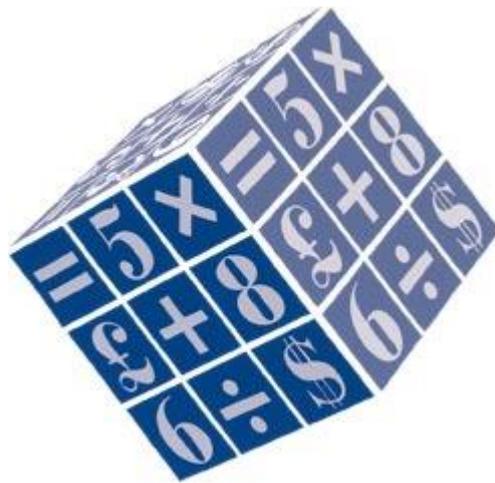


Proposal

The logo for Mainstay, featuring the word "mainstay" in white lowercase letters on a blue rounded rectangular background.

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 whilst 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.

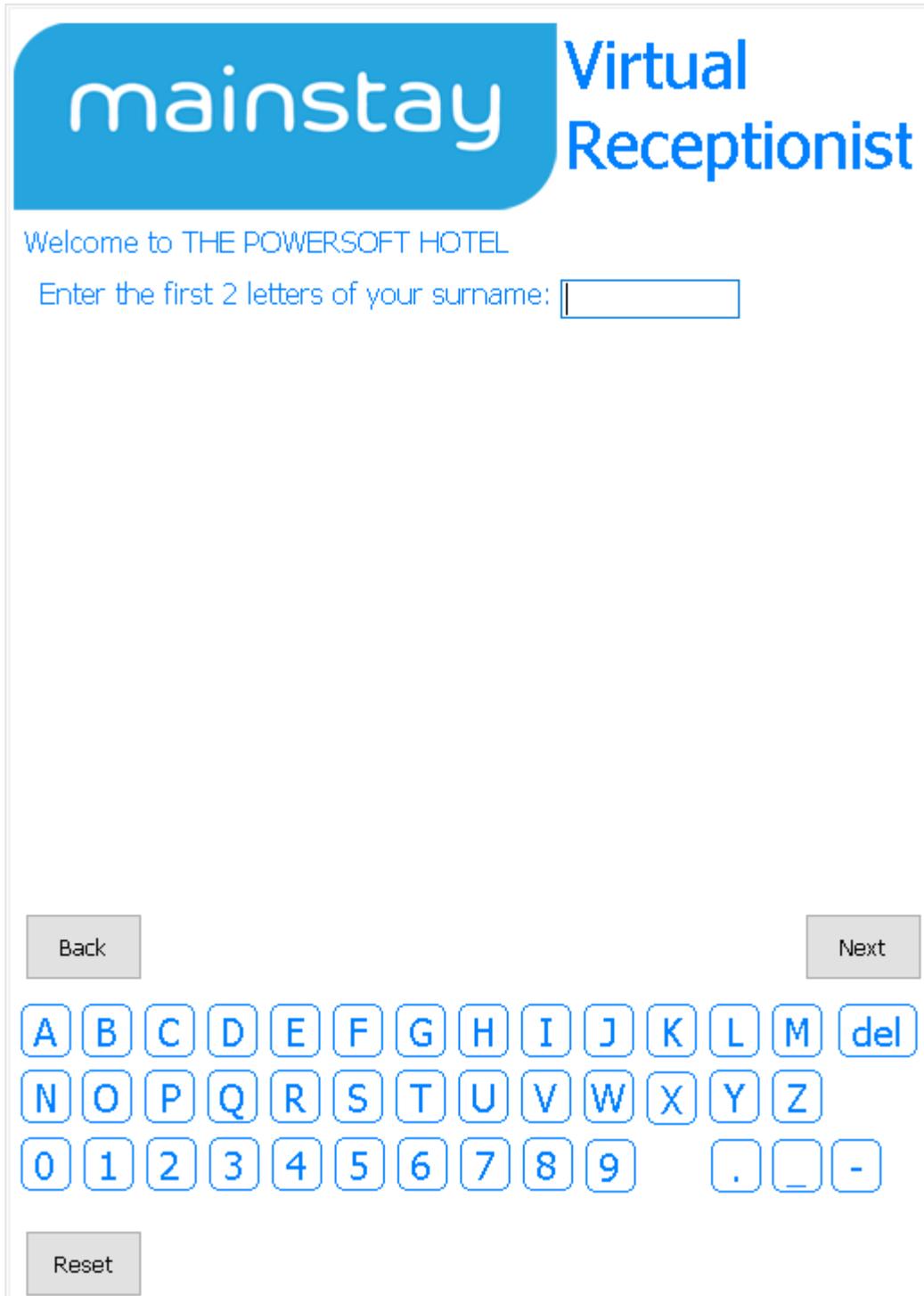
Below is a description of the prototype Virtual Receptionist.

