

Press Release

BELLDISKPRO, ADVANCING TO NEW HEIGHTS

SERVICE TRACKING SYSTEMS COMPLETES THE BELLAGIO BELL DESK SYSTEMS INSTALLATION.

BellDeskPro is a comprehensive hardware and software solution designed to increase Bell Desk process efficiency, allow for more effective management of staff, and to elevate the customer service experience.

BellDeskPro is scalable from a single desk-top terminal system to a networked multi-user system that tracks the movement of guests' bags from the main baggage area to and from any destination in the hotel.

For the Bellagio installation, a custom "In Transit" solution was developed to accommodate the luggage exchange between the main building and the Spa Tower.

Because the Spa Tower and the Bellagio main building are about 300 yards apart, coordinating baggage pickup and delivery between towers presented an added challenge, in terms of predicting wait times and accounting for bell staff's whereabouts and delivering luggage pieces in a timely manner.



The **BellDeskPro** solution now allows the hotel to more accurately quantify guest wait times for fronts involving the second tower as well as provide a complete snapshot of all fronts in progress, regardless of the front's origination or destination.

Additionally, the **BellDeskPro** system added a Laundry Scan feature to the Bellagio system, allowing for delivery of clean garments by utilizing a wireless Bluetooth scanner application.

Why does BellDeskPro work?

Everyone is happy. The bell staff loves it because it evenly distributes the service tasks among the crew and without bias, grouping them into common area tasks as needed. The Bell Captain loves it because the look-up of any task or bellman whereabouts is only a click away. Customers love it because it provides faster service. Lost ticket? No problem!

About Service Tracking Systems, Inc.

Service Tracking Systems (STS) is a vertical front service market technology solutions company designed to elevate customer service, increase productivity, minimize liabilities and enhance facility security. Known as the inventor of today's popular valet parking technology, its Computerized Valet Parking Systems, BellDeskPro and CheckPointLPR perimeter alert technology are examples of STS's innovative design concepts that have swept the industry since 1994, now servicing over 350 clients within the most elite organizations in the continental United States, Canada, Australia, and Dubai. In addition to over 70 years off collective industry experience, the company also holds several patents covering vehicle imaging and other aspects of the valet parking technology concept.



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Visit servicetrackingsystems.net for more information on Service Tracking Systems.

MEDIA CONTACT: Miriam Silva, +1.707.998.9364 x1116, miriam@servicetrackingsystems.net