Proposal

mainstay

Virtual Receptionist

Proposal Created By: Powersoft Computer Services

Dated: 28th July 2020

Mainstay Virtual Receptionist Overview

The Virtual Receptionist will allow the customer to find their reservation using the minimal number of data entry values whist ensuring security for GDPR. Once a unique reservation has been found then the system will ask them to confirm their reservation details. The Virtual Receptionist is designed to work on a touch screen PC.

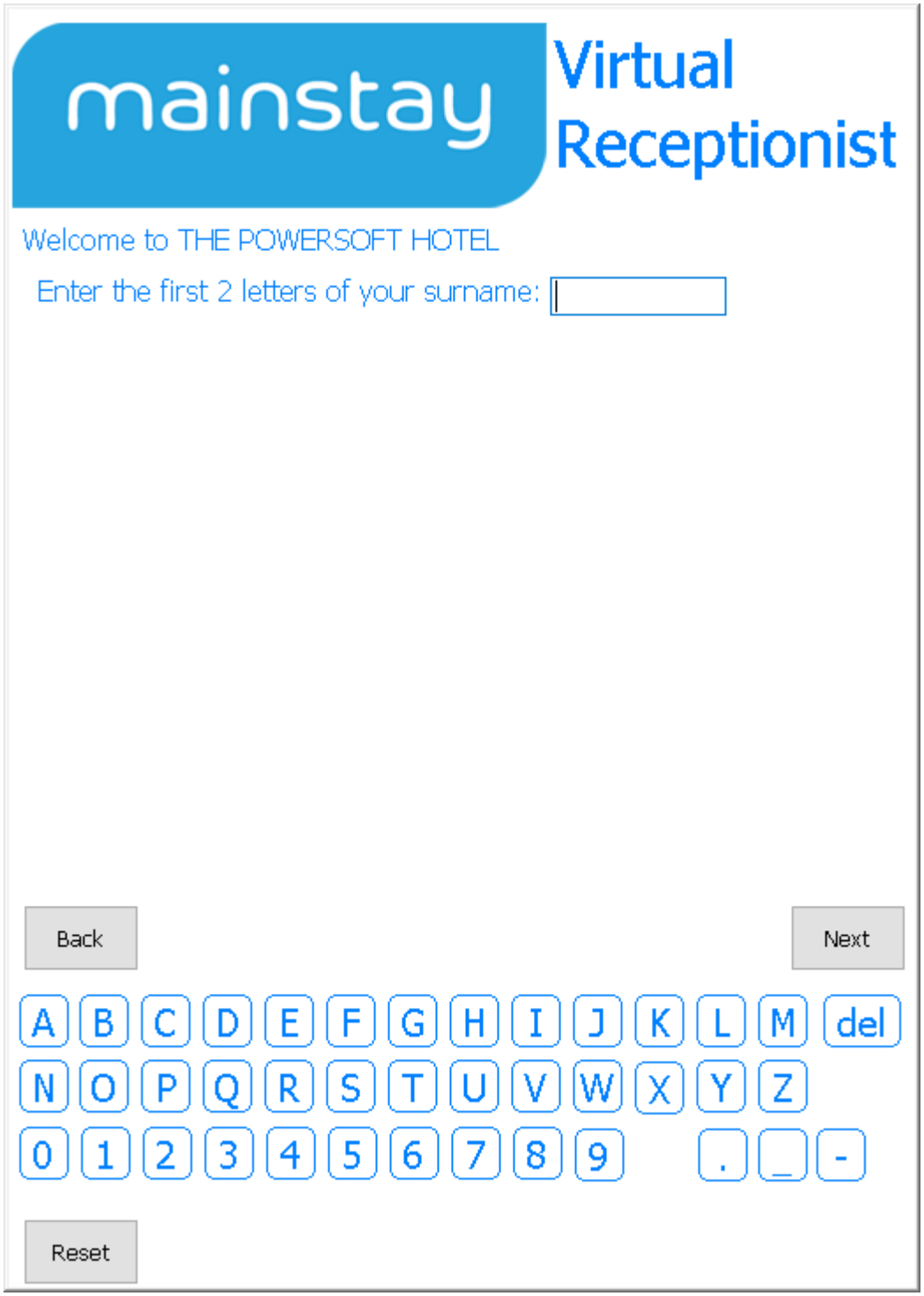
Below is a description of the prototype Virtual Receptionist.

