



FX CRS is a web-based central reservation system (CRS) that enables a chain or group hotel to effectively manage reservations, inventory, rates and guest information centrally. Implemented at the chain hotel's central reservation office (CRO), FX CRS has advanced reservation capabilities such as group reservation, itinerary reservation and more.

Details

➤ Dashboard. 360° view.



View booking summary and revenue summary along with follow up reservation details in the dashboard. View property-wise statistics of real-time reservation transfer to property's PMS.

➤ Itinerary bookings made easy.

Guest is travelling to 7 destinations and wants to stay with you in all? No worries, with FX CRS, your chain's CRO agents can accept bookings for multiple properties in one go.

Select	Property Code	Property Name
<input checked="" type="checkbox"/>	MHR	MAYFAIR Bhoukela
<input checked="" type="checkbox"/>	MFL	MAYFAIR LAGOON
<input checked="" type="checkbox"/>	MBR	MAYFAIR HERITAGE,PURI
<input checked="" type="checkbox"/>	MAY	MAYFAIR DARJEELING
<input checked="" type="checkbox"/>	MFC	MAYFAIR CONVENTION
<input checked="" type="checkbox"/>	MFS	MAYFAIR Gangtok
<input checked="" type="checkbox"/>	MFG	MAYFAIR HIDEAWAY SPA RESORT
<input type="checkbox"/>	MGP	MAYFAIR Palm Beach Resort
<input type="checkbox"/>	MPW	MAYFAIR Waves,PURI

Property	Room Type	12/01	13/01	14/01	15/01	16/01	17/01
MAYFAIR HERITAGE,PURI	DELUXE COTTAGE	SOLD / 0	4	SOLD / -1	8	5	6
	DELUXE ROOM	0	3	4	6	0	5
Total Room Availability		22	31	17	38	29	40

Property	Room Type	12/01	13/01	14/01	15/01	16/01	17/01
MAYFAIR LAGOON	Club Room	SOLD / 0	SOLD / 0	14	13	14	15
	Deluxe Cottage	3	4	5	6	6	6
	EC Garden Facing	1	2	26	0	0	1
	EC Lagoon Facing	0	0	27	23	23	24

➤ Group booking complexities? Sorted.

Make group booking for multiple properties in a single go, define group billing instructions.

➤ Travel agency, Corporate, Sales office login.

Create separate log-in credentials for travel agents, corporates and sales offices in order to enable them to make reservations. Allocate inventory to these sales channels.

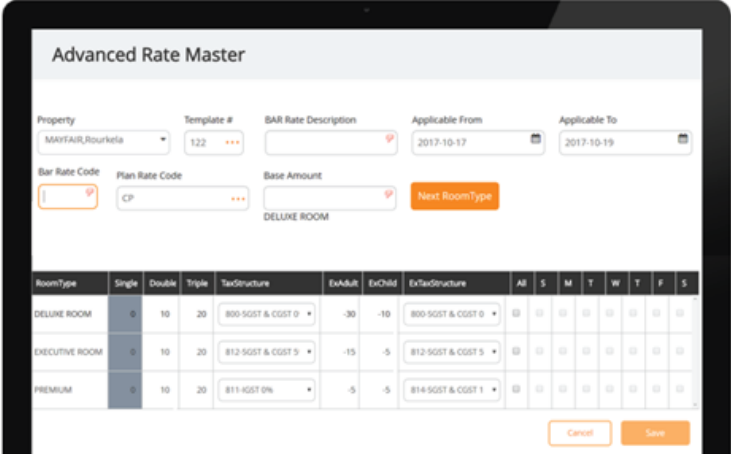
Property Code	Reservation #	Arrival Date	Currency	Booking Amount	Total Amount	Amount
MAY	70629 - 1	2018-02-20	INDIAN RUPEES	19200.00	19200.00	10000

➤ Increase conversion.

Send a payment link to your guests for them to pay online in a jiffy. Also, you can collect advance amount from your guests against their bookings. In case of cancellation, FX CRS allows you to refund advance amount while deducting the retention charges.

> Flexible rate definition.

Define Best Available Rate for all properties. Update rates on the fly for selected property using fare calendar and take advantage of demand-based pricing. Regulate rates by defining seasonal and occupancy rules. Also set daily rates based on week days, weekends and special occasions.



