

HOSPITALITY
WITH
A SYSTEM



The smart hotel software solution for
small and mid-market hotels

PROTEL SMART

Product information

PROTEL SMART: SMALL AND CLEVER

Our reservation software for small and mid-market hotels

For the reservation software protel smart we've tailored our internationally proven premium software solution to the needs of small and mid-market hospitality providers. It's an attractive package with great pricing, ease of use and functionality. The protel smart reservation software is an invaluable helper for all the processes you encounter in your hotel management business. Manage your rooms, process reservations, issue invoices with ease – and gain the time you need to give your guests truly personal service.

With protel smart, you'll enjoy mature technology that is easy to implement. The basic version is designed for hotels with up to 30 rooms and one computer workstation. For larger hotels, protel smart can easily scale to up to 60 rooms and three workstations.

Do you want to learn about some of the main features and functionalities of protel?

OUR PRODUCT HIGHLIGHTS

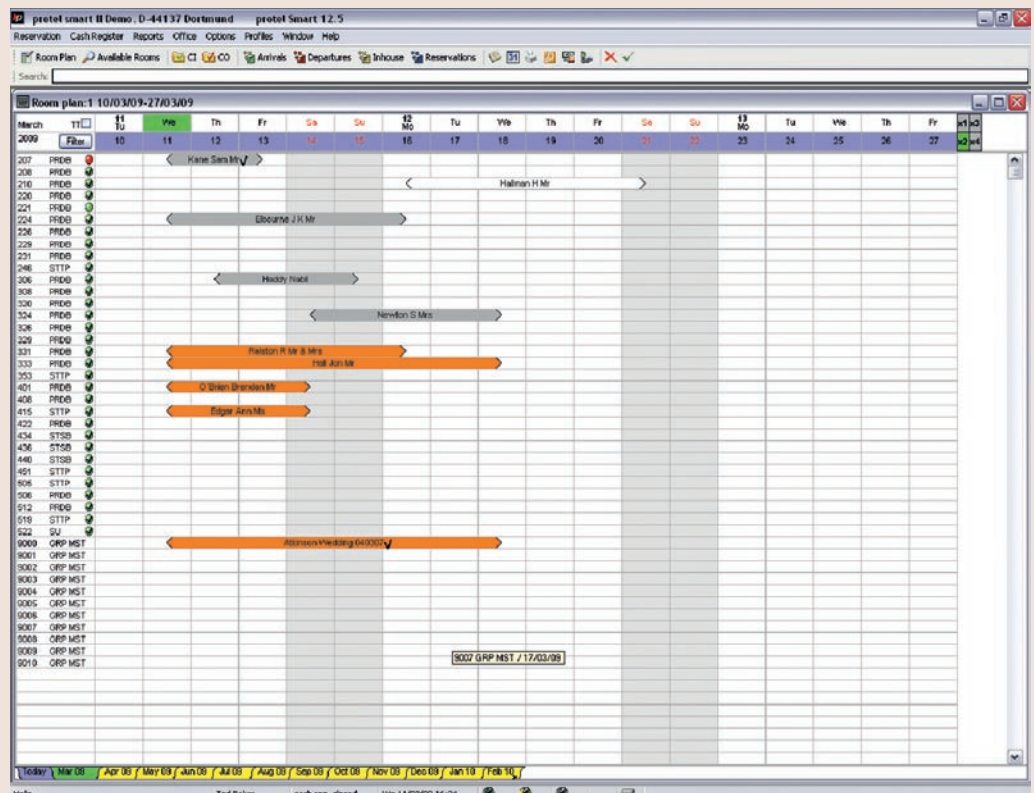
- ▶ Room plan
- ▶ Navigator
- ▶ Guest profile
- ▶ Reporting

FURTHER SMART OPTIONS:

- Exporting active lists to Excel
- Accounts receivable management
- Deposit management
- Foreign currency/cheque exchange
- Commission billing
- Mailing wizard
- Marketing function
- Season management
- Package management
- Microsoft MapPoint route planner
- Automatic call identification

Room plan

With the multifunctional room plan, you can quickly and easily reserve rooms for individuals or entire tour groups, change bookings as needed and access all guest information. Even room changes won't be any extra work for you. Simply drag the guest to their new home within the active room plan, and protel smart will automatically update all the details, including room status, billing and availability.