Introduction

When a customer arrives in the hotel they will be greeted with the following screen which is the start of the check-in process.

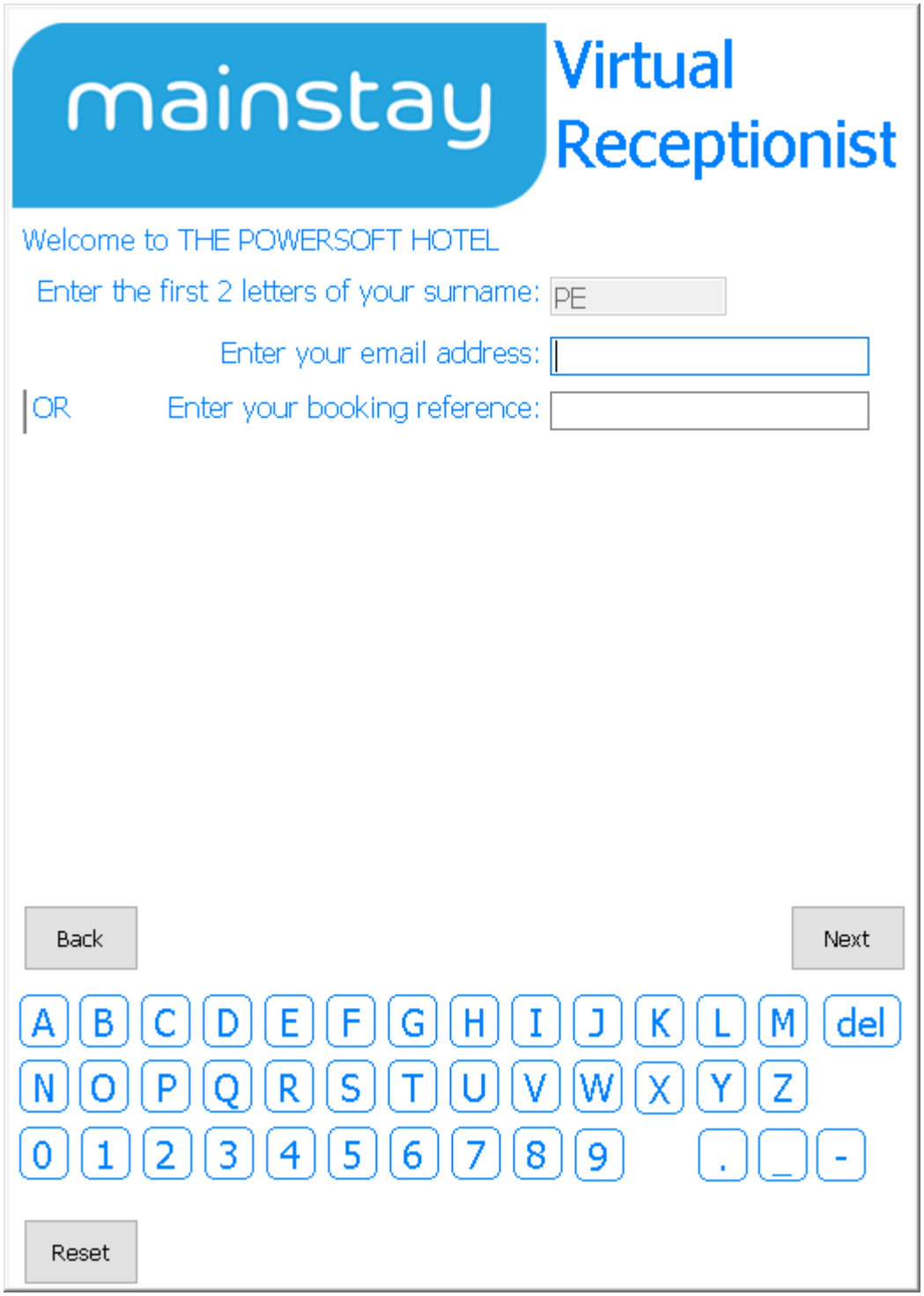
Enter first 2 letters of the surname

Once the customer has entered 2 letters of the surname the next button will automatically be clicked, taking them to the email entry.



Enter the email address or Online Booking Reference

After the customer enters the first 2 letters of the email address or the first 6 letters of the booking reference; the system will search for the reservation in todays arrivals, if a unique reservation is found then next will be automatically clicked and the reservation details shown. If a unique reservation cannot be found then, as each new letter is keyed then the search for the reservation will be repeated. In this way the minimum number of letters can be entered in order to find a unique reservation.

