Mitel 400 Hospitality Package

Customer satisfaction is of prime importance for hotels, guest houses, care homes and any business offering guest management services. The entire staff strives for this, from reception to room service. A communication solution, seamlessly integrated into the business processes, perfectly supports employees in their day-to-day work. It increases productivity and quality of services, while keeping operating costs low.

Mitel®

Powering connections
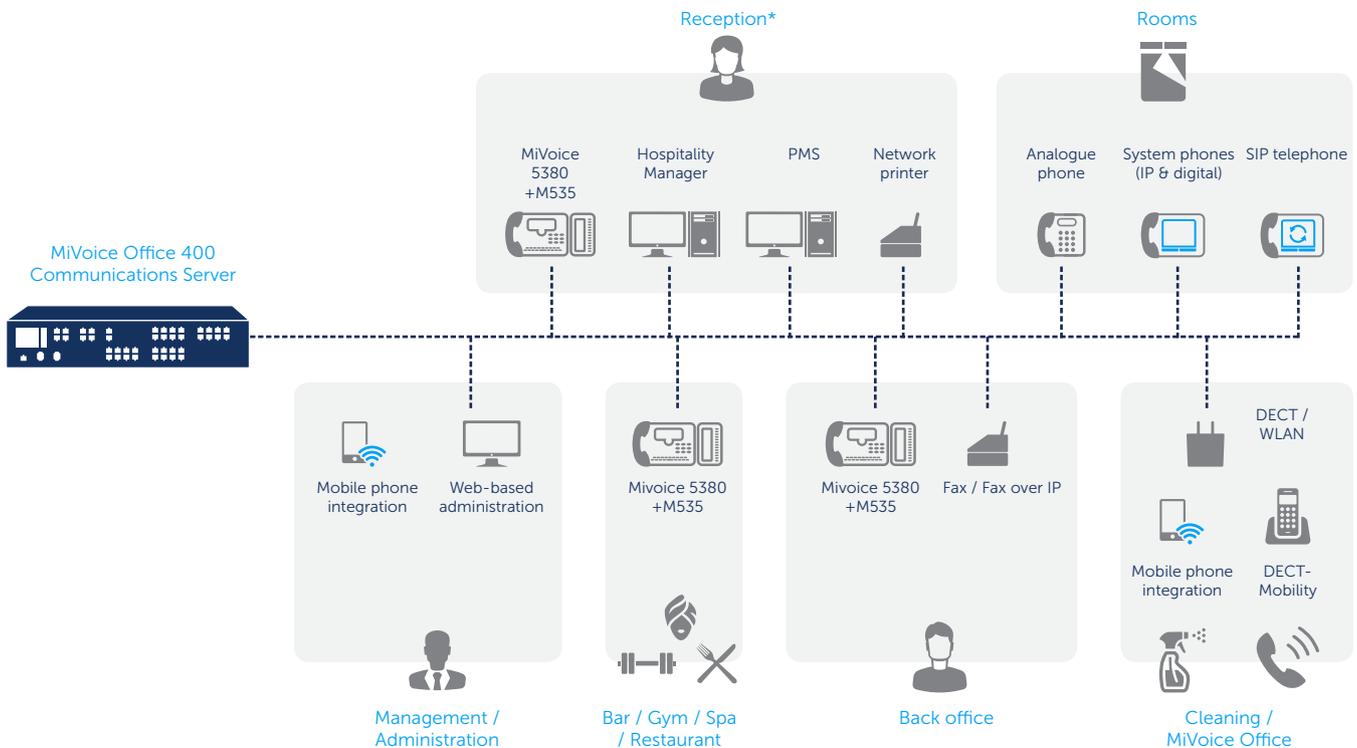
Modern communication for hotels

The Mitel 400 Hospitality Package is the ideal professional solution for communication and administrative tasks in hotels and businesses offering guest management services. With the modular structure of the package, its seamlessly matching components, it is the perfect solution both for small businesses with as few as four rooms to those offering a high levels of comfort with up to 600 rooms.

Excellent customer service is guaranteed using a wide range of phones for reception, rooms and staff, a software application for management at reception and an interface for integrating commercially-available property management systems, as well as extensive sector-specific functions.

The emphasis is on providing the staff with a user-friendly solution so they can perform tasks quickly and efficiently. For the staff, this can lead to greater job satisfaction and more time to cater for guests needs, so they will potentially generate repeat business.

The perfect solution package

The full-performance scope of the MiVoice Office 400 communication server is available: Unified Communication functions, DECT mobility and mobile phone integration, CTI applications and building automation (door intercom, door control, blinds and air-conditioning system).

