OneBox Technology

Hotel Operation Management System
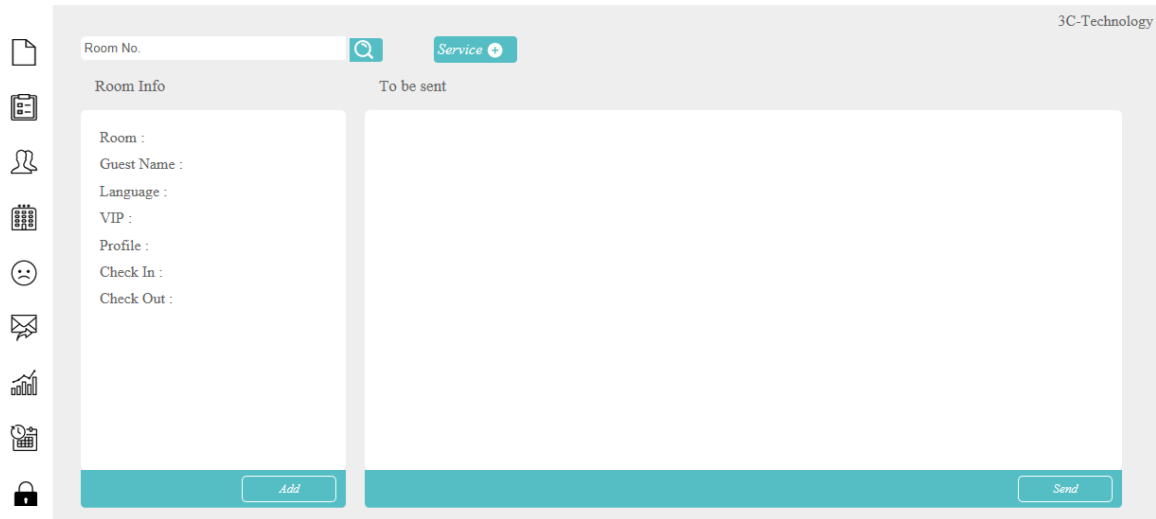OMS

2022/01/01

OMS

Improves …….

Guest Experience
Guest Loyalty
Guest Retention
& Optimizes Operation Efficiency

OMS is a multi-media and multi-tasking centralized hospitality application that increased guest satisfaction through improved hotel staff performance and productivity. OMS can be integrated to the various hotel technology sub-systems (PMS, delivery robots, intelligent store) and mobile communication devices to facilitate functional efficiency. It consists of 7 different application modules in different language options:

- Centralized Service Center
- Service Tracking Module
- Facility Tracking Module
- Information Dispatch Module
- Maintenance Module
- Management Information & Reporting
- Automate Job Recipient & Housekeeping Assistance

OMS uses web based technology as the core of its development.

Room No.

Service

Room Info

To be sent

Room :
Guest Name :
Language :
VIP :
Profile :
Check In :
Check Out :

Add

Send

● **Centralized Service Center**

The Centralized Service Center consists of a server connected via LAN to several assigned agent stations and the Property Management System. Centralized Service Center optimizes internal workflow and improves the level of service to the guest. It is the enhancement of the call center and enables the guest service agents to handle all inbound inquiries through a single point of entry, regardless of media, time and location. The embedded intelligent software tools are able to tract, store, analyze and display data that enable the guest service agent to effectively manage the center. Defined key performance indices are provided by the centralized service center to enable the hotel management to take necessary corrective measure to improve the hotel operations.

Features

Information Center
Centralized service center provides instant information on inbound telephone calls. It incorporates a pool of information pertaining to the hotel guests and the various services provided by the hotel.

Multiple Tasking Operations
Guest Service agents handling calls will be able to initiate multiple service functions guided by centralized service center to quickly respond to guests' requests.

Cost Saving from Manpower
Centralized service center enables the hotel to centrally locate a group of guest service agent. This is more effective and requires less manpower to provide the same level of service in a distributed environment.

Text Messages Integration

The centralized service center Integrates with different communication devices to send text messages in providing prompt delivery of service requests.

Intelligent Identification
The guest service agent can identify the guest detail upon answering the call and respond with a personal touch.

Consolidation of Transaction
All incoming calls are captured in a centralized database. Management reports will be provided to enable the management to take action on critical matters.

