

Seamless, full-service experience

Automate and integrate spa and leisure with F&B and PMS

Over time, hoteliers have expanded their range of facilities and services beyond bedrooms and breakfasts to offer spa and leisure. This helps hotels target and attract new audiences such as non-residents. Therefore, hoteliers need to ensure their operations and the underlying technology can handle the complex guest journeys to offer a seamless guest experience across the different services, save staff time and minimise lost revenue. As such, Guestline has partnered with Premier Software® to build the 2-way web-service integration between Guestline Rezlynx PMS and Core by Premier Software® (Core) as well as Guestline EPoS and Core.

The Challenge

Delivering a seamless spa and leisure experience for both guests and non-residents

The Solution

Automate and integrate spa and leisure operations with F&B and accommodation

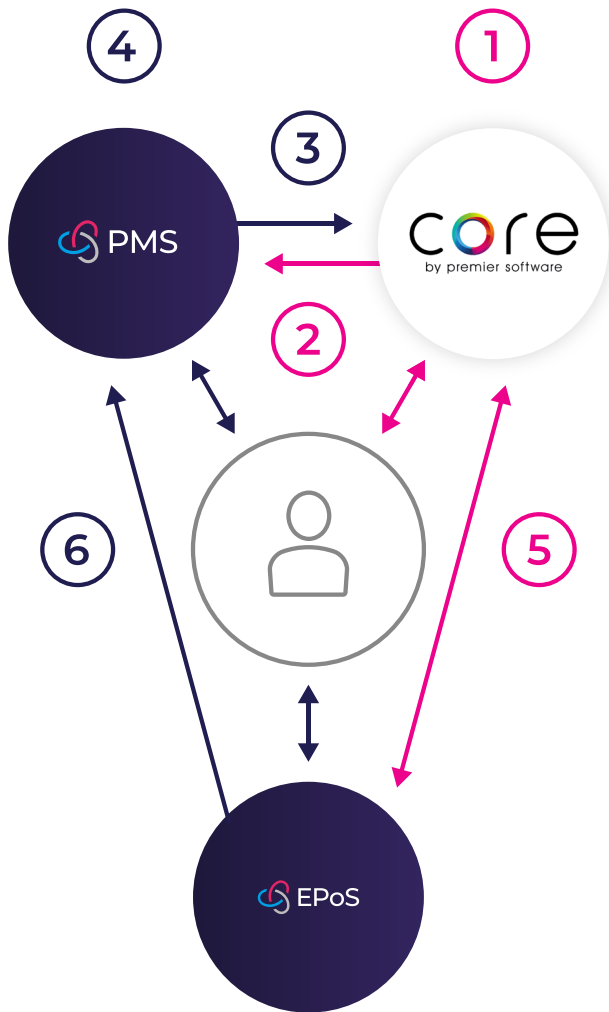
- **Seamless guest journey**
 - » Personalise the resident guest's experience by offering a full-service experience (Spa, leisure, F&B and bedroom).
 - » Allow guests to pay all the bills at once upon hotel check-out by automatically posting charges to the room billing in the PMS.
- **Maximise growth**
 - » Improve communication between accommodation, F&B, spa and leisure reception teams, saving time and avoiding human errors, which may lead to guest complaints or financial loss.
 - » Finance and accounting teams can report revenue by the business centre within the PMS as F&B, spa and leisure charges which are posted by total and per item.



“ It integrates with our hotels' property management system, further enhancing the client experience as they don't need to worry about paying for treatments separately, as it can be added to their overall bill ”

Alexander House

How it works



- 1. Reservation & Experience**
Core centralises all spa and leisure reservations (including from Guestline PMS) and checks-in guests.
- 2. Room Posting**
Core looks up guest's rooms in Guestline PMS in real-time to post charges to the room billing.
- 3. Full Financials Posting**
Core posts room charges and full financials to Guestline PMS in real-time, regardless of the payment method.
- 4. Payment**
When checking-out the hotel, guests pay the full bill, which includes spa and leisure items.
- 5. F&B Order**
When and if spa and leisure guests visit the bar/restaurant facilities, Guestline EPoS looks up in real-time for guest accounts in Core to post charges or redeem a voucher.
- 6. F&B End of day**
Guestline EPoS automatically sends the end of day/z-read report to Guestline PMS.