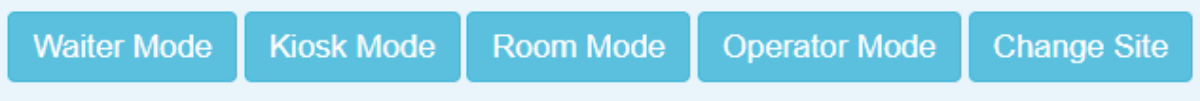


ROOM SERVICE & HOUSE KEEPING

Let your guests, customers and staff enjoy the ability to place orders directly to the bar or kitchen in your premises using the innovative simple *Room Service* application with the ability for automatically charging their room or paying directly.

Combine that improved service to customers in their rooms and throughout the hotel with housekeeping functions for an greater level of superior service to them.

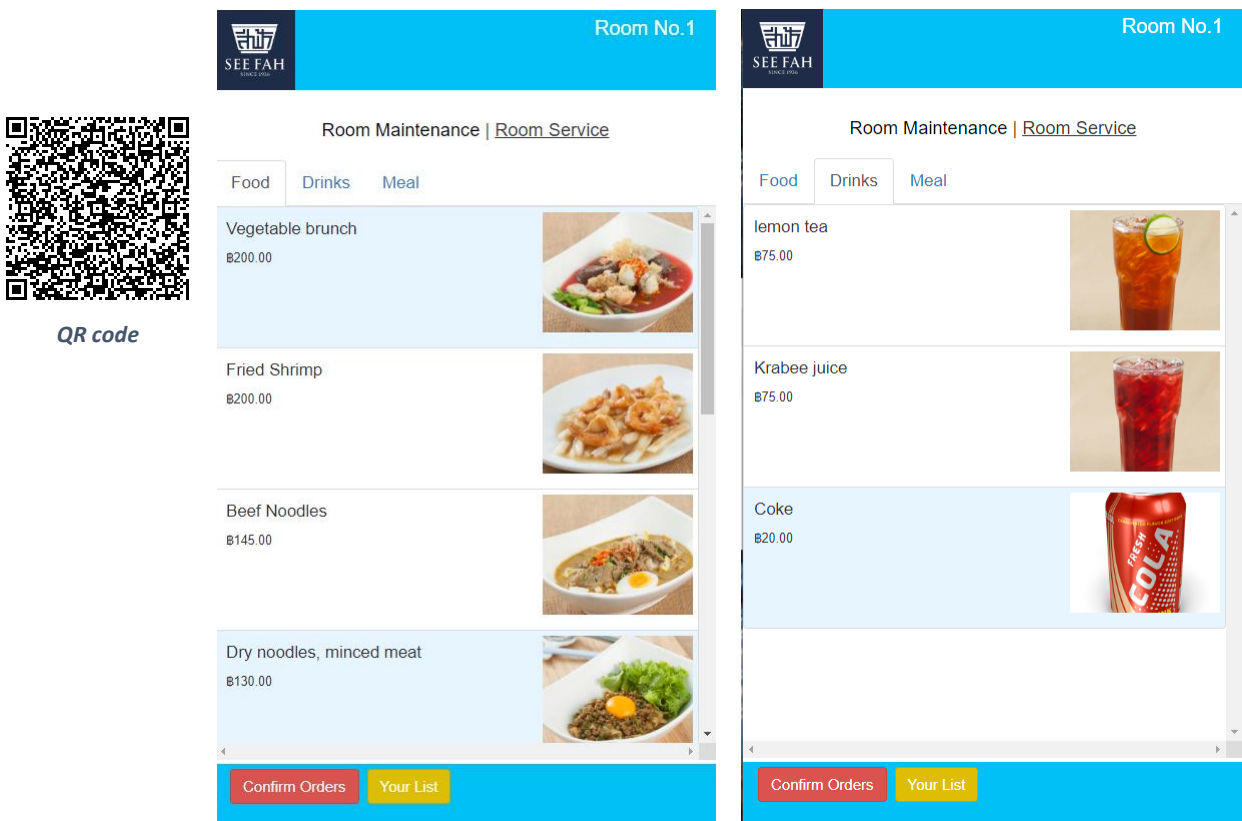


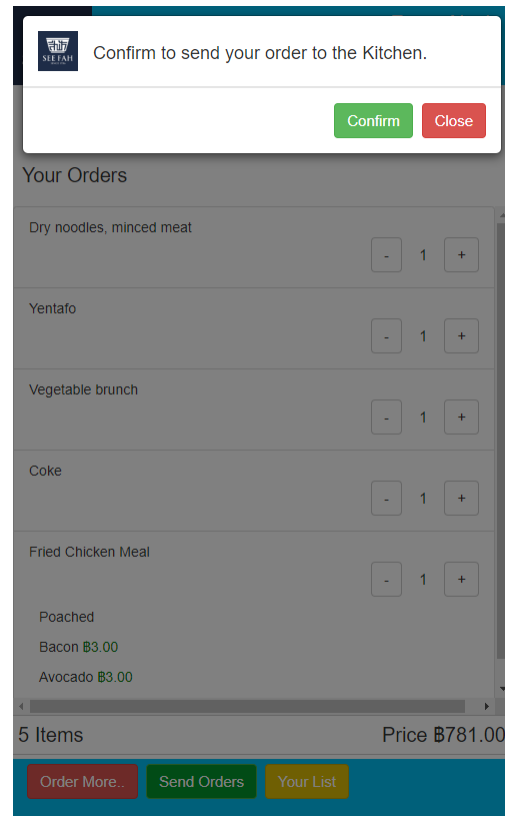
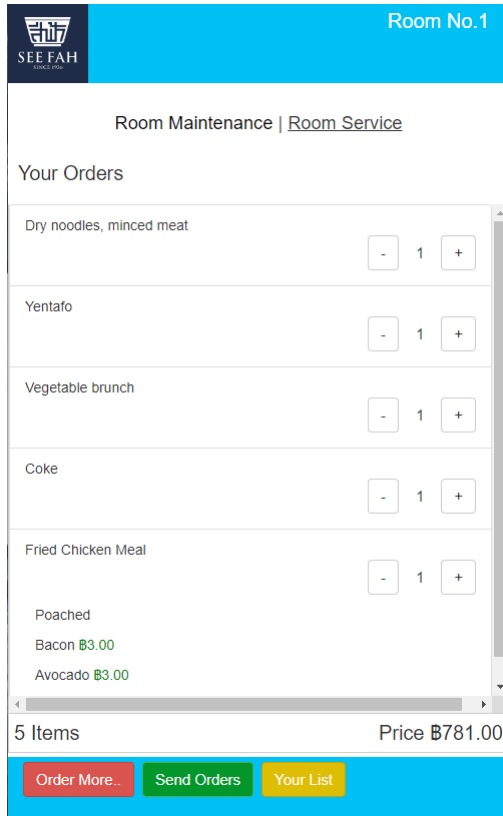
Your guests & customers simply scan the QR code into their smart phone on your wifi and the applications opens and links them to that