Advanced Rate Master

Property: MAYFAIR/Rourkela | Template #: 122 | BAR Rate Description: | Applicable From: 2017-10-17 | Applicable To: 2017-10-19

Bar Rate Code: | Plan Rate Code: CP | Base Amount: DELUXE ROOM | Next RoomType

RoomType	Single	Double	Triple	TaxStructure	ExAdult	ExChild	ExTaxStructure	All	S	M	T	W	T	F	S
DELUXE ROOM	0	10	20	800-SGST & CGST 0	-30	-10	800-SGST & CGST 0	0	0	0	0	0	0	0	0
EXECUTIVE ROOM	0	10	20	812-SGST & CGST 5	-15	-5	812-SGST & CGST 5	0	0	0	0	0	0	0	0
PREMIUM	0	10	20	811-SGST 0%	-5	-5	814-SGST & CGST 1	0	0	0	0	0	0	0	0

Cancel Save

Benefits of FX CRS



Boost your chain's revenue by empowering your CRO office with a superior and effective reservation application.



Have effective control on reservations, inventory and rates of your chain/group hotel in once place for easy access and management.



Maintain a robust history at the central location. This helps you to understand your guests' booking pattern and other preferences to serve them better during their next visit.

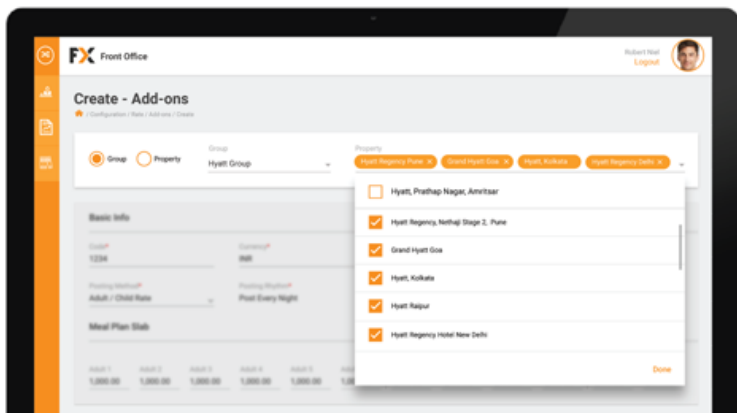


Analyse the performance of travel agents, tour operators and corporates based on the volume of bookings generated by them. It allows you to block and release inventory to them accordingly



Cloud based front desk management platform that focuses on improving guest experience and increasing revenue. In addition to catering to independent hotels, the platform also caters to all operations of a hotel chain. The tablet based front desk product enables true mobility for the front office operations. Its intuitive design, ease of use, and mobility form factor results in significantly improved operational efficiency.

Details

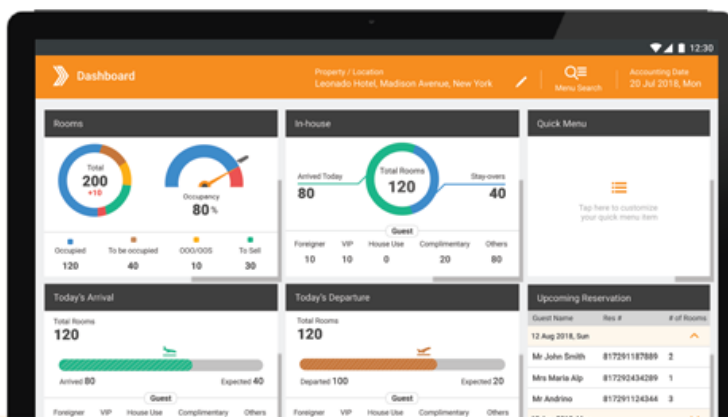
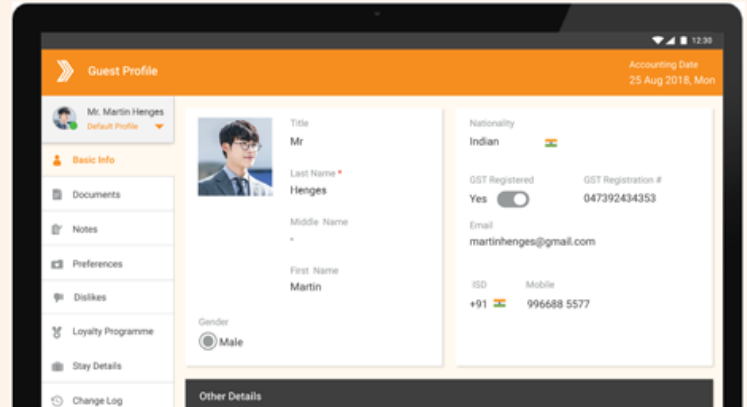


➤ Chain Level Data Definition

Define all masters / parameters at chain level. Just copy the data at chain level to respective properties. Chain level reporting is accurate, data management is easy.

➤ Chain Level Guest Profile

Every guest has 1 profile, and its maintained at chain level. Profile also has guest preferences, dislikes, notes, feedback given, loyalty membership, past stay details and more. Know all details about the guest to offer a personalised service.

