AMADEUS

Amadeus Service Optimization

How can you elevate both guest and staff satisfaction, while increasing profitability?

Meet the New HotSOS Housekeeping

Introducing the next evolution of housekeeping excellence, designed to streamline hotel operations, and enhance the guest and staff experience like never before.

Your guest's experience begins to unfold the moment they enter your hotel. Ensuring each moment is met with a seamless blend of efficiency and exceptional service, paves the way for an exceptional stay. Quick check-ins, spotless rooms, and prompt guest service lay the foundation for guest satisfaction, a key driver in protecting and enhancing your hotel's profitability.

Yet considering today's overwhelming turnover volume and ever-growing demand, it's no wonder hoteliers are seeking better ways to optimize housekeeping processes to keep both guests and staff satisfied.

The good news is there is a better way. In only a six-month period, hotels utilizing automation, inspection, and analytics tools achieved significant milestones.

4.6m
Performed over 4.6M guest room and staff service inspections

42.m+
Completed over 42 million guestroom service orders

56m+
Expedited over 56 million departure and stay-over room cleans

8m+
Prevented over 8 million potential incidents

* Data aggregated and anonymized Amadeus Service Optimization users within a twelve month period of time.

The next evolution of housekeeping excellence is now within reach.
With the new HotSOS Housekeeping, you can:

Optimize housekeeping efficiency with a new modern interface

- Seamlessly navigate a new web based, user-friendly platform

- Access an overview of the entire house for real-time room statuses to easily streamline room assignments, prioritize tasks, and adapt on the fly

- Quickly identify, understand, and act on areas for improvement, enhance room cleanliness, service delivery and staff productivity

- Establish clear standard operating procedures to enhance efficiency and preserve institutional knowledge

- New seamless integration with HotSOS and HotSOS Housekeeping to combine functionalities into one platform

Enhance guest satisfaction and loyalty

- Empower guest-facing staff with real-time access to preferences, loyalty status, and requests for personalized service

- Turn rooms faster, boost cleanliness scores, and promote seamless collaboration between departments, always prioritizing the guest experience

- Foster loyalty by leveraging the data logged about each guest's behavior and preferences to anticipate their needs and desires for future stays