room or facility. The application is not downloaded to their smartphone and so does not clutter it up. The application is accessed purely over the internet and your local area network.

There are various modes.

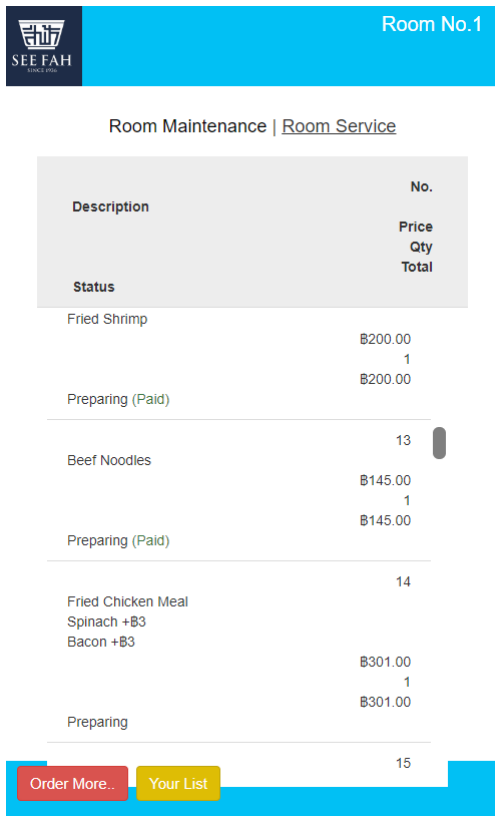
Room Mode

Guests scan a QR code in their room, which contains operational mode, the URL & room number, and they can immediately place orders from your Room Service menu which shows images and prices. The party scanning the QR code can also be challenged for their name for verification purposes, if desired. Once the items are selected and any permitted modifiers chosen they simply “Confirm” the order which is then sent to a kitchen printer or bump screen located in the kitchen area.





