

SmartBotler

Presentation

 jaybee



About jaybee

- More than 20 years of experience.
- Leader in providing computerized solutions to the hotel and leisure industry.
- Among JAYBEE's clients there are the biggest international hotel chains



What is SmartButler®?

JAYBEE's SmartButler software streamlines operations and improves guest satisfaction in hotels, hospitals, and apartment houses. It offers a range of modules to manage HouseKeeping and guest requests, as well as MiniBar services management and more.

SmartButler® modules:



LogBook



HouseKeeping



Mini-Bar



DutyManager

SmartBotler

LogBook

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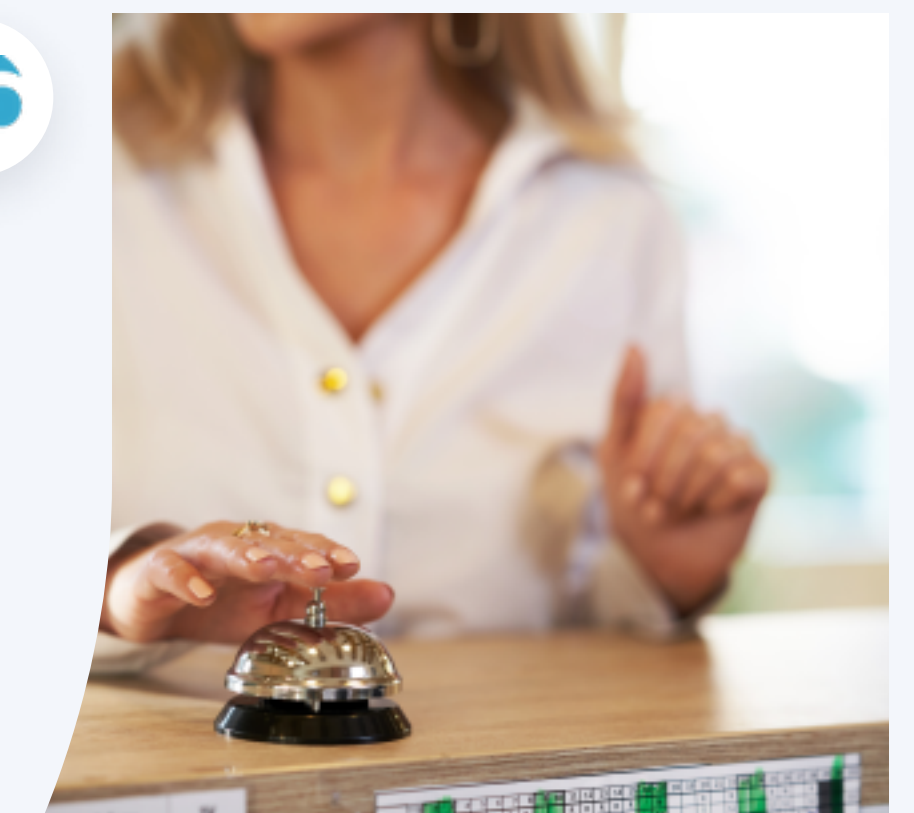
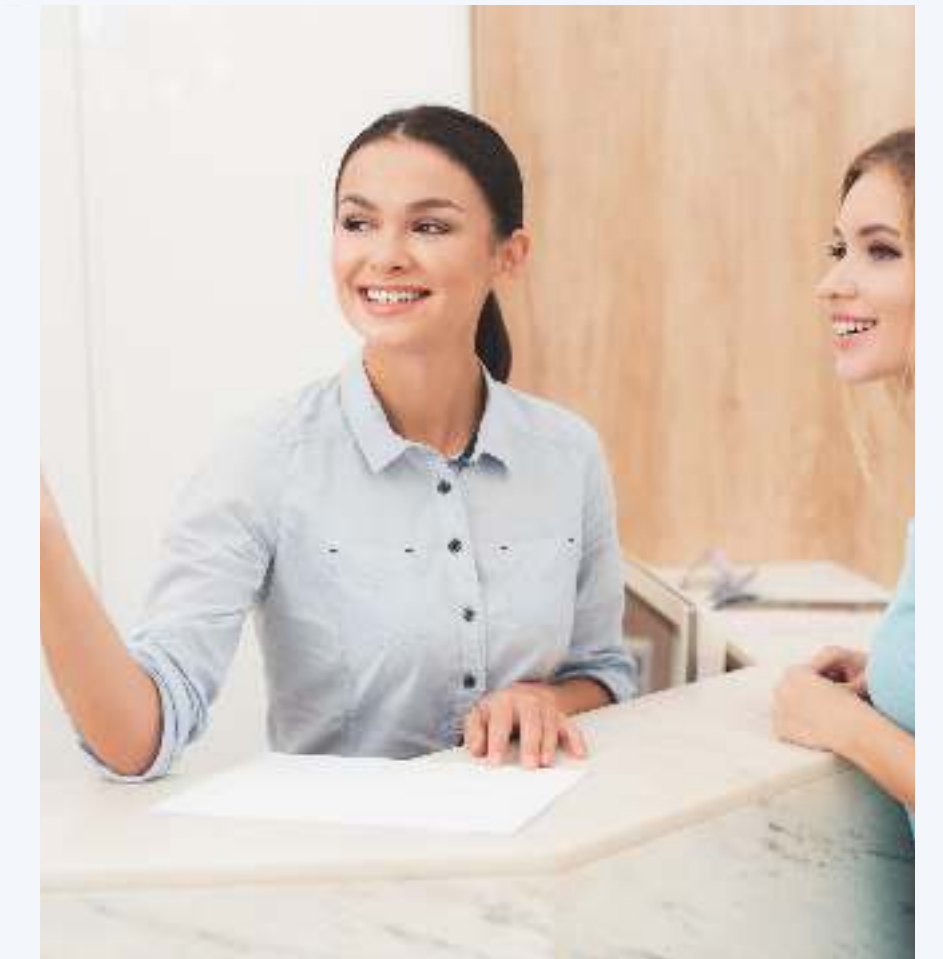


What is LogBook

SmartButler's Logbook module revolutionizes the way hotels manage guest inquiries, requests, and complaints. The module ensures efficient communication and seamless coordination between departments, resulting in exceptional guest satisfaction.

