



GESS

GUEST EXPERIENCE SOFTWARE SYSTEM

Driving Efficiency in Delivering an Exceptional Service



INTRODUCTION

The Hospitality Industry is a guest centric business, meaning your business revolves around your guests and sometimes it is being dictated by their needs and demands. Hoteliers do their very best to deliver an exceptional service that would not only bring satisfaction but as well as loyal guests.

Our company is here to equip Hoteliers with a system to monitor their service and provide them a comprehensive data that gives value for their future development and improvement. We strongly believe that **GESS (Guest Experience Software System)** is highly significant in increasing guests' satisfaction thereby driving revenue to your hotel.

GESS is a software solution (cloud-based or on-premise) that empowers hoteliers to monitor, measure, analyse and evaluate your service operations which will enable them to achieve their ultimate goal of providing their guest the highest quality of service and guest retention.



COMPANY BACKGROUND



Inobei is the creator of GESS, the software development arm of Tri.ph and Netplay, Inc., focusing in arming the Hospitality Industry with the most Intuitive, Efficient and Comprehensive system.

Inobei provides the Guest Experience Software System, a Service Analytics Solution with Multi-property staff access that includes tracking of Guest Requests, Guest Complaints, Feedback, Findings, Follow-ups, and Guest Survey by sending of Email Notification, Aggregating and Summarizing Raw Data, including a Multi-Dimensional Reporting Tool for Local and Regional Properties.





THE PRODUCT

Current Products



RAPID RESPONSE

Centralizes and automates all guests and internal needs from requests, inquiries, and repairs to special services to ensure a swift delivery. The system enforces efficiency and proper documentation for further analysis and improvement of your service delivery by providing you a comprehensive data and reports.



GUESTS INCIDENTS

A proper recording of all guests incidents from complaints, feedbacks and even praises. It will enable you to track all incidents and be updated every step of the way from findings, follow-ups to preventive action taken. It also provides a comprehensive report that is capable of drilling down from different angles.



GUESTS SURVEY

This module is designed to be integrated with your guests' data. Which will enable the system to customize different questionnaire templates to be sent to specific guest types, market codes segments and other filters. It will be based on the business rules of the company.



PRICE COMPARISON

A comparative price analytics between the hotel and their competitive set.



ONLINE RATINGS

Consolidated view of the hotels' online ratings and their competitive set.

Future Developments

- LOST & FOUND** Inventory and logs of all lost and found items.
- ENGINEERING** Monitoring of repairs and regular maintenance.
- HOUSEKEEPING** Monitoring of all housekeeping daily activities from room cleaning, room inspections, turn down service and special set-up.
- E-CONCIERGE** A special service offered to arrival guests to accommodate specific requests and requirements prior to their arrival.



FEATURES AND BENEFITS



Cloud-based system

You may use your iPad or any Tablet to view and log incidents. It is under PCI compliance.



Trend of Arrivals and Departures

In one glance, it will show you the forecast of your arrivals and departures. It can be easily filtered by the specific Segment or Market you wish to view (ex. Group, FIT Corporate Guests and VIPS). You will be able to identify your peak period of the day to better manage your manpower.



Record Request and Incidents for Visitors and Internal staff

You will be able to categories your logs according to the type guests from in-house, visitors, restaurant patrons and internal employees.



Standard and customizable list of issues and Requests.

We have set a pre-defined list that hotels can still amend and build according to their common phrase/terms in the hotel. This list will also be the basis for generating the reports.



Activity log of each user

It is common in the hotels to track the history of each incident especially the person involved for easy reference it also shows the follow-ups and actions done.



Notification/Escalation

Proper escalation by notifying the concerned staff of departments by sending the automated alert on the progress of the incidents. You will be able to send the notification to multiple recipient.



Follow up reminders

Simply set reminders for follow-ups either intervals or for specific day or time.



RAPID RESPONSE

REPORTS

Comprehensive reporting that you will be able to analyse and drill down to the specific report or data set. This report will provide you on the common items your guests' requests, frequency and their behavior of requests.

SCRATCH PAD

Smart data entry that works like a draft that identifies the list of requests and automatically assigned to specific staff/department.

MULTIPLE REQUESTS

Intuitive system that enables you to enter in a SINGLE log the multiple quest request to different departments.



ESCALATION

Automated escalation on all requests that has exceeded their expected time of delivery.

TIME METRICS

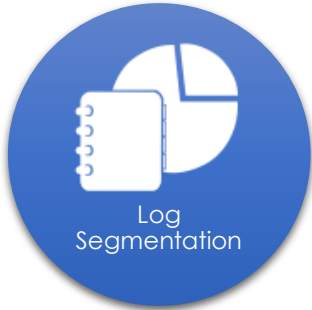
We are able to set your key metrics in delivering the quests requests per item or per department. You will be able to measure the delivery service.

INSTANT NOTIFICATIONS

Direct notifications by email, pop-up notification and an option for an SMS to the specific staff and department.



