



## ALCATEL HOTEL SOLUTIONS

### The Easy Life for your Guests and for You

*Happy guests. Happy staff. Happy management!*

*Sounds a little idealistic? At Alcatel, we don't think so.*

Make no mistake. Running a hotel is a tough business.

Today's guest expects nothing less than a **home from home**. Comfortable furnishings, good food and friendly staff are just the beginning. Guests – from tourists to business clients – also expect **user-friendly communications** that offer a lot more than a link to reception and wake-up calls. Now, they expect everything from a **direct line to their room** and a **personal voice mail system to voice guidance in their own language** or even **Internet services**.

At the same time, as a manager you naturally expect any improvements in guest satisfaction to translate into higher revenue opportunities,

whether through greater staff productivity, more efficient hotel management, higher spending per customer or more bookings.

*Mission impossible? Choose our winning formula.*

At Alcatel we have taken all your specific concerns to heart and devised a series of hotel solutions that blend the very best in telecommunications with the very best in hotel management systems.

It all adds up to a better quality of life for your guests, for you and your staff.



## ALCATEL HOTEL SOLUTIONS THE EASY LIFE FOR YOUR GUESTS AND FOR YOU



### The Easy Life for Guests

#### *A Home from Home*

From the moment they walk through the door, literally, **guests are greeted by user-friendly welcome messages in their own language** – even Japanese! – as well as voice guidance on your hotel's services. They have their **own phone number direct to their room, personal voice messaging and individual or group wake-up calls**. Frequent visitors can even keep the same number and access previous mail. And for business guests, everything is already in place for high-speed access to virtual offices and the Internet.

**Need greater mobility?** We can provide mobile handsets and the possibility for guests to make or receive calls from booths in the lobby using a personal code.

Come to think of it, was home ever this good?

### The Easy Life for Management

#### *Cut waste, boost efficiency*

Time is money.

Time spent on checking guests in and out.

Time spent logging guest information into the hotel computer. Time spent adding up separate bills from the phone to meals and the mini-bar.

Time spent on tracking down staff and deciding where to send them next.

Time to make all these things more efficient?

#### *Simplify your transactions*

We put you in control of your rooms and your calls from your front desk.

How? By providing fuss-free checking in and out for individuals or groups.

By allowing you to register all vital guest information such as room and telephone number, first and last name, **wake up time and**

## How Alcatel Changed our Life: The Hotel Bellevue Story

#### *Keeping up with the times and the competition*

When Maud Bruzy took over as General Manager of the Hotel Bellevue\* in Avignon, France, she was shocked by its aging communications system: "We desperately needed a centralized solution that would provide a much-improved service to our guests."

This charming Three-Star hotel with its eight employees and 96 rooms caters for guests from business to tourist. But its old system just couldn't keep up with its complex needs - from bookings to check-in/out, room service, metering, admin, reception desk services and messaging.

#### *Features galore and unbeatable price/ quality ratio.*

The Bellevue was instantly impressed by the improved service and reliability of Alcatel's hotel solutions.

**Direct number for each room, personal voice mails, multilingual voice guides** - just a few of the myriad features that guarantee to transform the life of guests and management at the hotel, via 4 Alcatel Reflexes terminals, 2 DECT\*\* mobile Reflexes and 98 analogue phones.

\*Virtual company. Any resemblance is fictitious.

And they were won over by its ability to centralize all of the hotel's operations and integrate with its front office system thanks to the Alcatel Hotel Link - giving management the freedom to choose their preferred front desk application.

#### *Guests won't want to leave*

Who would, with a first-rate welcome system, easy-to-use messaging, personalized voice mail, wake up calls and even hotel information in perfect Japanese! As a result, guests actually use the phone more.

#### *Let's staff get on with the job*

Reservation and administration tasks are simplified, call charges strictly controlled and personalized bills automatically generated, leaving staff to concentrate on their guests.

#### *And it's future-proof*

What's more, Alcatel's uniquely open architecture means today's investment will fit the hotel's needs of tomorrow, whether for mobile or data services. Everything is already in place.

\*\*Digital Enhanced Cordless Telecommunications.

## The Easy Life for Staff

language preference into one file that can be instantly recalled at any time.

By providing a **reliable phone metering and taxation system**.

