

Amadeus Service Optimization

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

Meet the New HotSOS Housekeeping

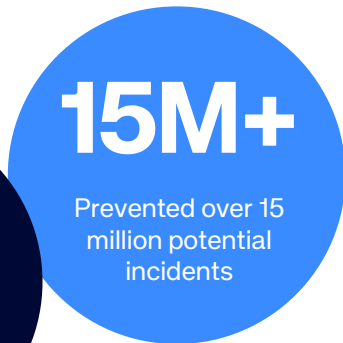


Introducing the next evolution of housekeeping excellence, designed to streamline hotel operations, and enhance the guest and staff experience like never before.

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 a twelve-month period, hotels utilizing automation, inspection, and analytics tools achieved significant milestones.



* Data aggregated and de-identified from 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



LOCATION CODE	PMS ROOM CODE	ASSIGNED TO	RES STATUS	SERVICE STATUS	GUEST NAME	NIGHTS	ARRIVAL
<input type="checkbox"/> 101	101	David Ross	Stay Over	AWAITING SERVICE	Lynn Daton	9	
<input type="checkbox"/> 102	102	David Ross		AWAITING SERVICE			
<input type="checkbox"/> 103	103	David Ross		AWAITING SERVICE			
<input type="checkbox"/> 104	104	Juan Montero		AWAITING SERVICE			
<input type="checkbox"/> 105	105	Juan Montero	Stay Over	AWAITING SERVICE	David Hamming	3	
<input type="checkbox"/> 106	106	Juan Montero	Stay Over	AWAITING SERVICE	Manuel Ortiz	7	
<input type="checkbox"/> 107	107	Juan Montero		AWAITING SERVICE			
<input type="checkbox"/> 108	108	Marie Sanders	Stay Over	AWAITING SERVICE	Serena Jackson	2	
<input type="checkbox"/> 109	109	Marie Sanders		AWAITING SERVICE			
<input type="checkbox"/> 110	110	Marie Sanders		AWAITING SERVICE			
<input type="checkbox"/> 201	201	Marie Sanders		AWAITING SERVICE			

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



Prioritize staff well-being and engagement

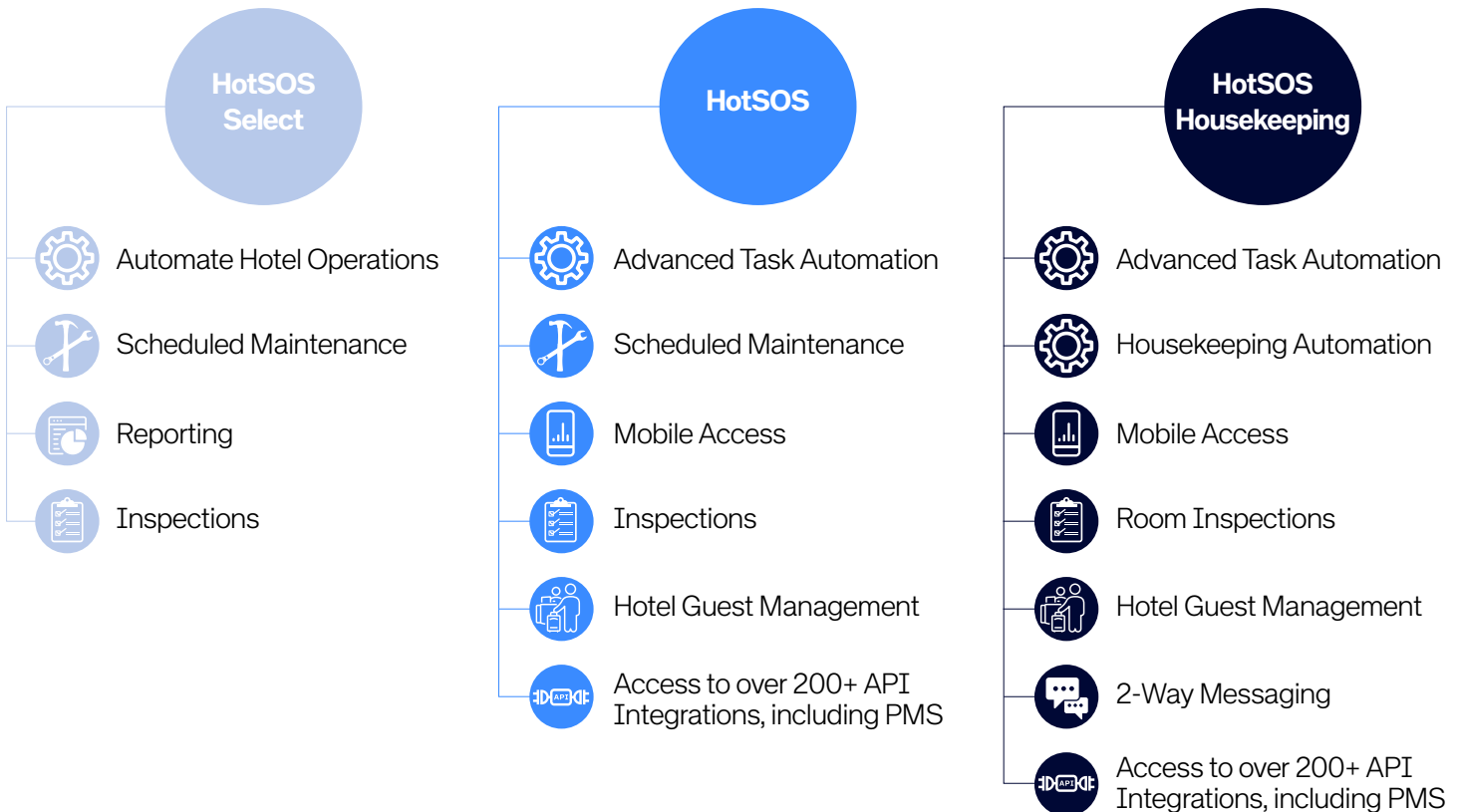
- Enable staff members to quickly train and onboard new staff with an intuitive interface that is simple to learn
- Automate processes to reduce manual tasks, enabling staff to focus on exceptional guest service
- Facilitate seamless multilingual communication for unified collaboration across departments
- 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

NAME	SOIL CREDITS	SHORTFALL	# OF ROOMS ASSIGNED	ASSIGNED CREDITS	CLEARED CREDITS	SCORE
Linda Davis	15	15	0	0	0	0
David Samuels	10	10	0	0	0	0
Ronald Juarez	9	325	7	575	0	0
Kim Ashton	10	10	0	0	0	0
Linda Davis	10	10	0	0	0	0
Anna Becker	15	15	0	0	0	0
Hana Andolina	10	10	0	0	0	0
Rosa Martinez	10	10	0	0	0	0

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



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
- Inncorn by Honeywell
- Lutron
- Vouch

Amadeus. It's how travel works.

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

