

Oracle Hospitality Hotel Mobile



In today's hypercompetitive marketplace, hoteliers must enable staff to perform at the peak of their abilities. Nothing maximizes their potential to better serve guests than letting them be "free" – to work untethered, delivering personalized service whenever and wherever needed.

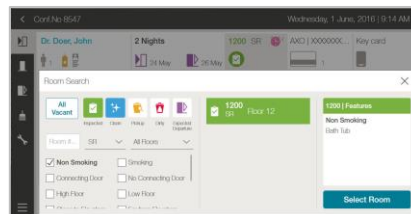
Oracle Hospitality's latest offering, the Oracle Hospitality Hotel Mobile, makes properties borderless, helping facilitate exceptional service efficiently and in real time. The new mobility front-end solution shifts a range of core functions – such as check-in, housekeeping and maintenance – to mobile devices that staff members can use anywhere.

Hotel Mobile is an intuitive native app that leverages Oracle's middleware and mobile application framework to offer users enhanced performance. By providing instantaneous sharing of relevant information to staff members throughout the property – and even beyond it – Hotel Mobile elevates guest service to new heights.

**EMPOWER YOUR EMPLOYEES
TO PROVIDE MOBILE-POWERED
GUEST SERVICES**

KEY FEATURES

- Reservations
- Check-in
- Check-out
- Housekeeping
- Maintenance



Exceling During "Era I" – Delivering individualized Experiences

In an era of individualization – when guests are seeking personalized experiences built on recognition and preferences – Hotel Mobile not only helps streamline operations, but customizes them. The app can be accessed from a tablet device or smartphone, making it possible to accommodate guests from virtually anywhere, like tailoring check-in or housekeeping requests.

Maximizing Guest Services Beyond the Front Desk

Hotel Mobile can help create individualized experiences by leveraging guests' profiles, preferences, stay history and consumption patterns. With such information accessible at their fingertips, staff can provide one-on-one attention to guests on their arrival and departure – from curbside, in lobbies or meeting rooms and even at airports. Service can be transformed in a multitude of ways: Groups attending an event can be checked in a special meeting area rather than endure snaking lines at the reception desk; and VIP customers can complete check-in en route to the hotel, allowing direct access to their rooms upon arrival. Hotel Mobile enables operators to welcome and engage guests in unprecedented fashion.

KEY BENEFITS

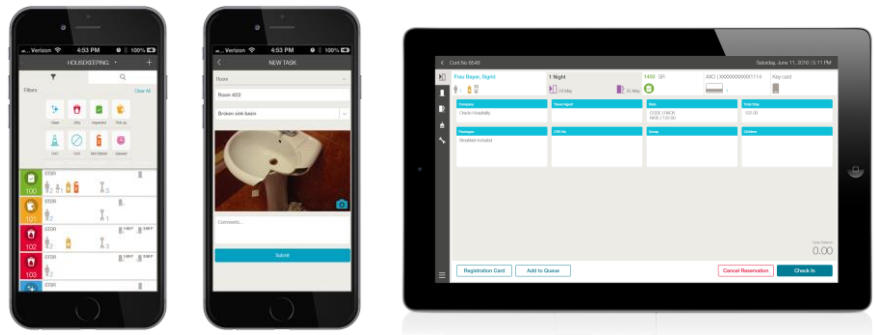
- Enhanced guest loyalty
- Increased operating efficiency
- Improved collaboration within departments and across departments
- Enhanced hotel associate satisfaction

Optimizing Housekeeping

With an intuitive user interface – and easily recognizable icons – Hotel Mobile allows staff to tackle housekeeping and room management tasks with heightened efficiency. Fully integrated with Oracle Hospitality Property Management applications, Hotel Mobile displays the rooms which need to be cleaned based on the information in the property management system. Hotel Mobile accesses continuously updated information, ensuring staff has the latest updates. Conversely, staff can use Hotel Mobile to notify the front desk of changes in room status.

Improving Maintenance Operations

With Hotel Mobile, staff can document new maintenance tasks in real time, promptly alerting the Maintenance Department of issues and expediting resolution. To better illustrate problems or repairs that require attention, the app can also attach and upload photos with a work order. Once issues are resolved, staff can use Hotel Mobile to immediately update maintenance statuses.







With its intuitive user interface and functionality, Hotel Mobile empowers staff to deliver exceptional service, tapping guest preferences in real time. By transforming basic operations – check-in, housekeeping and maintenance – into individualized experiences, Hotel Mobile raises the standard in hospitality.

CONTACT US

For more information about Oracle Hospitality OPERA Cloud Service and its related products, visit oracle.com/hospitality or call +1.800.ORACLE1 to speak to an Oracle representative.

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