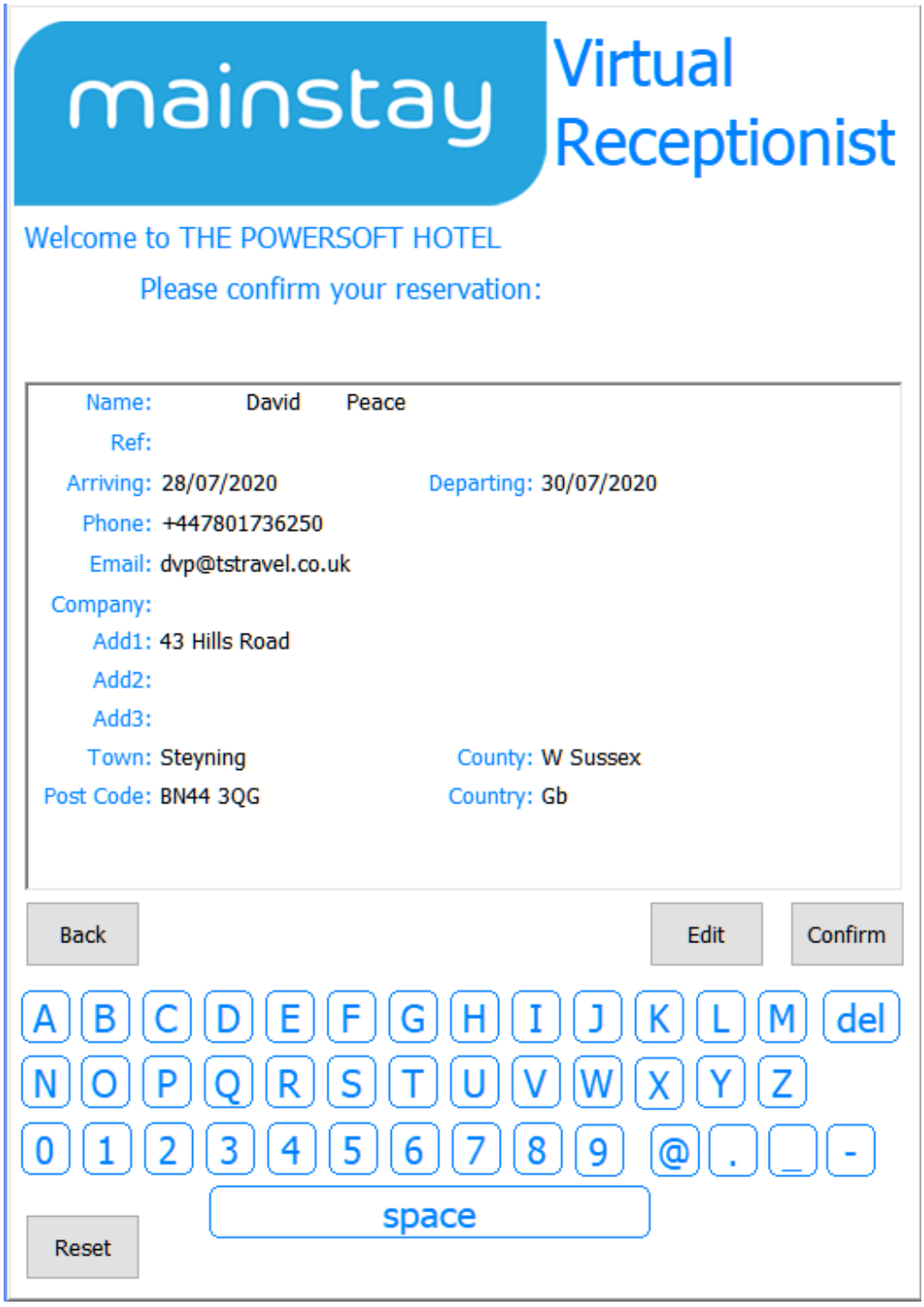


Confirm Reservation Details

Having only entered “PE” in the surname and “DV” in the email (just 4 clicks) the unique reservation arriving today was found. The combination of Surname & (Email/Booking Ref) ensures that the customer cannot accidentally find another person’s reservation. The