



Reservation **Assistant**TM

Spa & Activity Software



Success Story La Mamounia

Our Client

As part of the hotel cooperation „Leading Hotels of the World“, La Mamounia is known as one of the most history-charged and luxurious hotels in North Africa. Built in 1923, the Moroccan hotel stands for an accomplished combination of tradition and recent indulgence.

The hotel pampers its guests in the 2,500 square meters spa. Two traditional hammams, nine different treatment rooms and six outdoor massage booths complete the offering.

Starting Situation

After three years of comprehensive renovation works, the luxury hotel was ceremoniously re-opened in 2009. In order to administer the new spa efficiently, the enterprise was looking for appropriate software. Reservation Assistant met all expectations and was selected for La Mamounia.

Requirements

Reservation Assistant was supposed to administer three separated departments: the spa, the hair salon, and the tennis and fitness club. In order to ensure a smooth coordination of these departments, the Spa & Activity Software had to dovetail with the hotel's entire IT infrastructure.

A seamless integration into the stock control system as well as into the hotel software (Property Management System) Opera was also requested.

Solution

In June 2009 the TAC project leader installed Reservation Assistant Spa & Activity Software at La Mamounia. An interface connects the software with the external stock control system. In order to integrate Reservation Assistant into the hotel management software Opera, TAC developed an individual interface which was also certified according to HTNG standards.

Together with the management team at La Mamounia, the TAC project leader set up the administration module and entered all master data in English language.

Since most users are French speaking, the training was conducted in a second step. Together with a partner from Mauritius, the TAC project leader trained all receptionists, therapists, coiffeurs, and tennis receptionists in French so that the Spa & Activity Software could go live in September 2009 without any problems.



Also for traditional enterprises such as La Mamounia, vouchers are inevitable. From selling to issuing to redeeming vouchers, the luxury hotel relies on the voucher management module of Reservation Assistant.

The system prints a unique barcode on every single voucher. Whenever a guest redeems a voucher, the employees can verify with a barcode scanner, if the voucher is valid and may be accepted. In this way the system protects the hotel against double redemption and fraud. If a guest redeems only a part of the voucher amount, Reservation Assistant automatically prints a new gift certificate with the residual value. The vouchers are created according to the Corporate Design of La Mamounia. Thus, they have a high value of brand recognition among all guests.



Reservation Assistant also manages all memberships in the fitness club. The membership contracts can be created according to the guests' individual wishes.

As soon as a guest enters the fitness area, the system automatically checks if they are current members, and only in this case grants access to the fitness club.

„Outstanding and unique – these were the expectations we had for our software solution. Reservation Assistant not only met our expectations, we were also impressed by the support of the TAC team. TAC became a professional partner for us, who we can rely on at any time.“

Marianne Nielsen, Directrice Régionale SPA & Loisirs, La Mamounia

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La Mamounia uses the following Reservation Assistant modules:

Reservations and
Course Management



Point of Sale / Retail

Employee Scheduling



Guest Relationship
Management

Package Management



Membership Management and
Check-in Functionality

Voucher Management