Reception*
MiVoice 5380 +M535 | Hospitality Manager | PMS | Network printer

Rooms
Analogue phone | System phones (IP & digital) | SIP telephone

MiVoice Office 400 Communications Server

Mobile phone integration | Web-based administration
Management / Administration

Mivoice 5380 +M535
Bar / Gym / Spa / Restaurant

Mivoice 5380 +M535 | Fax / Fax over IP
Back office

DECT / WLAN
Mobile phone integration | DECT-Mobility
Cleaning / MiVoice Office

*MiVoice 5380, Hospitality Manager and a PMS may be used alternatively or together.

Advantages for...

...the hotel management

- *A comprehensive offer from a single source: All functions, applications and components are seamlessly integrated*
- *Flexibility: The solution can easily be adapted to the existing processes and needs of every business; this includes management, reception, cleaning, maintenance, cost control or billing of network services*
- *Cost optimization: The Hospitality Package is easy to integrate into the existing infrastructure, intercoms and cameras, building management, external property management systems (PMS) and IT infrastructure*
- *Integrated applications for reception: Thanks to web technology, no installation is needed; a browser is enough. Up to five workstations can be set up simultaneously at reception, in an office or on a tablet for mobility*
- *Certified Micros© Fidelio interface: For external property management systems (PMS).*

...the staff

- *Efficiency and high productivity: Specific functions, such as check-in, including the recording of guest data plus special guest requirements, setting of guest languages and wake-up calls, are all available. During check-out the staff are perfectly supported, and the work processes sped up, by functions like automatic bill printing and room cleaning status display*
- *Informed at any time: The room personnel can change the room status, for example, from "being cleaned" to "cleaned", simply by entering a code on the room telephone or on the wireless DECT phone. This way, the reception and hotel management are always up to date*
- *User-friendly: Saves processing time, especially with frequently changing, multilingual staff. A single, short training session is all it takes to use the hotel functions competently and professionally*
- *For each need the right phone: A wide range of phones for reception, back office, cleaning and maintenance teams.*
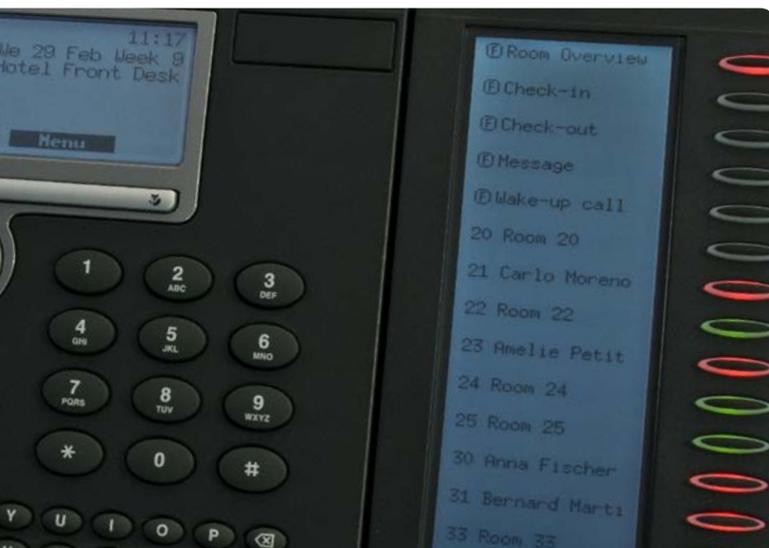
...the guests

- *Excellent service: Speedy and easy check-in and check-out processes*
- *Room phones: A wide range of intuitively deployable handsets tailored to customers' needs*
- *Detailed phone bills: Including call data and charges*
- *Wake-up service: Impossible to miss wake-up calls, thanks to an unadjustable minimum volume; the staff are informed about any unanswered wake-up calls*
- *Message reception: The Message Waiting LED on the room telephone can be switched on and off from the reception The light goes on automatically when a new voicemail is received. The guest is connected to reception or directly to the voice mailbox by pressing a button*
- *Protection of personal data: During check-out private guest data such as call lists as well as voice messages on the voice mailbox, are automatically erased. No new guest can have access to the data of a previous guest*
- *Baby call function: Available with the Mitel 600 DECT phones.*

Solutions for reception staff

A lot is required of the reception staff: welcoming guests during check-in, saying goodbye to them during check-out, taking reservations, taking and for warding messages for guests, providing information along with being friendly, patient and helpful in so doing.

With the three need-oriented front-desk solutions of the Mitel 400 Hospitality Package, (Mitel 5380/5380ip, integrated web-based application, property management system). The right solution is chosen according to the number of rooms, the need for special functions and available infrastructure; for example with or without PC, with integrated application or external PMS.

