

Genesis™

The original guest experience

Guest interactive
services

Essential services
at your guests'
fingertips



Quadriga®

Your trusted partner

Essential services at your guests' fingertips

Guest Interactive Services are a key part of Genesis, which uniquely combines Internet, Entertainment and Branding & Promotion guest and hotel services. The range of Guest Interactive Services are fully integrated with the hotel's Property Management System (PMS) and provide key services through the in room TV, which deliver guest convenience and save time for hotel staff.



Summary

[Wake-up](#)

[Express check-out](#)

[Viewbill](#)

[Messages](#)

[Room temperature control](#)

Hotel benefits

[Wake-up Calls provide peace of mind](#)

Guests can set their own wake-up calls, as well as a group of calls. Hotel staff are alerted if guests don't react to their alarm, providing peace of mind that they will wake up in time to meet their daily schedules.

[Express check-out saves time](#)

Guests can check-out quickly and easily via the TV, saving valuable time.

[Viewbill enables purchases to be easily tracked](#)

Guests can view billing information on the TV screen at any point during their stay to help keep track of purchases without having to queue or telephone the reception desk to ask for information.

[Guests stay informed with Messages](#)

Guests can view personal and hotel messages on their TV screens. When personal messages arrive, an icon appears on the TV screen.



Hotel benefits

Control room temperature

Guests can view and control their room temperature at the click of a button through the TV. They can view the current room temperature as well as the outside temperature and via the TV remote control, can increase or decrease the current target room temperature within a given range. Hotel staff can manage and monitor room temperatures and set the most efficient room temperature remotely through the Hotel Management Portal. Once a guest checks out of a room, the hotel's preferred temperature is restored, ensuring optimal energy consumption and ideal temperatures for future guests.

Easy to use tools & reporting

All services are controlled via the Hotel Management Portal.

Secure web-based administration screens enable front office staff to undertake a range of activities:

- Send guest messages
- Set and monitor wakeup calls
- Monitor and control in room temperature