

Guest Interactive Services

Essential services at your guests' fingertips

Guest Interactive Services are a key part of Quadriga's complete single solution, which uniquely combines Internet, Entertainment and Branding & Promotion guest and hotel services.

Quadriga's 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. Services include:

- Wake-up
- Viewbill
- Express check-out
- Messages
- Room temperature control

These services are underpinned by Quadriga's established partner, financing and service capabilities and complemented by the latest flat screen displays and a range of products and services for meeting rooms and public areas.



Express check-out saves time

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

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.

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.

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.



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



All information contained is correct at time of going to press.



Intelligent Guest & Hotel Services