Horizon Quality & Guest Services Management

SKYHORIZON™
Quality Management

Introduction

Sky Horizon® Quality Management system is a comprehensive fully-integrated web-based, cloud-ready software solution designed to provide hotels with optimal guest services management environment. The system implements the latest standards for guest services management with the objective of guaranteeing the best quality services delivered to hotel guests on time. The overall objective is to reach higher guest satisfaction and thus higher guest loyalty and retention as well as better hotel rating on traveler Websites, which drives more bookings.

Through the new full-featured Work Requests Monitor, hotel management and Guest Service Center staff can have access to all guest requests, problems and preferences instantly as they emerge, so that proper actions can be carried out promptly by the related service department.

Modules and features

Core modules

- Guest Services Management System
- SMS and emails Notifications & Escalation
- Glitch/Incident Management
- QMS Interactive Voice Response System
- QMS Mobile
- Dashboard
- Housekeeping
- Guest Link (G-Link)
- Engineering & Maintenance

Features at a glance

- Guest requests and workflow
- SMS and emails notifications & escalation
- Courtesy calls management
- Duty manager logging
- Dashboards
- PMS, PBX & IVR integration
- QMS Mobile for tablets and smart phones
- Glitch / incident management
- Guest Link surveying
- Maintenance Management

Sky Horizon® Quality Management System

Sky Horizon® QMS implements the latest quality standards in hospitality in order to reach higher guest satisfaction levels and ensure that hotel services are delivered with the same quality at all times. Through the new full-featured Work Requests Monitor, hotel Guest Service Center and staff agents would have instant access to all guest requests, complaints and problems instantly as they emerge so that proper standard actions are carried out promptly by the related service department and staff member.

The automatic email alerts, system notifications and SMS escalation options in Sky Horizon® QMS enable nearly instant assignment and update on all requests to staff. Managers are always notified about any delayed request while the advanced gateway interface will be reporting any failure to the entitled HOD or supervisor.

Sky Horizon® QMS Glitch Management

Sky Horizon® QMS Glitch Management system is developed with the objective of helping leading hotels in achieving their vision of retaining guests and maximizing loyalty through its professional instant and effective workflow of investigations and recovery of service procedures even when things go wrong.

Sky Horizon® QMS Glitch Management gives the hotel management and staff the ability to easily and instantly allocate, track, investigate, manage, report, and follow-up guest incidents, glitches, and complaints in one centralized system.

The system also enables the hotel management to better manage guest compensations based on the incident through a compensation workflow that provides the management with the option of initiating guest compensation, or using the default compensations defined in the system. Compensation form provides management with the option to initiate compensation to the guest.

Sky Horizon® QMS Interactive Voice Response

Sky Horizon® QMS IVR is built on proven technology that provides a cost-effective, scalable, feature-rich, and robust interactive voice response (IVR) solution to meet the hotel demands of today and tomorrow.

Through QMS IVR, hotel guests and agents can report and manage their requests by dialing one hotel extension number. The caller will be guided through a set of recorded voice messages to enter or amend the request without involving any person from the other side. The messages will be automatically validated by QMS and the request will be posted to the QMS database, and then put in the QMS workflow system until completion and guest satisfaction guarantee.

QMS IVR provides the optimal system integration between QMS system users and hotel PABX to save valuable time usually wasted in telephone calls between employees.

Sky Horizon® QMS Mobile

Sky Horizon® QMS Mobile App has been developed following the vision of simplifying all the communication channels between the service departments, guest service center and management.

Horizon QMS Mobile App's main objective is to provide instant alerts and notifications to hotel service agents and management about any guest request through a standard workflow and escalation service system.

In addition to that, QMS Mobile enables full management of guest requests, guest glitches and other QMS system components.
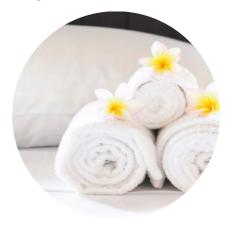
Sky Horizon® Guest Service Dashboard

Sky Horizon® QMS Guest Services Dashboard is developed with the objective of providing hotel management with instant, real-time and quick identification for essential KPIs reflecting the quality and efficiency of the overall hotel and departments' guest services performance.

The Initial feedback shows substantial improvement in satisfaction level and performance efficiency in the hotel as such instant view of KPI scores lead to elevating the competitive spirit between hotel departments to achieve more scores, which positively affected guest satisfaction.

Sky Horizon® Housekeeping

Sky Horizon® QMS Housekeeping aims at providing an optimal tool to monitor housekeeping task sheets, and monitor housekeeping agents' real time progress and performance through reports and dashboards.

The system is integrated with the Sky 2–way HTNG Opera PMS interface to create and import task sheets, change room status, post minibar items and post new work requests.

Sky Horizon® G-Link

Sky Horizon® G-Link is an innovative online portal that helps connect the guests directly with the hotel management. Through various tablet devices, G-Link gives hotel guests the option of evaluating their hotel stay or restaurant experience via a set of short questions while the guest is in the hotel. Dissatisfied guest scores will be sent directly through SMS or mobile notification system to hotel managers. This gives the management the opportunity to proactively respond to guest needs and compensate and retain their guests. Thus, ensuring maximum satisfaction of guests and hence elevate hotel satisfaction score in social media.

G-Link runs on tablets on front desk, outlets, and public areas to collect guest feedback about related services or processes.

Sky Horizon® Engineering & Maintenance

Sky Horizon® Engineering & Maintenance Management system aims to automate most tasks within the Engineering & Maintenance Department. It allows for better utilization of the department resources and provides a valuable tool to better understand the types of tasks and loads within the department, while preparing real-time tasks in an online, effective, and optimal manner.

The system covers the whole range of Maintenance Request Management and Logging, Quality Control and Cost Control (spare items and labor cost) of the Engineering department, Equipment Corrective Maintenance and Preventive Maintenance, Utility Meters interfacing and logging, Room Preventive Maintenance in addition to the full capabilities of the typical Engineering and Maintenance Management system.

Featured Clients