You can quickly and easily reserve rooms

Navigator

Only one mouse click away: all the information and data entry features you need in your front office. The Navigator is protel's main switchboard. From it, you have direct access to all the data associated with a particular guest. You can pull it up at any time? Just right-click the guest's name in any list, in the room plan or in one of many dialogs.

As a result, you get instant access to your guest's personal data, reservation details, billing details and all the notes recording your guest's special requests.

The screenshot shows the Protel Navigator window for a guest named Newton, Simon. The interface is divided into several sections:

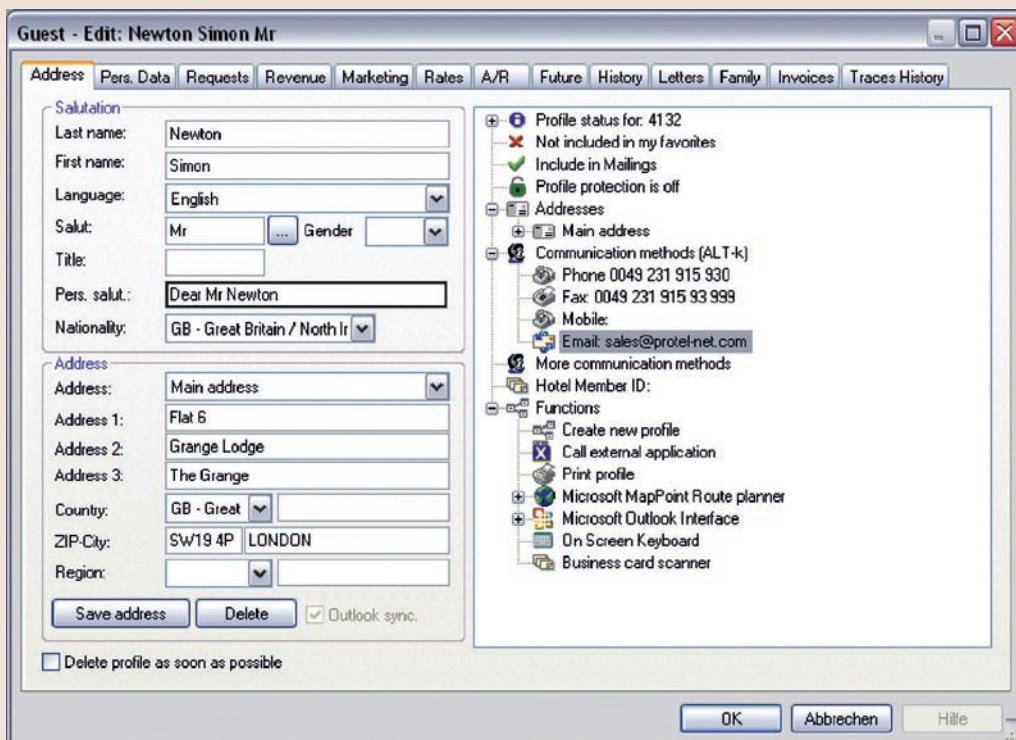
- Guest Information:** Name: Newton, First Name: Simon, Mr, Company: (empty), Street: Flat 6, Zip / City: SW19 4PR LONDON, Birthdate: 19/11/1973, VIP: LB Member. A 'Miles & More Member Gold' card is also shown.
- Reservation:** Arr / Dpt: 14/03/09 18/03/09, ResStatus: GTD CC[D], Rm. type: PRDB, Room: 324 checked, Adlt./Kid: 1 / 0 0, Rate: 100.00 GBP, Valid rate cd.: Right pric, Avail. rate cd.: [display rates].
- Info:** RP-Reservation, Corp: Daniel, Grp: ---, TA: ---, Sc: ---, RBD button, Rate Info button, Assign rate cd. button.
- Billing:** Total: -300,00, Charged: 0,00, Payments: -300,00. Items include A: Newton -300,00 and B: Daniel Europe Ltd 0,00. Other items include Additional reservation information, Memo, Attached profiles, and Wellness HIS.
- Guest Messages:** A table with columns Date/time, U, P, and Message. One message is visible: 13/02 16:29 T... Telephone call: ...
- Notes:** Note1: 13/03/09 Flowers 50,00 GBP, Note2: / /
- Buttons:** OK, Cancel, Help, Modify Res., Res.History, Letters, New Name, Create Sharer, Guest Hist., More..., Grp. Members.

