

# ResortSuite DS

FOR DESTINATION SPAS



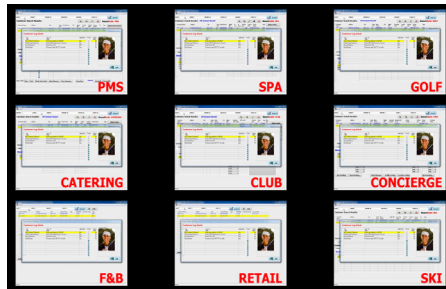
# TOP 10 REASONS

Destination Spas should use software designed specifically for them

**ResortSuite**  
Know your Guest.

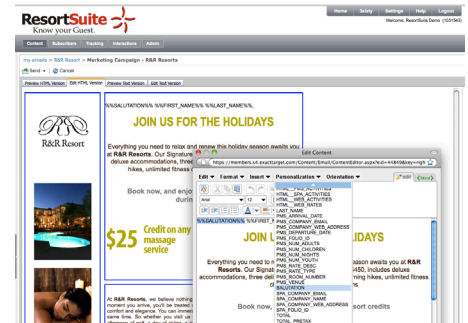
## 1 Single Guest Profile Hyper-Personalization

With a system built from the ground up to minimize duplication of guest data, streamline operations and eliminate unnecessary interfaces the opportunity to deliver highly personalized guest experiences has never been easier. Regardless if it is your guest's 10th stay with you or their first.



## 2 Marketing Automation Integrated, Targeted

Integrated Marketing Automation is key to richly engaging with guests to deliver much higher revenue per guest using dynamic communications and promotions. Highly targeted email campaigns that can mine profitable guest patterns across all operations (i.e. rooms, spa, golf, f&b) is the ultimate in "Know your Guest" capability.



## 3 Online Reservations: Rooms, Spa, Activities

Are you one of the 99% of hotels that can book just “heads-in-beds” online room reservations? ResortSuite allows a guest to self-define their entire stay including spa services, activities, classes, golf tee times and much more. Offering a single, one-stop shop booking experience has been proven to generate much higher online rooms sales and of course additional amenity revenue—with no commissions!



CHAMPNEYS

# MOBILE SOCIAL MEDIA

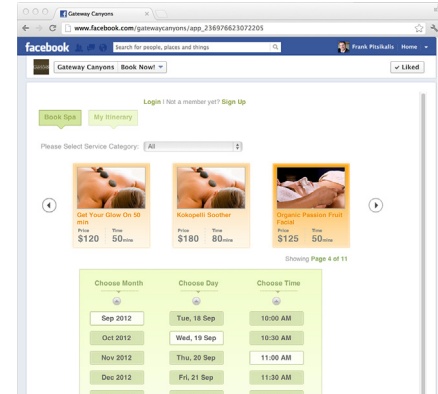
## 4 The Travel Consumer has gone **Mobile**

The first generation of mobile apps in hospitality have essentially been “mobile brochures” providing useful content such as menus, directions and contact info. ResortSuite MOBILE takes it to a whole new level providing next generation real-time capabilities such as spa, golf, dining and activity reservations and live individual and group itinerary information.



## 5 **Social Media** is the new Engagement Platform

Consumers are spending more of their online time in social media and more specifically, facebook. The need to have a strong, engaging presence on your Fan Page also extends to real-time availability and reservations of spa services, activities and golf tee times. The ability for a guest to share reservations with their fb friends creates a whole new dynamic.



# TABLETS KPIs

## 6 A **Dashboard** keeps your eyes on the Horizon

Better business decisions require timely information presented in a clear way. ResortSuite DASHBOARD incorporates hundreds of KPIs across multiple parts of the operations to ensure key stakeholders keep their eyes on their goals and the business results on course. Better Visibility, Better Decisions, Better Results.



## 7 **Tablet** Computing is a natural for Hospitality

Tablets have revolutionized how we use and think about personal computers. There is no better industry than hospitality to use mobile tablet devices to better serve their customers. ResortSuite is delivering powerful use-cases such as mobile check-in and f&b ordering to serve the guest where they are. In their room, by the pool on the golf cart. The era of tablets is here.





## 8 Integration simplifies Everything.

Let's face it, interfaces are expensive, limiting and complex to trouble-shoot. Eliminating interfaces and integrating your guest data across all operations and touch points provides more opportunities for surprising and delighting your customers. Integration also results in fewer billing errors which saves money and dramatically improves guest satisfaction.



## 9 Future-proof Technology

With an industry-leading Oracle database providing the foundation and proven business rules exposed via open XML standards-based web services, your enterprise hospitality software is future-proofed to take full advantage of cloud computing, virtualization, mobile, tablets and the latest in technology hardware and software services.



## 10 When you just need the **best tools** for the job

Each ResortSuite module is designed to stand on its own as a best of breed solution. Therefore, beyond the easy-to-use standard functionality, you can expect unique and powerful capabilities. From spa, golf and room revenue management to spa and f&b recipe level inventory and much more--to ensure your business units manage costs effectively and maximize revenues and profits!



# RANCHO LA PUERTA

*Tecate • Baja California • Mexico*

To learn more about the ResortSuite  
solution for Destination Spas:

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**ResortSuite**   
Know your Guest.