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Amadeus Sales & Catering
Delphi

Advance your full-service event planning and booking process with configurable automation, views, reporting, and system integrations.

Meeting The Evolving Needs Of Today's Sales & Catering Teams

Planners' expectations are continuously evolving with an ever-increasing need for faster responses, supreme organization, thorough detail, and flawless execution. Your sales team needs to be able to view updated availability at all times and respond immediately to inquiries. Your catering team needs to detail bookings and merge documents faster than ever before. All teams need to communicate quickly without missing a single detail, while also needing to gain a holistic view of your group business performance in real-time.

Introducing Delphi

With a dedication to long-term and continued innovation, Amadeus's Delphi solution is ready to meet your most pressing challenges. Designed to manage groups of all sizes, Delphi is a full-service, cloud-native solution that empowers sales and catering teams to quickly respond to customer inquiries from anywhere at any time. From individual meetings to the grandest group gatherings, Delphi enables you to seamlessly contract new business, manage strong relationships, track ongoing performance metrics, and manage all details for flawless event delivery.

With a large team and many moving parts, how do you effectively streamline processes and continue to grow your group business?

Maintain Your Proven Success Model

You don't have to change your proven process to accommodate a software solution. Delphi can accommodate your needs. Integrated to Salesforce, the leading customer relationship management platform, Delphi is highly configurable to your unique business processes, including various languages, currencies, taxes, and date requirements.

- Configure out-of-the-box layouts, views, and fields to fit your needs.
- Establish automation workflows and validation rules to improve current processes.
- Accommodate business and properties across various regions in over 30 languages, and 160 currencies.

Generate & Convert Leads with Ease

Increase the productivity of sales teams with consolidation of incoming lead channels into a single solution. Empower the team to prospect for new and repeat business and easily visualize guest room and function space occupancy across all rooms and properties.

- Automatically schedule tasks for follow up and drive incremental leads with RFP and online group booking tools.
- Respond promptly to incoming RFPs through customized workflows and access them anytime, anywhere via mobile device.
- Group function rooms, filter, and reserve with the easy click and drag function diary and date requirements.
- Create quick inquiries that can be converted into detailed bookings.

Perfectly Execute Events

Quickly communicate with both the planner and a large staff, ensuring that each room is set correctly the first time, menu selections are accurately delivered, and guests are happy.

- Create custom packages for events.
- Define detailed menus with sub-categories and classifications.
- Generate customized BEOs and Banquet checks automatically from booking details and even batch print multiple documents at a time.
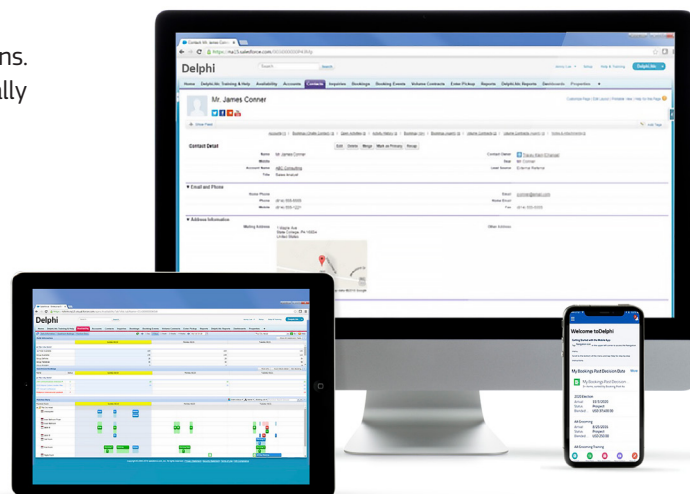
Strengthen Customer Relationships

Automating processes to develop and nurture relationships is key to winning business. Maintain continuity of your extensive accounts and contacts across multiple teams and properties.

- Maintain one database providing transparency and simplified record keeping.
- Detail records to provide the critical components needed to grow relationships and repeat business.
- Ensure continuity if a team member is out of the office.
- Maintain a single database, even across various languages, currencies, taxes, and date requirements.

Key Values for Delphi

- Configurable views, fields, and reports to fit the needs of your business

- Access bookings anywhere, anytime via web browser and mobile app

- Operate faster by incorporating automation into daily tasks

- Gain deeper insight via custom reports and dashboards

- Deliver an impressive digital experience to increase qualified leads

There's a reason why industry leaders worldwide trust the Delphi name. It's synonymous with sales, catering, and innovation.

Accurately Measure Business Performance

Understand all aspects of a group's performance to ensure future growth of the organization with highly configurable reports and dashboards to fit the individual needs of each user.

- Measure profitability with a large variety of sales, catering, and events reports including Guest Rooms Control Log (GRC), Guest Room Pace, and Productivity.
- Integrate with other business critical systems for a global view of data.
- Understand profitability by region, property, and team member.

Enhance Visibility with Solution Integration

Continually improve your processes by reducing duplicate data entry and increasing visibility by integrating your sales and catering system to your other business solutions.

- Add incoming leads from distribution tools and automate for response.
- Integrate with Outlook email to save communications to a contact, account, or booking.
- Connect with your hotel PMS to ensure pick up is entered and accurate across both systems.
- Integrate your revenue management, esignature, epayment, digital proposals, and digital signage solutions, plus more added regularly!

Key Values for **Delphi**

- Associate multiple guest room blocks with each booking

- Seamlessly integrates with MeetingBroker, Delphi Diagramming, and eProposal

- Localize your org and individual properties in over 30 languages and over 160 currencies

- Get the help you need with online and phone support

- Access a searchable online training library with videos

MORE INFO ⊕

With a long-term commitment to constant innovation, Delphi continues to be the most comprehensive solution in the market today. Discover why the Delphi name resonates so deeply within the industry.

Request a demo to see Delphi in action now.

For further information, visit amadeus-hospitality.com
or speak to your Amadeus Account Manager today.

Let's
shape the future
of hospitality

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