customer may have to enter more characters of the email/booking ref if a unique reservation

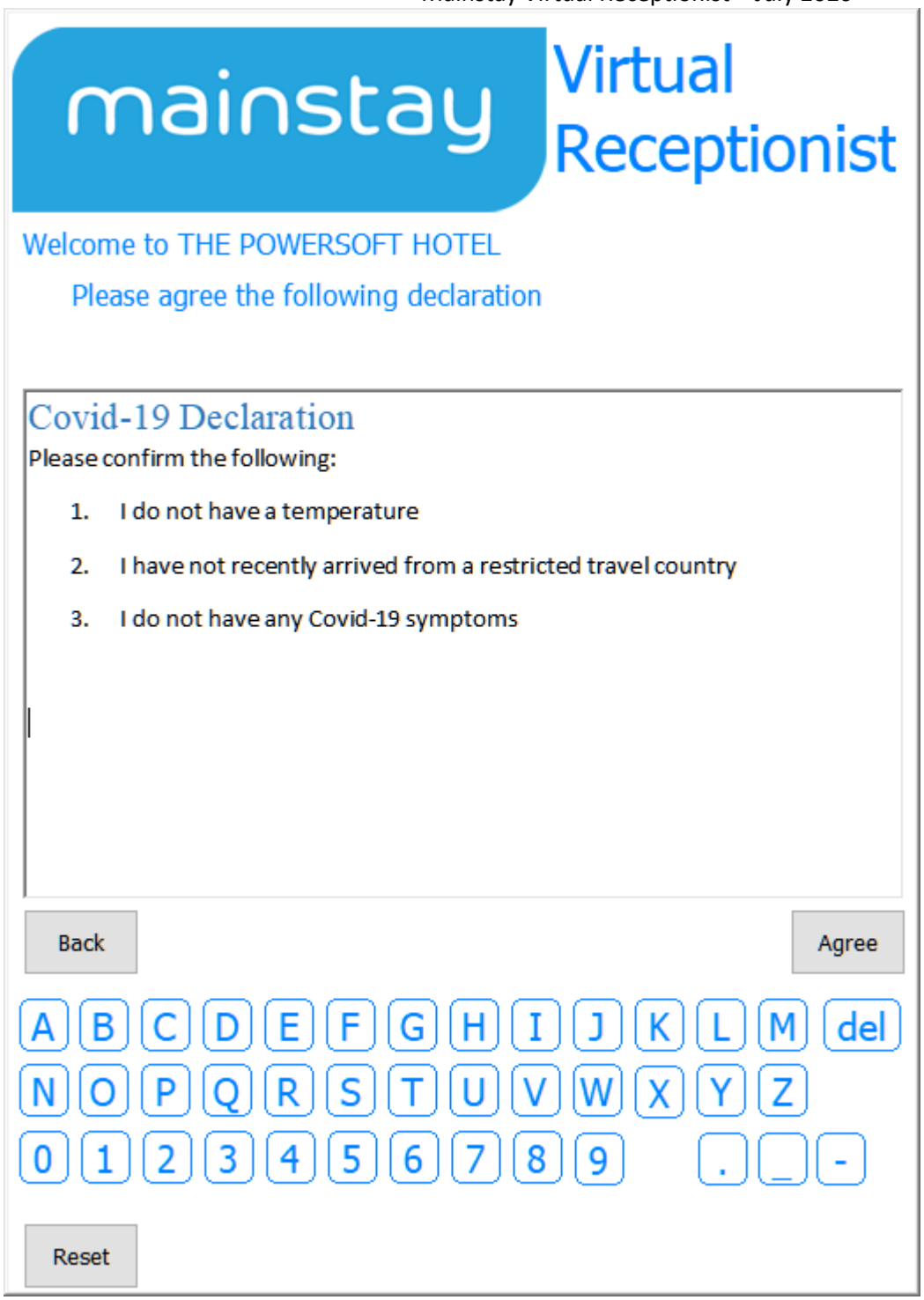
is not found. It seems unlikely that there will be two reservations with the same surname and email address. If this happens then unfortunately the “real” receptionist will have to perform the check in.