Human Skills & Technology
Improve guest services by merging of personnel skills and technology.

Reduce Overhead and Increase Efficiency
Centralized service center enables consolidation of staff force and sharing of responsibilities. Hence reduce cost of operation.

One Call Center
Centralize call center for internal and external communications.

- **Service Tracking Module**

The increasing demand for better guest services has brought forward the implementation of a service tracking system to serve all the in-house guests needs and attend to them in a timely and effective manner. The guest can initiate a call from the guest room by dialing the "One" service button on the guest room telephone. Upon receiving the call by the guest service agent, and depending on the request from the guest, a job order will be issued instantaneously with detail to relevant service crew. With the service tracking system server integrated to the mobile communication devices, the service crew will receive a short message immediately. The responsible service staff can then acknowledge the request and the guest will be informed of the status of the request immediately.

Guest information from the front office computer enables the service agent to provide preferential treatment to the guest accordingly.

The hotel can set a standard on the delivery time. Should the service not delivered to the guest within the set time frame, the system will automatically escalate to the next management level for appropriate action?

All incoming calls are captured in a centralized database. Management reports and statistics will be provided to enable the management to take corrective action on critical matters

Features

- Multi-tasking Guest Service agent able to respond promptly to guest's service request.

- Guest service agent initiates text message to hotel staff communication devices to fulfill guest request within specified time.

- Incoming calls are captured in a centralized database. Management reports & Statistics are provided to enable the management to initiate action on critical matters.

- Increase guest satisfaction through speedy guest services

- Automatic escalation of delayed or undoable service order.

- Multi-lingual interactive voice response ensures ease of use and reduces undesirable error.

- Color coded priorities and service backlog

- Duplicate order prevention

3C-Technology

| | Finish | Escalate | Delay | Undoable | Cancel |

| All | Agent | Pending | Finished | Guest | Internal | All Jobs | Refresh | Print |

| Job Code	Employee	Send To	Room	Agent ID	Service Item	Message	Time Request	Time Finish	Status
16020410132922	Austin	6001	1001	3CJ	牛排	16020410132922#1001#Mr Meng#牛排x1#	02/04 10:13	02/04 10:18	
16020409452320	Austin	6001	1001	3CJ	Towel	16020409452320#1001#Mr Meng#Towelx1#麻烦尽快;	02/04 09:45	02/04 09:47	
16020409420190	Austin	6001	1001	3CJ	Test2	16020409420190#1001#Mr Meng#Test2x1#asd	02/04 09:42	02/04 09:42	
15100815202496	Austin	6001	1001	3CJ	Tap Leak	15100815202496#1001#Mr Meng#Tap Leakx1#ASAP	10/08 15:20	02/04 09:47	
15100810490576	Austin	6001	1001	3CJ	Towel	15100810490576#1001#Mr Meng#Towelx2#Asap	10/08 10:49	02/04 09:47	
15100810131172	Austin	6001	1001	3CJ	Tap Leak	15100810131172#1001#Mr Meng#Tap Leakx1#asap	10/08 10:13	02/04 09:47	
15092515494038	Austin	6001	1002	3CJ	TEST	15092515494038#1002#Mr Zhang#TESTx1#	09/25 15:49	09/25 16:06	
15091617161243	Austin	6001	1002	3CJ	Towel	15091617161243#1002#Mr Zhang#Towelx2#ASAP	09/16 17:16	09/16 17:27	
15091616595916	Austin	6001	1001	3CJ	Towel	15091616595916#1001#Mr Peng Jin#Towelx2#sdfa	09/16 16:59	09/16 17:00	

- **Facility Tracking System**

By integrating OMS to the Building Management System, Fire-Life Safety System, Security System and Guestroom Management System, the facility tracking system is able to detect various alarms and building systems failure. This information enables the initiation of fixed short messages to mobile communication devices in alerting the hotel engineering crew and management staff to take appropriate action. It also allows preventive measures to be taken quickly and, if irregularities have already occurred, it enables all work to be carried out in an orderly and reliable manner.

The facility tracking system ensures that all the systems in the hotel are fully functional to avoid guest inconvenience. Reports and statistics are provided for management information and follow-up action.

