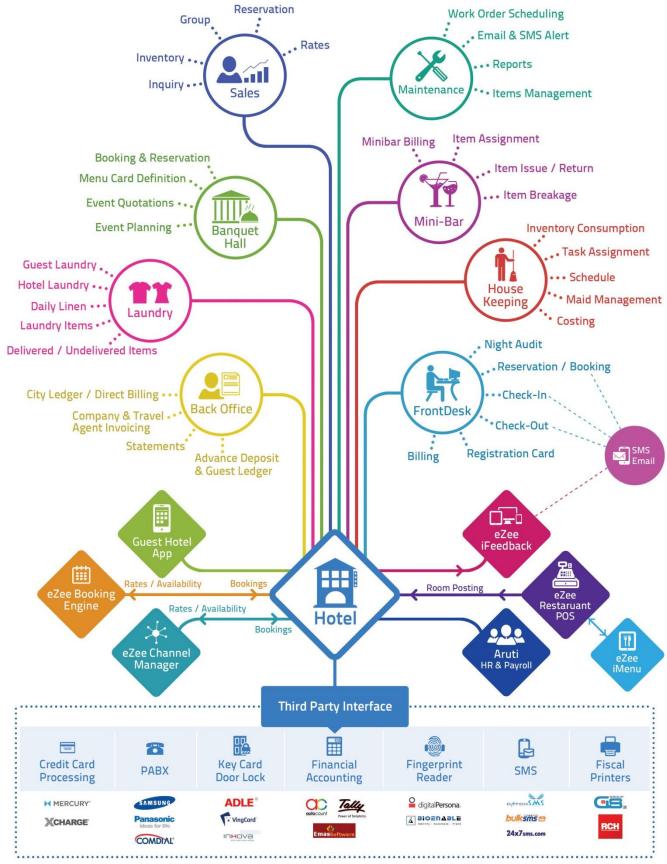# eZee FrontDesk

Hotel Management Software

Overview of the System

eZee FrontDesk is designed to accommodate the needs of various types of properties viz the hotels, motels, resorts, clubs, B & B's, small hotel franchisees, clubs, condo's, hostel and apartments. It has a whole range of integrated modules to cover every aspect of property management.

eZee FrontDesk is also beneficial to its users who can be a Director, General Manager, Front office or Reservation Manager in performing their duties efficiently as the software offers a wide range of modules to smoothen the operations process and also offers numerous reports to help them analyze their work.

Empower your team and help them to help you

Let's look at the impact of eZee FrontDesk from the perspective of the following people...

General Manager

- Co-ordinate between different departments heads with easy access to departmental reports and strategize accordingly.
- Budget reports department wise showing the hotel's overall financial health for better decision - making and increase profitability.
- Send specific email to different departments or a staff member for better communication and sending out crucial information from the system.
- Oversee daily routines & functions of the staff and keeping in check the overall quality of the hotel.

Hotel Manager

- Generate Revenue per Available Room (RevPAR) report from the system to build correct strategies.
- Modify Yield Management module on basis of occupancy or RevPAR for maximizing hotel revenue.
- Precise management control with quick overview of hotel operations with easy to recognize color-coding and advanced icons.
- Create and manage different meal plans and costing according to changing trend among guests.
- Compare month-to-month performance of the hotel with monthly statistical report giving complete picture of occupancy levels, revenue generated and guests details.

Reservation/Front Office Manager

- Glance into daily operations with multiple quick options such as stay view, inventory view, etc.
- Check room status like reserved, checked-in, vacant, etc. with distinctive colors for easy recognition and quick decisions.
- Send out emails of front office reports to management.
- Supervise and designate different duties to the staff with easy user creation and setting privileges from the system.
- Differentiate easily between guests with quick access to arrival list, reservation list, and booking list.
- Setup automated emails or SMS alerts for guests upon booking confirmation or cancellation.
- Receive notification emails and booking confirmation from distribution channels.
- Make quick changes to rate plans and special packages according to the changing environment maximizing profits.

Guest Relationship Manager

- Reach out to your guests by responding to guest's feedback or queries when received in the system.
- Setup guest royalty programs, track all the special offers and packages for a better customer service.
- Comprehensive guest database maintaining history of the guests and can be updated with additional information if required.
- Send out special offers via Email or SMS alerts to guests directly from the system.
- Advanced reports for overall analysis of guests and tracking proper information.

Executive Housekeeper

- Assign designated duties to various staff and edit accordingly when need arises with simple user creation tool.
- Easilydistinguish between various activities within the housekeeping for efficient management of tasks and overall planning.
- Designate individual per room for efficient staff management and keeping the equilibrium in all the hotel rooms.
- Maintain total costs with inventory management for material used and keeping in check the overall costs.

Laundry Manager

- Run efficient laundry department by tracking guest's laundry and hotel laundry separately.
- Configure laundry items, service, and daily linens, etc. in proper coordination with housekeeping for overall efficiency.
- Keep track of all the items used in daily operations and set effective strategies to avoid wastage and control costs.
- Generate laundry report for guests for detail analysis of laundry department.
- Track wear and tear of linens for better management of linen inventory to avoid wastage.

Banquet/Event Manager

- Manage banquet bookings on hourly and daily basis while keeping track of all the events.
- Set multiple types of seating arrangements, packages, and overall themes of different events.
- Instantly generate banquet related reports for efficient tracking of different events, bookings, total revenue per events, etc.
- Develop specific menu for each event with total inventory count, cost, and total items used.

