



# SmartFeedback

JAYBEE Systems | Jerusalem | Tel: +972 2 561 1018 | Fax: +972 2 563 7030 | Cell: +972 52 277 8676  
E-mail: [mail@jaybee4u.com](mailto:mail@jaybee4u.com) | [www.jaybee4u.com](http://www.jaybee4u.com)



# SmartFeedback

JAYBEE

SmartFeedback

Advantages

Latest Developments

Business Model

System Screenshots

## JAYBEE Systems Ltd



is a leading provider of conceptual and computerised solutions



has an established track record of providing leading-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.



# SmartFeedback

## SmartFeedback - Guest Response System (GRS)

- A complete solution for the central recording and analysis of all feedback received from guests
- Is designed to enable the improvement of service delivered to guests by incorporating their feedback and comments
- Is the latest in a successful string of products developed and delivered by JAYBEE
- Is proving to be very popular with existing customers of JAYBEE who are wishing to add this system to their existing installations.



# SmartFeedback

## Why SmartFeedback ?

- SmartFeedback is customised to accommodate the hotel's existing guest response forms and existing system
- Setup is quick and easy
- Extremely simple and user-friendly data capture
- Provides opportunity to capture questionnaire responses as well as written and verbal comments
- On-line analysis provided according to department and type of service
- Traces follow-up communications with guests.



# SmartFeedback

JAYBEE

SmartFeedback

**Advantages**

Latest Developments

Business Model

System Screenshots

## SmartFeedback Advantages

- **Records and analyses responses from guest questionnaires as well as guest comments**
- **The information can be analysed by department**
- **Interfaces to many major hotel systems including Fidelio**
- **Has relevant and useful reporting capabilities**
- **Proven reliability**
- **User-friendly and easy to install and run**
- **Excellent value-for-money**



# SmartFeedback

JAYBEE

SmartFeedback

Advantages

**Latest Developments**

Business Model

System Screenshots

## Latest Developments

- **Interface to Email**
- **Guest follow-up**
- **Report and Analysis Service**



# SmartFeedback

## Interface to Email

- This development enables the hotel's feedback questionnaire to be emailed to the guest following checkout from the hotel
- The email is sent automatically following notification to SmartFeedback of the guest's checkout via the Fidelio interface
- The completion of the questionnaire by the guest on the email is quick and user friendly
- Submission of completed questionnaire is done electronically, and automatically entered into the SmartFeedback database



# SmartFeedback

JAYBEE

SmartFeedback

Advantages

**Latest Developments**

Business Model

System Screenshots

## Guest Follow-up

- This is a facility to record any follow-up by the hotel in response to guest comments
- Can be used for responses to questionnaires, guest comments or complaints and compliments written by guests following their stay
- Information about follow-up entered quickly and easily



# SmartFeedback

## Report and Analysis Service

- **JAYBEE provides a service to assist the hotel to analyse the data produced by SmartFeedback on a periodic basis**
- **Service consists of a PowerPoint presentation showing data results presented in a format that is easy to read**
- **Particular issues pertinent to that site are highlighted for specific attention**



# SmartFeedback

## 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**
- **Does not include charge by Micros Fidelio for their interface**



# SmartFeedback

**Feedback Event**

Identification  
Received: 02/04/2003 13:03  
Event Code: 0000000002  
User: Su

Guest Info  
Room: 00001 Arrival: 25/03/2003 Departure: 02/04/2003  
Guest Name: Steven Hoking Group: Lang: E VIP:  
Address:  
City: New York Country: USA ZIP:  
Phone: E-Mail: Hoking@net.co.il