Features

- Desktop and Mobile Accessibility: Open service calls is available in both platforms for quick issue resolution, empowering managers and supervisors to take immediate action from anywhere.
- Push Notifications: Our approved app, alerts staff to new service calls or delays, keeping managers informed in real-time on Apple and Android devices.
- Escalation Layers: Set up unlimited layers for timely responses. If the initial recipient doesn't act promptly, the system automatically escalates, ensuring efficient issue resolution.



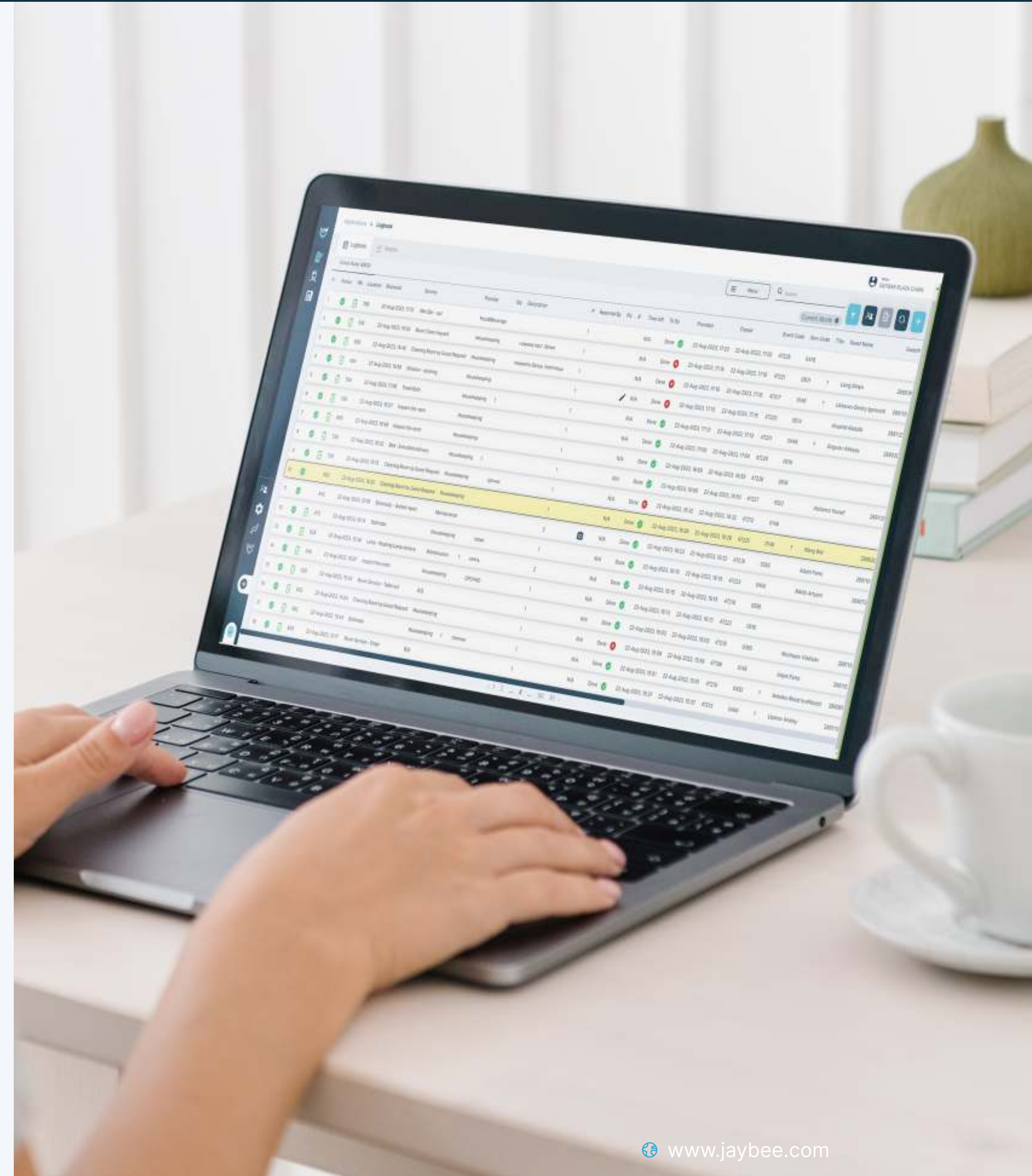
How it works

Step 1

Upon receiving a guest call, the operator at the GSC creates a new event describing the service needed.

