

## Phoenix Hotel Manager



Phoenix Hotel Manager is an innovative software solution designed to integrate the complex requirements of hoteliers at every level of the market, including boutique establishments, hotels of any size up to 200 rooms, and large property consortiums. Boasting massive scalability from a single, intuitive interface and backed up by 24/7 support services, Phoenix Hotel Manager will increase productivity, enhance customer service levels and widen profit margins.

As New Zealand's market leading front-of-office solution for the hotel market, this proven software platform is specifically designed to provide today's hoteliers with the extensive functionality of a mature, property management system – without the associated price tag.

### Front Office and Reservation Management

Phoenix Hotel Manager is designed to streamline front office and reservation management functions by integrating extensive product functionality including:

- Advance and group booking facilities
- Email confirmation
- Comprehensive guest histories, with the option of remote updates via TV and phone systems
- Allocation of standard packages and promotions
- Availability
- Advance deposit processing
- Guest registration management, including the provision of arrival and unconfirmed booking lists
- Guest departure management, including departure lists and billing for individuals or groups
- Multiple folio controls

### Online Booking

Phoenix Reservations Online enables hoteliers to establish internet booking systems through direct integration with their own website. Eliminating the need for third party systems, this web-based product allows individuals, companies, travel agents, travel wholesalers and hotel central reservations offices to book hotel rooms quickly and efficiently via a hotel's website. Phoenix Reservations Online product functionality includes:

- 24/7 instant online booking facility
- Email confirmations for customers and staff
- Single and group bookings
- Centralised room availability for single or multiple hotels
- Tracking and reporting facilities
- Automatically shared information including instant update capabilities
- Wholesale, corporate and individual rates

### Central Reservation System

Designed to be used in conjunction with Phoenix Reservations Online, Phoenix Central Manager can be used by hoteliers to create an integrated Central Reservation System and Customer Relationship Management solution offering:

- Automatic updating of information to reservation system
- Shared guest information across all properties
- Shared Corporate data between all properties
- Internet or WAN/WLAN centralised control

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## Management Reporting

Management reporting can be complex and time-consuming. However, Phoenix Hotel Manager is able to dramatically simplify this process, providing reports on every aspect of hotel management, from sales figures to future business analysis. Management reporting capability includes:

- Daily booking activity
- Detailed booking history – available for a minimum of two years
- Cancelled booking analysis
- System security processing
- Full audit list and audit trail clear
- Guest ledger, groups ledger, deposits ledger
- Future and Daily reporting on terms/occupancy, revenue and market segment
- Postings audit
- Deposits report
- Historical revenue analysis by posting code, rooms, nationality, market segment, package and travel operators

## Third Party Systems Integration

Phoenix Hotel Manager offers full integration with a wide range of third party systems, presenting hoteliers with the flexibility they need for effective management. Third party systems accommodated by Phoenix Hotel Manager include Telephone Call Accounting Systems, Back of House Accounting Software Solutions, Point of Sale Systems, Pay TV Systems, Electronic Key Systems and Security Systems.

For today's hoteliers, integration with call barring systems is essential. To meet this requirement, THS has developed Phoenix Call Manager, a solution able to sit between a PABX and front desk system to provide a bi-directional link with a hotel's phone system. Using Call Manager, hoteliers can coordinate call billing and barring systems in line with check in and check out procedures. In addition, the call logging system can be used by housekeepers to remotely indicate room status.

## Housekeeping Management

Phoenix Hotel Manager's Housekeeping System is able to keep the hotelier constantly updated with room status, maintaining the efficiency of the hotel and the productivity of its staff. Housekeeping management functionality includes:

- Room status displays indicating whether individual rooms are vacant, occupied, clean or out of order, with the option to update status remotely
- Room list reports, detailing status, departing guests and linen change requirement
- Linen system defining each room's linen requirements whilst being able to allocate maids by section

## Accounting Services

This unique product feature provides comprehensive accounting capabilities to ensure that the hotelier's accounting systems remain accurate and up-to-date. Accounting services include:

- Easy view of account status
- Transaction management, featuring credit control facilities
- Email invoicing
- Posting management
- Disputes tracking
- Invoice ageing
- Settlement allocation
- Statement generation

## Events Organisation

Phoenix Hotel Manager is fully compatible with Phoenix Event Manager, a solution designed to eliminate paper trails and provide events organisers with complete control over their event. An easy-to-use, powerful interface within a well-supported architecture, Phoenix Event Manager presents a cost-effective, flexible and integrated approach to events organisation.

## Product Support and Integration

As with all products in the Phoenix software range, Phoenix Hotel Manager is backed up by Total Hospitality Solutions' comprehensive 24/7 online and telephone support facilities. Phoenix Hotel Manager integrates with a range of Phoenix software solutions including Phoenix Event Manager, Phoenix Reservations Online, Phoenix Central Manager and Phoenix Call Manager.