The customer can check the progress of their order as it is prepared and see the actual cost that will be applied to their account.



The account of the guest is updated and the purchases linked to the room by the code. The guest folio can be updated directly if the Property Management System is integrated to this application. Alternatively, a CSV file can be uploaded to the PMS.

Lobby or Out of Room Mode

The Room Service functionality can be used in other areas of the hotel where guest services are provided. For example in a lobby area where there are multiple tables or a pool area with many chairs with patrons who are a mixture of inhouse and external guests. A QR code on the table or chair is scanned into opening the application and the guest is requested to enter their room number and their surname for verification against either the PMS records where integrated or through a CSV file generated from the PMS system. This is done to ensure the guest is indeed the occupier of the room.

The guest places their orders which are sent to the kitchen printer or bump screen. The guest account can be charged (directly where integrated or via CSV import to PMS) or payment can be taken directly through the application in "Waiter" mode.

Payment options include "Charge Room", "Credit/Debit card", "Cash" or "Prompt Pay" and many other tender types.

Payment Options



QR code – in or out of room

room	cust_surname
1	Scott
2	Walker
3	Elder
4	Hadley
5	Jones
6	Miller
7	Ponce
8	McGill
9	Eddy
10	Oleary

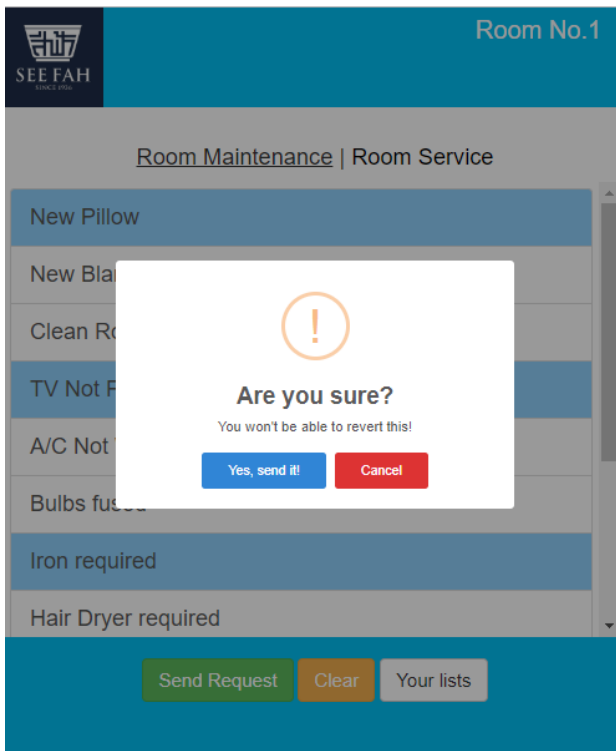
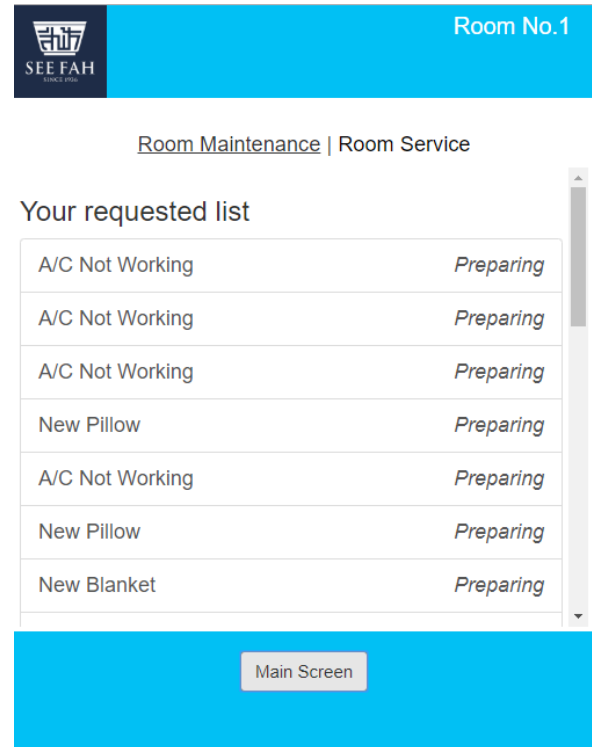
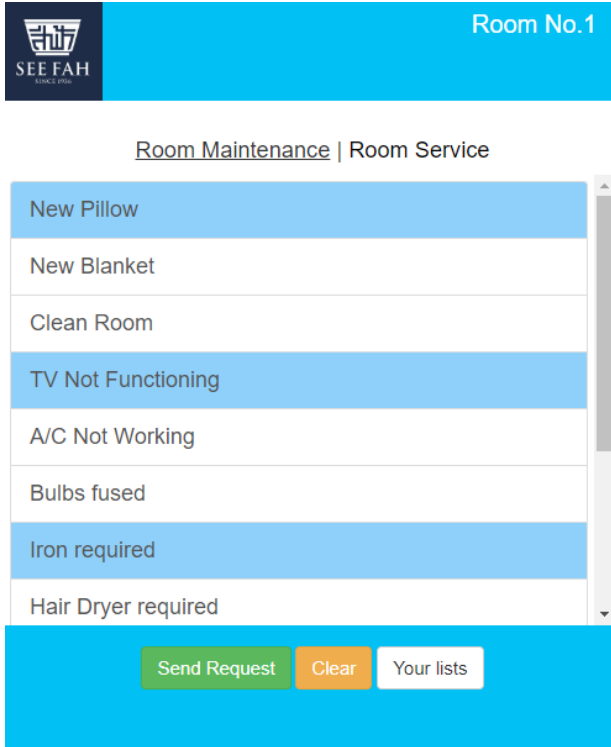
Check Guest is in-house



