/A		0097	
Bath Floor Mat	0	15	Must		0135	
Bath Foam	0	15	Must		0572	
Bath Gel	0	15	N/A		0358	

1 : 4

Example
Of
Report



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SmartSuite (Ver 5.00p) - [PMS Data...]

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Close Help First Prior Next Last Refresh Sort Find Reports Room Info History

PMS Data... - By Guest Name

St	Guest#	Room	Guest Name	Arrival	Departure	VIP	Group	Lang	Mobile	E
✓	178690	00296	Drokman Pomell	19/12/2005	23/12/2005	0		EA		
✓	177471	00067	Einstein Albert	16/12/2005	30/12/2005	1	IBM	EA		
✓	179240	00283	Elkoubbi Alona	18/10/2005	21/10/2005	1		EA		
✓		00087	Elton John	10/11/2005	20/11/2005	3			067-924643	
✓	177395	00137	Emilton Jacues	15/11/2005	23/11/2005	1		EA		
▶	178072	00138	Fachima Sheldon	06/01/2006	16/01/2006	0		EA		
✓	179178	00188	Fadlon Derrick	18/10/2005	21/10/2005	1		EA		
✓	173844	00303	Farkon Valerie	10/10/2005	21/10/2005	0		EA		
✓	168206	00246	Faron Jeremy	08/01/2006	18/01/2006	1		EA		
✓		00092	Fitz Roy	07/11/2005	14/11/2005	0			058-456732	
✓	178164	00212	Fleece Jason	16/12/2005	28/12/2005	0	IBM	EA		

Search: View

Client TCP/IP: Disconnected PMS: Server Down Current mode JAYBEE Single\GATEWAY rivka

**PMS
Interface**



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More ?

For more information, please visit our website www.jaybee4u.com where you will find more information about SmartButler and the opportunity to download an evaluation copy.