PHAROS SOFTTECH PVT. LTD.

Application platform as a service

ONE PLATFORM & MANY MODULES

- Guest Request Management

- Digital Concierge

- Feedback Systems

- Online reputation management

- Room Automation

CHAMBRÈ

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VIRTUAL CONCIERGE SOLUTION

HOW DOES THIS WORK

Multiple ways to access the Services

o A **kiosk** or **PC tab** can be placed at the lobby.

o Guest can also **download android** application or access the solution through **mobile browser/webapp.**

o Guest has to validate using referral code and mobile number to start using the application.

o The navigated data is stored for reports and analytics.

o Same application also creates platform for other services like feedback system and advertisements.

DIGITAL CONCIERGE

- ✓ Integrate with external apps like Uber, Ola.

- ✓ Place virtual concierge kiosk at Lobby and let guests be more engaged.

- ✓ Places to Visit, Nearby things to do, Check Flight Status

- ✓ Access Premium News Content

- ✓ **Create additional revenue** platform through cross selling and upselling.

- ✓ Run Advertisements, Affiliate commissions & E Store

- ✓ Directions within the property

- ✓ About the Property & Group

CHAMBRE'S INTUITIVE GUEST APPLICATION

❖ Place Service Request

❖ Schedule a Request

❖ Navigate Property Amenities

❖ Surf and Avail Offers

❖ Access Premium News Content

❖ Reserve a Table

❖ Chat in Mulitple Language

❖ Engage in Concierge Services

GUEST TO STAFF & STAFF TO STAFF COMMUNICATION

Call received at front office and entered into the system

Guest Request

Guest places request Using the application

Admin uses for
▸ Analytics
▸ Configuration
▸ Menu Upload

Monitor

Admin

Front Desk

Action

Dept Admins
▸ Spa
▸ Laundry
▸ Housekeeping
▸ Room Service
▸ Concierge
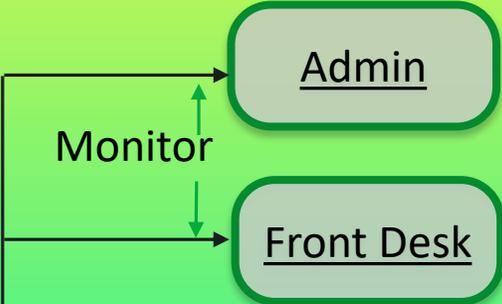
Service request can be digital or the conventional way using phone, so it can handle both traditional and tech savvy guest.

USE THE DIGITAL CONCIERGE FOR GUEST FEEDBACK

- Request guest for rating at checkout

- Place Kiosks at Lobby/SMS Link on mobile/tabs at front desk

- Auto assign Guest details so guest enters only rating and comment

- Hand over the tab to guest/Kiosk

- Guest fills up details and comments

- Triggers notification to GM and HOD's

- Attach bill details from PMS

- Social media sharing options

- Analytics for improvement

ONLINE REPUTATION MANAGEMENT

SINGLE PLATFORM TO MANAGE ONLINE PRESENCE

- ✓ Social Media
- ✓ OTA's
- ✓ Meta Searches
- ✓ Website
- ✓ Feedbacks
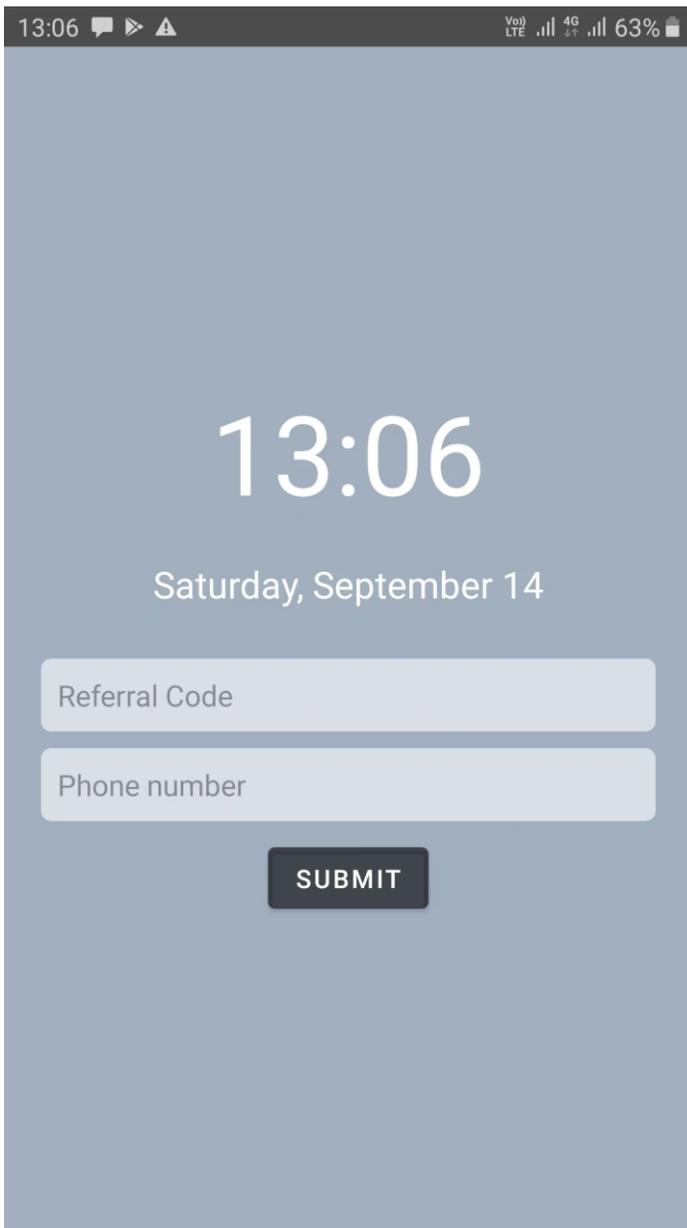
FOR THE GUEST

