

WINPAC™ V3

HOTEL VOICE CONFIRMATION SYSTEM (VCS)



WINPAC™ V3 Hotel Voice Confirmation System allows a user to place a request from the guest room telephone set. With this system, the user can set his wake up call, the maid to post minibar charges and update the room status. Miscommunication will be eliminated, as the Voice Confirmation System will instruct the user by voice.

Enterprise Voice Confirmation system includes

| Auto Wake-up (AWU) | Minibar Posting (MNB) | Room Status Updating (RSU) |
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| Studio recorded voice prompts | The hotel can itemize all the consumed food & beverage in codes. | Allows the housekeeper to call into the system and post the room status to the front office system, by using the room telephone. |
| Guests may call directly to system to set a wake-up call from the guest's room. | Hotel staff may easily call into the system to key in the item code and quantity. Human calculation error will be eliminated. | The housekeeper chooses a pre-recorded option of room status types. |
| System will play the wake-up time requested and prompt the guest to confirm the wake-up time. | System will announce the item and quantity keyed in to re-assure the accuracy of information entered in by the staff. | After a status has been selected, the system will announce the selected status in voice to re-assure the accuracy of information keyed in by the housekeeper. |
| System can ring the guest's room more than once, and inform the telephone operator on the guest's failure to respond to the wake-up call. | The final Minibar charge will then be posted to the guest folio in the Front Office system. | The room status will then be posted to Front Office System |
| The wake-up call setting will be cancelled automatically upon the guest check out. | Report on MNB | Report on RSU |
| Guest may request for a second wake-up call or a snooze call after ten (10) minutes. | | |
| Report on AWU | | |