Step 2

Step 3



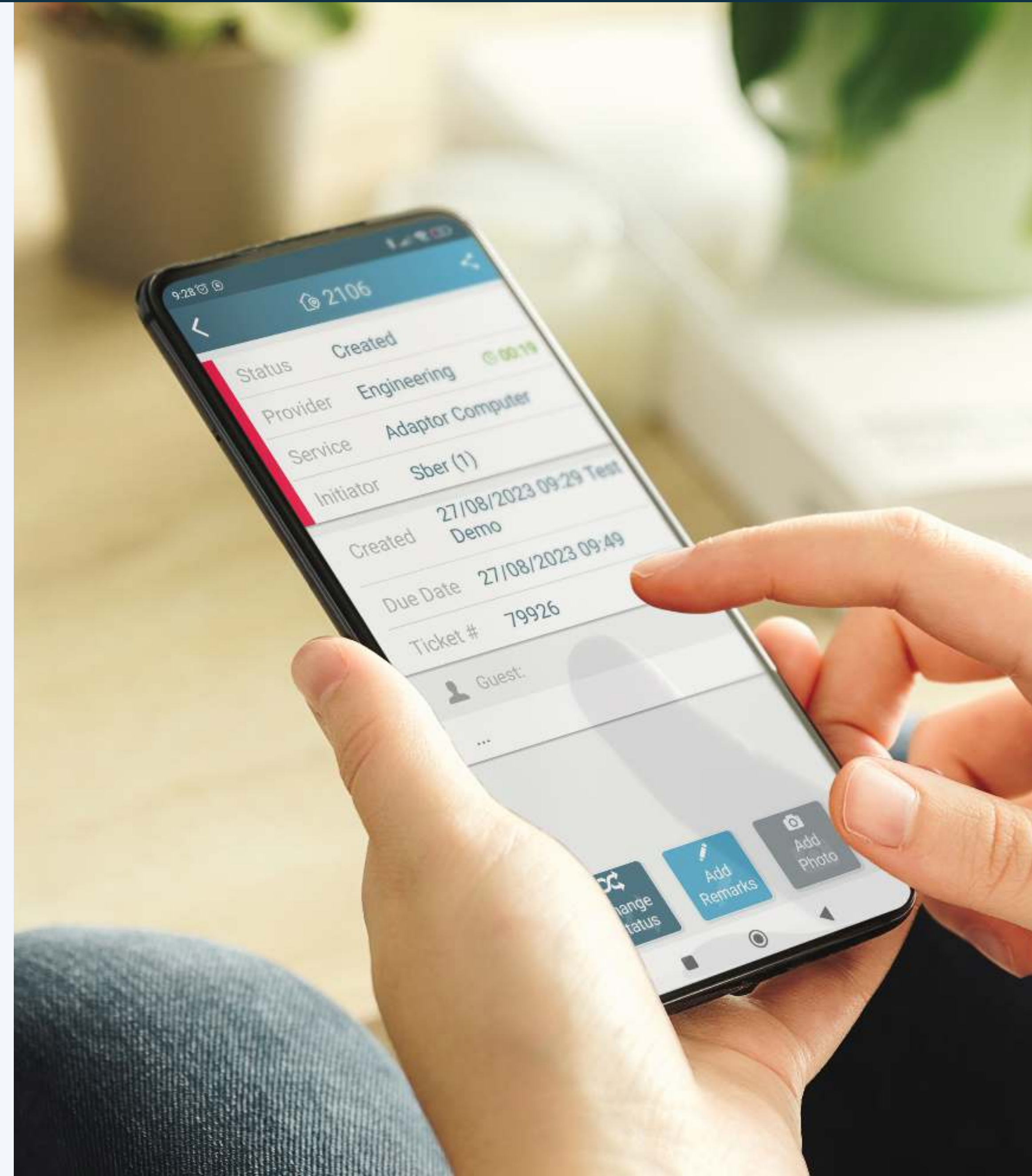
How it works

Step 1

Step 2

An automatic message is sent to the applicable runner with the request details.

Step 3



How it works

Step 1

Step 2

Step 3

Runners acknowledge the call, provide the service promptly, ensuring a satisfied guest, and update the application upon completion.



Benefits

- Delivering fast, accurate and exceptional service, while going above and beyond guest expectations.
- A centralized, inter departmental, multi-lingual on-line database for staff to log, dispatch, escalate and follow-up on all services.
- Periodic reports can be accessed later on for trend analysis and process improvement.
- Reducing waiting time, labor and maintenance costs while increasing asset life and staff productivity.
- Managing the hotel resources more effectively.



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HouseKeeping

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What is HouseKeeping?

SmartButler's Housekeeping module syncs with the property's PMS, streamlining room prioritization and real-time status updates to keep relevant staff informed.

Features

- Housekeeping Mobile App: Empower staff to update room statuses in real-time for faster turnovers and prompt guest rooms cleaning and delivery.
- Efficient Workforce assignment: Ditch manual arrangements for a digital system. The housekeeping coordinator swiftly organizes work each morning, saving time and eliminating paper distribution. Staff use the app to access assignments and prioritize tasks.
- Instant Tracking: Keep tabs on room attendants and supervisors assigned for each room. Management maintains constant visibility, ensuring accountability and efficient coordination.