The *Room Service* mode is fully integrated with the powerful iZenPos point of sale and iZen Portal ASP back office. It can readily pass guest billing and payment information to your PMS via a CSV file export / import, if supported by the PMS

HOUSEKEEPING MODE

Your guests in their room can access the housekeeping mode and report problems with their room or request additional towels or other housekeeping services.



The guest selects the items requiring attention and then “send Request” which is routed to a receipt sized printer located at reception or some other location. There can also be a *bump screen* that shows the current status of any request. The guest & management can check the status at any time.

An additional function of the *housekeeping mode* is during the room clearing the following day. The maids can use the application to request service for items requiring attention and also flag the room as having been cleared.

Back-Office

All sales update the comprehensive iZen Portal internet back-office for procurement, inventory and financial management of the venue. The items for the Room Service menu and Housekeeping lists are set up in the Back Office.

Contact: AMC Convergent IT (Thailand) Co., Ltd at info@amcretail.com or your AMC Convergent IT representative.

Visit our web sites: izenpos.net and amcretail.com

Benefits:

- Quicker ordering for guests.
- Easier room service & housekeeping interaction for guests.
- Modern approach.
- Better use of fewer order taking & serving staff.
- Improved productivity.
- Fun for the guests
- Can combine with traditional POS system (iZenPos)
- Can operate standalone.
- Reduce the number of capital-intensive POS terminals and staff in a venue.
- Cheaper establishment costs of venue.
- Lower operational costs.
- Customers or guests can pay their bill using credit/debit cards.
- Improve venue financial performance.
- Stock control (*full procurement may require additional fees*).
- Opens marketing opportunities to customers through the Room Service app.
- Show specific guest & venue promotions.
- Venue based pricing is available for Room Service.
- Greater level of guest and customer satisfaction
- Address the specific areas of operation that attract the most negative comments.
- Pricing for Pay@Table is dependent upon the number of waiter payment terminals.

NOTE:

1. This software runs in a browser or alternatively as an application and is operating system independent,
2. Bump screens require additional equipment.
3. Specifications and functionality may change without notice.

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