

# Genesis™

The original guest experience

Hotel management  
services

Tools to enhance  
operational  
efficiencies



## Quadriga®

Your trusted partner

Tools to enhance  
operational  
efficiencies

Hotel Management Services are part of Genesis, which uniquely combines Internet, Entertainment and Branding & Promotion guest and hotel services.



## Summary

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## Benefits

### [Quick room turnaround with room status](#)

Via the hotel's PMS (Property Management System), housekeepers can update guest room status through the in-room TV ensuring reception staff always have correct information about which rooms are ready for check in and which rooms require attention.

### [Optimising sales with minibar stock control](#)

Housekeepers can update minibar usage directly through the in-room TV whilst servicing a room, ensuring that consumed items are re-ordered and replenished at all times. All consumed items are automatically charged to the guest bill.



### Benefits

#### Lost & found efficiently helping to return misplaced items

Housekeepers and reception staff can log any lost items either via the TV or Hotel Management Portal, and through a simple reporting option are able to match lost and found items to guests.

#### Keep in touch with staff messaging

Hotel Managers can send instructions and messages to housekeeping staff through the Hotel Management Portal. Housekeeping staff view these messages via the TV screens in-room when they log in, providing a quick and effective communication channel.

#### Room maintenance helping keep your rooms in good working order

Housekeeping staff can easily log room faults via the TV, so that they can be rectified by the maintenance team as quickly as possible. An overview of all reported faults is shown for each room to enable a quick solution.

#### Communicate quickly with announcement

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#### PMS link

Provides a secure communication link to the hotel's Property Management System by using either an IP or a serial connection.

### Special tools for hotel staff

Housekeeping staff can use the TV using a special PIN to access dedicated housekeeping and maintenance tools.

Similarly through the Hotel Management Portal hotel staff can administer a wide range of activities which include:

- Assign pins for housekeeping staff
- Send messages via the TV to housekeeping and maintenance staff
- Log, view and update the status of lost and found items
- View room status
- Log, view and update fault status and view audit trail
- View minibar consumption and manage minibar stock