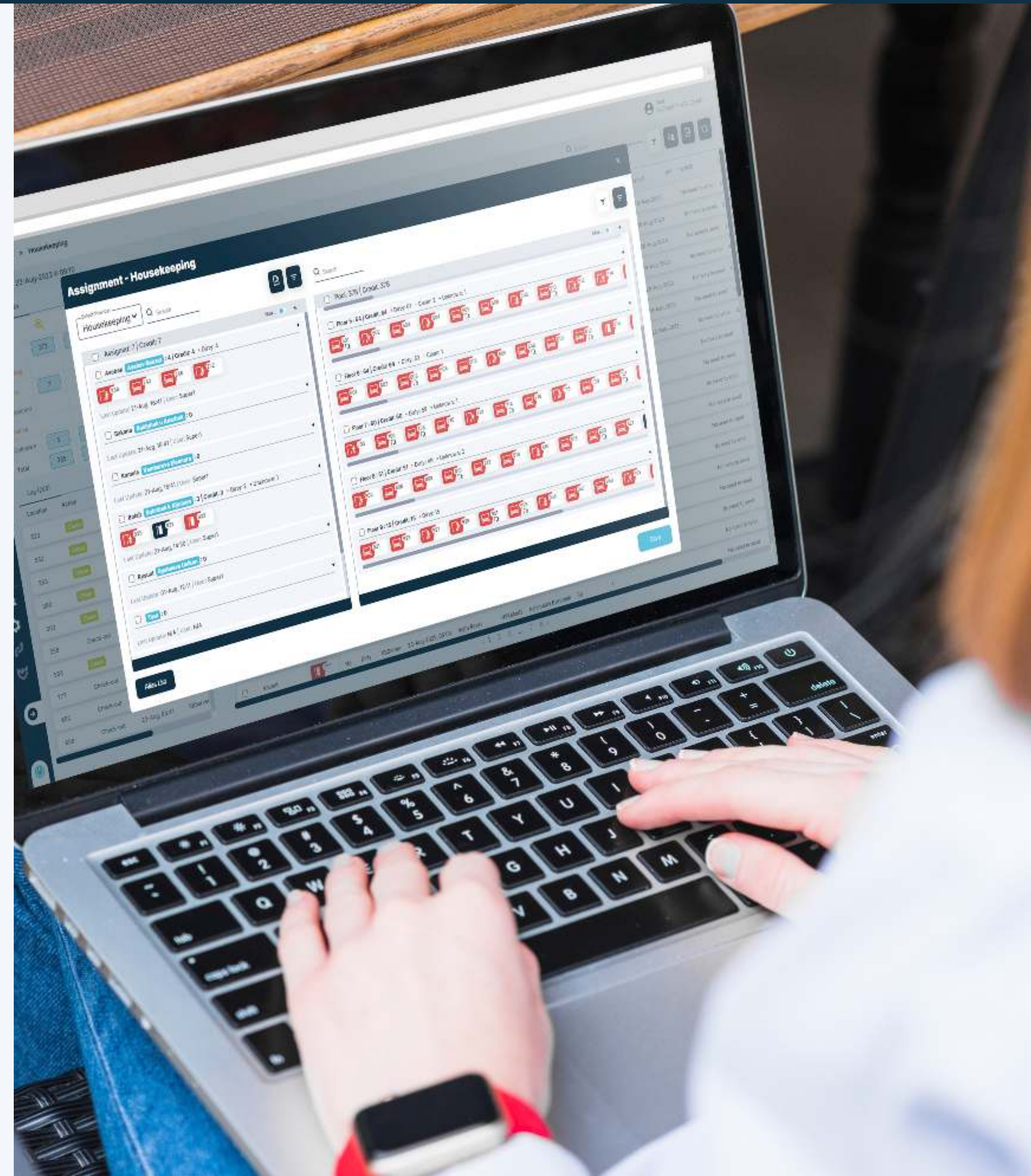
How it works

Step 1

The housekeeping department assigns tasks, according to the room status. Team members can access their daily work plan via their mobile app and start the day.

Step 2

Step 3



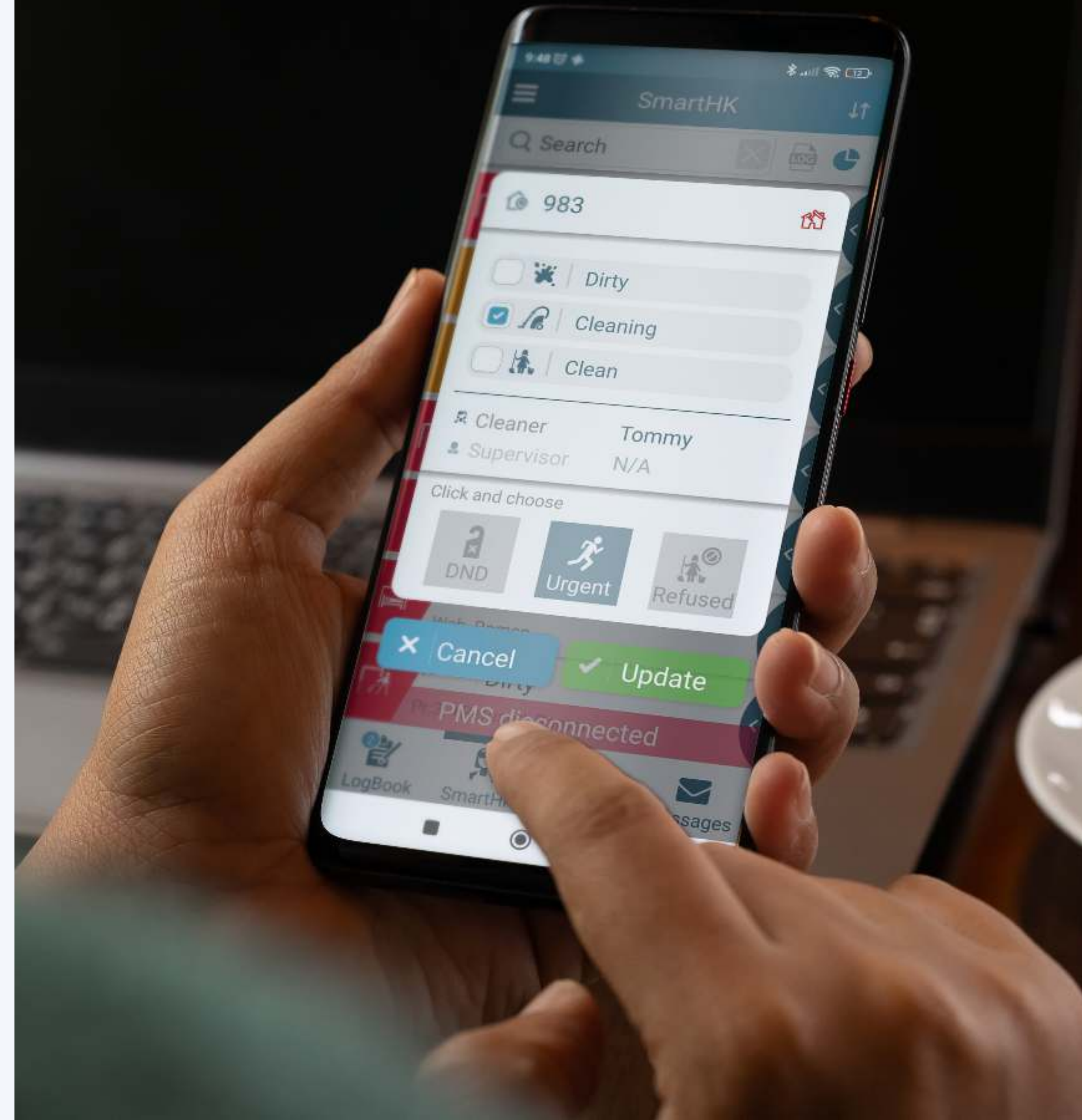
How it works

Step 1

Step 2

Room attendants update the status of cleaned rooms via their app, triggering push notifications to floor supervisors for inspection and status changes.

