TOPAZ
Guest Information Service

Information	Reservation	Guest Chat
Phone Book	Food & Drink	Weather
Health Spa	Direction	Events

The new hospitality

COVID-19 crisis has forced changes in traveller habits and the industry is continuing to adjust to the situation. The majority of companies are expected to increase their spending on digital transformation as they look to deliver innovative solutions or simply keep up with others.

A new way of interacting with your guests

Customers want to use their smartphones for everything they can. Provide your guests with a web-based QR- Code which will let them manage all aspects of their stay whenever they want and wherever they are.

Powered by TigerTMS iPortal - Mobile Guest Service is a one-of-a-kind solution that will maximize hotel profitability by generating more reservations and improve the guest experience by giving comprehensive hotel information your visitors require straight to their mobile devices without the inconvenience of installing an App.

Guests can check-in by scanning QR-code through their Mobile phones which saves time when arriving at the hotel and providing a positive start to their journey. And then on check-out, to view the bill and pay final amounts.

The platform provides essential information about the hotel, access to main services such as room service, spa, gym, and restaurant reservations. In addition, Mobile Guest Service offers guests useful information about the destination, including tips for visiting tourist hot spots alongside access to the daily international press.

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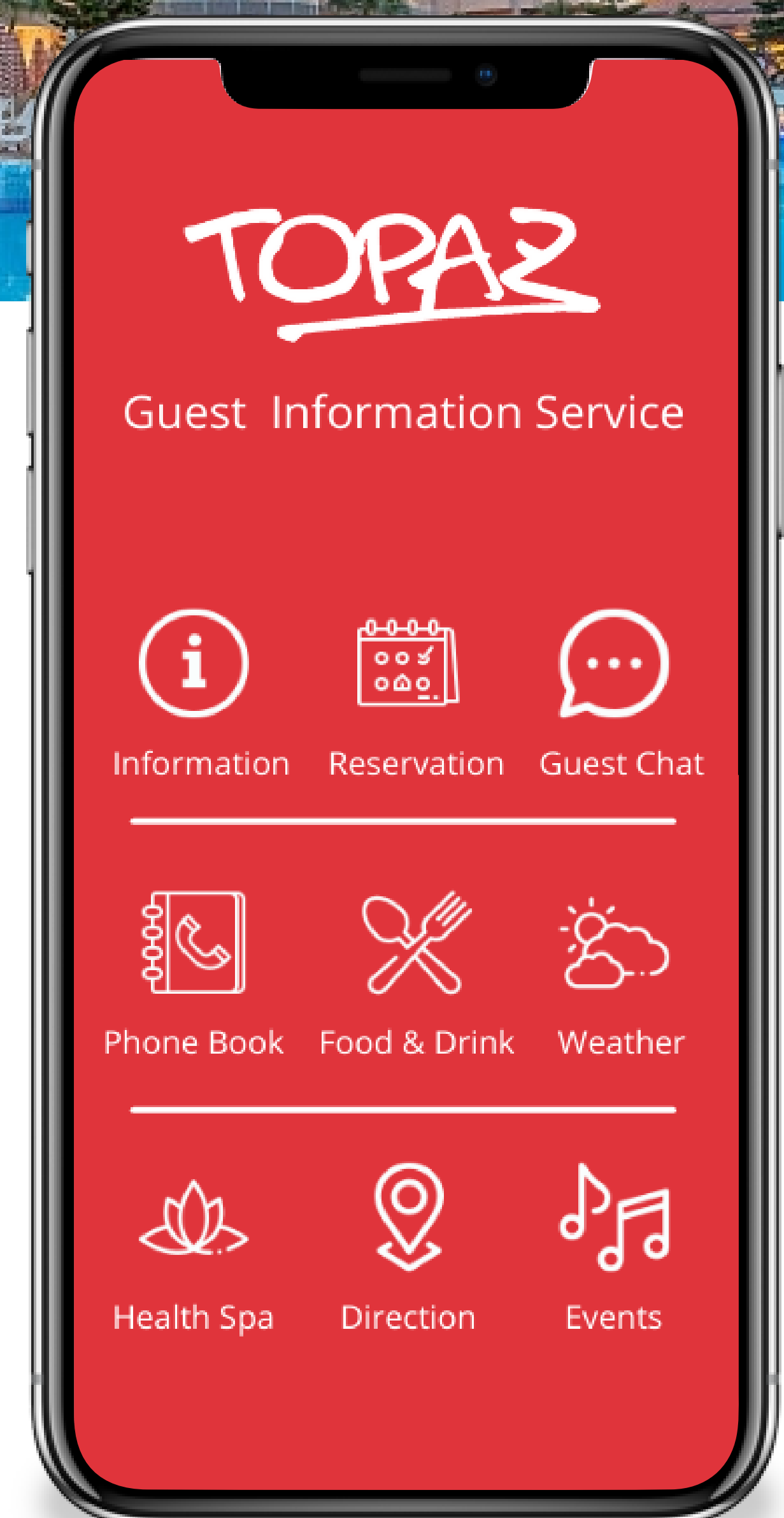
High-Tech for Hotels

- **Pre-Stay** - Guests can plan their stay through your platform before coming to the hotel, get all the details from Mobile Guest Service, send new service orders, and check in online.

- **Stay** - When guests arrive at your hotel, they are greeted by a Wi-Fi landing page. With the QR codes at your reception, bar, and rooms, they can get all the information they need right away. The Mobile Guest Service platform can handle in-room dining orders, spa and sports requests, and trip reservation inquiries.

- **Post-Stay** - Before check-out, Post-Stay collects guest input. Increase the number of repeat visitors by using retargeting. Take advantage of our Guest Loyalty CRM system. Now everything is in one place and extremely simple to use!

Key Features of Mobile Guest Service

• Web App

No download or installation is required. Guests can access your content fast and easily from any of their devices by simply scanning a QR Code.

• Quick start-up

With Mobile Guest Service platform, you don't need code or development teams. Have a top-notch, fully functional platform in just a few days.

• Customizable image

Choose different styles of platforms that we propose and personalize them with your logo and corporate colors to offer a modern and digital brand image.

• Contactless Guest Relations Management

Services such as front office, housekeeping, breakdown reporting, etc. are as close as the push of a button for your guests. But by Mobile Guest Engagement Service, they can easily submit all their requests via their mobile phones. Feel the power of automation in guest relations! It is healthy, reliable, and 100% digital

• Increase Your Revenue

With Mobile Guest Service platform, you can increase your revenue. You can offer room service, leisure activities, restaurant, laundry service, excursions, etc. in a mobile environment as well as collect guests orders and report how your new sales channel boosts your revenue.

• Minimize Cost

Reduce your costs by using Mobile Guest Service's powerful analysis tools. Manage your guest requests more dynamically and organize your staff more easily. Minimize printing costs while organizing your workflows. Provide a more efficient working environment in your hotel and gradually increase your efficiency.

• Easy & Simple Payment

The guests will have a full image of their reservations, as they can pay their open bill anytime, directly through the Mobile Guest Service platform which is linked to hotel PMS. Thanks to the easy payment process, guests can check out with the platform, and not to waste time on the reception.

Ready to fly! - Get Started Now!

There's no time like the present to promote your services. You're ready to fly! Go about it now without investing hundreds of thousands of dollars!

- Don't forget to include Mobile Guest Service QR Code in your booking e-mails.

- Print your QR codes! Make sure you download and stick your customized QR codes on the restaurant, bar, spa, reception, or any other desired areas.

- Replace your Wi-Fi landing page with Mobile Guest Service.