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.



The screenshot shows a digital interface for a virtual receptionist. At the top left, the 'mainstay' logo is displayed in white lowercase letters on a blue rounded rectangular background. To its right, the words 'Virtual Receptionist' are written in a blue, sans-serif font. Below the logo, the text 'Welcome to THE POWERSOFT HOTEL' is shown in a blue, sans-serif font. Underneath this, the instruction 'Enter the first 2 letters of your surname:' is followed by a rectangular text input field. At the bottom of the screen, there are three buttons: 'Back' on the left, 'Next' on the right, and 'Reset' at the bottom left. A virtual keyboard is positioned at the bottom, featuring three rows of buttons: the first row contains letters A through M and a 'del' key; the second row contains letters N through Z; and the third row contains digits 0 through 9, a period key, an underscore key, and a hyphen key.

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 today's 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.

The screenshot displays the Mainstay Virtual Receptionist interface. At the top left, the 'mainstay' logo is in white on a blue rounded rectangle, followed by the text 'Virtual Receptionist' in blue. Below this, a blue link reads 'Welcome to THE POWERSOFT HOTEL'. The main form area contains three input fields: 'Enter the first 2 letters of your surname:' with 'PE' entered, 'Enter your email address:', and 'OR Enter your booking reference:'. At the bottom, there are three buttons: 'Back', 'Next', and 'Reset'. A virtual keyboard is positioned below the buttons, featuring letters A-Z, numbers 0-9, and symbols like '.', '_', and '-'.

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.

The screenshot shows a web interface for a virtual receptionist. At the top left is the 'mainstay' logo in white on a blue background. To its right, the text 'Virtual Receptionist' is displayed in blue. Below the logo, a blue heading reads 'Welcome to THE POWERSOFT HOTEL'. Underneath, a blue prompt asks the user to 'Please confirm your reservation:'. A large white box contains reservation details: Name: David Peace, Ref: (blank), Arriving: 28/07/2020, Departing: 30/07/2020, Phone: +447801736250, Email: dvp@tstravel.co.uk, Company: (blank), Add1: 43 Hills Road, Add2: (blank), Add3: (blank), Town: Steyning, County: W Sussex, Post Code: BN44 3QG, and Country: Gb. Below this box are three buttons: 'Back', 'Edit', and 'Confirm'. A virtual keyboard is displayed below the buttons, with letters A-Z, numbers 0-9, and symbols like @, ., _, and -. A 'space' button is shown in a larger box below the keyboard. A 'Reset' button is located at the bottom left of the keyboard area.

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.



Welcome to THE POWERSOFT HOTEL
Please confirm your rooms and check in:

