

Spa, golf, club and activity management

Bring staff, members and guests together on one platform to maximize guest service offerings and booking revenues. Inspire guests. Optimize resources. Reduce costs. Grow profits.

Reservation Assistant is an easy-to-use, modular, highly customizable and functionally rich spa, golf, club and activity management solution that delivers seamless, enterprise-wide management of on-property operations. It helps businesses create great guest experiences, and excel in a competitive marketplace, while integrating into the existing ecosystem.

AMS

Reservation Assistant:

- ▼ Complete solution across all business areas and touch points
- ▼ Modular and scalable according to need
- ▼ Optimizes resources: stock, staff, rooms and equipment
- ▼ Improves member management, retention and guest communications
- ▼ Web and mobile access for guests and members
- ▼ Increases revenue and profits
- ▼ Server or in the cloud. Rent or buy
- ▼ Single or multi-property deployment
- ▼ Seamless integration into existing IT ecosystems
- ▼ Support around the clock

Reservation Assistant

Reservation Assistant is an enterprise-wide management solution for hotels, resorts, leisure and fitness clubs and destination management operators.

Reservation Assistant closes the gap between the guest, operations and management to ensure controlled operations, happy guests and increased profits. It is a guest-centric solution that provides increased bookings, operational cost control, resource and staff planning, marketing, and guest retention as the norm. Any bookable service or package can be incorporated, plus powerful retail POS. Adding an advanced membership management module, rental of equipment, stock management, web bookings and online shop, guest self-service and gift voucher management, makes an all-encompassing solution.



Create unforgettable dining experiences

Quickly and easily reserve tables while considering guest preferences. Maximize seating allocation and reservation durations. Manage cafés, restaurants, night clubs, cabanas and more. Have a reservation plan that illustrates restaurant layout and current-status real-time. Report on average booking periods, table occupancy rates and booking trends.



Retain members and increase visitation

Excel in membership contract management and financials. Sell memberships by term, class, or level while remaining flexible with member payments. Offer single, joint, family or corporate memberships and manage membership retention proactively.



Manage spa and wellness in style

Organize all spa and salon resources and reservations using just one tool. Know optimal appointment times that consider guest needs, staff availability, room set-up and turnaround times. Keep guests informed, manage groups and parties, waiting lists, cancellations and no-shows. Take deposits and pre-payments.



Do more than just book a Tee

Increase yield by knowing if a tee-off time allows other players to start their round. Book lessons, driving range, golf cart and other equipment. Let players book online. Manage multiple courses, groups and corporate events. Run the pro-shop, including retail sales, stock management and purchasing.



All in one for sports and fitness

Easily manage fitness, classes, course and personal training. Book, rebook, sell packages and manage redemption of classes and attendance. Increase foot traffic, manage guest and member skill and age levels, fill classes, maximize bookings, retain memberships and increase revenue.



