

HOSPITALITY
WITH
A SYSTEM



Hotel management software for large individual hotels

PROTEL SPE (SINGLE PROPERTY EDITION)

Product information

PROTEL SPE (SINGLE PROPERTY EDITION)

PROTEL SPE: HOTEL MANAGEMENT SOFTWARE FOR LARGE INDIVIDUAL HOTELS

The Single Property Edition

The protel Single Property Edition is our exclusive hotel management software for mid-market operators and large individual hotels. Check in, serve and check out your guests with the greatest of ease: protel SPE provides effortless processes and fast, reliable access to all crucial information.

The protel Single Property Edition is a mature, internationally proven hotel management software that provides powerful support for all your activities. Learn about your guests, their stays and their preferences. Proactively manage your hotel's occupancy levels, raise efficiency and boost profits and revenues.

Do you want to learn about some of the main features and functionalities of protel SPE?

OUR PRODUCT HIGHLIGHTS

- Room plan
- Room type plan
- Guest profile
- Navigator
- Sales enquiry
- Rate management
- Reporting

PROTEL SPE (SINGLE PROPERTY EDITION)

Room type plan

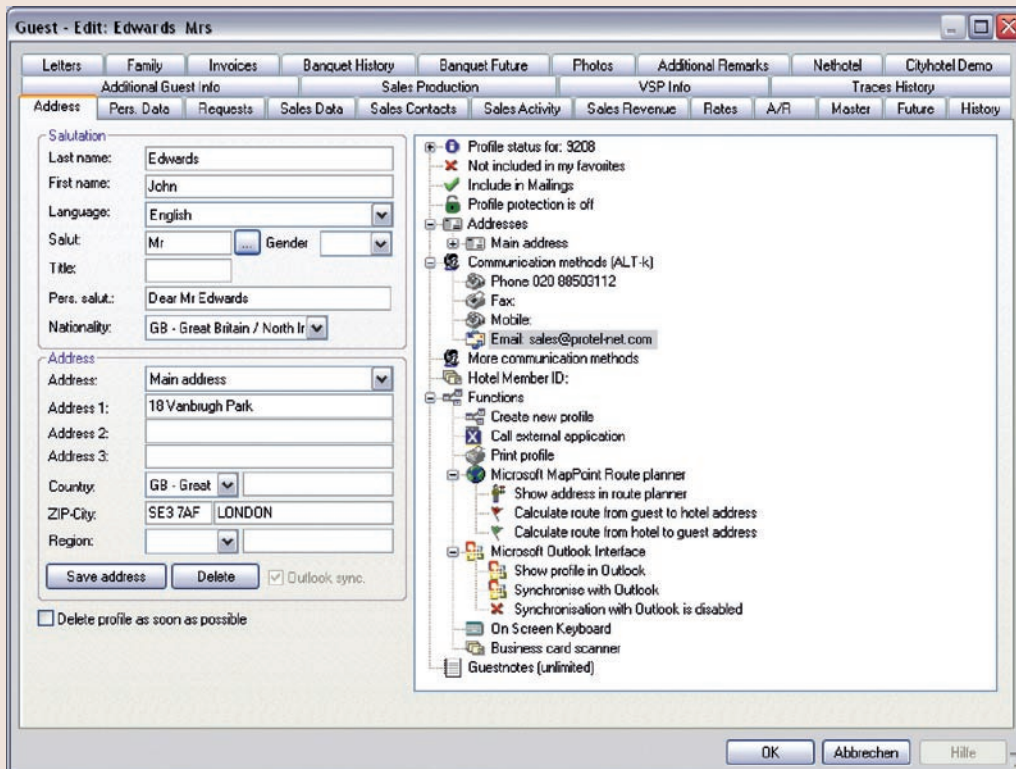
With the active room type plan, you can closely track your occupancy situation, including available rooms, overbookings, allocations, options, waiting lists, percentage occupancy, et cetera. Simply drag and click to reserve your guests' preferred room types. Even reserving groups across different types and time periods will become child's play.