The customer will be asked to confirm the reservations details. They can edit their basic contact details of Name, Address, Email and Phone number.



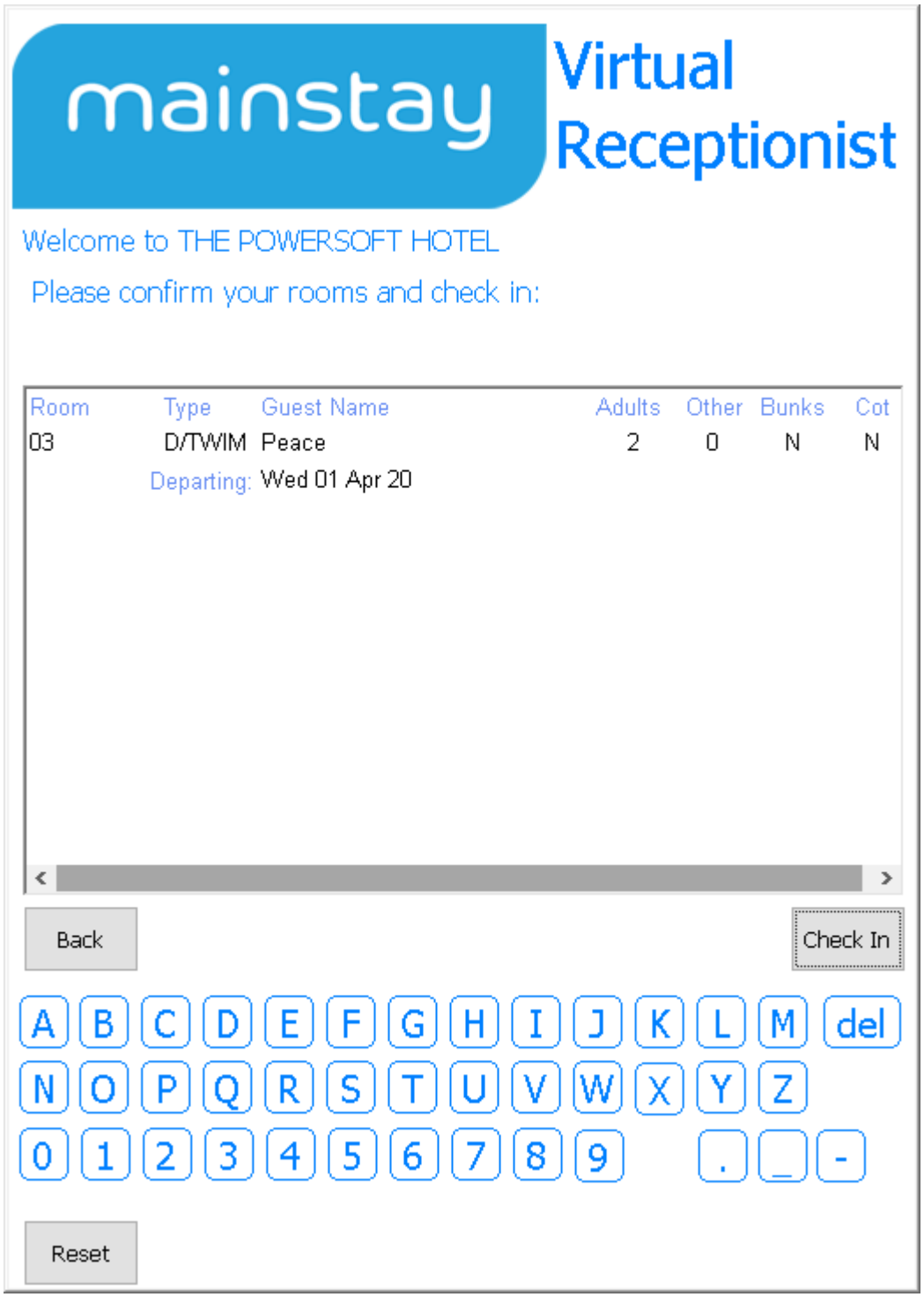
Covid-19 Declaration

The customer will be then presented with a customised covid-19 declaration to suit your needs. This will be stored in a Rich Text document. The customer will have to click “Agree” to continue with their check-in process. It could show something like this:


mainstay
Virtual Receptionist
Welcome to THE POWERSOFT HOTEL
Please agree the following declaration
Covid-19 Declaration
Please confirm the following:
1. I do not have a temperature
2. I have not recently arrived from a restricted travel country
3. I do not have any Covid-19 symptoms
Back
Agree
A B C D E F G H I J K L M del
N O P Q R S T U V W X Y Z
0 1 2 3 4 5 6 7 8 9 . _ -
Reset

