

For hotels, telephone is not just about **conversation**, but about **productivity**



Hotel Operation Booster  
For

Alcatel·Lucent   
Enterprise

Hotel Operation Booster For Alcatel-Lucent Enterprise (HOB)  
to increase hotel productivity quickly and easily.

# Want it to happen?



- ❌ Forgot to wake up guest
- ❌ Does not ready to solve guest complains
- ❌ Missed charging the minibar
- ❌ Does not immediately updated about room cleaning status
- ❌ Incomplete in fulfilling guest requests
- ❌ There is no data to tracking phone calls
- ❌ Wastes time just to fill in the Log-book and take manual notes
- ❌ What should be a priority is actually postponed

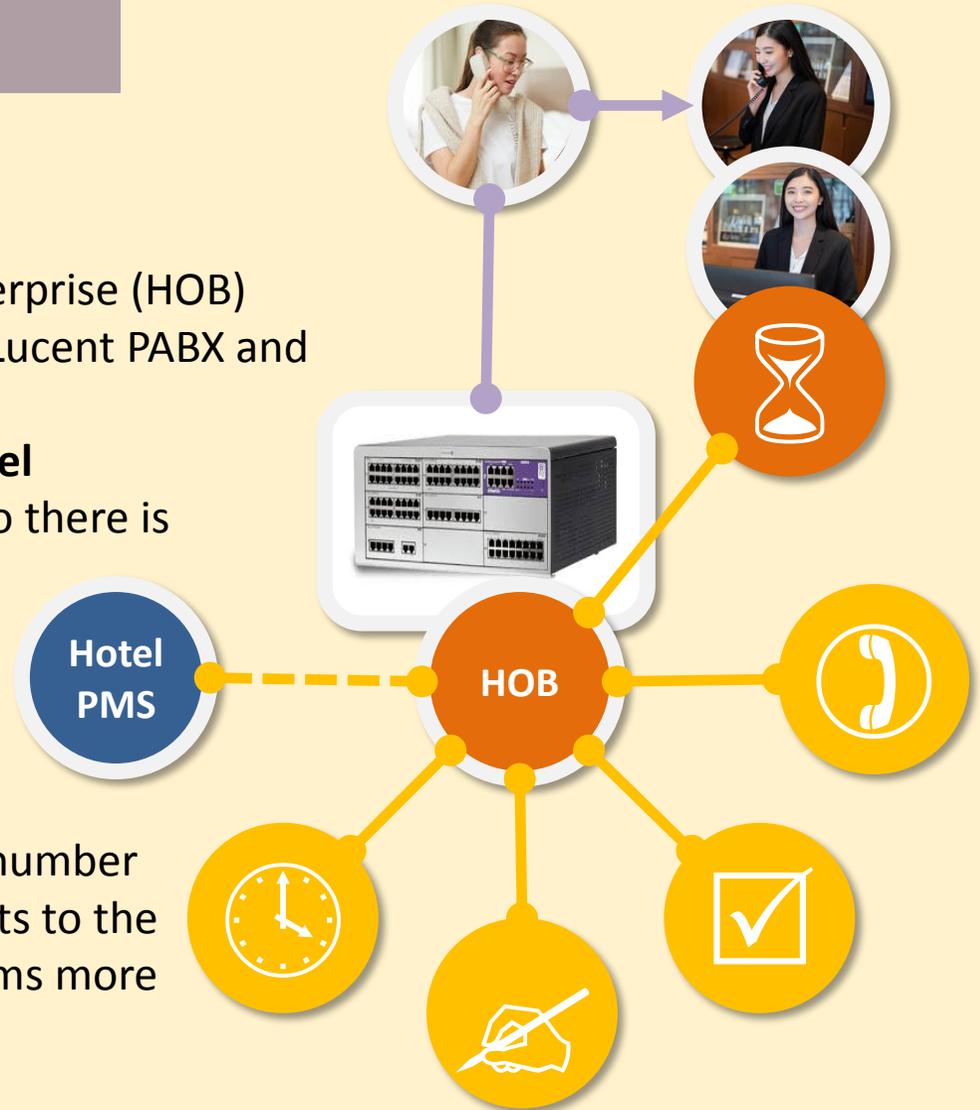


# HOB solves it!



Hotel Operation Booster For Alcatel-Lucent Enterprise (HOB) is an application that is integrated with Alcatel-Lucent PABX and has the capability:

- ✓ **Ready to connect directly with any PMS hotel** (Opera, Oracle, Infor HMS, Rhapsody, etc), so there is no need for an intermediary.
- ✓ **Handle PMS functions:** smart wake-up call, minibar input, room status update, do not disturb, intelligent telephone billing and monitoring.
- ✓ **Front-Office Booster** to increase speed and number of completion of requests submitted by guests to the operator/receptionist. Make operational teams more productive.

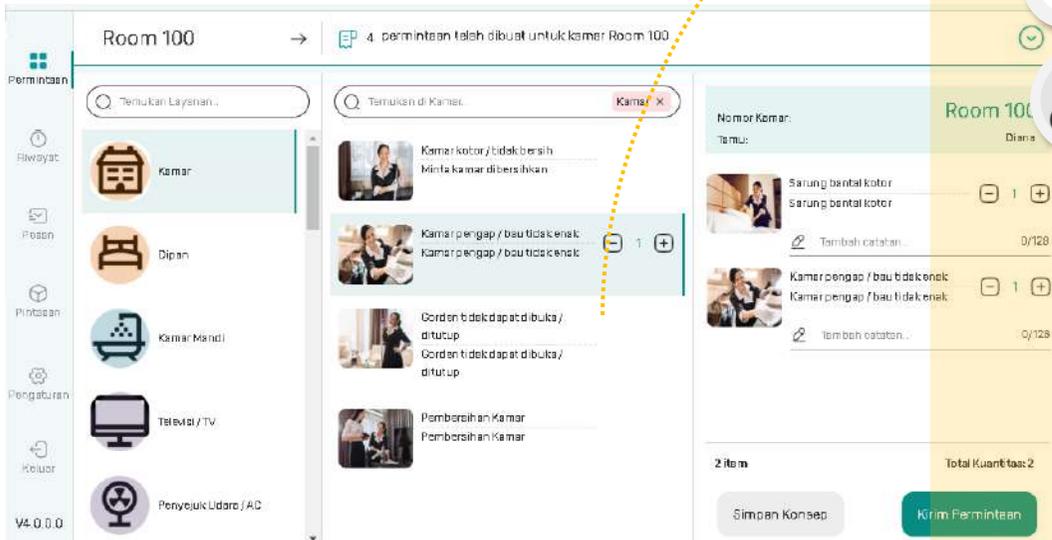


# HOB solves it!



**HOB Front-Office** is a user-interface for the operator/receptionist.

- Just need to briefly register the guest request received by telephone.
- The system directly forwards to the personnel's mobile phone who serve according to the type of request.
- Real-time monitoring system.



# HOB solves it!

1. Improving guests service



2. Improving operational smoothness



Hotel PMS



HOB

3. Increase income and reduce losses



# 1 Improving Guests Service

## Greeting by name

The operator knows the guest's name who called, because he appeared on the phone display.



## Quick respons

Operators can register simultaneously several requests while still talking to guests.



## Fast and completely

Does not need to search, guests request are directly forwarded to the right team or personnel.

## Always serving

Can register requests outside service hours, so it will be queued for tomorrow.



## Smart Wake up

The system makes a smart wake-up call. If there is no guest response, Automatically will notify FO.

# 2 Improving Operational Smoothness

## Focus on finishing

No more wasting time  
write an activity log-book.  
Directly recorded in real-time.



## Never missed

All requests are queued  
according to priority. Monitored via  
user friendly dashboard on cell phone.



## Archived proof

The completion results can be  
Photographed and uploaded.  
As confirmation and proof  
of completion.



## Delivered clearly

Requests are always delivered  
directly with a clear title,  
to avoid misunderstandings.



# 3

## Increase Income and Reducing Losses

### Room can be sale soon

The system sends a request room cleaning when guests check out. Rooms are immediately ready for sale.

### Easy to sell

Operator is easy to act as order taker at guest request such as food service, laundry, spa, shuttle etc.

### No missed bills

Minibar consumption inputted by room attendant via room telephone recorded directly on the guest bill. Also the cost of outgoing telephone calls.

### Quick loss report

Missing room equipment can be inputted by the room attendant via phone the room as a quick report.