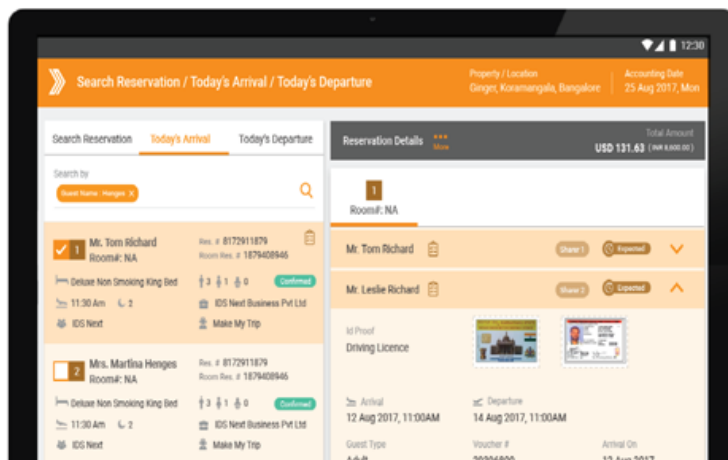
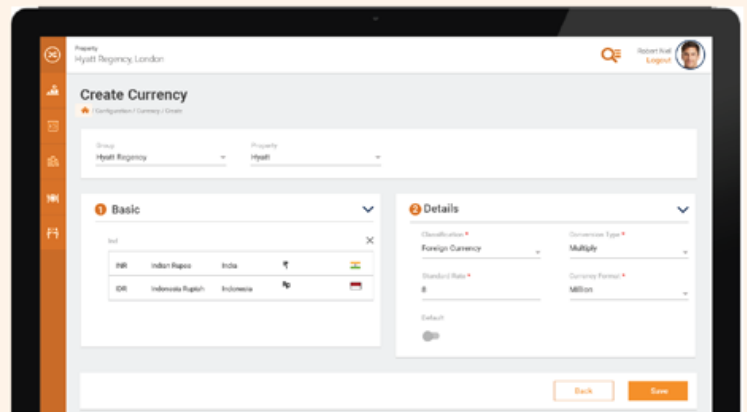


➤ Chain Level Reporting

With a single login, hotel staff can generate reports for one or all properties in a chain (with access rights). Hotel management has real-time and full visibility of all hotels' operations in a chain.

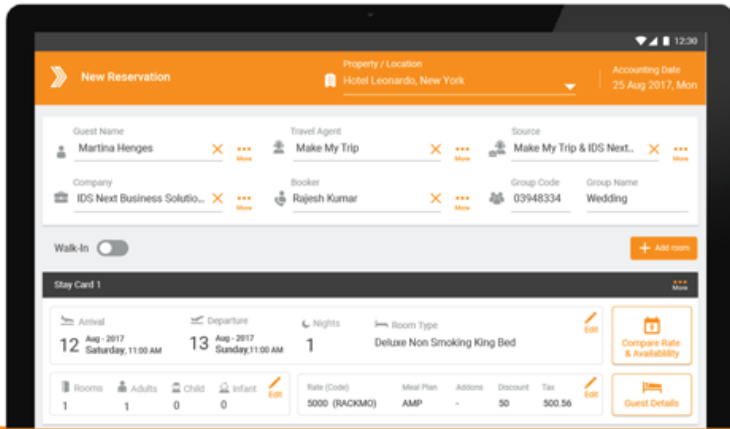
➤ Multi-Currency, Multi-Lingual, Multi-Geography

Configure rates in any currency. The front desk platform can be used in any location across the globe, and the operational activities will still be mapped to the property's local time zone. Any language can be supported.



➤ Tablet PMS: Check-In/Out Anywhere, Anytime

With the front desk operations in an Android tablet, staffs can check-in and check-out guests from any location any time – be it airport, near the pool, in the lounge, inside the room, etc. Peak season or busy days can be handled with ease with mobility in hand.



Multi Property Reservation

With a single login, hotel staff can make reservations for one property or any property within a chain. Instantly look up real-time availability and rate across all hotels in a chain and confirm reservation instantly.

Benefits of FX Front Desk



'Click' and 'gesture' driven approach offers superior user experience. Intuitive user interfaces enables users to self-learn & operate by themselves.



Constantly engage with guests – pre-stay, during stay and post-stay to offer a superior experience.



Tablet's inbuilt camera can be used to capture guest photo, thus eliminating web camera. Take photo of guest identity documents, thus eliminating passport scanner.



Single copy of guest at chain level enables the hotel to know guests' likes / dislikes / preferences / past history and more to engage with guests in a personalized style.



Defining parameters at chain level enables chain to generate accurate central reports, also saves time by creating / editing data in one place.



By adopting digital first approach, all receipts / bills, registration cards, reservation vouchers, checkout bills etc can be digitally generated. All bills can be emailed to guests. This saves significant operational time and resources.



FX Front Desk integrates to any third party technology solution provider through our proprietary FX I/O solution integration platform.



Guest Service



A platform that enables hotels to log guest service requests and serve guests better by responding to their requests and complaints on time. Guest requests can be created in a web-based application. Upon creation, the respective departments are notified in their FX Guest Service Android app for staffs to act on. Entire life cycle of a service request – from time of request to completion of request – can be monitored from the web-based application.

Details

Create and manage service request

The screenshot shows a web application titled "Create Service Request". It features a form with the following fields and options:

- Enter Room#**: 216
- Requested by**: Guest Staff
- Maintenance**:
 - AC not working 10 (min)
 - Bed lamps not working 10 (min)
 - TV not working 10 (min)
 - Room phone is not working 10 (min)
 - Room key card is not functioning 10 (min)
- Concierge**:
 - SPA details 10 (min)
 - Outdoor site seeing 10 (min)
 - Boating service 10 (min)
 - Scuba service 10 (min)
 - Doctor on call request 10 (min)
- Submit** button

> Create service request

In this web-based application, hotel service desk team or front office team can create service requests when guests call them.

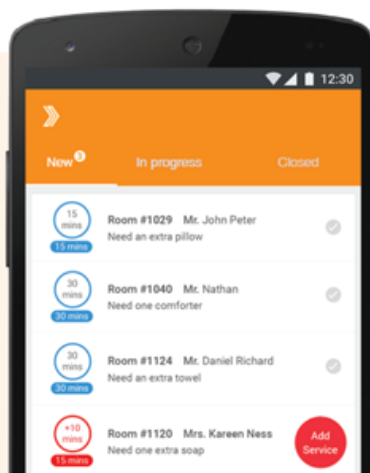
Track service request

Every request can be tracked for its real-time status: Who is working on it, how long it has taken so far, the estimated time of completion and more.



216	Mr. Karthick	Need 1 extra pillow	In progress	15 min	NA	15 min	27-Sep-17 05:29 PM	Housekeeping
216	Mr. Karthick	Need 1 extra pillow	New	15 min	NA	NA	27-Sep-17 05:29 PM	Housekeeping
114	Mr. Teated	need a bottle of scotch whisky	Closed	30 min	3.02 hrs	NA	27-Sep-17 01:00 PM	F&B
216	Mr. Karthick	Shower cap	Closed	10 min	6.22 hrs	NA	27-Sep-17 09:49 AM	Housekeeping
216	Mr. Karthick	Additional bath soap	Closed	10 min	6.22 hrs	NA	27-Sep-17 09:49 AM	Housekeeping
114	Mr. Prabhu D	Additional Bath robe	Deleted	10 min	NA	NA	26-Sep-17 04:43 PM	Housekeeping
114	Mr. Prabhu D	Iron table	Deleted	10 min	NA	NA	26-Sep-17 04:43 PM	Housekeeping
114	Mr. Prabhu D	Additional pillows	Deleted	10 min	NA	NA	26-Sep-17 04:43 PM	Housekeeping
114	Mr. Karthick	Sewing kit	Deleted	10 min	NA	NA	26-Sep-17 04:43 PM	Housekeeping

Mobile app: Staff view

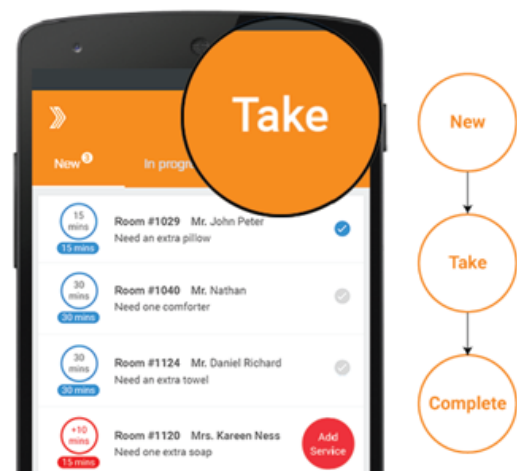


Complete visibility of service request

The app shows the service request, room number from where it was requested, name of guest, time of request, and finally the time to complete the request.

Track every action

Staff can pick one or more tasks from the app and start to work on it. Upon completion, the task(s) can be marked as complete in app.



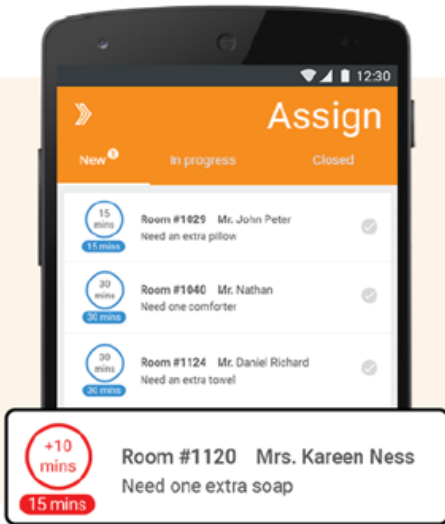
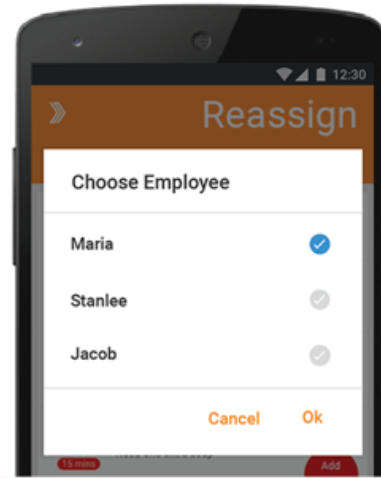
Never miss a service request

For every new service request, app notifies the staff with a notification and sound. Even when the staff's phone is away or in pocket while at work, the service request wouldn't be missed.

Mobile app: Manager view

➤ Complete control

Assign a request to a team member.
Assign a new team member to an already in-progress task. A request is not done completely or correctly? Manager can re-open it.



➤ Overdue? Act. Now

Requests that go beyond the defined completion time are displayed in Red color to seek attention and action.

Benefits of FX Guest Service



Improve overall staff productivity with the help of data – top performing departments, top staffs, repeated overdue requests, etc.



Delight guests by responding to requests ahead of their expectation. Happy guests will turn to repeat guests. Forever.



