infor

HOW-TO GUIDE

Resilience in the 2020s—cloud-based hotel and casino reservations management solutions

Creating efficiency to support great guest experiences

Well managed hotel, resort, and casino reservations for on-location amenities like VIP lounges, spas, and gyms— in individual locations or across a brand—foster superior guest experiences. Now with recent capacity restrictions becoming the new normal in the hospitality space, reservation management is an even more vital component to guest comfort creating a greater need for advanced hospitality reservation solutions.

Advanced table or other asset reservations management solutions make things easier for guests, whether they book services before or during their stay. These solutions also help organizations stay within a specified capacity and manage appropriate distancing in properties more easily. How do these integral applications help hotels, resorts, and casino organizations meet today's challenges and be ready for what's to come in the future? Read on to find out more.

infor.com

Precision counts more than ever—advanced reservations software helps

Reservations software for the hospitality industry plays an essential part in helping organizations adapt to new conditions when it comes to prescribed distancing requirements, while still ensuring the best possible levels of guest and player comfort. Getting the balance right in every location is an imperative for the brand—as well as for the health and safety of guests and staff. The right reservations software can help.

Advanced reservations solutions are designed to help staff respond more easily to capacity adjustments in all kinds of spaces from the hotel pool to restaurants and bar areas. That means making sure that every location is aligned with current restrictions for each type of space, and that new capacity numbers applicable to them can be easily adjusted as needed—and as conditions change.

Be ready for all kinds of reservations

In the era of social distancing and with the goal to minimize contact with staff where possible, an advanced hospitality reservations software solution has to be versatile and flexible to include a multitude of ways for guests to engage; mobile, web, and even by phone. The solutions must also allow locations to compensate for new information and circumstances as they come up—overstays, no-shows, and so on. Reservations software must always provide the utmost visibility to staff from end to end on the most current information at any given time.

Optimal staff support—better guest and player experiences

The best hospitality reservations solutions empower staff to focus on the guest, rather than the systems. With clean and user-friendly UI, the right software allows staff to have visibility, be supported by automatic updates and or easily make manual updates to adjust to new conditions and remove any uncertainties about space restrictions. With that functionality in place, day-to-day tasks become easier, and staff are less stressed. This has a direct effect on creating atmospheres of welcome and comfort, the primary mission of any hospitality organization.

What cloud-based reservations solutions can make better

- Simultaneous and instant software updates to multiple locations

- Standardized reservations efficiency in every hotel, resort, or casino property

- Monitored trends—turn rates, booking types—brand-wide

- High availability and SaaS support

- Lower cost of ownership

A greater sense of continuity in amenities spaces

Another advantage of modern hospitality reservations systems is gaining a wider perspective on the entire guest or player journey from the booking to arrival to clear times. When capacity management becomes paramount in any hotel or gaming amenity space, continuity in real time is integral to success. With a complete overview of where each reservation is in the timeline, there's less friction in monitoring and managing turnover during a time when precision around volume capacity is so important.

A single source of truth across the whole brand

Business data is the primary fuel to monitor growth, make improvements, see emerging trends, and provide a basis for informed and constructive actions. When data about guest behaviors—amenities preferences, booking methods, average idle times, and more—can be shared across an entire organization, with reporting centralized in a secure, and accessible ecosystem, the whole business benefits. From there, creating and following best practices to serve guests and players at an even higher level becomes second nature for everyone on staff.

Increase hospitality reservations management precision in the 2020s and beyond

Rolling out a cloud-based reservations processes to benefit guests and players and the staff that support them in all hotel, resort, and casino locations creates a clear avenue for adaptability and resilience in a new era. Achieving precision during a time when guest comfort and adequate space are so closely connected is what will determine which organizations will best adapt in this new paradigm of the hospitality industry and which ones will not. The right reservations software solution can make the difference.

Advanced solutions that help organizations manage reservations more efficiently and precisely play a vital role in scaling operations to suit changing conditions and in changing the ways that organizations meet the needs of guests today and into the near future. What other solutions, approaches and technologies are emerging that will help hotels, resorts, and casinos stay resilient in the 2020s and beyond? **Download** our in-depth hospitality resource to find out more.

Infor® Table Reservations software

- Precise, end-to-end management and visibility of the whole reservations process in one interface

- Tablet-friendly and visually oriented for maximum efficiency as staff manages a range of amenity spaces

- Automatic and instant adjustments—no shows, early-leaving, overstays—to render an accurate reflection of capacity in a space

- VIP recognition from stored preferences in guest and player profiles

- Integrations to PMS—housekeeping, maintenance, guest and player folios

LEARN MORE ↗

Follow us: