

Samsung Hospitality Solutions

– enhancing efficiency, profitability
and customer service



Enterprise IP Solutions

www.samcom.com.au

A range of integrated solutions for you and your guests

In today's competitive business environment, your success depends on first class customer service. You need an effective communications solution which enhances the efficiency of your operations and improves the levels of service you provide to your guests.

Samsung offer a range of hospitality solutions developed specifically to integrate with Samsung's advanced OfficeServ and iDCS range of telephone systems. Whatever your budget and environment - hotel, hospital, nursing home or halls of residence - Samsung has simple to use solutions for you, your staff and your guests.

Samsung's range of hospitality solutions encompass:

- * Front Desk and guest hospitality features - using your handset
- * Front Desk hospitality applications - using your PC
- * Full integration with your existing Property Management System



8

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Front-Desk and guest hospitality features - using your telephone handsets

The Samsung iDCS and OfficeServ telephone systems can be programmed to offer full front desk and guest hospitality features utilising the telephone system handsets.

The Samsung digital display handsets offer an easy to use interface for your staff, with intuitive menu driven prompts guiding them through the hospitality features. With access controllable from the front desk, guest phones can also use the relevant features of the Samsung telephone system for outside calls, room to room dialing, or setting a wake up call.

The telephone system software provides real time access to customer account details and from any phone can also manage the status of rooms (available, being cleaned). Guest phone access is automatically set at check-in and check-out so that unauthorized calls cannot be made when rooms are unoccupied.

Other front desk management features include setting call surcharges/tariffs, automatic credit control, and customised bill invoicing - to give you a feature package that will keep you in control and improve the operating efficiency of your establishment.

* 2

Room Check Phone
Stat Out Bill

Enter Room: 200
AVAIL RPT OCCUP

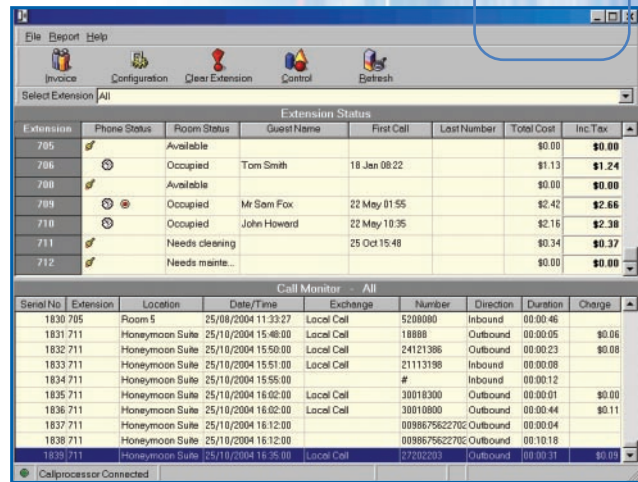
2003 Occupied
CHECK OUT EXIT

Hospitality Applications - Using your PC

Hospitality Light - PC software to manage your phone

Hospitality Light is a PC driven software application specifically designed for use with the Samsung telephone systems where call accounting functions combined with control over telephone extensions is required. The software is perfectly suited for use in small motels / hotels where the guests have access to telephones for local, national, international and mobile calls, and in private hospitals where patient calls require separate invoicing.

Hospitality Light is an easy to use Windows application that provides front desk management including check in /check out, and direct control of the telephone system features (locking/unlocking guest phones, wake up calls, room status and activation of message wait lights) from the PC.



The screenshot shows the Hospitality Light software interface. It features a menu bar with 'File', 'Report', and 'Help'. Below the menu is a toolbar with icons for 'Invoice', 'Configuration', 'Clear Extension', 'Control', and 'Refresh'. The main window is divided into two sections. The top section, titled 'Extension Status', has a dropdown menu for 'Select Extension' set to 'All'. It contains a table with columns: Extension, Phone Status, Room Status, Guest Name, First Call, Last Number, Total Cost, and Inc. Tax. The bottom section, titled 'Call Monitor - All', contains a table with columns: Serial No, Extension, Location, Date/Time, Exchange, Number, Direction, Duration, and Charge.

Extension	Phone Status	Room Status	Guest Name	First Call	Last Number	Total Cost	Inc. Tax
705	Available	Available				\$0.00	\$0.00
706	Available	Occupied	Tom Smith	18 Jan 08:22		\$1.13	\$1.24
708	Available	Available				\$0.00	\$0.00
709	Available	Occupied	Mr Sam Fox	22 May 01:55		\$2.42	\$2.66
710	Available	Occupied	John Howard	22 May 10:35		\$2.16	\$2.30
711	Available	Needs cleaning		25 Oct 15:48		\$0.34	\$0.37
712	Available	Needs maint...				\$0.00	\$0.00