Increase hotel revenue by reducing customer acquisition cost

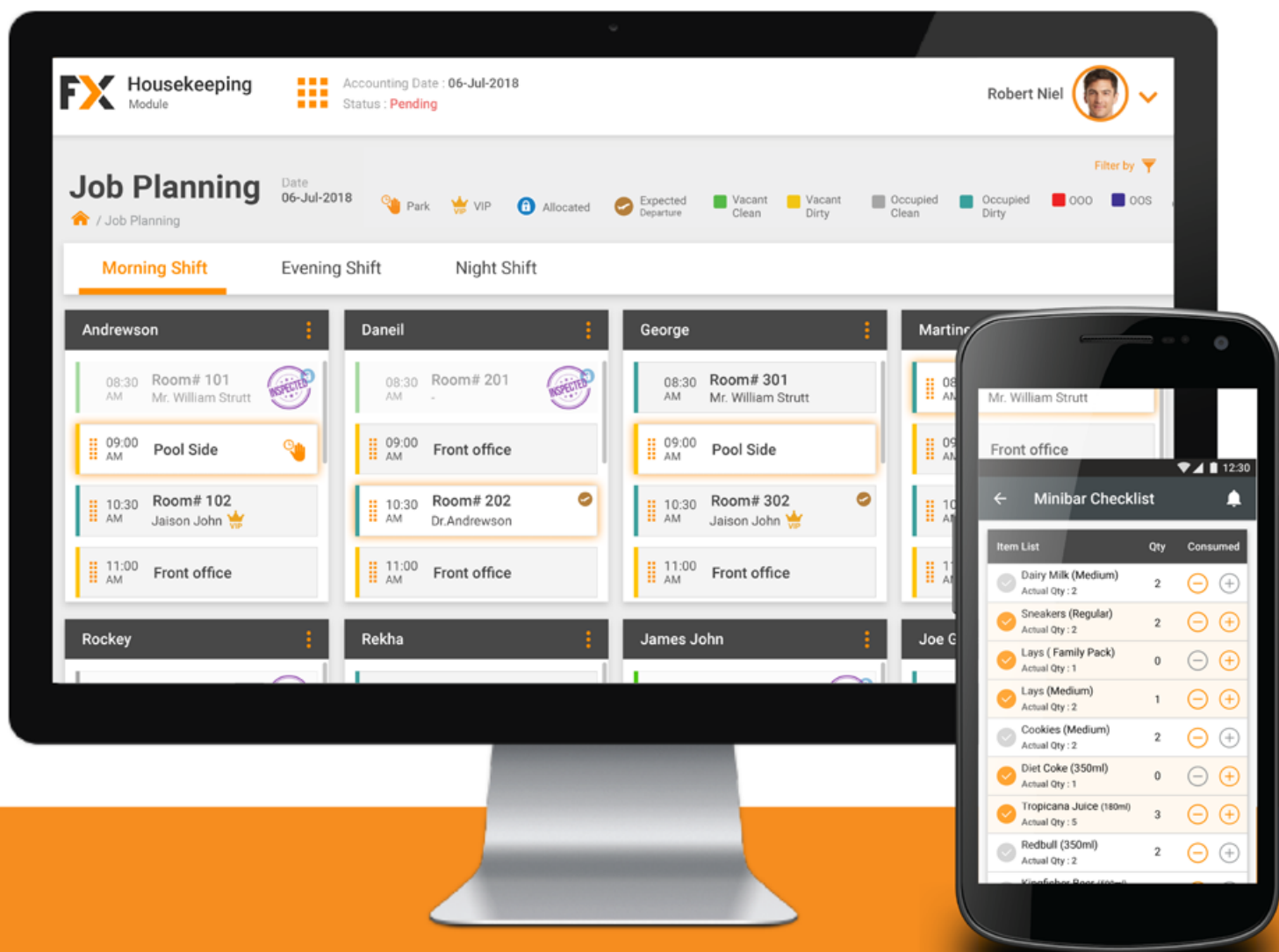


Housekeeping



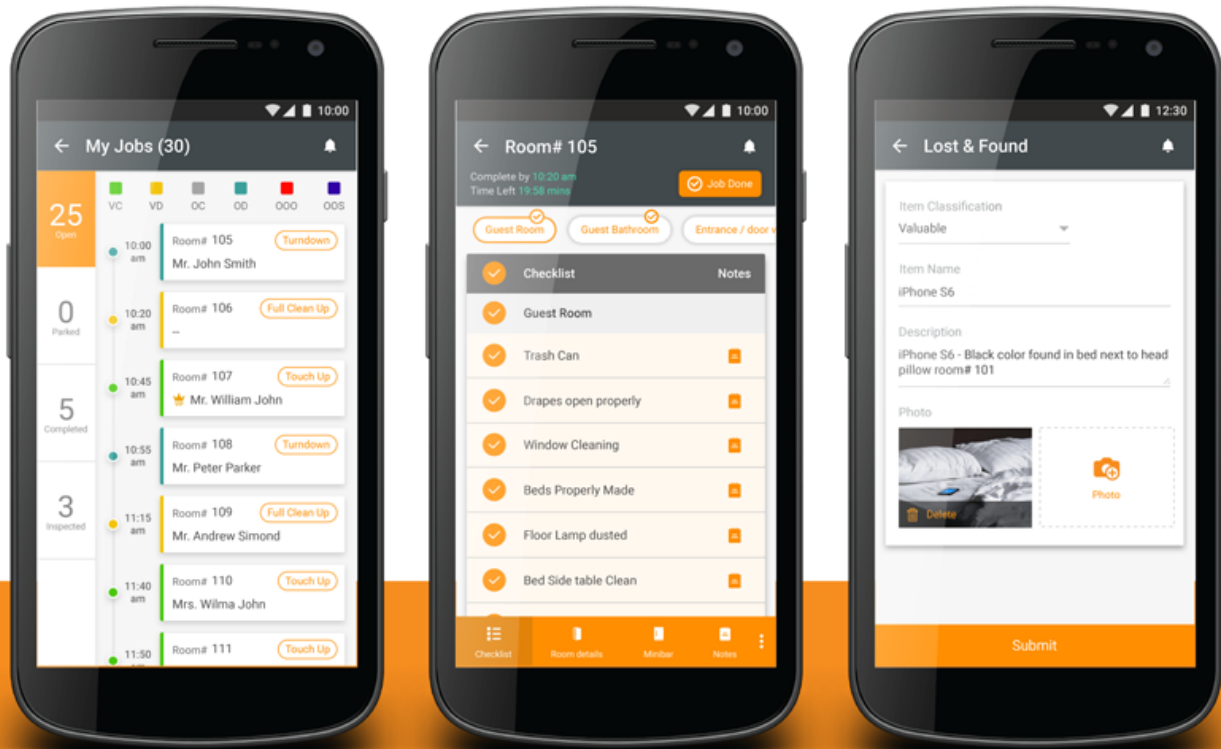
Robust Housekeeping operations at ease

Details For the Supervisor



- Scheduler to assign jobs and responsibilities to Staff
- Mark availability and the system will automatically reassign work depending on availability of staff
- Easy to create customised task types such as full clean, touch up etc
- View current jobs in progress giving you an idea of the location your staff are currently at
- Get notified when a room is cleaned for inspection, OOS/OOO is marked
- Reports - Item Checklist Report, Minibar Consumption Report, Lost and Found Articles report, Room verification Report