Room	Type	Guest Name	Adults	Other	Bunks	Cot
03	D/TWIM	Peace	2	0	N	N

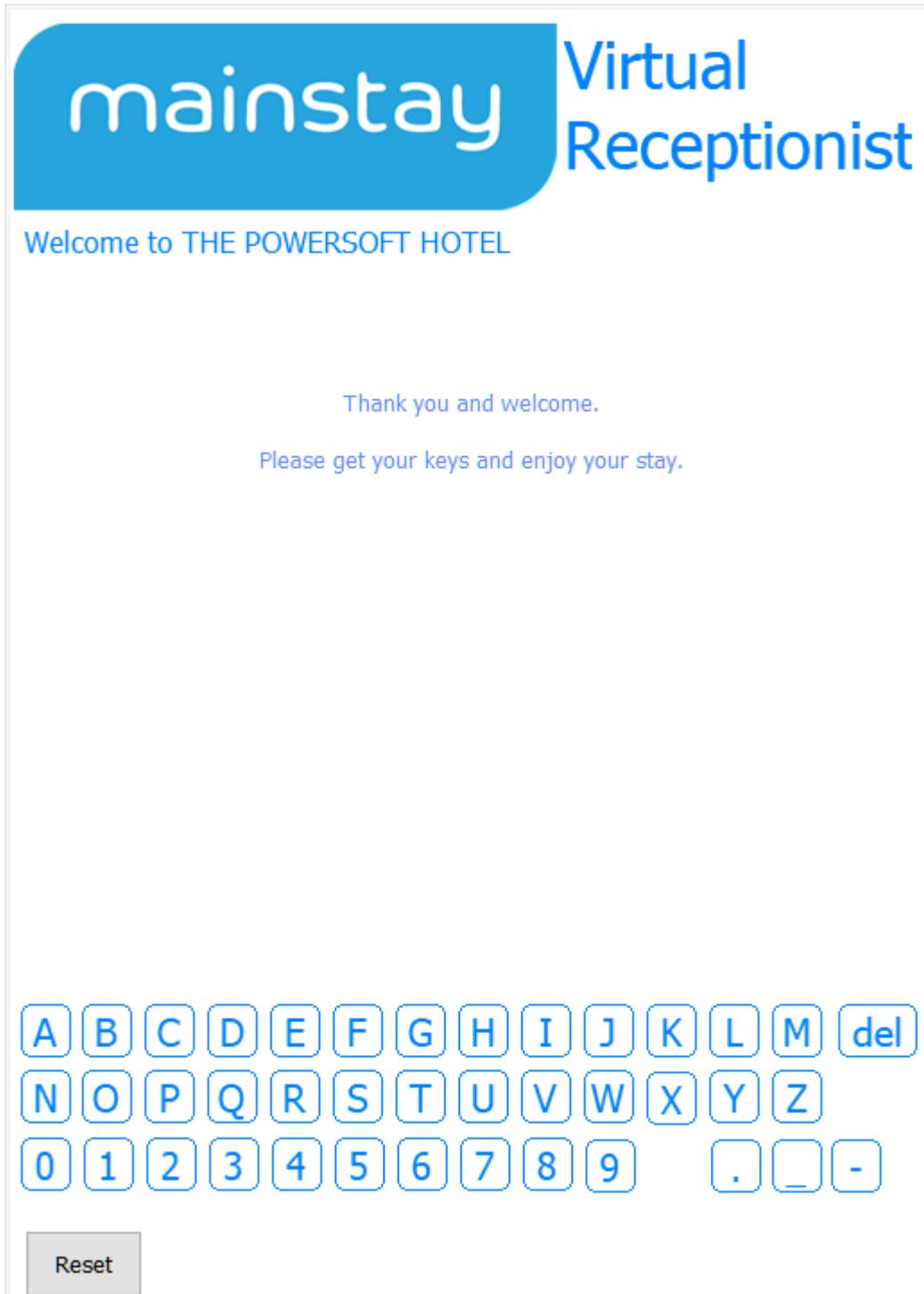
Departing: Wed 01 Apr 20

< _____ >

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 . _ -

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.



The screenshot displays the Mainstay Virtual Receptionist interface. At the top left, the 'mainstay' logo is shown in white on a blue rounded rectangle. To its right, the text 'Virtual Receptionist' is written in blue. Below the logo, the text 'Welcome to THE POWERSOFT HOTEL' is displayed in blue. In the center, there are two lines of blue text: 'Thank you and welcome.' and 'Please get your keys and enjoy your stay.' At the bottom of the interface is a virtual keyboard with three rows of buttons. The first row contains letters A through M and a 'del' button. The second row contains letters N through Z. The third row contains numbers 0 through 9, a period button, an underscore button, and a hyphen button. A 'Reset' button is located in the bottom left corner of the interface.

mainstay Virtual Receptionist

Welcome to THE POWERSOFT HOTEL

Thank you and welcome.
Please get your keys and enjoy your stay.

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

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.