Serial No	Extension	Location	Date/Time	Exchange	Number	Direction	Duration	Charge
1830	705	Room 5	25/08/2004 11:33:27	Local Call	5200800	Inbound	00:00:46	
1831	711	Honeymoon Suite	25/10/2004 15:46:00	Local Call	18888	Outbound	00:00:05	\$0.06
1832	711	Honeymoon Suite	25/10/2004 15:50:00	Local Call	24121386	Outbound	00:00:23	\$0.08
1833	711	Honeymoon Suite	25/10/2004 15:51:00	Local Call	21113198	Inbound	00:00:08	
1834	711	Honeymoon Suite	25/10/2004 15:55:00	Local Call	#	Inbound	00:00:12	
1835	711	Honeymoon Suite	25/10/2004 16:02:00	Local Call	30018300	Outbound	00:00:01	\$0.00
1836	711	Honeymoon Suite	25/10/2004 16:02:00	Local Call	30018000	Outbound	00:00:44	\$0.11
1837	711	Honeymoon Suite	25/10/2004 16:12:00	Local Call	0098675622702	Outbound	00:00:04	
1838	711	Honeymoon Suite	25/10/2004 16:12:00	Local Call	0098675622702	Outbound	00:10:16	
1839	711	Honeymoon Suite	25/10/2004 16:35:00	Local Call	07202203	Outbound	00:00:31	\$0.09

View call details.

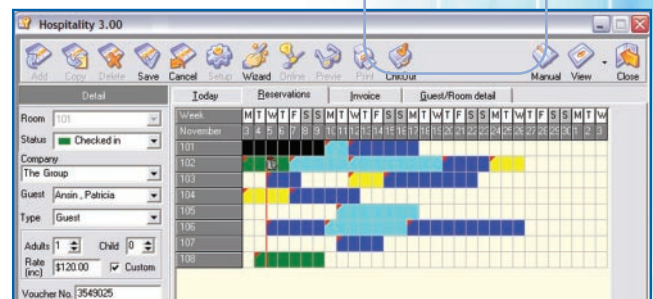
Hospitality Complete - Full service capability

Hospitality Complete is an advanced PC based software application for the Samsung telephone system providing hotels or motels with effective, reliable, easy-to-use management of their guests, telephones, invoicing, debtors and management reporting. It is a stand alone PMS with all the features of Hospitality Light plus improved telephone billing and guest options, guest data base/contact manager and reservations system. Hospitality Complete provides even more sophisticated integration with the Samsung telephone system with records of guests on your database popping onto the PC screen when they ring in!

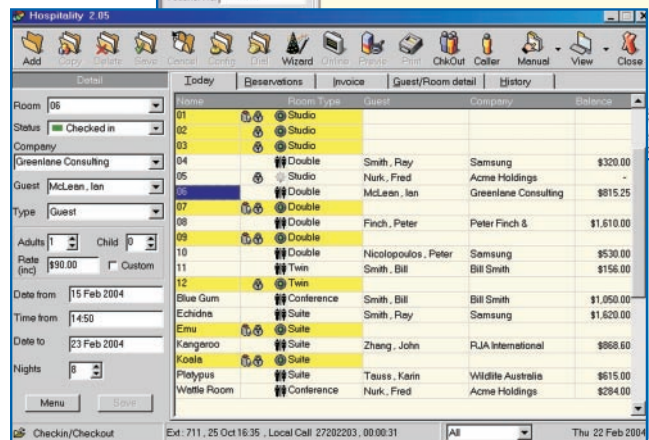
Integrate with your existing PMS

Samsung hospitality solutions have also been developed to interface with most industry leading front-of-house property management systems (PMS)*. Using either uni-directional or bi-directional links to your existing PMS system, a Samsung hospitality solution can improve the effectiveness of your telephone services management to further enhance your investment in existing IT infrastructure.

*Please note integration is dependent upon software compatibility.



The screenshot shows the Hospitality 3.00 software interface. It features a menu bar with 'File', 'Edit', 'Print', 'Save', 'Cancel', 'Setup', 'Wizard', 'Online', 'Print', 'Unlink', 'Manual', 'View', and 'Close'. The main window is divided into several sections. On the left, there are dropdown menus for 'Room' (103), 'Status' (Checked in), 'Company' (The Group), 'Guest' (Anin, Patricia), 'Type' (Guest), 'Adults' (1), 'Child' (0), 'Rate (inc)' (\$120.00), and 'Voucher No' (3549025). The central part of the window is a calendar grid for the month of November, with columns for days of the week (M, T, W, T, F, S, S) and rows for dates. The grid shows various colored blocks representing reservations. On the right, there are tabs for 'Today', 'Reservations', 'Invoice', and 'Guest/Room detail'.