For the housekeeper

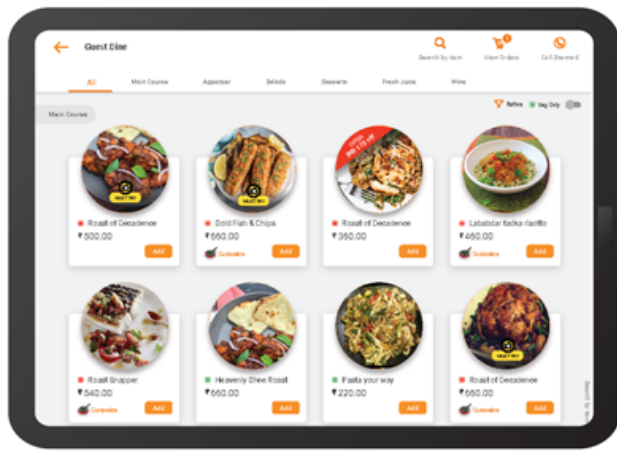


- View my jobs & Schedules and track progress
- Receive alerts from departments for priority of work if any
- View Guest Likes & Dislikes and Guest details
- Check Room Status on the GO
- Filters to view status by type of status
- Block rooms as OOO and OOS when required. Reasons for block is automatically transferred to the maintenance module for action
- Mark discrepancy during room visits
- Compare occupancy on reservation vs actual room status
- Handle Minibar consumption and refill - Automatically posts data to the folio wherever applicable
- Quick View of stock available at the end of the day
- Lost and found reporting made easy. Just click photo and upload with details and the Front office is notified of the item



FX Roomate with Alexa is an innovative in-room hotel tablet solutions to the guest.

Our highly configurable solution delivers in-room digital guest services, food and services ordering, room automation, entertainment and much more. It caters to all type of hotel who urge to give immerse guest experience.

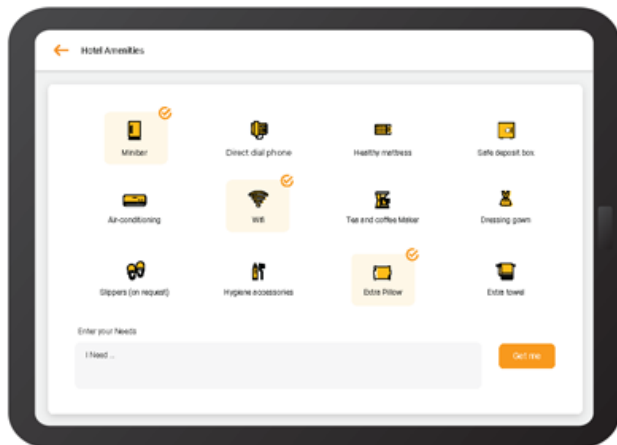
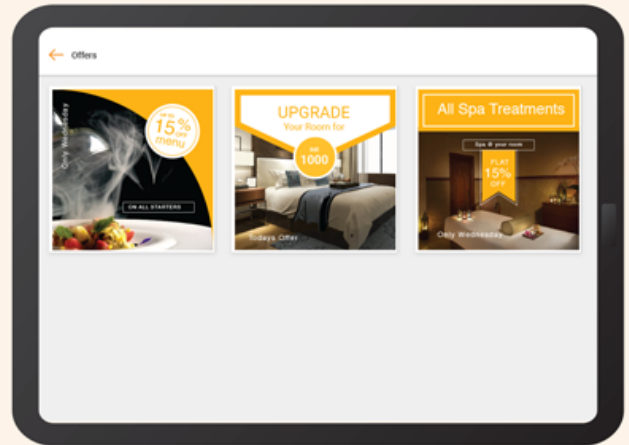


Get Rid Of Directory Or Menu Card

Go digitally and save money by getting rid of all the paper! Never print another directory or room service menu again. FX Roomate with Alexa offers the ability to make easy and instant information updates.

Increased Average Spend

FX Roomate helps you increase your average guest spend, boosting your bottom line with built-in promotional messaging, up-selling suggestions, dynamic-pricing options and easy promotion of hotel facilities.

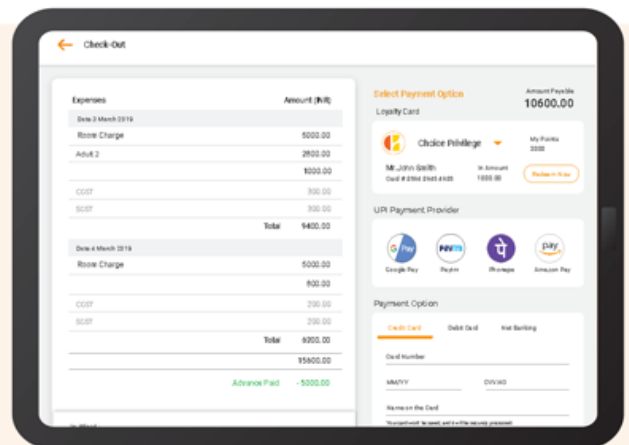


Get Personal With Your Guests

Communicate with guests like never before. Push direct guest messages, offers and special promotions to individual rooms or a group of rooms.

Easy Check-Out

FX Roomate helps hotel guest to do check-out with tap of few button. It also helps guest for billing with multiple payment options.



