

FEATURES & BENEFITS

BelldeskPro's architecture is based on a modular system design allowing features to be added or disabled to accommodate individual user preferences.

Among the many features and benefits ...



BELLMAN QUEUE	Evenly distribute the service tasks among the bell staff by requiring them to scan into a bell queue.
REAL TIME MONITORING	View the status of all customer requests – both pending fronts and fronts that are currently assigned to a Bellman
AUTOMATED ASSIGNMENT	Fronts are assigned via printed receipt – blind and without bias – eliminating the ability for a bellman to cherry pick through the pending list – reducing HR issues.
INTELLIGENTLY GROUP REQUESTS	System utilizes sophisticated algorithms to maximize Bellman efficiency by combining compatible fronts in common areas.
LAUNDRY AND SPECIAL DELIVERY	Organize the daily laundry pickups and special deliveries at the most convenient times while keeping the guest's interests a priority.
CALCULATED WAIT TIME	Actual wait time is calculated at all times. Dispatcher can accurately notify guests on delivery and pick up times based on actual bell staff wait time averages.
REPORTING	Various Excel reports to show operational activity, bell staff performance and service wait times for user selected time frame.
SEARCHING FLEXIBILITY	Extensive search features allow user to retrieve a present or past front by room number, customer name, front type, date/time, bellman name ...
VIP SERVICE PRIORITY	Ability to provide VIP treatment fast. All fronts that are marked as VIP will move to the front of the request list, making that front the next front given to a Bellman.
BELLMAN CLOCK FOR ACCURATE TIMEKEEPING	Bellmen scan in and out of the system to show staff availability. Until the bellmen clock in, they are not available for fronts.
STORAGE BIN SCANNER	Track and organize luggage to ensure all bags are in their right place and easy to find. No more lost bags.
ALERT MODULE	Audible, visual or text message options for available fronts to be assigned. Bell staff does not have to monitor the screen to receive an assignment.
BAG RETRIEVAL REQUEST KIOSK	For faster service, departing guests can initiate their bag retrieval with a simple swipe of the bar-coded claim check
AUTOMATED DELIVERY REQUEST	Convenient phone delivery request, with voice menu application for check-in and check-out service requests – saves dispatcher FTE.
WIRELESS HAND-HELD TECHNOLOGY	In the porte-cochere, wireless hand-held technology can enhance the arrival process with print-on-demand ticketing.
HOTEL MANAGEMENT SYSTEM INTERFACE	The guest's reservation information can be retrieved via PMS interface, allowing the claim check # to be tagged to the right name even prior to check-in.