



The hotel industry relies on communication to be successful. Whether it's external communication (managing telephone or Internet reservations), or internal communication (managing staff operations or assisting guest relations) – it's a necessity.

### THE SYSTEM HOTEL MANAGER

***Packed with features to streamline your business***

Are you looking for ways to:

- ▶ Improve guest relations
- ▶ Reduce overhead expenses
- ▶ Increase the overall efficiency of your organization

The Inter-Tel System Hotel Manager, an application developed specifically for the hotel industry, integrates your Inter-Tel phone system with the front desk and your guest rooms, so you can achieve maximum efficiency and performance easily and reliably. And Inter-Tel's ongoing commitment to new technology ensures that your communications platform will expand to meet your future needs while solving your challenges today.

Inter-Tel understands the unique requirements of hotel communications and the importance of individualized guest service. The Inter-Tel System Hotel Manager offers you a flexible solution that helps you better manage the issues you face running your business. By integrating your Inter-Tel phone system, you can improve guest relations and offer your guests a business class phone system to meet their needs.

The Inter-Tel System Hotel Manager incorporates all of the day-to-day operations for your hotel phone system into one thorough and easy to implement software application. Some of the unique features inherent to the Inter-Tel System Hotel Manager include:

#### ROOM STATUS

Managing room status is critical in meeting guest requirements at check in. With the Inter-Tel System Hotel Manager you can quickly and conveniently see which rooms are "available", "occupied", "unavailable" or "being cleaned".

#### ROOM STATUS UPDATES

Housekeeping personnel can update the status of a room from "unavailable" to "being cleaned" to "available" simply from the room's telephone, thus enhancing their efficiency and minimizing the amount of time the room is unavailable.



#### WAKE-UP CALLS

Ensure your guests' peace of mind with the Inter-Tel System Hotel Manager's reliable, automated wake-up call functionality. Wake-up calls can be initiated by the front desk or by your hotel guests. As an added feature, calls can be set to automatically ring a second time if a guest does not pick up. Additionally, you can confirm a wake-up call was placed at its designated time by viewing the room's telephone log.

#### TOLL CALL LIMITS

To minimize potential losses from excessive guest toll calls, the Inter-Tel System Hotel Manager lets you create and enforce a toll call limit. If guests need to make more calls than the limit allows, you can program each room and each extension to allow any number of calls, making call management as convenient as possible for you and your guests.

#### TELEPHONE STATUS

The Inter-Tel System Hotel Manager provides the status of every room's telephone at a glance. From the front desk, you can see if it is set up for local calls only, long distance calls only, both or neither.

#### CALL DISABLING

If outgoing calls from unoccupied rooms are a problem in terms of associate productivity or unauthorized telephone expenses, the Inter-Tel System Hotel Manager can be used to automatically disable outgoing calls when the room is not occupied.

#### HOUSEKEEPING STATISTICS REPORTING

The Inter-Tel System Hotel Manager can even assist you in determining the efficiency of your housekeeping staff. The housekeeping report shows statistics of when the room was cleaned, who cleaned it, and how long it took to clean.

#### CALL REPORTING AND BILLING

To make overseeing your system as easy as possible, all calls are logged to a disk by room number. To help you manage your data according to your schedule, rather than having the system mandate a timetable, call activity can be logged to a disk on a daily, weekly, monthly or even annual basis – whichever best meets your needs.

For billing purposes, each room's activity log can be printed for each guest at check-out or anytime.

#### INTER-TEL SYSTEM HOTEL MANAGER CONFIGURATION OPTIONS

- ▶ Inter-Tel System Hotel Manager (Built-in PMS) software offers most of the common features of PMS (property management system) software such as reservations, check in/checkout, room configuration and much more.
- ▶ Inter-Tel System Hotel Manager (External PMS Vendor) software adds to your efficiency by fully integrating with many third party PMS vendors.
- ▶ Inter-Tel System Hotel Manager (Wake-up Calls Only) software is programmed to exclusively manage and display wake-up call information.



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