Benefits of FX Roomate



Digitally personalized with guest



Get fast service with a command



Check-out with ease



A mobile application that helps restaurant stewards to take and process guests' orders in less time. The app enables restaurant staff to send the KOT directly to the kitchen display system and also to POS, thus helping them to spend more time attending to their diners' needs.

Details

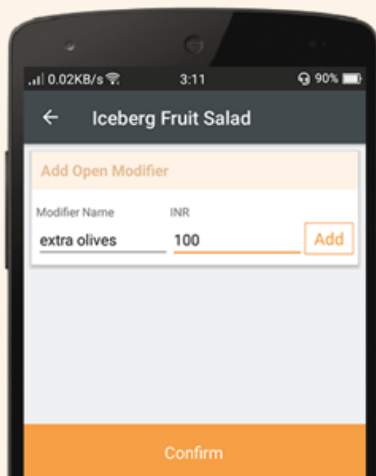
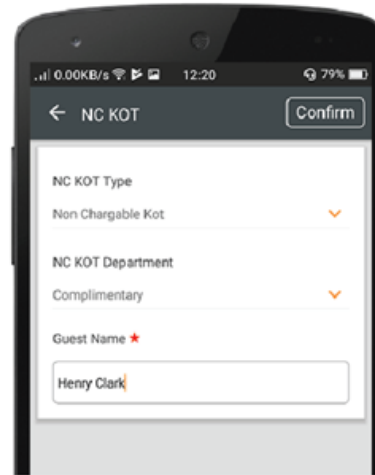


➤ Real-time visibility. In your palm.

Browse list of stewards, see real-time visibility of tables – occupied, vacant, just billed and just served.

➤ Non-chargeable KOT. Supported.

Don't want to charge a particular guest? Mark his/her order as NC KOT in the app. The KOT will be sent to the kitchen, but guest will not be charged for the same KOT. Simple.

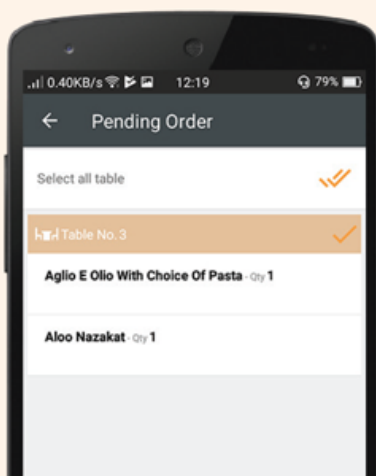
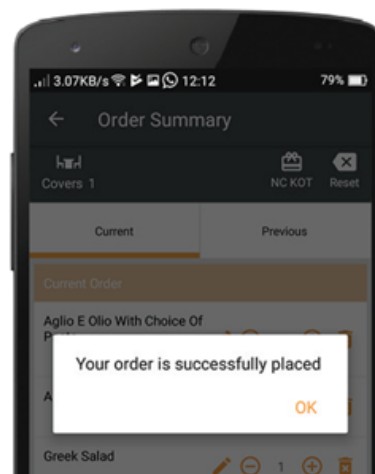


➤ Take care of guests' requirements.

Be it extra cheese on pizza, or extra toppings on ice cream, the app helps you to handle everything with ease. Select from a set of pre-defined modifiers or add a new modifier on the fly.

➤ Confirm order. In a click.

Take food orders, verify the quantity of each, add modifiers if required and place order in a click. A KOT will be generated and sent to the kitchen display system, along with sending to IDS point of sale terminal too.

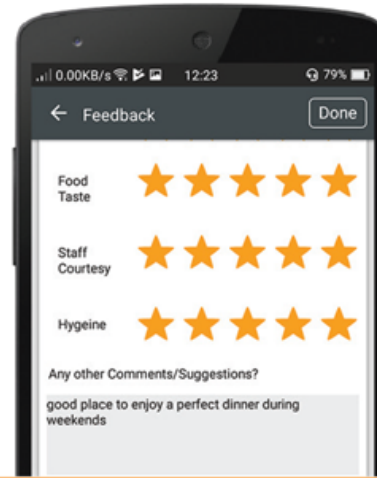


➤ No internet? App still works.

Take orders from diners even while the mobile or tablet device is not connected to the internet. Continue to take the order. When connected to internet, send these offline orders to KDS and POS systems automatically.

> Feed. Back.

Select the table and trigger a customisable feedback form. Let diners rate your food/service, enter comments/suggestions, collect their contact details to build long lasting relationship.



Benefits of FX Dine



Send KOT directly to the kitchen. Thus, your steward will get more time to attend to guests' needs as he/she will not have to run back and forth on the floor.



Ensure enhanced guest satisfaction by serving them in less time. Thus, you can acquire more loyal guests.



Speed up your service level by minimizing errors that may arise due to manual effort, thus reducing guest waiting time.



Witness increased table turnaround time.



Increase revenue by upselling – create modifiers and open items.



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