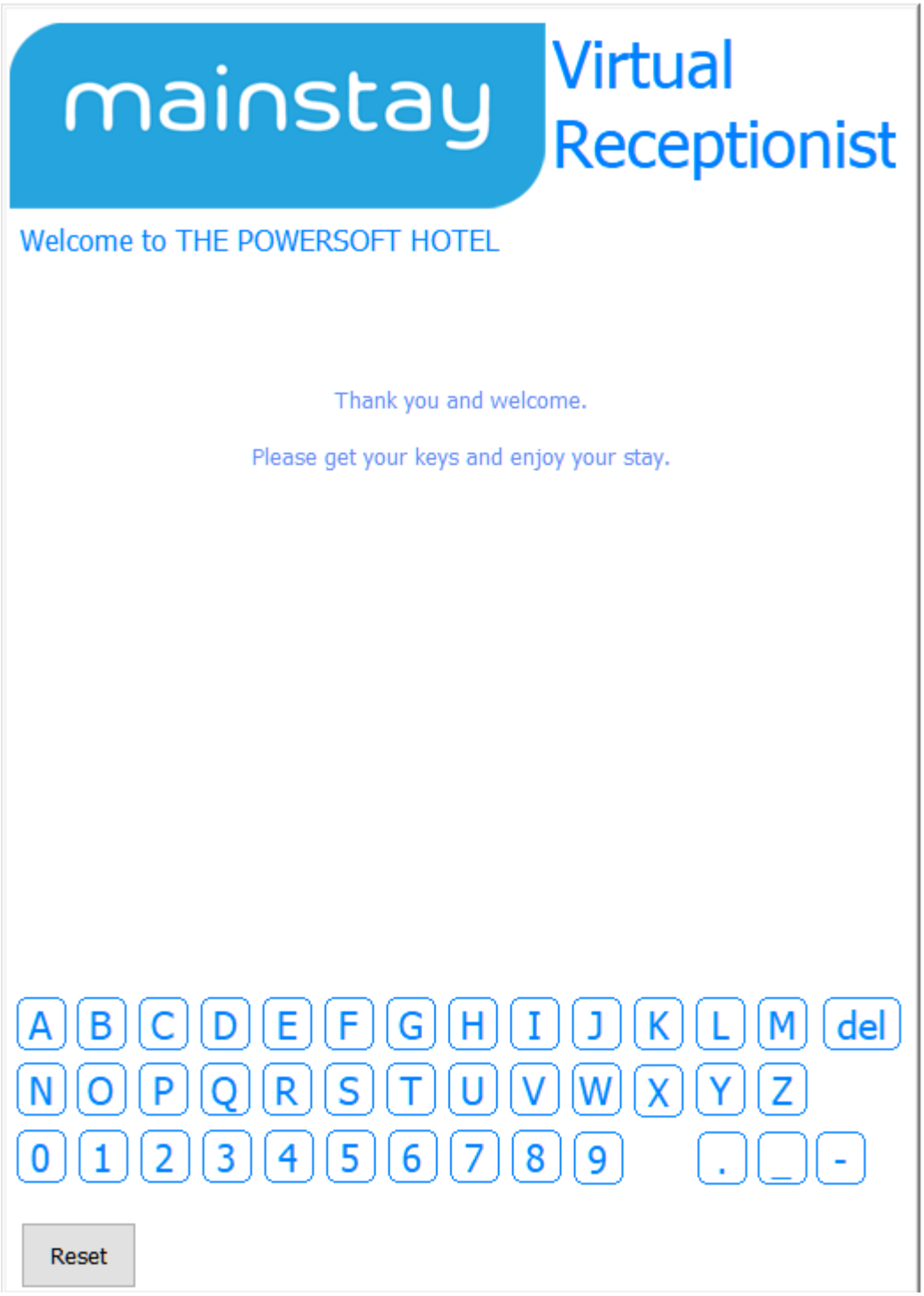
Check-in

After clicking Agree the room details are displayed, if there are more than one room on the reservation then these will be shown too. The customer then can click check in to check-in all the rooms on the reservation. When they click Check in then the reservation will be checked in on Mainstay.



Check-in confirmed

The check in process will be confirmed to the customer as follows and then the system will reset ready for the next customer. The reset occurs automatically after 1 minute.



Future Enhancements

We have some enhancements planned for the Virtual Receptionist, these are as follows:

1. Accept Credit Cards using SagePay and your existing merchant agreement. This will, as part of the check-in process, request that the customer authorises the first nights tariff on their credit/debit card using a terminal on the screen. This will charge the card with the tariff for the first night and also collect a token for the card that can be used to automatically charge the final bill on check-out. The automatic billing will be an option that the customer can select.
2. Printing Bills and manual payment on check-out. This will allow the customer to review their bill(s) for the reservation/room and to then charge these to a credit/debit card using the reader on the screen.
3. Integration to room key systems to activate electronic room keys

Operational Information

If at any time the customer leaves the screen idle for more than 1 minute it will timeout and reset ready for the next customer.

The “Reset” button will reset at any time ready for the next customer.

The system will run on an ELO screen or PC, something like this:

http://www.elotouch.co.uk/catalog/product/view/id/1443

Counter Top

NOTE Pictures denote PC with credit card device, the prices quoted and solution provided do not include the credit card reader.

Floor standing

NOTE Pictures denote PC with credit card device, the prices quoted and solution provided do not include the credit card reader.