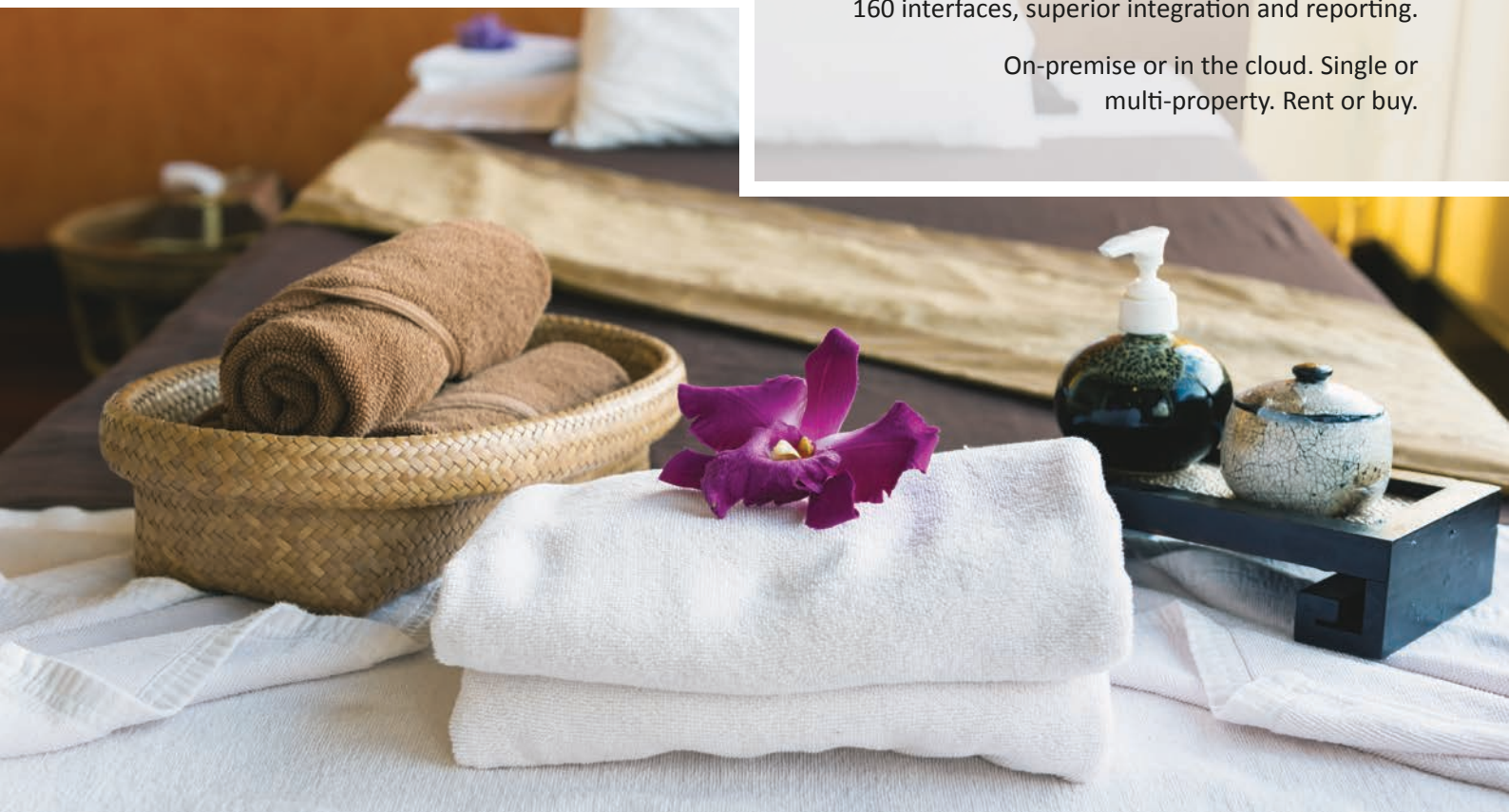
Add-ons to complement the system

Allow members and guests to make their own bookings and purchases from their mobile, guest in-room TV, public IPTV or self-service kiosk. Offer members and VIPs greater access, better pricing, or simply manage public rates.

Easy to use, modular, scalable and feature rich.

160 interfaces, superior integration and reporting.

On-premise or in the cloud. Single or
multi-property. Rent or buy.



Connected, fully integrated, fast touch-POS

Whatever the season, know the right price for each service or retail item. Let the system take away the hard work and calculate the commission for employees. Accept gift vouchers, tips and calculate discounts with ease. Know stock-on-hand at a glance, manage bar codes and even offer promotions and hot deals. Avoid lost bills or non-payment.



Personalize your marketing

Identify your customers via clear segmentation of profiles, and create quick, no-fuss marketing campaigns and offers to reach them via email, SMS or mail-merge. Target, inform, retain and incentivize guests and members to come back for more. Create promotional packages and offers to have your past guests revisit your business based on past spend or trends.



Digital and social sorted!

Increase sales with channel growth by easily integrating your website to have a fully-fledged web shop and online reservation system, with direct payment connection. Allow members and guests to book and purchase products on the go from their mobile devices.



Self-service that gives choice. Anytime, anywhere

Use add-ons to complement and extend your Reservation Assistant solution to provide packages, gift vouchers, staff scheduling and stock management. Advanced capabilities such as single and multi-access passes and tickets, reporting automation, SMS and email automation are just some of the many features to choose from.



Xn protel Systems is a global hospitality management software company specializing in property management, central reservations, point of sale and activity management solutions. Our highly functional, cloud-native and open systems provide the latest technology and flexibility. They help world-class hospitality companies in over 50 countries to optimize revenue generation, simplify service operations and enhance the quality of guest communications.

Our next generation, global solutions are robust, highly scalable, feature-rich and backed by outstanding customer service and support. Our dedicated team of highly experienced hotel, hospitality and technology experts work hard to understand customers' needs and the issues they face. Located across our extensive network of offices in the UK, Asia and Middle East, our specialists provide the best advice, solutions and support to make sure customers meet the needs of local markets and achieve their business goals.

We are committed to:

Creating open systems: Working closely with our customers and partners we adopt industry standard protocols to break down traditional integration barriers. Creating truly open, flexible solutions that support guests' growing appetite to be more in control of their stay.

Developing cloud-native products. Our newest technologies are born in the cloud. That means our customers benefit from the latest innovations, can take full advantage of mobile and achieve a lower cost of ownership.

Being easy to do business with. We understand the frustration that comes with unresponsive and inflexible suppliers. We're not like that. And we don't take our customers for granted. A customer-centric approach is in our DNA, from preparing quotations through to resolving support calls.

The Company was formed in the UK in 2002, as Xn Hotel Systems. It was then renamed in 2015 as Xn protel Systems when protel hotelsoftware became a shareholder.

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