

Guest Service Solution Marked With Excellence



IDS NEXT's

FX Guest Services

Introduction

Respond to guest service requests and complaints promptly and efficiently through FX Guest Services. A web-based platform complimented with a mobile application, this solution allows managers and supervisors to assign and monitor their progress. Integrated with FX Front Desk, FX Front Office Management, and FortuneNext, FX Guest Services provides service request and complaint updates throughout your hotel property.

Why Choose FX Guest Services?

- ▶ Executives can log guest requests or complaints through the web or mobile app which will be directed to the mobile app of the hotel staff.
- ▶ Automatically forward requests to relevant departments or manually assign tasks to a particular person.
- ▶ Ensure customer satisfaction through assured responses using escalation rules designed to notify the management of uncompleted requests.
- ▶ Automatically notify the relevant persons of any assigned tasks along with required information such as the request details, room number and guest name.

Service Requests at a Glance

Room#/Location	Guest	Request	Status	Comments	Planned	Time Taken	Action
101	Mr. John Smith	AC not working	Inprogress	not turning ON	50 min	1 Day : 2 hrs : 12 min	Re-Assign, Complete
108	Mr. John Smith	AC not working	Inprogress	not turning ON	50 min	1 Day : 2 hrs : 12 min	Re-Assign, Complete
201	Mr. John Smith	AC not working	New	Problem with remote	50 min	1 Day : 2 hrs : 12 min	Delete, Assign
210	Mr. John Smith	AC not working	Inprogress	not turning ON	50 min	1 Day : 2 hrs : 12 min	Re-Assign, Complete
220	Mr. John Smith	Change Tap	New	Broken tap in bathroom	50 min	0 Day : 1 hrs : 12 min	Delete, Assign
310	Mr. John Smith	AC not working	New	not turning ON	50 min	0 Day : 0 hrs : 10 min	Delete, Assign
314	Mr. John Smith	AC not working	New	not turning ON	50 min	1 Day : 2 hrs : 12 min	Delete, Assign
319	Mr. John Smith	AC not working	Inprogress	not turning ON	50 min	1 Day : 2 hrs : 12 min	Re-Assign, Complete
340	Mr. John Smith	AC not working	Closed	not turning ON	50 min	1 Day : 2 hrs : 12 min	View, Re open, Feedback
410	Mr. John Smith	AC not working	Inprogress	not turning ON	50 min	1 Day : 2 hrs : 12 min	Re-Assign, Complete

- ▶ Executives can log guest requests in the cloud application.
- ▶ Assign requests directly to the relevant departments for efficient service operations.
- ▶ Enhance customer satisfaction through state-of-the-art request management system.

Simple Service Request Creation

Request related to: Room# 101 Requested by: Guest

Select Service Request: Search in All Department

Departments: Catering, Concierge, Food and Beverages, Front Desk, House Keeping, Catering, Laundry, House Keeping, Maintenance

Buttons: Cancel, Submit

- ▶ Define the parameters of the service request and direct it to the relevant department or persons.
- ▶ Simple and intuitive interface designed for instant service request lodging.
- ▶ Mobile app-based push notifications to instantly alert relevant persons of new service requests created.

Define Escalation Rules

Service Request: Department Maintenance, Service Request Too much Chlorine - clean it, Request Type Service, Required Time 5 minutes, Status In Progress, Should Appear in StayAhead? Yes

Escalation: New Task, Inprogress Task, Level 1 Time 5 min, Escalate To arun.k@idsnext.com, Level 2 Time 5 min, Escalate To arun.k@idsnext.com

Button: Back

- ▶ Define the time allocated for each service request and type.
- ▶ Set up to five escalation levels in case a job is not completed within the set time.
- ▶ The mobile application allows the staff to track the time taken to complete each assigned task.

Instant Report Generation

Request	Count	Department	Overdue Close Count	Early Close Count	Ave. Close Time
Collect laundry	3	Laundry	1	2	2 min
Tea/coffee amenities	1	Housekeeping	0	1	2 min
Drinking water	6	Housekeeping	2	4	3 min
Room Cleaning	4	Housekeeping	0	4	13 min
Electrical problem	1	Engineering	0	1	3 min
Tv channel tuning	1	Engineering	0	1	2 min
Chairs	1	Housekeeping	0	1	3 min
Iron box and board	2	Laundry	0	2	ActiveX Windows Go to Settings to activate Windows.
Engg spcl request	1	Engineering	1	0	47 min

- ▶ Dashboard providing the daily statistics for requests received, completed and overdue.
- ▶ Receive an overview of top request and complaints, overdue reports, room stats and guest stats.
- ▶ Accurate report generation for better analysis and easy decision making.



REACH US

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