All the information and data entry features you need in your front office

Guest profile

Each guest is unique, and the customizable guest profile is the perfect place to record what makes them unique.

From guest birthdays, favourite meals and preferred rooms to massage and business appointments, the guest profile remembers the essentials? So you don't have to. Guest revenues and history provide even more valuable information. Find out when guests last stayed at your hotel, and make them feel like they are coming home.



YOUR BENEFIT:

With each visit, you can get to know your guests better and have an ideal foundation for effective marketing

Find out when guests last stayed at your hotel

Reporting

We know your days are busy enough. That's why protel smart comes with all the reports you need to keep track of your business. How many guests are staying at your hotel? What countries are they from? How many checked in today? How many checked out? What rooms still need to be cleaned? How high are your revenues, and what bills are still outstanding? protel smart answers all these questions in seconds.

The screenshot shows a 'Housekeeping Report' window with a table of room data and a filter section at the bottom.

Dept.	#	Room type	Name	Arrival	Arrival time	Departure	Departure time	VIP	Status	Laundry	Housekeeping status	Ro. Stat.	Add.inf.
# 3b:													
3c:	331	PRDB	Ralston	11/03/09		16/03/09			Arrival		Vacant	checked	
3c:	333	PRDB	Hall	11/03/09	22:00	18/03/09	07:00	VIP Status 1	Arrival		Vacant	checked	
# 3c:													
3d:	353	STTP									Vacant	checked	
# 3d:													
4a:	401	PRDB	O'Bien	11/03/09	13:00	14/03/09	10:00	VIP Status 1	Arrival		Vacant	checked	
4a:	408	PRDB							Vacant		Vacant	checked	
4a:	415	STTP	Edgar	11/03/09	14:00	14/03/09	09:00	LB Member	Arrival		Vacant	checked	
# 4a:													
4b:	422	PRDB									Vacant	checked	
# 4b:													

Filter section:

- cleaned
- checked
- clean in progr
- All
- dirty
- touched
- out of service
- None

Buttons: Print, View, Use, OK, Abbrechen, Hilfe

All reports you need to keep track of your business



PROTEL PRODUCT LINES:

protel MPE (Multi Property Edition)

protel HQ (Headquarter)

Both software products optimize the managing of information for hotel chains and hotel groups. It's an economically convincing and proven package solution for managing multiple hotels from a central database.

protel SPE (Single Property Edition)

The protel Single Property Edition is our exclusive hotel management software for mid-market operators and large individual hotels. Check in, serve and check out your guests with the greatest of ease: protel SPE provides effortless processes and fast, reliable access to all crucial information

FURTHER EXPANSION MODULES:

protel Banquet

protel Banquet helps you perfectly plan and host receptions, banquets and events of all kinds and sizes. With protel Banquet, you can keep track of your long-term occupancy levels and generate schedules and room plans quickly and effortlessly. And this also applies to the whole hotel chain.

protel Sales & Marketing

You can't market to your customers if you don't know them well. That's why your success depends on targeted sales and marketing activities and comprehensive customer relationship management. protel Sales & Marketing gives you total visibility into what your guests need and want. Improve your bottom line with focused campaign management and attractive customer loyalty programs!

protel WBE 3.0

With the protel Web Booking Engine (WBE), protel's online reservation system, you can put the power and convenience of online booking at your guests' fingertips. The Web Booking Engine retrieves pricing and availability information directly from the live protel system installed at your hotel (smart, SPE, HQ or MPE). From no-obligation inquiries to firm reservations, your guests will always see the latest information.

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