Features & Benefit

- Provide interface to hotel's building management system, Fire-Life Safety System, Lift System, Guestroom Management System, Video Surveillance System and other available technology sub-system.
- Configurable Alert Scheme to suit individual hotel requirement.
- Instant initiation of text message to mobile or fixed communication

- devices upon detection of alarm to activate corrective action.
- Linked to service tracking server to deliver job request to specific department.
- Multi level password ensuring only authorized person can access the facility management System.
- Ensure guest safety and confident.
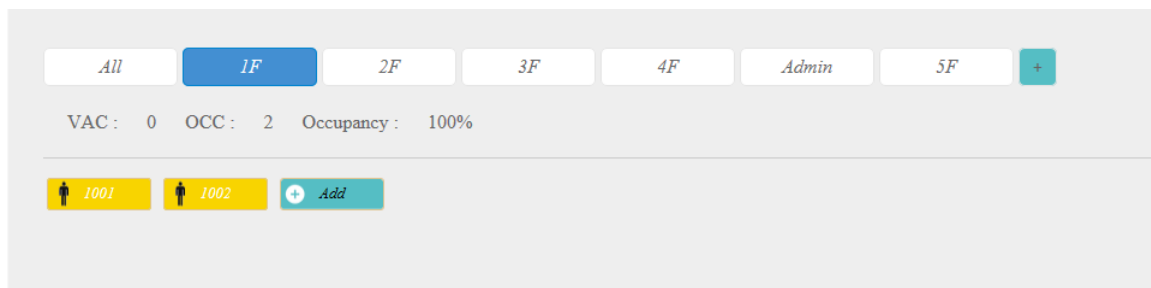
● Information Dispatch Module

The information dispatch module allow the hotel to send to the guest hotel events, city events, exhibitions, shows, special festivals or hotel booking confirmation, meeting venue and messages, etc via text messages on the guest hand phone. The guest must register the hand phone number upon checked-in and authorized the hotel to deliver short messages at anytime, even when the guest is not staying in the hotel. The guest can also provide instruction to the hotel that information can only be sent during the duration of stay or any other option as the guest chooses.

The Information Dispatch Module is a very useful application providing the guest with instant information and messages while he is on the move.

● Maintenance Module

The OMS maintenance module allow hotel service staff to proactively initiate preventive maintenance services by reporting defects prior to hotel guest realize the problem.

Report can be initiated via the service staff mobile communication devices by sending text messages or via telephone call from fixed telephone in real time to the centralized service center. The guest service agent act as the service center single point of contact shall in turn inform the relevant maintenance crew by issuing trouble ticket and monitor the work progress. Any delay or undoable task shall be automatically escalated to the relevant authority for further action immediately.

The OMS maintenance module ensures guest satisfaction by providing the guest with trouble free stay.

All events are recorded and stored in a central database. Statistic can be generated to highlight the problematic area and also to identify causes of recurring problem.

Feature & Benefit

- Preventive maintenance
- Automatic dispatching and escalation of service order
- Trend analysis to spot recurring problem

- Reduce defective report from guest
- Reduce corrective maintenance that can translate loss of room night
- Deliver perfect room to hotel guest

● Management Information & Reporting

A centralized database is provided to keep guest history and preferences by integrating data from a variety of functions (check-in, guest calls, wake-up information, service tracking, facility tracking). Tools are provided to measure the quality of service delivered, to track brand value related indices such as guest satisfaction index and retention rates or to deploy hotel service personnel efficiently on the basis of peak times statistics and staff productivity .

Management reports and Statistics can be generated to enable the management to take action on critical matters. Reports can also be customized based on individual hotel need.


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Feature & Benefit

- Service tracking trend report
- Facility tracking statistics
- Service assignment report
- Maintenance report
- Butler call summary
- Guest preference report based on guest history
- Guest satisfaction index analysis

- Hotel inventory report
- Peak time statistic report
- Response time statistics
- Service order escalation report
- Management information report
- Executive information report
- Customizable graphical report generator