Questionnaire | Comments | Follow-up

Questionnaire Type: **Guest**

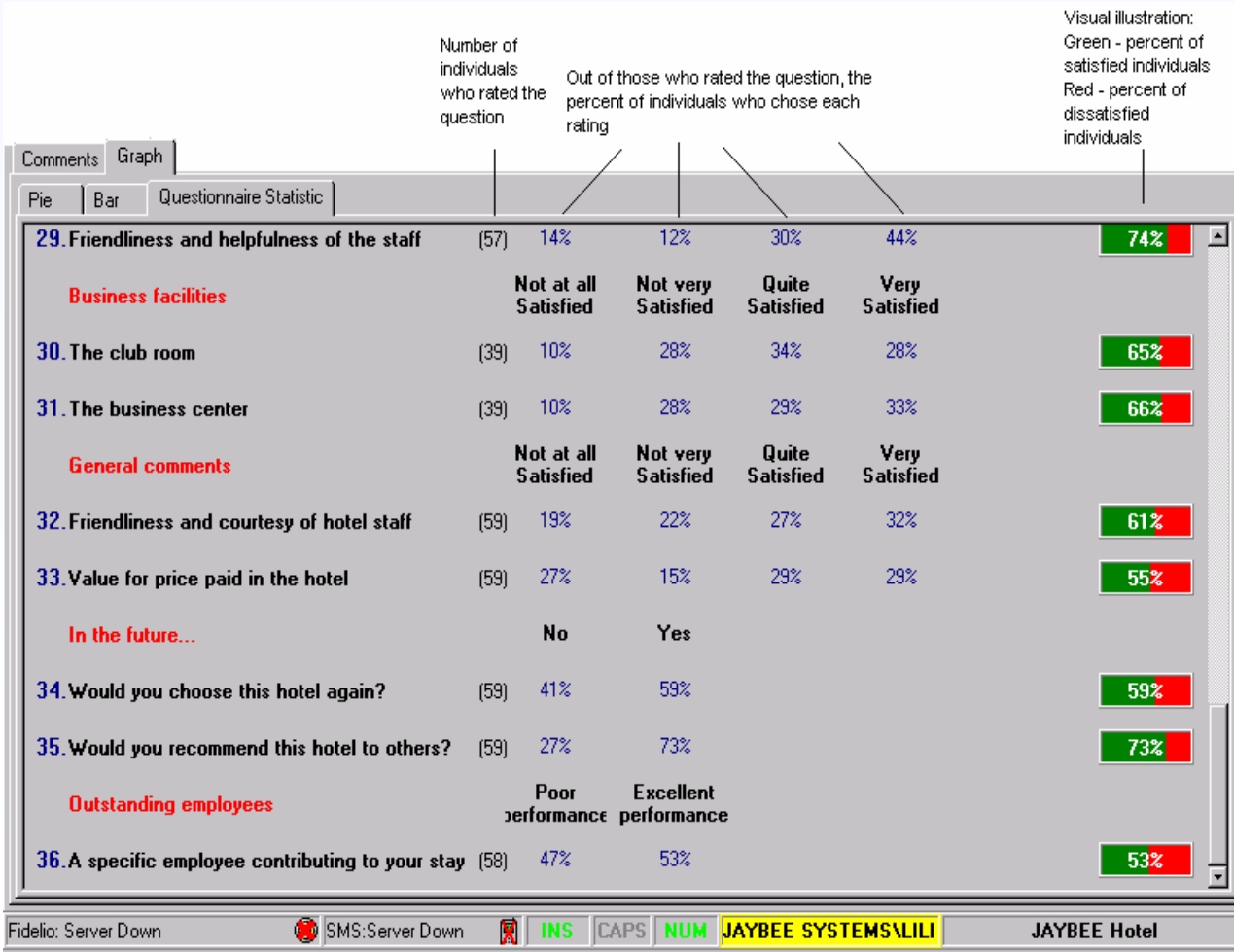
Arrival	Poor	Insufficient	Good	Excellent
1. Service in the Reservation Department	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Car parking facilities	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
3. Service at Reception	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Availability of the type of room you reserved	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Maximize Fidelio Clear Add comment OK Cancel