Room type plan: 1 11/03/09-20/03/09																			
March	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
Event 01																			
Event 02																			
Event 03																			
Event 04																			
Event 05																			
Event 06																			
Event 07																			
Event 08																			
Event 09																			
Event 10																			
Event 11																			
Event 12																			
Event 13																			
PRDB	1	21	21	21	21	21	21	22	22	22	22	22	22	22	22	22	22	22	22
SU	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
PRTB	1	24	24	24	24	24	25	25	25	25	25	25	25	25	25	25	25	25	25
STTB	1	41	41	41	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42
STDB	1	88	88	88	88	88	87	88	88	88	88	88	88	88	88	88	88	88	88
STTP	1	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6
STSB	1	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Total available																			
Allocations																			
Options																			
Provisional																			
Waiting list																			
Confirmed																			
Occupancy (perc.)																			
Physically available																			

Simply drag and click to reserve all of your guests

Guest profile

Each guest is unique, and the customizable guest profile is the perfect place to record what makes them unique. In addition to their address, reservation and revenue details, you can also keep track of guests' personal preferences and requests. With each visit, you can get to know your guests better and have an ideal foundation for effective marketing.



Guest - Edit: Edwards Mrs

Letters Family Invoices Banquet History Banquet Future Photos Additional Remarks NetHotel CityHotel Demo

Additional Guest Info Sales Production VSP Info Traces History

Address Pers. Data Requests Sales Data Sales Contacts Sales Activity Sales Revenue Rates A/R Master Future History

Salutation
 Last name: Edwards
 First name: John
 Language: English
 Salut: Mr Gender
 Title:
 Pers. salut.: Dear Mr Edwards
 Nationality: GB - Great Britain / North Ir

Address
 Address: Main address
 Address 1: 18 Vanbrough Park
 Address 2:
 Address 3:
 Country: GB - Great
 ZIP-City: SE3 7AF LONDON
 Region:
 Save address Delete Outlook sync.
☐ Delete profile as soon as possible

Profile status for: 3208
 Not included in my favourites
 Include in Mailings
 Profile protection is off
 Addresses
 Main address
 Communication methods (ALT-k)
 Phone 020 88503112
 Fax:
 Mobile:
 Email: sales@protel.net.com
 More communication methods
 Hotel Member ID:
 Functions
 Create new profile
 Call external application
 Print profile
 Microsoft MapPoint Route planner
 Show address in route planner
 Calculate route from guest to hotel address
 Calculate route from hotel to guest address
 Microsoft Outlook Interface
 Show profile in Outlook
 Synchronise with Outlook
 Synchronisation with Outlook is disabled
 On Screen Keyboard
 Business card scanner
 Guestnotes (unlimited)

OK Abbrechen Hilfe

Customize your guest profiles

PROTEL ADD-ONS:

Mailing-Expert

Auto VIP

Active Desktop

Sales Production

SMS Confirmation

Business card scanner

Pivot table

Room planning with MS Visio

Route planning with Microsoft MapPoint

Synchronization with MS Outlook

Voucher management

Vacation

Ownership module

Automatic call identification

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Navigator

Only one mouse click away: all the information and data entry features you need in your front office. The Navigator is protel's main switchboard. From it, you have direct access to all the data associated with a particular guest. You can pull it up at any time – just right-click the guest's name in any list, in the room plan or in one of many dialogs.

As a result, you get instant access to your guest's personal data, reservation details, billing details and all the notes recording your guest's special requests.

The Navigator window is divided into several sections:

- Guest Information:** Name: Edwards, First Name: Mrs, Company: , Street: 18 Vanbrugh Park, Zip / City: SE3 7AF LONDON, Birthdate: / / , VIP: .
- Reservation:** Arr / Dpt: 28/09/08 01/10/08, ResStatus: CI, Rm. type: STTB, Room: 202 Dirty, Adlt./Kid: 1 / 0 0, Rate: New 0.00 GBP, Valid rate cd.: Right pric, Avail. rate cd.: (display rates).
- Info: RP-Reservation:** Corp: Paull, Gp: , TA: , Sc: , RBD, Rate Info, Assign rate cd.
- Billing:** Total: 300.00, Charged: 300.00, Payments: 0.00, A: Edwards 300.00, B: Paull & Williamsons 0.00, Category types, Additional reservation information, Memo, Traces, Attached profiles, Rentable objects.
- Guest Messages:** Table with columns: Date/time, U., P, Message.
- Buttons:** OK, Cancel, Help, Modify Res., Res.History, Letters, New Name, Create Sharer, Guest Hist., More..., Gp. Members.

The Navigator is protel's main switchboard

Sales enquiry

When customers try to book a hotel room, they expect fast, attentive service. With the sales enquiry, your staff can help your guests professionally and offer optimum rates. Press one key anywhere in the system, and you can activate the wizard for full-featured support with the reservation process.

► Your benefit: For each day of the inquired period the individual daily rate is displayed. In order to provide information immediately protel reckons up and displays the average sum per night as well as the total sum. With just one mouse click you have the determined daily BAR (Best Available Rate) displayed. An indispensable support for customer dialogues- whether personally or on the phone- and the ideal foundation for effective marketing. Not only for newcomers.

Sales enquiry

1 What is your name?
 Name: Search Comp: Search
 TA: Search So: Search

2 For which dates do you need the room?
 Arrival: 27/11/08 Departure: 30/11/08 Nights: 3
 How many rooms do you need? For how many adults?
 No. of rooms: 1 No. of persons: 1 Number of children per: 1
 Market/Source code: Rack Rate Travel Agent Add./Ch.Bed.

3 BAR (R) BAR (N) Group (all) Start enquiry

4 Shopping basket:

Hotel	Arrival	Depart...	Room...	Q...	Rate code	Adults	Market
<input checked="" type="checkbox"/> Richard's Hotel - Ric...							
<input checked="" type="checkbox"/> Louis Palace - Louis ...							
<input checked="" type="checkbox"/> Victoria Hotel Amste...							

Hotel availability: 185/189

I can offer you the following rooms: (Offer upgrade)

Rate code	PRDB (22/22)	SU (1/1)	PRTB (25/25)	STTB (4...	STDB (4...	STTP (6...	STSB (3/...
Right price	100.00	150.00	100.00	100.00	100.00	100.00	100.00
Wellness d	99.00	99.00	99.00	99.00	99.00	99.00	99.00
NE62 RD	75.00	75.00	75.00	75.00	75.00	75.00	75.00
RACK	100.00	100.00	100.00	100.00	100.00	100.00	100.00
SUPER BB	200.00	200.00	200.00	200.00	200.00	200.00	200.00
GOLF	99.00	99.00	99.00	99.00	99.00	99.00	99.00
COMP DBB	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Promo	100.00	100.00	100.00	100.00	100.00	100.00	100.00
WSE	1000.00	1000.00	1000.00	1000.00	1000.00	1000.00	1000.00
Package no	135.68	135.68	135.68	135.68	135.68	135.68	135.68
Rack2	150.00	150.00	150.00	150.00	150.00	150.00	150.00
Wellness	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Feel well	100.00	100.00	100.00	100.00	100.00	100.00	100.00
In the me	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Test	100.00	100.00	100.00	100.00	100.00	100.00	100.00

Rate Rack2 5 For whom may I reserve the room? 6 or ☐ Display net rates

Press one key anywhere in the system to activate the wizard

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Rate Management

Room rates and availabilities are key criteria for your hotel's business success – and the most important information for guests who wish to make a reservation over the internet or the phone. Use the rate management tool to specify a particular pricing strategy for your staff and guests – for individual days, weeks or even an entire year. It identifies your hotel's current and expected occupancy, broken down by room category or individual room. This is the surest way to optimize your pricing.

The screenshot displays the 'Rate Availability' software interface. At the top, there are controls for 'Display' (Month: 11, Year: 2009) and 'View details'. A dropdown menu for 'Hotel' is open, showing a list of hotels including 'Richard's Hotel - Richs', 'Louis Palace - Louis Palace, 14193 Berlin (3)', and 'Victoria Hotel Amsterdam - Victoria Hotel Amsterdam, LG 1012 Amsterdam (14)'. The main area is a large calendar grid with columns for months (19, 20, 21) and rows for different rate codes. The rate codes listed on the left include 'Feelwell [YANG]', 'LCR1 [Anker]', 'IBM [IBM]', 'GOLF [Golf]', 'Right price [External]', 'Wellness d [WELL DREAM]', 'In the meo [update]', 'Rack2 [Rack2]', 'Rack2 [PQ]', 'RACK [RACK]', 'Promo [promo]', 'Sulcus 4 [Solplan]', 'WBE [WBE]', 'Package no [Pack]', 'Test [Test1]', 'A... ZERO [Zero]', 'A... ZERO [Admin]', 'A... ZERO [C & B]', 'A... ZERO [ZERO]', 'A... COMP DBB [CAR COMPOB]', 'A... Corp I [Corp I]', and 'A... Corp II [corp II]'. The grid cells contain numbers representing rates or availability. At the bottom, there are 'Strategy Options' (From: 02/11/09, To: 02/11/09, Action: xP1 Maximum sell of P1, P1: P2) and 'MPE Options' (Set strategy for the following hotels: Richard's Hotel). Buttons for 'OK', 'Cancel', 'Set', and 'Publish to GDS' are visible.

