

Reservation Assistant version 3.92: Spa, activity and leisure management software

Leading spa, sport, activity, concierge and dining management

For destinations, hotels and resorts, leisure centres, day spas and fitness centres and clubs

Reservation Assistant is the worlds leading spa & activity management solution providing a holistic and enterprise-wide solution with superior integration enabling your business to excel in a competitive industry.



Purpose:

In today's market, successful spa and leisure management is a great challenge. The optimum allocation of staff, rooms and booking times, package administration, gift certificate management, membership administration, guest satisfaction, and above all profitability – requires information provided at your finger tips, needs analysis at a pulse, and information and reporting on demand.

Solution:

Reservation Assistant equips your business with the tools needed to succeed in business. Guest expectations met, operations controlled, and management seamless, providing a clear Return on Investment.

- Rich in features, yet simple by design
- Scalable according to your needs
- Enhanced graphical user interface to 'know' at a glance
- Integrated as needed, be that property management, finance, inventory, credit card/payments, web and others
- Know your past, present and future members and guests
- Optimize resources effectively – stock, staff, rooms, equipment
- Reach your target audience with enhanced CRM tools
- Forms, receipts, confirmations, gift vouchers, mail outs – all tailored to your needs

Modular:

Reservation Assistant is scalable per module and per user, per site or per chain, making it affordable and designed to meet your needs:

- **Scheduling:** Booking appointments, recurring appointments, groups, classes and courses, group-ex & fitness schedules, packages, staff time (i.e. – break, training, reception). Print confirmations, itineraries, attendance lists, etc. Drag & drop. Cut & paste.
- **Point of Sale:** Point of sales and billing for any type of payments, deposits, partial, member charge, credit card direct. Receipts and invoices designed to your needs. Includes hotel room or group charges. Includes retail sales, gift voucher sales (and redemption). Supports bar code scanning and magnetic card member / VIP card identification.
- **Reporting:** Powerful reporting for all activity, financials, guest and member details, gift vouchers, packages, and the like. Over 1,000 report variations possible. Save to screen, PDF, XLS, xml and html formats. Even automate reports based on a scheduler.
- **Gift Vouchers:** Sell, print, track, redeem and even partially redeem gift vouchers with ease. Designed as you need.
- **Packages:** Sell, book and allocate packages on the fly on in advance. Includes accommodation package management if needed.
- **Employee Scheduling:** Roster staff as needed, optimizing bookings, therapists, trainers and the like. Print rosters and shifts.
- **Memberships:** Powerful membership module for member contracts, rights/access, recurring fees, discounts, privileges, and more.
- **Check-In Control:** Know who visits, when, and for how long. Identify non-users and action accordingly.
- **Web Bookings:** Online bookings, retail sales and gift voucher sale. Includes secure member login.
- **Stock / Purchasing:** Inventory control as well as online point of sale decrementation. Stock taking, purchasing including order requisitioning through to purchase ordering and goods receipt.
- **Dining / Table Bookings:** Ability to book tables or other for food & beverage reservations with visual overlay of outlet
- **Golf:** Tee time, handicaps, golf-pro scheduling, driving range management, green fees, gold school, and more.
- **Interface – Property Management:** 1 or 2 way interfaces for room / group charging and guest data import into Reservation Assistant
- **Interface – Financial Systems:** 1 or 2 way interfaces with financial systems for revenue, payment and transactional.
- **Interface – Credit Cards:** Reservation confirmations, waitlists, cancellations, pre-arrival updates, upgrade offers, and more.