Step 3



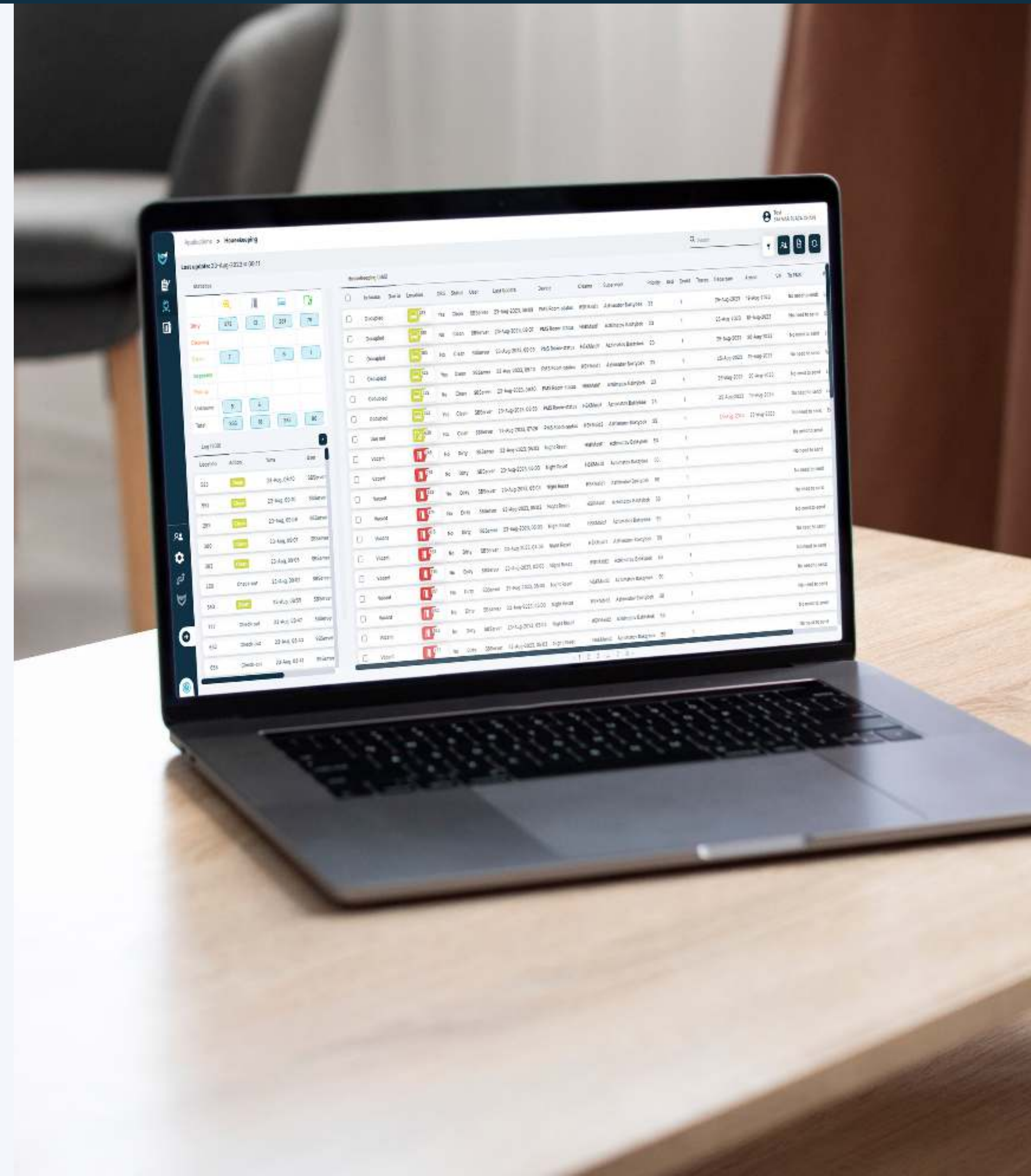
How it works

Step 1

Step 2

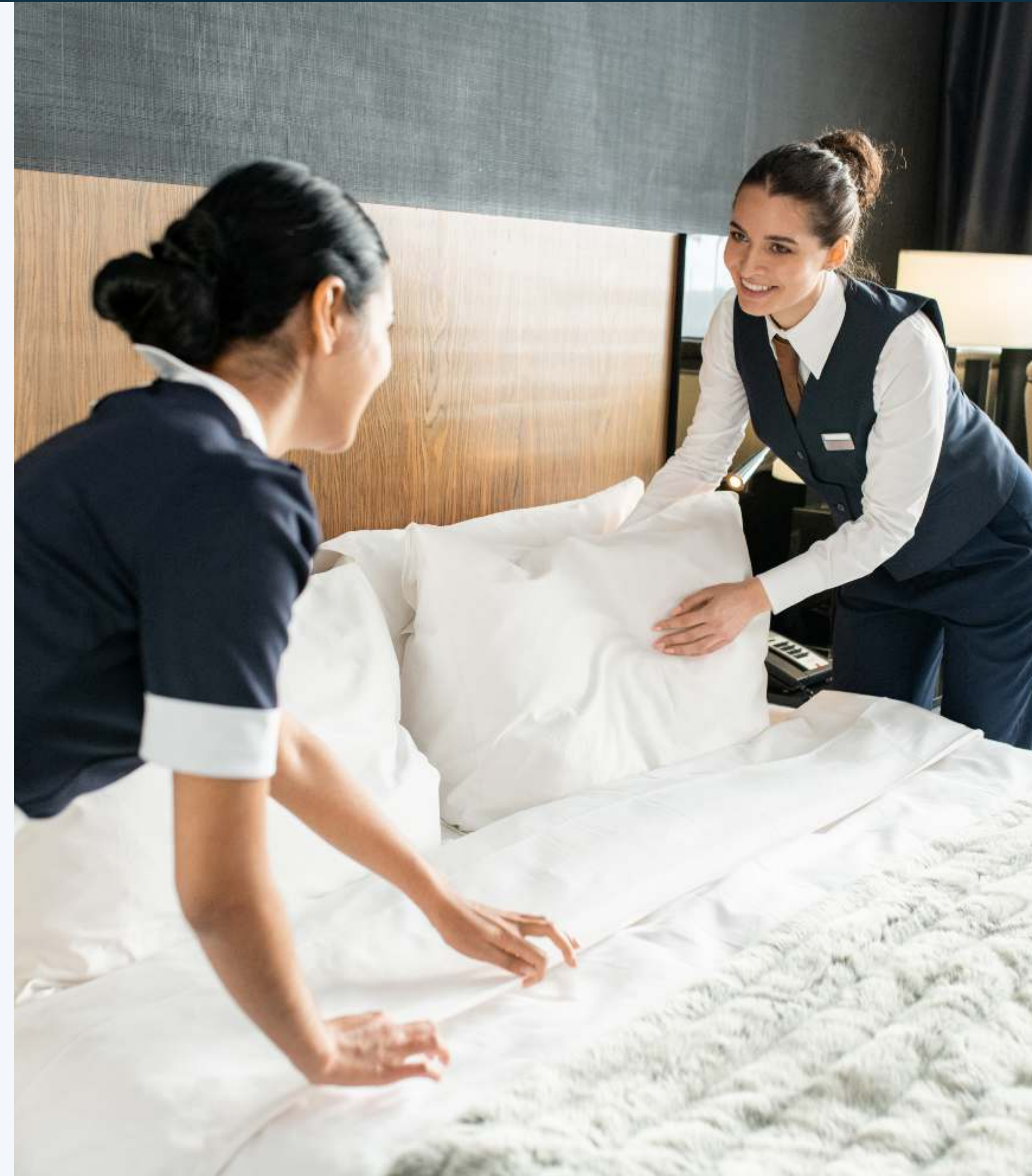
Step 3

Housekeeping management tracks work progress, which is accessible to receptionists for real-time check-in when guests are standing-by or re-prioritizing.



Benefits

- For hotel management: Complete control and transparency over room statuses, priorities, and housekeeping department operations through the advanced SmartButler app.
- For Housekeeping managers: Real-time control over room cleaning progress, priority adjustments, and efficient communication with floor supervisors.
- For floor supervisors: Time and effort savings in searching for the next room to inspect, allowing prioritized room inspections
- For room attendants: Paperless work processes with a dynamic task list, eliminating the need to report directly to the office or floor supervisor.