- ✓ Order room service, housekeeping, Laundry seamlessly from mobile.
- ✓ Access offers provided by hotels.
- ✓ See flight status, nearby places, places to visit.
- ✓ Schedule wake up call ,activate do not disturb, request bell boy and access a whole lot of front desk activities at your finger tip.
- ✓ Guests can view and schedule a request.
- ✓ Guest can chat with hotel staff in multiple languages.
- ✓ Since every request is digital, there is no scope of miscommunication.
- ✓ Easily share feedback and loyalty points

FOR THE STAFFS

- ➤ Assign and track each service request digitally, take proactive measures before a complaint in raised.
- ➤ Increase revenue through cross selling and upselling, by pushing ads, affiliate commissions and e store.
- ➤ Reduce traffic and phone calls at front desk.
- ➤ Learn the guest habits quickly and create a surprise element.
- ➤ If a Guest is not using the application, then front office can create a request on behalf of the guest. So solution fits for both conventional and tech savvy guests.
- ➤ Digital Inter department communication unifies the department and staffs

13:06

Saturday, September 14

Referral Code

Phone number

SUBMIT

INTEGRATIONS

- PMS integration

- Door locks can be integrated. Unlocking can be wireless, RFID

- Room Automation – Lights,Fan,AC,TV,Curtains

- Remotes – TV,AC,DTH through IR Blasters

- Alexa compatible
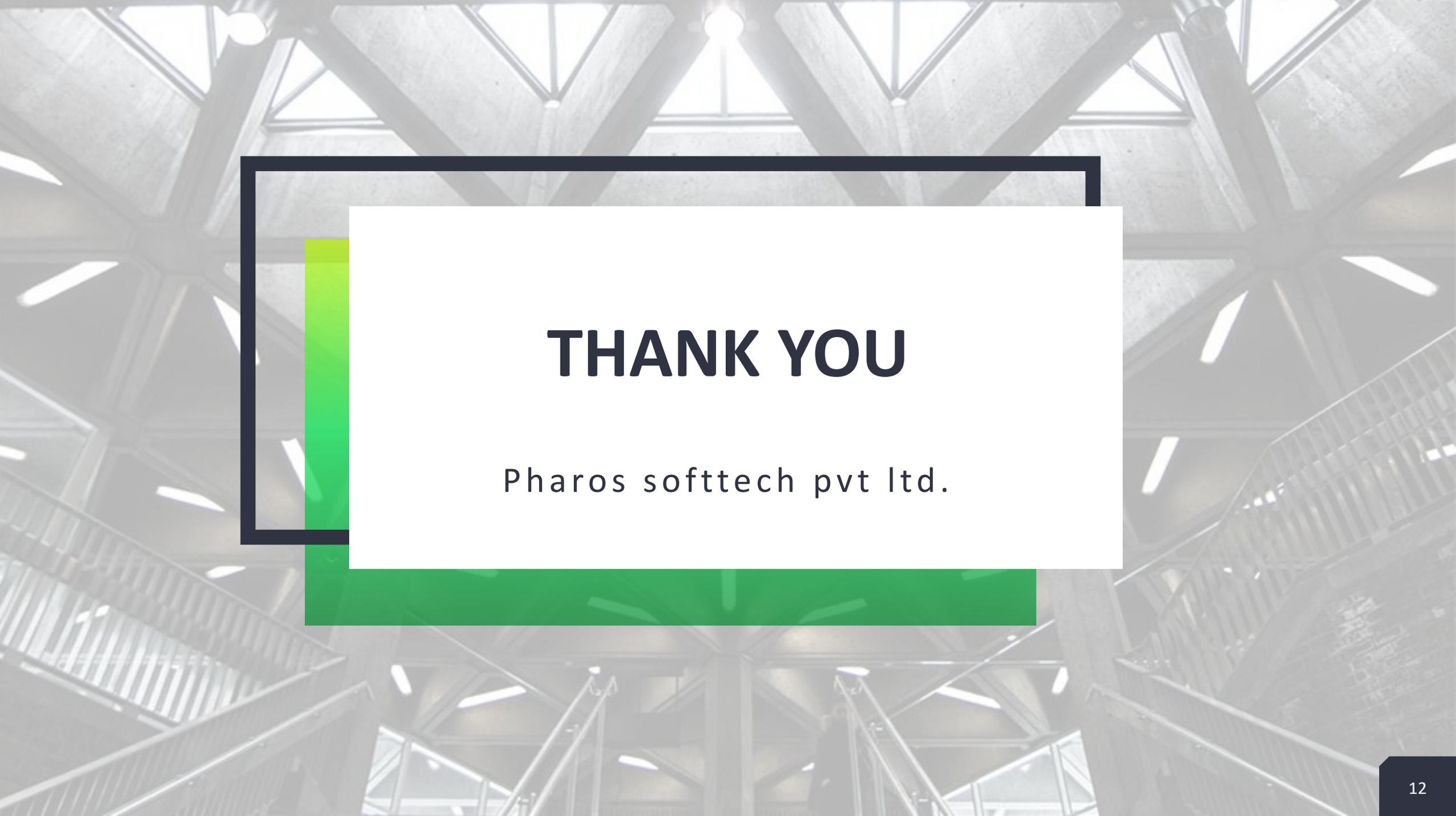
THANK YOU

Pharos softtech pvt ltd.