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Benefits:

- Complete solution across all business areas and touch points
- Seamless integration with your existing solutions as needed
- Easy User Interface with booking wizards where needed
- User defined colours, guest database modelling
- Feature rich, simple by design
- Personalized stationery from gift vouchers to receipts and confirmations

- Sybase SQL or MS SQL database
- PDA and hand held device integration
- Java: stable and fast platform
- Internet bookings and retail sales
- Used by leading spas and destinations
- Email and SMS capabilities
- 2 way PMS integration for accommodation

Compatibility:

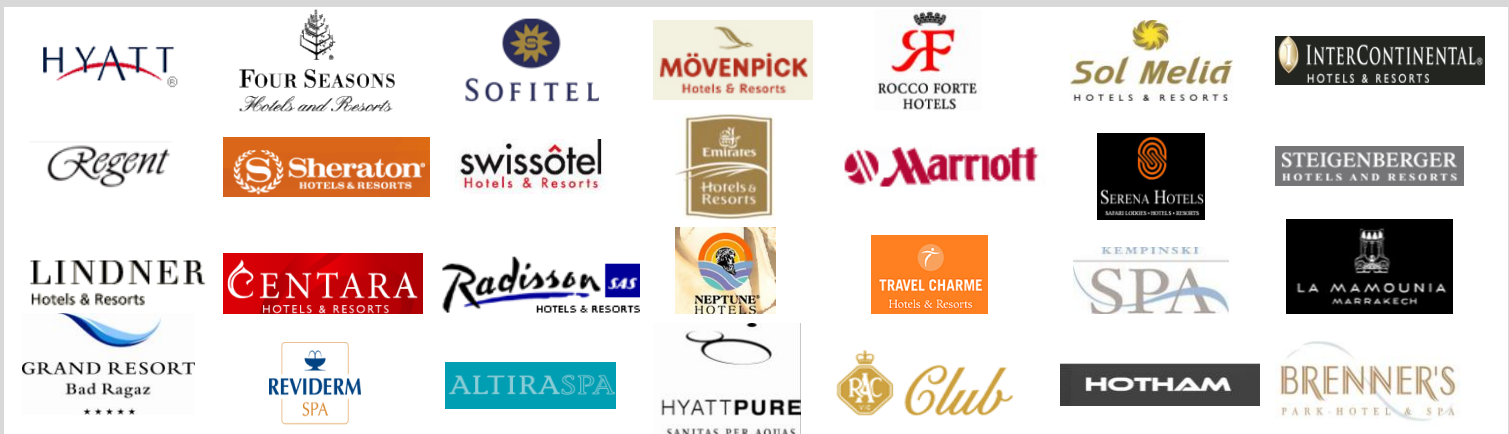
As at October 2009: Integration and Interfaces added constantly.

Property Management	Fidelio v6 / v7 Fidelio v8	Opera FO Opera HTNG	Hotel Concepts/ IDPMS	protel	ePitome	Hotline	SiHot
	Amadeus FO/ Hogatex	Micros POS 8700 / 9700	Springer Miller Systems (SMS)	Galaxy PMS	Encore PMS		
Credit Card	3C Integra	Shift4	Tecs	PayPal (online)	Protobase	EPI	
Inventory	Scala Epicor	Micros Materials Control	KOST	Abacus	Check EAM/SCM	Dataworks	
Finance	SAP R/3	Scala Epicor	SunSystems	Filosof	FinanceOne	Diamant	Abacus
Direct to Bank	CardFast Australia	BatchAdvantage Australia	ELV Germany	EMTS Ireland			
Access Control	HKS / Gantner	Mafis	Ticos	Häfele	N-Tree		
Health Insurance	LifeSensor	Protobase	PDB	Dakota	ganyMED	EDifact	
CRM / Guest Data	PEX	TechnoGym	Airport	Hector			
Other	Word, Excel, PDF	XML and HTML	PDA Tablet PC's	Web	Airport / Airline Systems	Eurotime	
Mobile	Serenata @mail	Skigee SMS	Sync ML	Nevron IPTV	CellTrust SMS	Nevron IPTV	

Deployment models:

- Local:** Installed at local spa or hotel supporting only that spa or hotel / Single database supporting one or more departments
- Centralized:** Installed at a spa or hotel head office supporting numerous satellite sites
- Single or multiple databases scaled according to region, country or brand

Successes:



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