

# SPA & ACTIVITY RESERVATION

## Easy as One, Two, Three

Resources are limited. In order to make the most out of the given possibilities, Reservation Assistant works according to the principle of optimal allocation of resources.

The most limited resource in daily business is probably "time". For this reason Reservation Assistant simplifies your work processes and helps you to use this resource as effectively as possible. This you will discover when making even your first reservation within the system.

When choosing a treatment, Reservation Assistant automatically suggests the most suitable employee (optimal in terms of efficiency and time). The reservation of the room includes set-up time as well as post-processing time. Of course, the system also marks the guest as blocked during the treatment. If one of your therapists is not available at short notice, Reservation Assistant reassigns arranged appointments in a way that avoids dead times.

Individual wishes are already considered when making a reservation. Does the guest prefer a male or a female employee? Do you have to avoid certain scents because of a guest's allergy?

Systems that simplify processes are only useful if the guest's flexibility is not limited. The way in which exceptions are dealt with shows the true excellence of the host – and the power of Reservation Assistant.

## Basis Reservation Module

- ✓ Reservations including staff/room and other resources
- ✓ Automatic suggestions for optimal dates (in terms of efficiency, time, etc.)
- ✓ Quick edit by Drag&Drop
- ✓ Individual views
- ✓ Color coded indication of hotel guests reservations, daily visitors, courses and prescriptions
- ✓ Evaluate capacity utilization
- ✓ System messages, i.e. conflict management
- ✓ Consideration of set-up time and post-processing time
- ✓ Consideration of optional and tentative reservations
- ✓ Guest history and reports
- ✓ Definition and reservation of guest groups
- ✓ Check reservation conditions
- ✓ Manual multi-check-out for guests

## Basis Administration Module

- ✓ Define tax rates and currencies, payment modes, holidays, clients, etc.
- ✓ Prioritize staff and rooms
- ✓ Define interdependencies
- ✓ Administration of health insurance systems
- ✓ Create commission categories
- ✓ Define price categories
- ✓ Define target figures reports
- ✓ Create accounting processes
- ✓ Administer report processes