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Mini-Bar



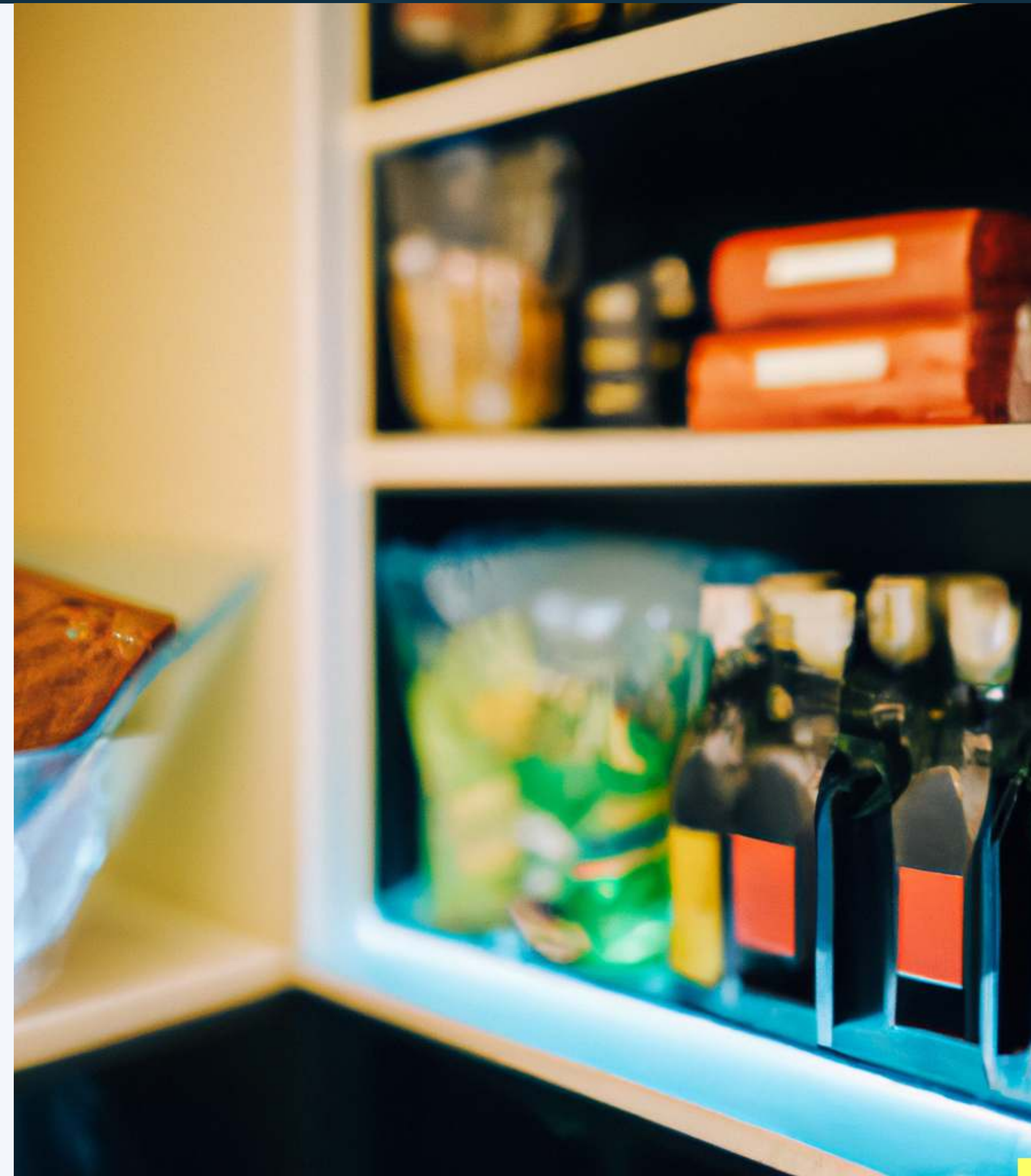
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What is Mini-Bar?

A module ensuring timely posting of minibar charges to guest bills and optimizing minibar service management, upon privileges and entitlements of the room as determined in the property PMS.

Features

- A module ensuring timely posting of minibar charges to guest bills and optimizing minibar service management, upon privileges and entitlements of the room as determined in the property PMS.
- Minibar Mobile App: Empowers staff to update room statuses in real-time for accurate billing and/or filling the minibar.
- Reception clerks have the ability to set an “urgent” status to the room, and this information will be seen by all authorized users instantly.