- ● **Automate Job Recipient & Housekeeping Assistance**

A smart phone app called OneTouch, cooperates with OMS to implement automatic receipt of work orders and housekeeping task. OneTouch works with any smart phone OS such as Android, iOS and Huawei Harmony OS.
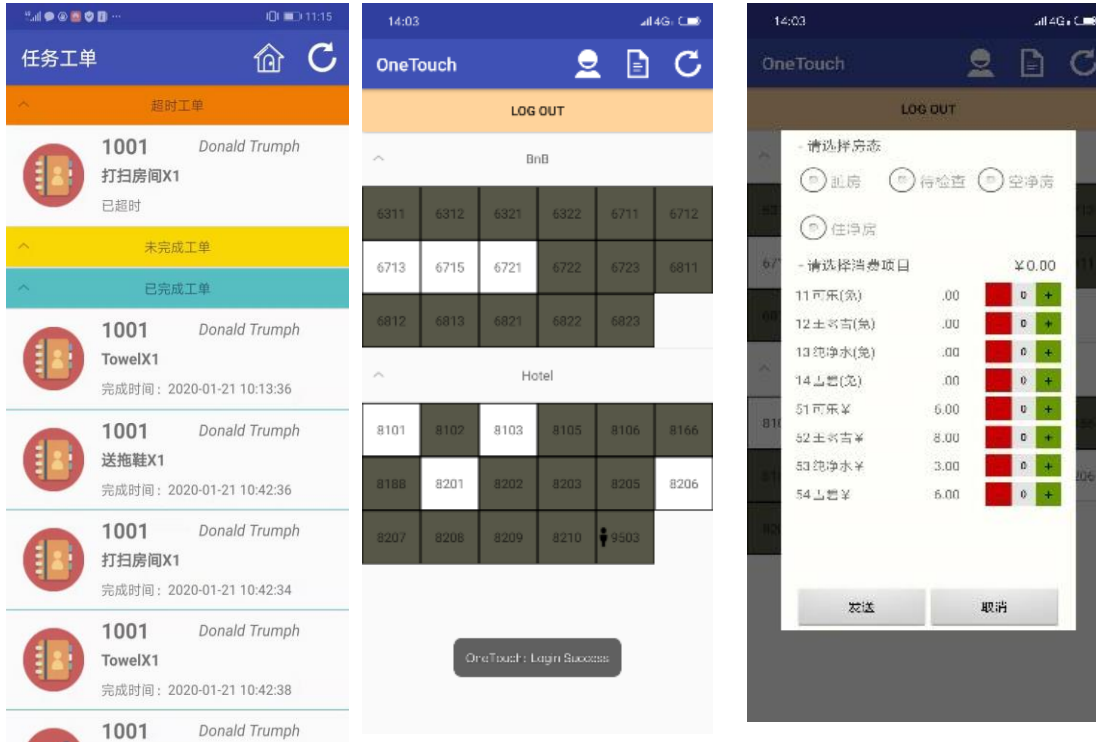
Features & Benefit

- ▪ Inhouse service receipt
- ▪ Realtime room status monitoring
- ▪ Room status update to PMS
- ▪ Itemised minibar posting to PMS
- ▪ Room pickup task receipt
- ▪ Information collect and report
- ▪ Lost & Found record
- ▪ Engineering task report & escalation

- ● **Specifications**

Language

- ▪ English
- ▪ Chinese

Interface

- ▪ Property Management System
- ▪ Legacy and IP Communication System
- ▪ Guestroom Management System
- ▪ IPTV & Hotel Infotainment System
- ▪ SMS Gateway

- ▪ Butler System
- ▪ Hotel Engineering System

Terminal Devices Integration

- Android/iOS App
- Laptop
- Printer
- In-House Paging System
- Desktop Display Telephone

- Tablets
- Cellular (SMS)

Software Specification

- Information centre module
- Agent module
- Automatic service reminder module
- Interactive voice response module
- Job completion module
- Admin and system setup module
- Guest complaint module

- Inventory module
- Guest / room history module
- Alert escalation module
- Communication devices interface module
- Fixed text message creation module
- Management report module

Hardware Requirement

OMS Server

- Intel I5 CPU 2.5GHz or above
- 4G DDR
- 500GB Hard Disk
- CD-ROM
- Network interface card * 1

- Windows Server 2016/2018 Server/
- Cloud Based/VMWare
- My SQL Server
- Support Virtualization Deployment

OMS Agent

- Intel I3 CPU 2.0GMhz or above
- 4G DDR

- 80GB Hard Disk
- Network Interface Card

OMS App(OneTouch)
- Smart Phone with Android 6.0 and Above
- CPU 2.0GHz or above
- 2GB RAM