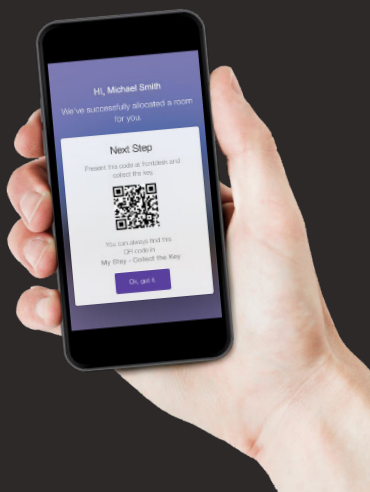


Priscilla

**A more intuitive way for your guests to
access information and services**



MediaConcepts

Your hotel is running at high occupancy. The phone at front desk has been ringing all day and there are guests waiting to be checked in.

**Say hello to Priscilla...
a mobile concierge who is here to help you optimise operational efficiency and give your guests another reason to rave about your service levels.**

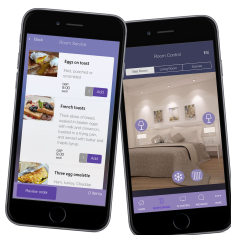
Your Guests' Personal Concierge

From the moment your guests make a reservation on your website, Priscilla's role can begin. She can check them in before arrival, notify them of their room numbers and send their mobile key to their phone once their room is ready. All they need is a mobile device with an internet connection.

Front Desk – Once checked in, guests can use Priscilla's Front Desk to extend their stay, review their bill summary, report loss and found items, provide feedback and check out. No more waiting in line.

Guest Services – Priscilla delivers a full experience of digital in-room service. Guests can access information on hotel facilities, unlock their room door, control room lights and environment, request for housekeeping items, for their rooms to be cleaned, or for laundry or luggage to be collected at specific times. She even helps them make restaurant or taxi bookings.

Find My Way – For guests who are not familiar with the area, Priscilla can show your guest's taxi driver a map and give directions in your country's native language. Guests can ask Priscilla for suggested places of interest. She can even tell them what the weather is expected to be like.



Room Service – Priscilla can provide an interactive dining menu with images and descriptions to make it easier for your guests to place their orders on the same screen.

Maintenance – When your guests report any maintenance issues, Priscilla notifies you so you can act on it immediately. Once the assigned staff has completed the task, Priscilla updates your guests automatically. She'll also keep track of response times so you have a clear performance report.

Loyalty – Priscilla can reward your guests with items from the mini bar or maybe a spa treatment when they are wondering what to do with their existing points which are not quite enough to redeem a free night's stay.

Priscilla gives you an edge

Guest Convenience and loyalty

- Provide your guests with the convenience of accessing commonly requested information and services directly on their mobile devices.
- Extend your help beyond the property.
- Maintain an ongoing communication and build guest loyalty.

Guest Feedback

- Get immediate feedback and the opportunity to react in a timely manner.
- Capture guest information and use it to personalise and improve guest experience.

Operational Efficiency

- Have better control over the allocation of resources.
- Minimise stress on front desk to answer phone as well as face-to-face requests.
- Facilitate more efficient room cycling through automated notifications between housekeeping and front desk.

Property SLAs

- Monitor performance of third party maintenance staff.

Cost Savings

- Save on costs associated with printing and updating in-room guest compendiums.

Upselling

- Send timely and relevant promotions to in-house guests.

Integrates with Passbook and PassWallet • Standalone or integrates with OPERA PMS • Extends the reach of your operations • Reduces costs by automating functions • Works with any mobile platform • Builds loyalty

Your Communication Tool

With mobile devices becoming an indispensable travel companion, Priscilla is primed to simplify the way you communicate with your guests. Personalise your content and connect instantly with your guests. Let Priscilla co-ordinate operations across your departments so you can focus your attention on your guests.

95%

of guests bring their smartphone or tablet when travelling

“ Priscilla is a fully customisable mobile application that improves your hotel productivity and ensures you become indispensable for your guests, from before they check in to after they leave. ”

Priscilla is part of a larger family

With more than a decade of experience working with hospitality clients in the UK and throughout Asia, MediaConcepts understands the intricacy of building and maintaining positive guest relationships, and turning those into tangible benefits for our clients. We created **Jasmine WebSuite** and **Priscilla** specifically to help hotels and serviced apartments create a powerful 360° guest experience that translates into increased revenue and brand equity. While Priscilla looks after your guests during their stay, Jasmine helps you to manage your online presence, communication efforts, promotional campaigns and customer loyalty programmes to bring them back time and again.

Give your guests an experience
you want them to share.

Talk to us today.

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