**FeedBack  
Event  
Ticket**



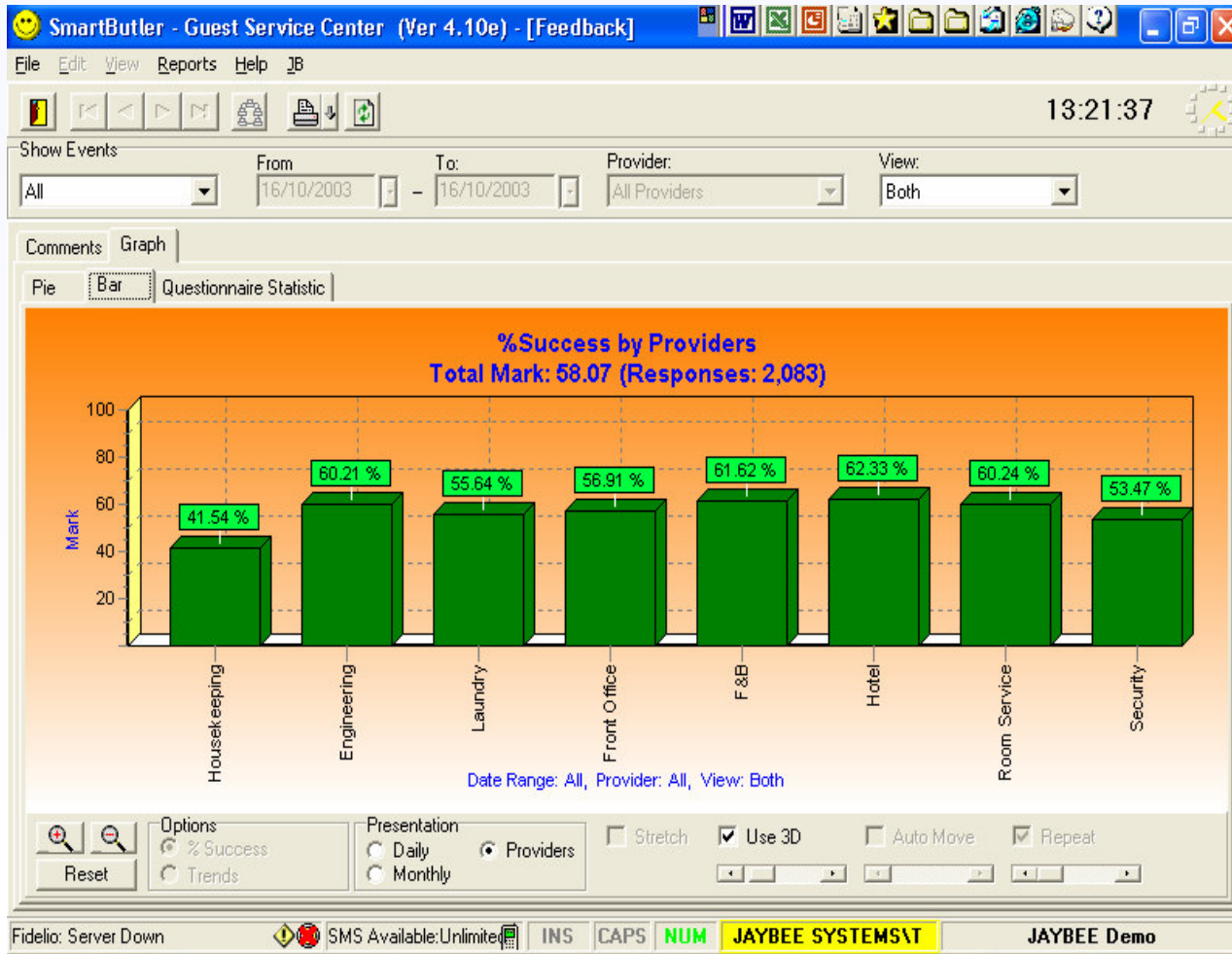
# SmartFeedback



**FeedBack Results per question**



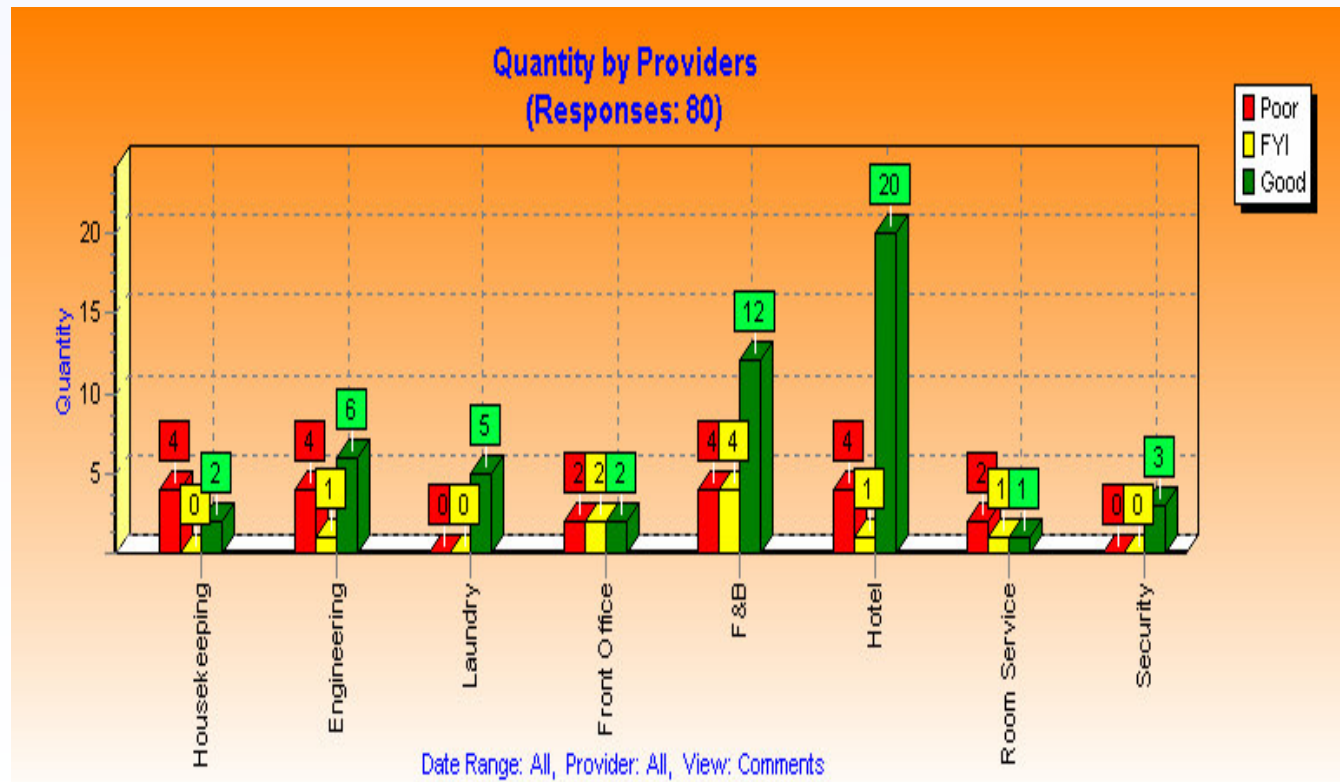
# SmartFeedback



**FeedBack Results per department**



# SmartFeedback



Comment  
Bar  
Chart



# SmartFeedback

JAYBEE

SmartFeedback

Advantages

Latest Developments

Business Model

System Screenshots

**More ?**

**For more information, please visit our website  
[www.jaybee4u.com](http://www.jaybee4u.com) where you will find more  
information about SmartFeedback and the  
opportunity to download an evaluation copy.**