Use the rate management tool to specify a particular pricing strategy

Dynamic rate management is a great way to automatically optimize your average room rate. That's why protel Rate Management enables you to set up strategies for each rate code and day.

In protel, you can assign rate codes at a fine degree of granularity – down to the individual day and room, if desired. protel will then automatically activate and deactivate rates depending on the strategy.

GOOD TO KNOW ...

One application where rate management is absolutely essential is an internet booking engine that books rooms in real time.

protel Rate Management sets the rate directly for whichever rooms the guests book online. And the internet rates rise and fall with demand as occupancy levels change..

In addition to rate availability, protel Rate Management also administers specified corporate rates at various levels.

Likewise, rate availability restrictions can be overridden by properly authorized users.

protel maintains a large selection of interfaces- for example to provide a link to professional Yield management systems. An overview of all interfaces you can find on our website:

www.protel-hotelsoftware.com

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Reporting

protel Front Office's integrated reporting function provides for more insights into your business. Not only does it track key performance indicators on reservations, revenues, occupancy and average rates, but it also supports complex analytics such as period-specific analyses of market segments. Effortlessly import your data into Microsoft Excel for further manipulation as needed.

Do you need to check up on your business while on the road? No problem! With nothing more than a web browser and an internet connection, you can retrieve your hotel's data – any time, any place. The Microsoft SQL database provides the best guarantee that you can get the most out of your data with external analytical tools. Built-in business intelligence functions allow you to translate actionable information into informed action.

Choice Hotels

Report date: 11.03.2009
Fiscal year start: 01.01.2009
Fiscal year end: 31.12.2009

	total		
	current year	last year	changes
adults	360	1.121	32,1 %
child 1	0	0	0,0 %
child 2	0	0	0,0 %
child 3	0	0	0,0 %
child 4	0	0	0,0 %
children	0	0	0,0 %
guests in house	360	1.121	32,1 %
rooms occupied	257	712	36,1 %
rooms sold	257	712	36,1 %
rooms free	26.791	27.057	99,0 %
rooms to let	27.048	27.769	97,4 %
rooms out of order	0	63	0,0 %
rooms day let	4	1	400,0 %
rooms occupancy	1,0	2,6	37,1 %
beds occupancy	0,9	2,7	33,0 %
rooms complimentary	0	0	0,0 %
rooms no-show	0	2	0,0 %
rooms double for single	0	0	0,0 %
revenue total	44.315,13	144.261,34	30,7 %
revenue total per sold room	172,43	202,61	85,1 %
revenue total per adult	123,10	128,69	95,7 %
revenue total per available room	1,64	5,20	31,5 %
revenue logis	40.946,22	135.246,22	30,3 %
revenue logis per sold room	159,32	189,95	83,9 %
revenue logis per sold bed	113,74	120,65	94,3 %
revenue logis per available room	1,51	4,87	31,1 %
revenue F&B	3.318,49	8.014,29	41,4 %
revenue others	50,42	1.000,84	5,0 %

Import your data into Microsoft Excel for further manipulation as needed



PROTEL PRODUCT LINES:

protel MPE (Multi Property Edition)

protel HQ (Headquarter)

Both software products optimize the managing of information for hotel chains and hotel groups. It's an economically convincing and proven package solution for managing multiple hotels from a central database.

protel smart

For the reservation software protel smart we've tailored our internationally proven premium software solution to the needs of small and mid-market hospitality providers. It's an attractive package with great pricing, ease of use and functionality. It enables you to benefit from many proven features of protel SPE.

FURTHER EXPANSION MODULES:

protel Sales & Marketing

You can't market to your customers if you don't know them well. That's why your success depends on targeted sales and marketing activities and comprehensive customer relationship management. protel Sales & Marketing gives you total visibility into what your guests need and want. Improve your bottom line with focused campaign management and attractive customer loyalty programs!

protel Banquet

protel Banquet helps you perfectly plan and host receptions, banquets and events of all kinds and sizes. With protel Banquet, you can keep track of your long-term occupancy levels and generate schedules and room plans quickly and effortlessly. And this also applies to the whole hotel chain

protel WBE 3.0

With the protel Web Booking Engine (WBE), protel's online reservation system, you can put the power and convenience of online booking at your guests' fingertips. The Web Booking Engine retrieves pricing and availability information directly from the live protel system installed at your hotel (SPE, HQ or MPE). From no-obligation inquiries to firm reservations, your guests will always see the latest information.

HOSPITALITY WITH A SYSTEM



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