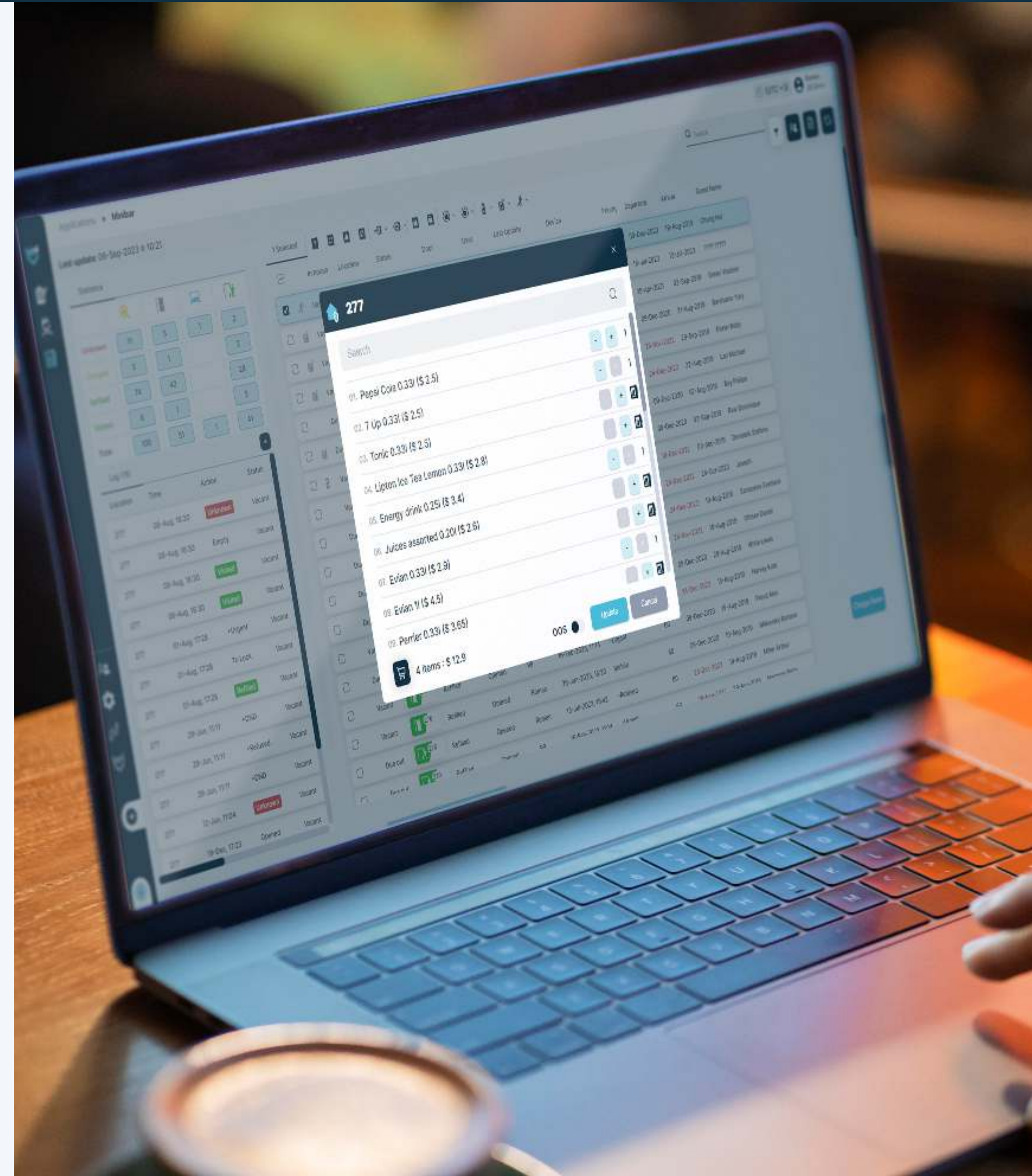
How it works

Step 1

The minibar department divides the hotel rooms between attendants, which are prioritized by room status.