Functionality:

- *Check-in and check-out*
- *Enter guest names for display on the room key (and in Hospitality Manager); use to search for a name and display the name when the guest calls from the room*
- *Automatic phone bill printing with a personalisable template*
- *Control of Message Waiting Indicator on the room phone*
- *Program wake-up calls, warning sign if wake-up call is unanswered*
- *Room settings*
- *Cleaning status*

Reception with the MiVoice 5380

- Cost effective reception and operator console
- For companies with up to 20 rooms and if, for instance, there is no space for a PC at the reception
- Easy and clear operation: entries can be made with just two clicks. There is one key per room; this key can be used to make entries after pressing the corresponding function key.
- The MiVoice 5380 can be used both as a reception and operator phone. Incoming calls can be answered without leaving an ongoing check-in operation
- The MiVoice 5380 can also be used to compliment the PC application: A night security guard without Premises Access System (PMS) rights can simply check in guests arriving late via the MiVoice 5380

Hospitality Manager

- *Web-based reception solution*

- *No installation cost as Hospitality Manager is browser-based. It can be used with any operating system and runs on Windows PCs, iOS operating systems (iPad), etc.*

- *Up to five parallel workstations can be set: for reception, back office and cleaning service managers, for example: Wi-Fi- based mobile phone on tablet PC*

- *Comprehensive overview of rooms and room status*

1. *Room number*
2. *Guest name (language)*
3. *Arrival / departure date*
4. *Telephone charges*
5. *Message for guest*
6. *Wake-up call*
7. *Call (Office Suite)*
8. *Room settings and authorizations*
9. *Check-in / Check-out*
10. *Maintenance instructions*
11. *Cleaning status*

Functionality:

- Check-in and check-out

- Automatic phone bill printing with personalisable template

- Arrival and departure dates

- Displaying and recording cleaning statuses and maintenance instructions

- Writing messages for the guests

- Control of Message Waiting Indicator on the room phone

- Group functionalities:
  - Check-in preparation (selection of rooms and overview list, details of contact person, arrival time)
  - Quick check-in/check-out
  - Set-up group wake-up alert

- Wake-up calls
  - Programming
  - Overview
  - Alarm for unanswered wake-up calls

- Printing lists:
  - Guest list
  - Check-out list for a day
  - Maintenance work list

- Click to call: calls can be made from the PC with a mouse click (together with Mitel OfficeSuite).

- Practical online help for reception and administration

Property Management System (PMS) Schnittstelle

- *The world renowned Micros Fidelio interface is the market standard for hotels and businesses offering guest management services. MiVoice Office 400 is Micros Fidelio certified and guarantees reliable and simple functionality*

- *The following Micros Fidelio applications are certified:*

  - *Suite 8 PMS Version 8.8 Onwards*
  - *OPERA Suite PMS Version 4.0.04.x Onwards Using IFC8 Application*
  - *OPER A Suite PMS Version 5.0.x Onwards*
  - *Fidelio Front Office 6.20*
  - *Fidelio Suite 7.14*

- *A lot of well-known PMS manufacturers are already certified through the Mitel Partner Program A2P2.*

Functions:

- Check-in and check-out
- Guest name and language
- Detailed charge information
- Up to ten different cleaning statuses
- Control of Message Waiting Indicator on the room phone
- Wake-up calls
- Compatible with mini bar codes (room or mobile phone entry by cleaning staff)
- Billing services (bar, restaurant, gym, spa) to the guest's hotel bill

Phones

Emphasis is on one point, even with the large variety of phones: the specific needs of the deployment environment. Mitel offers a wide range of analogue, digital, IP and SIP phones in various designs so the emphasis is on the specific needs of the environment in which they are being deployed. Cordless phones, which allow the staff to be mobile and reachable at the same time, are also available.

All Mitel phones support the following hotel, guest management specific functions:

- *Up to 14 languages (depending on the phone), set automatically on the phone according to the guest language entered during check-in*
- *Key lock: the guests cannot change preset function keys*
- *Minimum call volume for reliable wake-up calls*
- *Central phone button programming and lock. This allows speedy installation and easy remote setting, not only for digital and IP phones, but also for the latest analogue Mitel phones 6710a and 6730a*

Management functions

The operations manager can perform the easy, web-based parameter definition without the help of a technician. The login is password-protected to avoid access by unauthorized persons.

The following parameters can be defined by the operations manager:

- *Cost control*
- *Definition of trunk line release (digit barring)*
- *Surcharge calculator, for example, for calculating surcharges for international calls*
- *Time-based telephone charges (alternative to the charge information given by the provider)*
- *Exchange rate calculator for a second currency*
- *VAT rate*
- *Room-to-room communication*
- *Templates for detailed phone bills*
- *Passwords for receptionists*
- *Bills and guest lists can be printed out on an available network printer*

Practical combination

Hospitality Manager or the PMS solution is best used together with MiVoice 5380. Any modification is immediately synchronized on all components. Cleaning service managers can monitor check-out operations and organize the cleaning process efficiently on MiVoice 5380 together with Hospitality Manager. Moreover, in the event of PC failure, MiVoice 5380 can be used for the most important tasks, or as a separate workstation at the bar or restaurant for example.