GUEST INCIDENTS



LOG SEGMENTATION

Logs can be categorized according to Complaints, Feedback, FYI and Praise. We placed specific category in order to standardized and encourage staff to log no matter how small a feedback is. It also highlights the praises.



COMPENSATION COST

We are able to personalize your standard lists of compensation and their corresponding costs and can be based on user access. In this way you the hotel can gage on how much you are spending for guest recovery and be able to standardize it.



DAILY SUMMARY EMAIL

An automated summary email Highlighting all incidents that had occurred the previous day and lists of guest to be send-off for easy reference before your daily briefings and meetings.



SEND-OFF GUESTS

A list of guest who were involved in an incident during their stay. "Send-off" – we wanted to be a practice for hoteliers to make sure that all the guests are updated and met prior to their departure to make sure that their concerns has been met.



MULTIPLE-ANGLE REPORT

Breakdown of reports according to incidents, satisfaction and compensation cost. You will be able to drill down further according to department, nationality, guest rooms, guest floor, location, company etc.



ATTACH PICTURES OR DOCUMENTS

This is very helpful in having additional supporting documents or images for your incidents. To have a better insight of the actual incidents and reference. You can upload images, PDF file or other documents.



GUEST SURVEY

CUSTOMIZABLE SURVEY

Customize different questionnaire for different departments or facilities of the hotel depending on your business rules of the company. You will be able to send for in-stay and post stay survey.

PERSONALIZE SURVEY

Our survey is designed to be integrated with guest data, meaning you will be able to send your survey according to the guests' type, market code segments and other filters.

HIGHLIGHT CONCERN
You can immediately highlight a certain comment or survey to a specific department for further action and resolution. It will be automatically log as an incident and you can easily send notification.



SENTIMENT ANALYSIS

You will be able to know the common views of your guests on particular service, facilities or even desires for your improvement.

MULTI-LINGUAL

You may set your survey in multiple language as well as match the guests' answers to their respective English.



ADVANTAGES

FULL INTEGRATION WITH YOUR CURRENT OPERATING SYSTEM

The seamless integration with your Operating System will enable you to eliminate the process of manual data input of your guest profiles. GESS has an auto-fill drop down menu for easy and faster logging of incidents and requests. It reduces the risk of tagging the wrong guest.

SEND-OFF GUESTS - Guest Incidents

Provides the list of guests who experienced problems during their stay in order to for you to meet before / upon their departure. It automatically creates a list for the missed guests which you will be able to update and have the options of communicating with the guest via email/phone call.

STANDARDISED DATA SET ACROSS ALL PROPERTIES

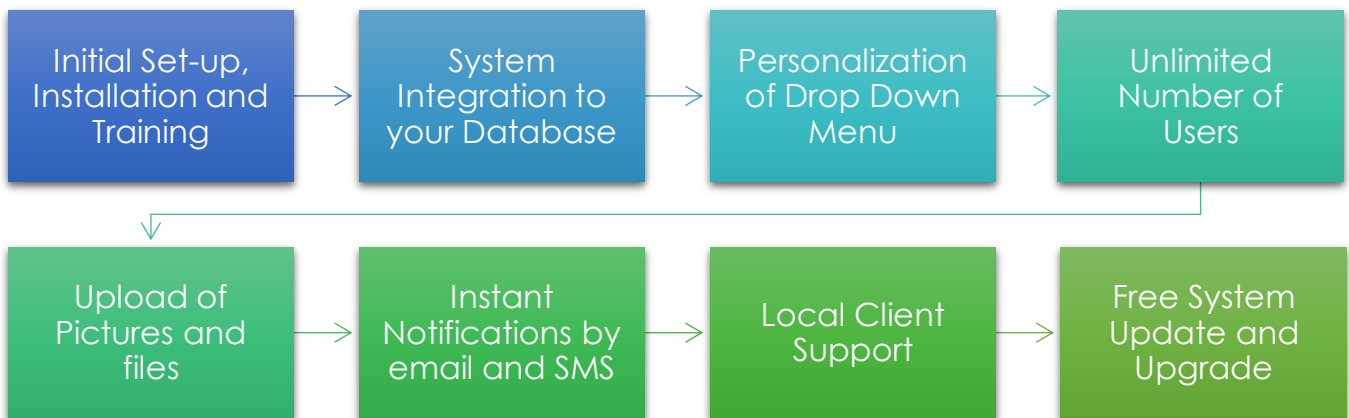
GESS is capable of providing consolidated regional reports across all properties of the HOTEL CHAINS or under the same management. You will be able to share and have an overview of the common issues and feedback according to the specific area or a brand. This feature is very useful in assessing in the performance of the HOTEL CHAIN.

SCRATCH PAD - Rapid Response

A very intuitive system that will enable you to log all guests request and multiple requests while you are engage with the guests. It works like a scratch paper and it automatically detects the specific requests and assign to specified staff and departments. This will save significant amount of time and proper documentation.



FREE VALUE ADDED SERVICE



SYSTEM SPECIFICATION

- Minimal installation set-up of the system
- No server requirements, we provide NUC Box
- Has daily back-up and disaster recovery
- Includes VPN Security



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