Please clean my room

amadeus

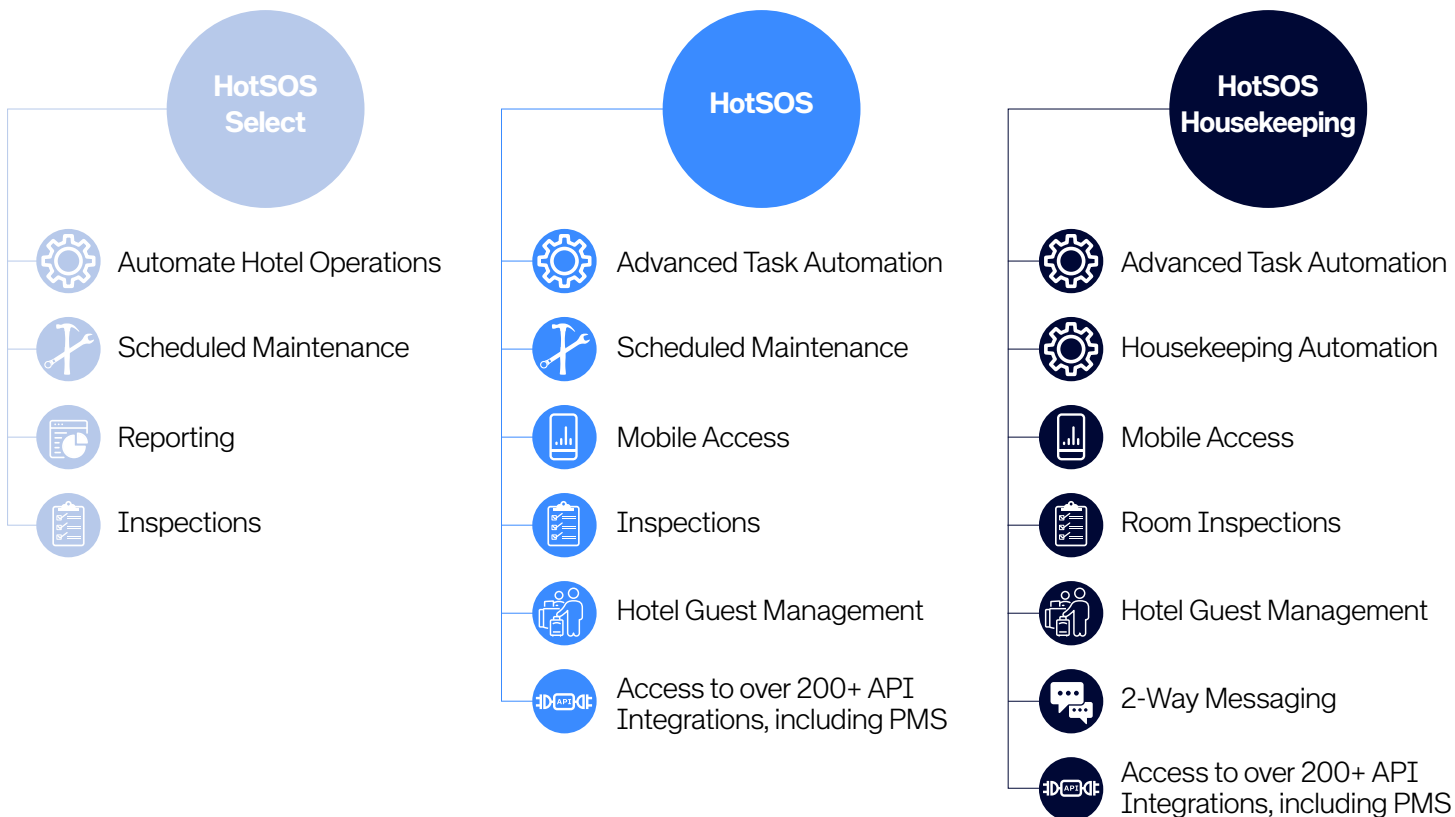## Prioritize staff well-being and engagement

- Enable staff members to quickly train and onboard new staff with an intuitive interface that is simple to learn

- Automate processes to reduce manual tasks, enabling staff to focus on exceptional guest service

- Facilitate seamless multilingual communication for unified collaboration across departments

- Ensure staff room assignments are both compliant with local labor regulations and flexible, allowing tracking by credits, minutes, and surface areas

- Integrates with digital tipping partners for guests to easily recognize staff contributions in a cashless world

Leverage in-depth reporting to improve performance and profitability

- Enhance staff development and productivity by accessing real-time data to recognize exceptional work, guide reviews, train, and identify improvement areas

- Maximize managerial efficiency with automated escalations and real-time priority adjustments

- Utilize data insights on staff and guest behaviors to inform decisions impacting labor management, guest personalization, and service excellence

Which HotSOS software is right for your property

HotSOS Select
- Automate Hotel Operations
- Scheduled Maintenance
- Reporting
- Inspections

HotSOS
- Advanced Task Automation
- Scheduled Maintenance
- Mobile Access
- Inspections
- Hotel Guest Management
- Access to over 200+ API Integrations, including PMS

HotSOS Housekeeping
- Advanced Task Automation
- Housekeeping Automation
- Mobile Access
- Room Inspections
- Hotel Guest Management
- 2-Way Messaging
- Access to over 200+ API Integrations, including PMS

Unlock the next level of housekeeping excellence with the new HotSOS Housekeeping

Start optimizing your operations today and **receive two months complimentary for a limited time.**

Special
Limited Time Offer!

Click here to learn more

At Amadeus, a global leader in hotel service optimization, we recognize the intricate balance needed to deliver exceptional service while maintaining profitability.

With decades of industry experience, our team of seasoned hospitality professionals support hotels across 95 countries in enhancing efficiency and profitability, one immaculate room at a time.

Our ecosystem thrives on collaboration with industry-leading partners, ensuring a wide and ever-expanding network of compatible services and solutions, including:

- Opera by Oracle
- LMS by Agilysys
- HMS by Infor
- Medallia Concierge
- Inncom by Honeywell
- Lutron
- Vouch

Amadeus.
It's how travel works.

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