



QUINTET Hospitality

Guest Messaging and PMS Integration

Managing communications and information in a hospitality setting is an ever-increasing challenge. Quintet Hospitality helps you meet this challenge by providing powerful voice processing tools. Available as an add-on package to Quintet or Quintet NT, Quintet Hospitality is affordable and easy to maintain.

Quintet Hospitality provides guests easy-to-use, convenient voice messaging. With hospitality package, callers can leave confidential messages to guests. Hotel staff can add private mailboxes for newly checked in guests and can provide an information hotline to introduce services, such as descriptions of hotel services or advertisement for businesses and events. Guest mailboxes can also be administrated directly through PMS (Property Management System) integration.

Quintet Hospitality notifies guests of any new message by lighting the message waiting indicator on the room's telephone. Guests can simply pick up the phone, listen to the message, press 1, 2, 3 to save, delete, or listen to the message again.

Quintet Hospitality is designed to make the hotel administration easier and more effective. Now hotel staff not only can check-in and check-out, uncheck-out guests from the administrative graphical user interface (GUI) console, but can also do room reset, guest post-checkout message retrieval and room status update over the telephone.



Feature Overview

Simplified Guest Messaging

Quintet Hospitality brings personalized messaging into every room. With Hospitality, callers can leave detailed, private messages to the hotel guests they called. When guests are notified by the message waiting indicator, they can simply pick up the phone, press single digit to play, save, and delete any of their personal messages.

Automated Guest Wake-up Calls

To improve guest services and guest satisfaction, Quintet Hospitality provides automatic wake-up services to hotel guests. Instead of calling the front desk to request a wake-up call, guests can pick up the phone and follow simple instructions to set the time for the wake-up call. The system will accurately deliver the requested wake-up call according to the schedule.

Multilingual Guest Information Hotline

Besides providing multilingual guest information announcement feature, Quintet Hospitality can play prerecorded hotel hotline information to hotel guests.

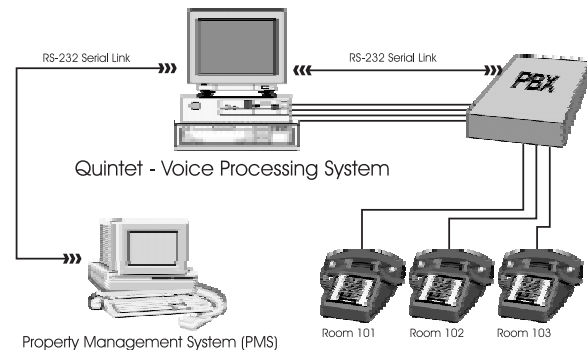
Room Status and Mini-bar (Maid-Locator)

Quintet Hospitality allows housekeeper to call system and post the room status. The housekeeper can also key in the consumed food items for the mini-bar posting, allowing guest folio report posted or sent to front desk.

PMS Integration and Integration Wizard

Quintet Hospitality can literally integrate with any of the hotel Property Management System worldwide. With the PMS Integration Wizard,

you can configure Quintet Hospitality and your existing PMS system by simply following instructions. Depending on the PMS, the integration can support automatic guest check-in and check-out, as well as many other features such as text/fax message notification, room move, room merge, and mini-bar posting, etc.



Product Features

- Easy Administration through Graphical User Interface
- Reset Guest Mailboxes by Telephone
- Automatic Mailbox Assignment on Guest Check-in
- Post-checkout Message Retrieval
- Simplified Guest Conversation
- Multilingual
- Support Security Code, Personal Greeting
- PMS Integration and Integration Wizard
- Guest Scheduled Wake-up Call
- Room Status Update over the Telephone by Housekeeper (Maid-Locator)
- Mini-bar Posting and Reports
- Additional Mailboxes for Roommates
- Multiple Extensions in Single Room
- Multilingual Guest Announcements

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