The screenshot shows the Hospitality 2.05 software interface. It features a menu bar with 'Add', 'Edit', 'Print', 'Delete', 'Copy', 'Paste', 'Wizard', 'Online', 'Print', 'Unlink', 'Manual', 'View', and 'Close'. The main window is divided into several sections. On the left, there are dropdown menus for 'Room' (06), 'Status' (Checked in), 'Company' (Greenlane Consulting), 'Guest' (McLean, Ian), 'Type' (Guest), 'Adults' (1), 'Child' (0), 'Rate (inc)' (\$90.00), 'Date from' (15 Feb 2004), 'Time from' (1450), 'Date to' (23 Feb 2004), and 'Nights' (8). The central part of the window is a table with columns: Room, Room Type, Guest, Company, and Balance. The table lists various rooms and their associated guests and companies. On the right, there are tabs for 'Today', 'Reservations', 'Invoice', 'Guest/Room detail', and 'History'. At the bottom, there is a status bar showing 'Checkin/Checkout', 'Ext. 711, 25 Oct 16:35, Local Call 27202203, 00:08:31', and 'Thu 22 Feb 2004'.

Room	Room Type	Guest	Company	Balance
01	Studio			
02	Studio			
03	Studio			
04	Double	Smith, Ray	Samsung	\$320.00
05	Studio	Nurk, Fred	Acme Holdings	
06	Double	McLean, Ian	Greenlane Consulting	\$815.25
07	Double			
08	Double	Finch, Peter	Peter Finch &	\$1,610.00
09	Double	Nicolopoulos, Peter	Samsung	\$530.00
10	Double			
11	Twin	Smith, Bill	Bill Smith	\$156.00
12	Twin			
Blue Gum	Conference	Smith, Bill	Bill Smith	\$1,050.00
Echidna	Suite	Smith, Ray	Samsung	\$1,620.00
Emu	Suite			
Kangaroo	Suite	Zheng, John	RJA International	\$868.60
Koala	Suite			
Platypus	Suite	Tauss, Karin	Wildlife Australe	\$615.00
Wattle Room	Conference	Nurk, Fred	Acme Holdings	\$284.00

Reservations and Room list screens.

Samsung iDCS & OfficeServ Hospitality Features*

- *Check In/Out*
- *View & Modify room status*
- *Telephone billing*
 - *Call costing by MPD/PRI or time based*
 - *Credit limits*
 - *Modify service charge*
 - *Phone bill printout format*
 - *Phone bill print*
- *Call barring - room to room*
- *Message waiting*
- *Wake up calls*
- *PMS integration*
- *Fax pair extensions*
- *System warnings*

* Hospitality Features (accessed via telephone system handset/display)

Hospitality Light Features (PC Based)

- *Simple, user friendly interface for fast room/extension allocation and invoice/report printing for up to approximately 30 rooms*
- *Display calls and call details for each room/extension/booth in real-time on your PC*
- *Easy to use invoicing – eliminate manual accounting. Automatic flagging of calls as paid after invoice printing*
- *Flexibly set mark ups on guest telephone usage for all calls or by call types (local, long distance, mobile)*
- *Direct control of your Samsung Telephone System features including:*
 - *Guest phones lock and unlock*
 - *Schedule wake up calls*
 - *Update of room status from room telephone*
 - *Activation of message waiting lights*

Hospitality Complete Features (PC Based)

- Telephone billing*
- *Supports multiple phones per room*
 - *Multiple call margins, selected by guest type, with variable percentage and fixed markup per call type*
 - *Standard rates for main carriers included with automatic updates*

Telephone Control

- *Automatic guest phone unlock/lock on check in/out*
- *Lock extension from PC at any time*
- *Schedule/monitor wake up calls*
- *Update room status via room telephone*
- *Screen pop of guest details on inward calls (caller ID required)*

Invoicing

- *Up to ten accounts per reservation with easy transfer of transactions*
- *Preview and/or print invoices at any time*
- *Invoices printed on plain paper or letterhead*

Guest Database / Contact Management

- *Store number of companies, guests, notes and invoices, with fast lookup*

Reservations

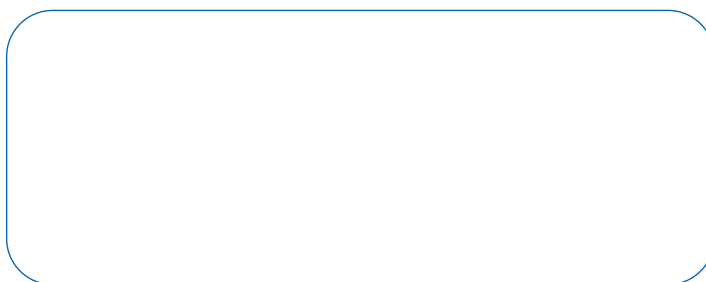
- *No limit to number of rooms*
- *Fax or email confirmation letters*

Reporting

- *Reports contain invoicing summary, Tax income summary, sales by transaction, room and property utilisation, cleaning schedule, guest statistics, debtors statements, outstanding account summary*
- *Schedule reports to run daily, weekly, monthly*

For further information contact your

Authorised Samsung Communications Specialist



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Samsung's policy is to seek continuing improvement therefore specifications listed may be subject to change.

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