Head of Maintenance

- Manage various machine hardware, spare parts, etc. and keep s track of repairs across different departments maintaining overall health of the hotel.
- Assign specific tasks to staff members and set up high priority for immediate fix.
- Track work category, schedules, time specifications, etc. for better management an d increasing overall efficiency.

Major Modules and Features

Front Office Module

- Hotel Status from the Main Screen
- Guest Check-In Screen
- Guest Check-Out Screen
- Day Use Feature
- Extra Charge posting and defining Extra Charge Package
- Multi-currency settlement & print folio and bills
- Meal plan to select on room
- Guest Snaps with Web cam at check in & reservation
- Flat Discount and various types of discount can be applied
- Split Folio option to separate on extra charge and room tariff
- Close folio option for guests opting for longer stay
- Advance deposit and refund option
- Direct Billing / City ledger and Folio Transfer options for settlement
- Do-Not-Rent feature for black listeded Guest's
- Identify from the main screen if room is vacant or reserve or checked-in mode
- Automatic folio routing of extra charges
- Wake-up Call and Guest follow up option
- Night Audit process with automated backup system and reports

Reservation & Group Booking Management

- Single Reservation and Group Reservation Option
- Room Inventory View for 7 days, 14 days, or more
- Setup of Release Date and Time For Any Reservation and Booking
- Option to Cancel or No Show Any Reservation Or Group Booking
- Group Check In & Check Out
- Applying group Rate, Group Discount & Group Settlement
- Group Folio option and Email group Folio
- Printing of Guest Registration card In advance

Back Office Module

- Managing Miscellaneous Sales (Accounts Receivable)
- Managing Expense (Account Payable)
- Creation of City Ledger/ Direct Billing Company Account with Credit Limit Setup
- Facility to print or email City ledger account
- Create and categorize business source by creating market segment
- Offer special rates for business source
- User Profile Definition to Control Each Function & Report Access
- Complete Audit Trail

Guest Relationship Management Module

- Detailed 360* Profiling of individual guest
- Guest Database andGuest History
- Recording of Personal Details & Preference of Guest
- Designing Guest Feedback Form & Recording Of Feedback
- Stay in touch with guests via built in email system

Laundry Management

- Total Laundry Management
- Manage in-house guest and hotel laundry
- Direct charge or post to room facility

Banquet Management

- Booking and Reservation of Conference & Banquets
- Menu Card Definition & event Quotations
- Planning invoicing and payment of conference packages

Mini-bar

- Mini-bar management

Housekeeping Module Management

- Create housekeeping tasks and schedule
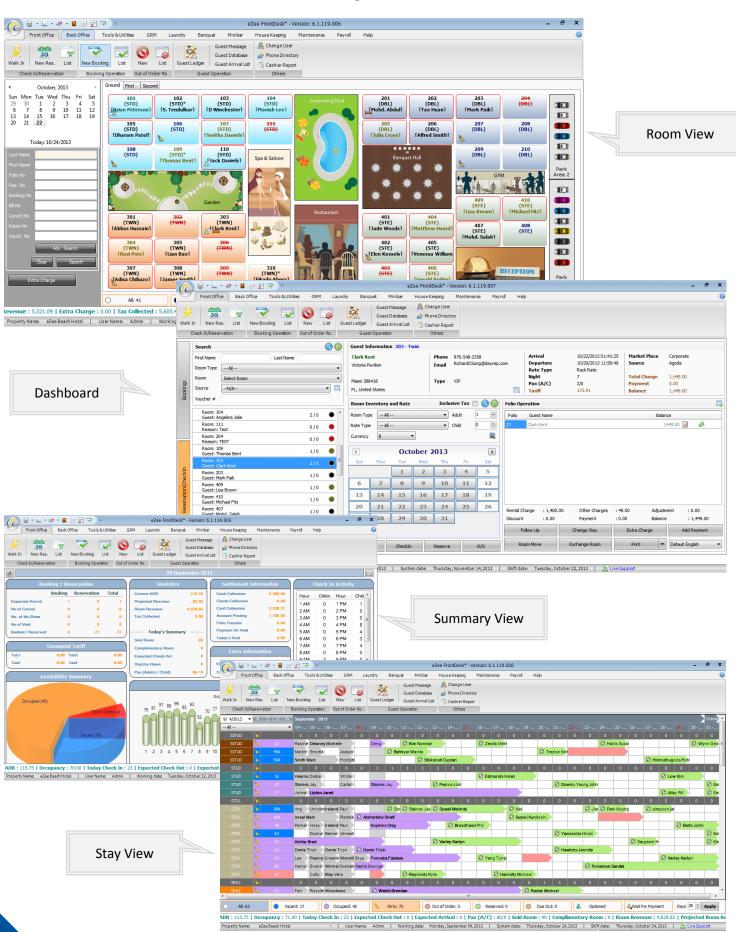- Housekeeping view mode for efficient management

Maintenance Management Module

- Micro and macro management of machinary and spare parts
- Maintenance module view mode for easy tracking andwork status

Reports Module

- 150+ reports to cover every aspect
- Detailed taxation report
- Export report in different formats such as .doc, .xls, .pdf, etc.
- Print &Preview

System Screenshots

Note: Zoom this file to get a better view on the screens.

Room View

Dashboard

Summary View

Stay View

Clientele

Clients in 120+ Countries

Support Center in 50+ Countries

Please call us for any query

Thank you

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