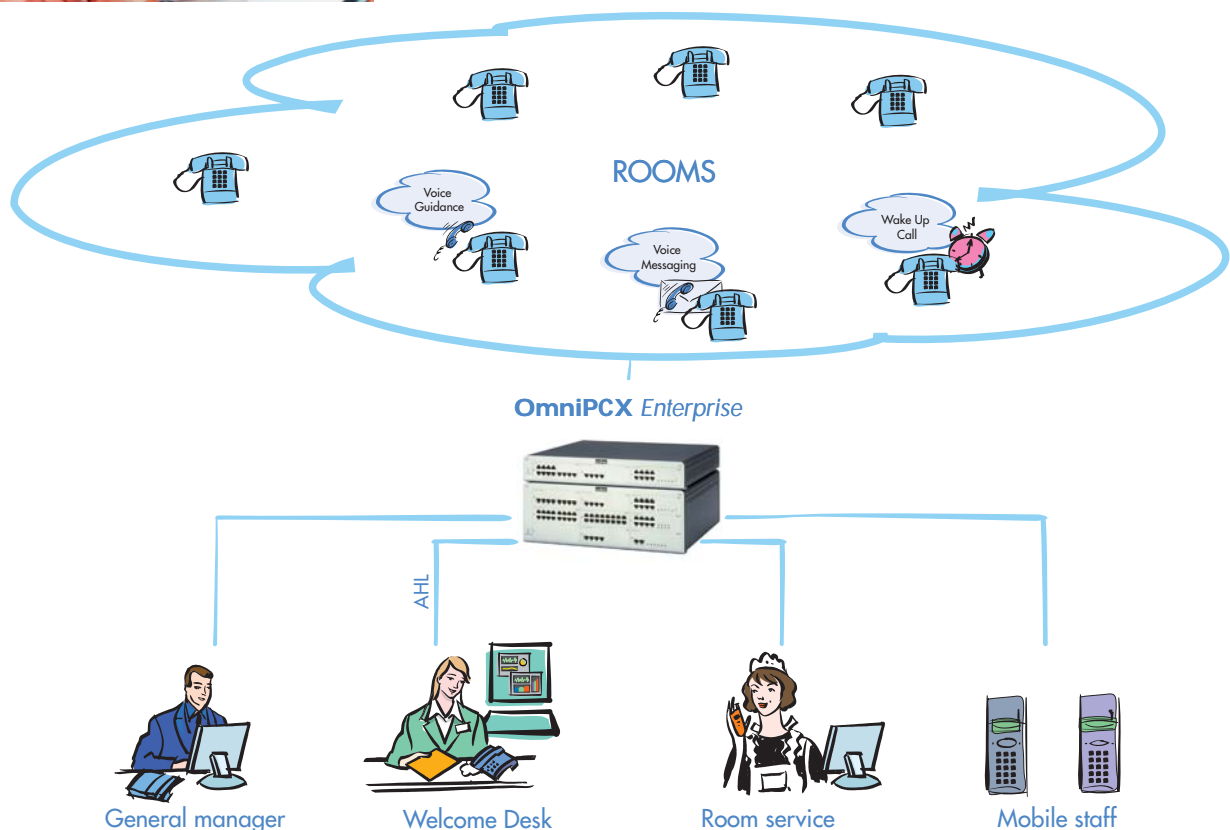
And by **seamlessly integrating your telephony with your front office system**, so that for example one click gathers all a guest's expenses on one centralized bill, in a flash.

### *Boost productivity*

Our solutions help your staff optimize their daily tasks without running them into the ground.

For example, **permanent updates on room status** inform them whether a room is occupied or not, needs a new light bulb or is ready for cleaning as soon as a guest leaves. Even from reception they will know which guests do not want to be disturbed, thanks to a **programmable "do not disturb"** function on the telephone.

The use of **Alcatel's DECT mobile handsets** means you can liaise with staff wherever they are. And features such as "call by name" mean contacting staff, or for that matter, external correspondents won't keep the clock ticking.





## ALCATEL HOTEL SOLUTIONS THE EASY LIFE FOR YOUR GUESTS AND FOR YOU

### Hotel Solutions Based on Award-Winning Communications Servers

Our hotel solutions run on two call servers that have received unanimous praise from industry specialists. Both servers have been specifically customized for the hotel industry, with you in mind. So whatever the size or needs of your hotel, we have a solution to match.

- Alcatel **OmniPCX Office**

Ideal for small and medium hotels.

- Alcatel **OmniPCX Enterprise**

Ideal for medium to large hotels.

#### An unbeatable value proposition.

It simplifies management and improves customer interaction while creating a more agile workplace for your staff. While your guests are treated to the very best in hotel voice services, you benefit from greater efficiency, higher productivity and revenues!

400,000 customers worldwide have already placed their trust in Alcatel's enterprise and hotel solutions... So join the club!



## Alcatel Hotel Solutions key features

### Front Desk Services

- Simplify your operation transaction and make information easily accessible thanks to the link between your front office and your communication system.
- Quick check-in with key information
- Complete check-in with additional information (name, language, DID, ...)
- Direct guest calling by name or by roomcall keys
- Global overview: room availability, room telephone, room status
- Knowledge of language spoken by guest
- Pre-check-out before guest's departure
- Check-out at guest's departure
- Secured access to hotel features

### Guest Services

- Direct incoming calls to the room's phone
- Dynamic DDI (Direct Dialling In)
- Automatic allocation during the check-in
- Memo ticket for the guests to remember parameters like password, DDI number
- Direct access to hotel services (front desk, bar, restaurant, taxi) by predefined keys
- Voice prompt for guidance in language of guest's choice

### Do not disturb and wake-up

- Do not disturb or wake-up calls programmable from the guest's phone or hotel operator (even during conversation)
- Individual or group wake-up call

### Mailbox

- A voice messaging service with notification on the guest's phone

### Room Status

- From the desk terminal: overview of all the rooms, display of a room problem (3 coded digits), ticket printing on the fly
- Status modification from the room terminal or from the hotel console
- Possibility to program an automatic daily status change

### Mobility

- Phone booth: print-out of a metering ticket or assignment of the charges to a room
- Password: used by the guest to lock his station
- DECT\*: terminals allocated to rooms or administrative/service people

### Prepayment Services

- Prepayment defined during check-in with the following options: default value, specific value, no prepayment at all
- Multiple deposit allowed
- Audible alarm to warn when the threshold is reached
- Cut off of the call or not
- Emergency numbers still allowed when deposit becomes null or negative
- Bill printing customised with or without prepayment

### Costs Control

- Call cost computing for hotel
- Detailed billing for the guest
- Least cost routing and efficient call accounting set up reduce cost and give your guest's better rates or increase your revenues