# What will happen?



Increased Productivity

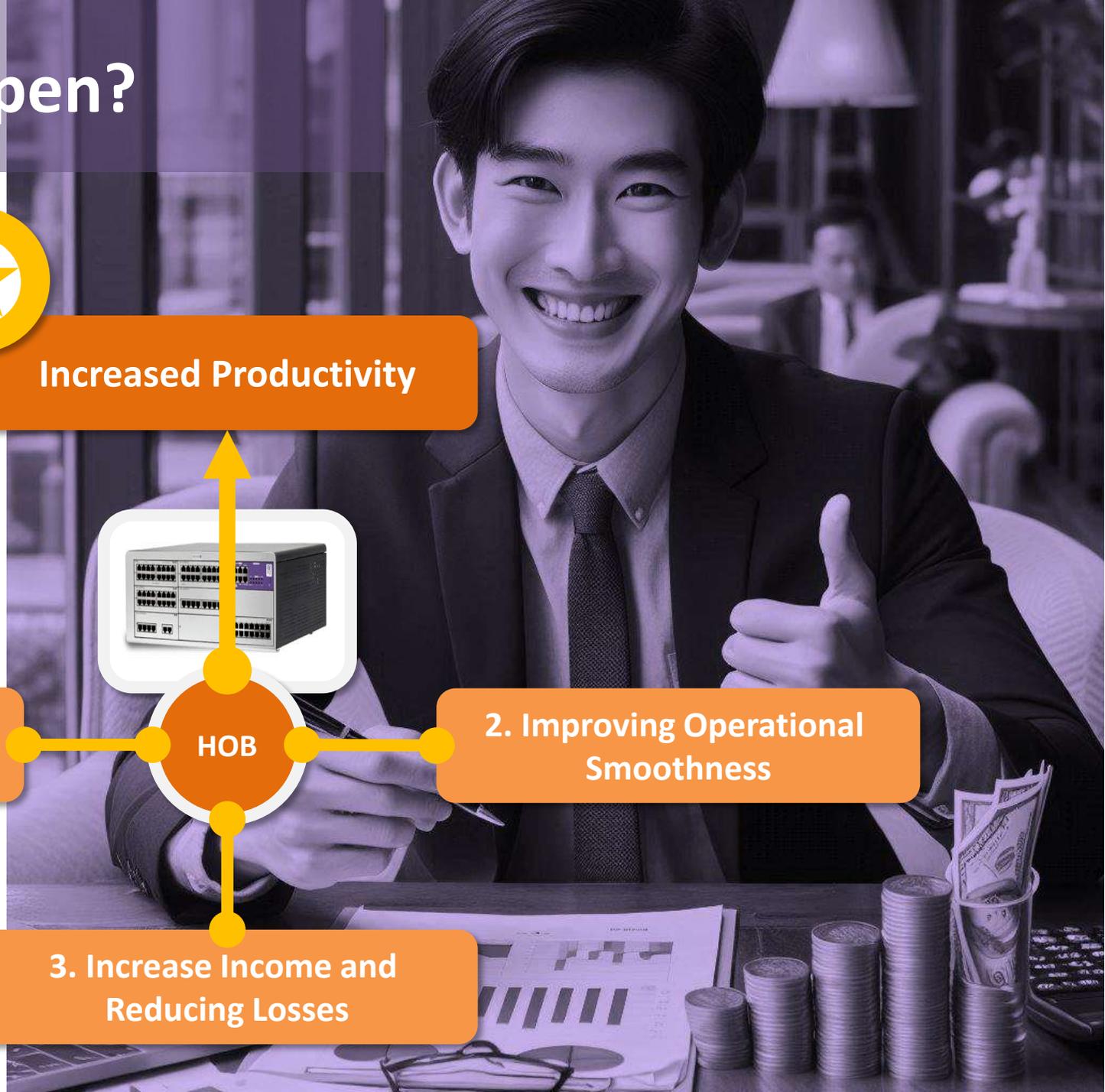


1. Improving Guests Service

HOB

2. Improving Operational Smoothness

3. Increase Income and Reducing Losses



# Device Requirements

## Operator / Receptionist

Alcatel phone extension  
Tablet, notebook, desktop with browser  
Chrome, Edge, Opera, Mozilla.



## Personnels staf and Supervisors

Android smartphone min. version 6 (Marshmallow)  
for mobile apps. Android/IOS smartphone with  
browser Chrome, Edge, Opera, Mozilla for web apps.



## Management

Tablets, notebooks, desktops with  
Chrome, Edge, Opera, Mozilla browsers.



## Server

Physical or virtual computer (VM)  
Windows 10 or 11  
RAM: min. 4GB  
Hard disk : min. 100GB  
Databases: MySQL / MariaDB  
Web-server: Java  
Stable internet connection



HOB