Step 2

Step 3



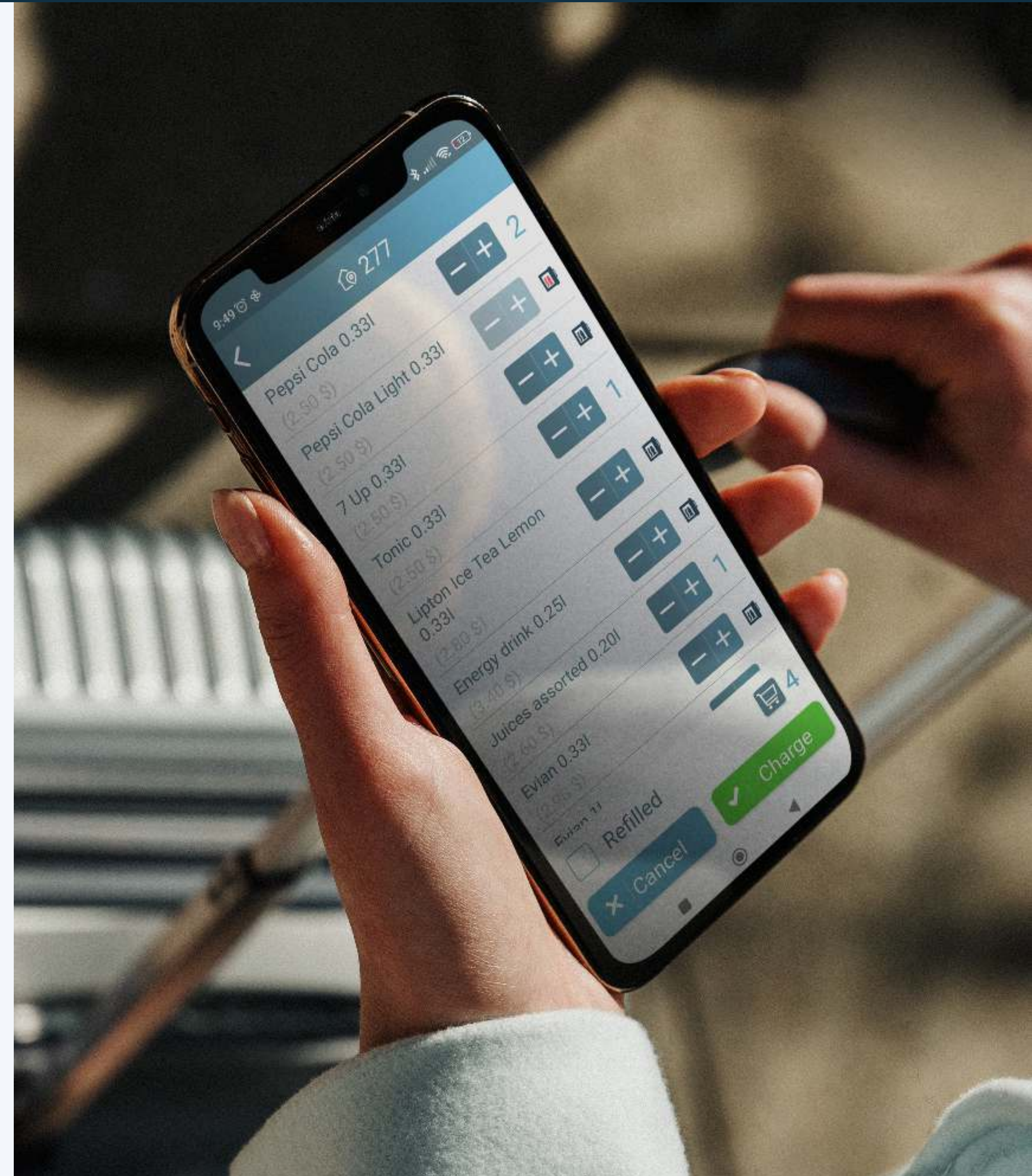
How it works

Step 1

Step 2

When inspecting rooms, attendants indicate consumed items, and a charge is automatically applied to the guest's bill.

Step 3



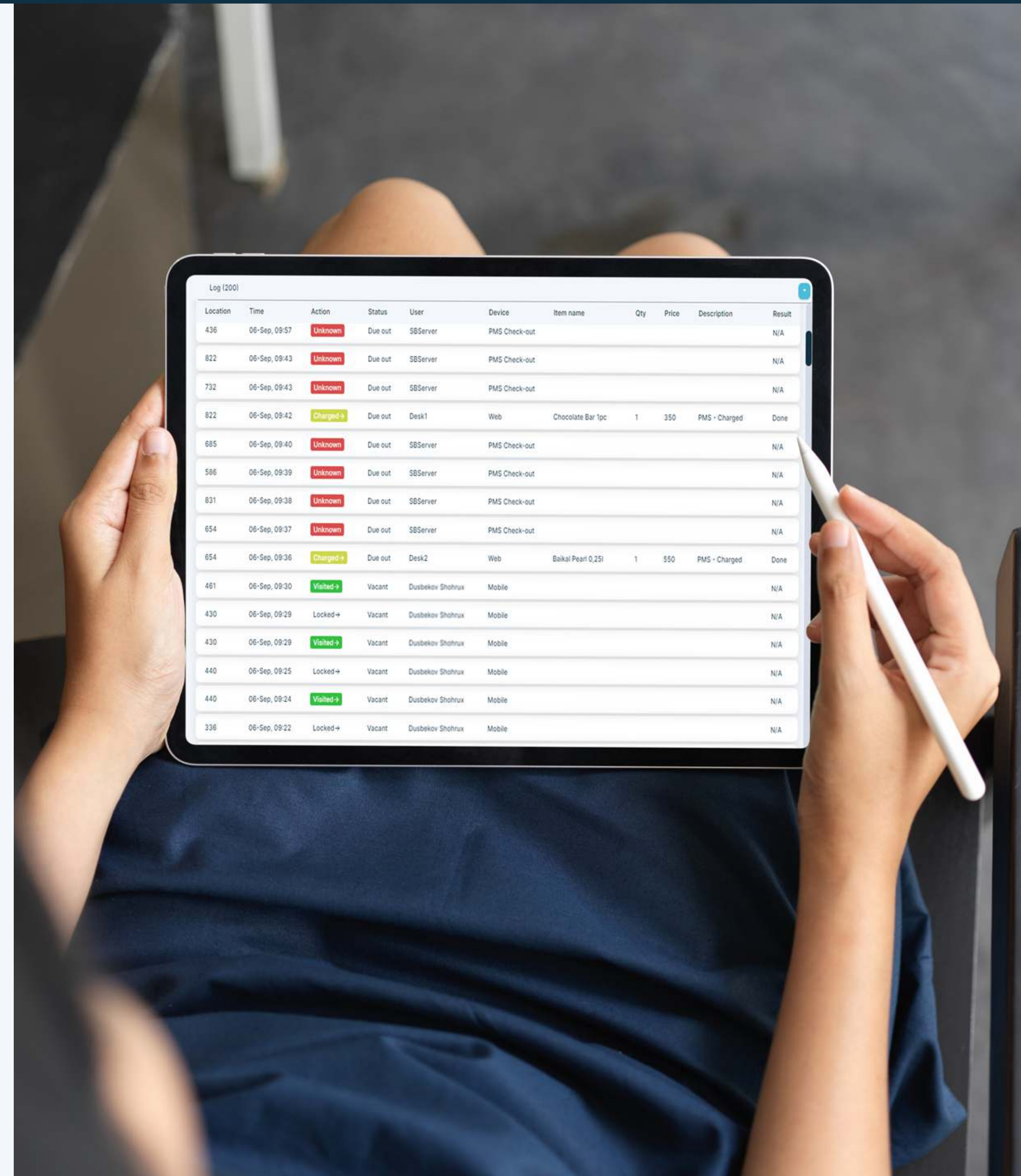
How it works

Step 1

Step 2

Step 3

After rooms are checked, the attendants return to applicable rooms to refill the minibars.



Benefits

- Minimizes the minibar losses by reducing the possibility that guests will check out without paying for their minibar consumption.
- Provides easy and efficient communication between the minibar department and front office.
- Increases minibar revenue by analyzing on-line consumption reports and item popularity.
- Reduces the need to drag a trolley, hence attendants can navigate between rooms to inspect and charge in a quicker and easier way.



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Thanks for watching

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