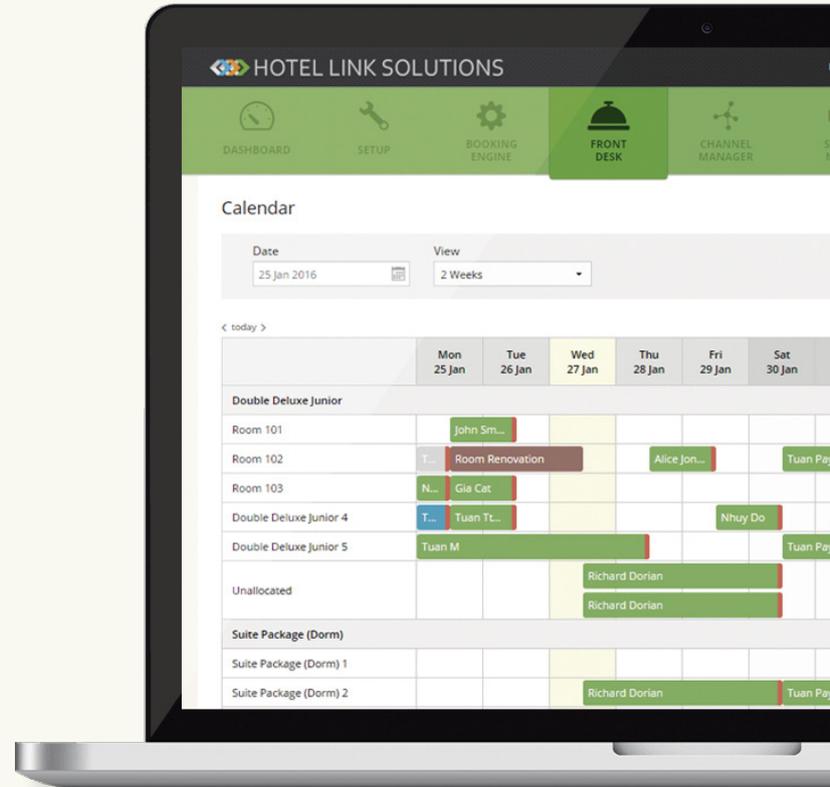# HOTEL LINK SOLUTIONS

Front Desk

Front Desk

Our Front Desk solution is designed for small to medium sized accommodations. It is a simple, low cost, and very intuitive system that integrates seamlessly with our booking platform.

When building the Hotel Link Solutions Front Desk module we listened carefully to our clients and analysed the best existing systems out there to see what we could learn from them and improve upon, at an affordable price.

Calendar

The calendar allows front desk staff to see at a glance what is going on.

Several key features stand out like colour coded status, view customisation for two or four weeks, access to guest booking details straight from the calendar, and occupancy data.

All you need to organise your accommodation's daily operations.

Booking Status in Colour

Every guest booking is colour coded to reflect status (completed, operational, and confirmed) with an additional red tag for outstanding payments.

Having all your bookings colour coded helps you to visually understand your hotel situation in any given date.

Tuan Ngu... | José Anto...
Rita Archer
Olga Filipova | Room Renovation
Linda Kwasnicki | Ronald Schappel
Jenna Makowski
Annie Joh...

- Completed
- Operational
- Confirmed
- Outstanding Payment
- Room Closed

Easy Access to Booking Details
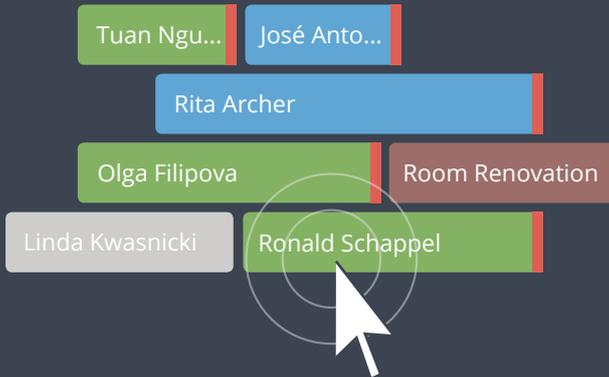
Basic details about the booking pop up when you 'mouse-over' the guest entry. A double mouse click on the entry then opens the full client booking details, enabling you to check guests in or out or to add "extras" to the room.

With a right click you will have access to a quick menu. Everything is made to make it easy and fast.

Drag and Drop to Reallocate Rooms

A drag and drop functionality allows you to move your guest entries around in the calendar to reallocate your hotel reservations. It's that easy!

Tue 02 Feb	Wed 03 Feb	Thu 04 Feb	Fri 05 Feb
Tuan Ngu...			
	Tuan Ngu...		
		Tuan Ngu...	

Housekeeping

The Housekeeping tools allow you to manage room cleaning statuses and housekeeper teams.

With a colour coded interface, the Housekeeping module help you to visualize the status of all rooms and assign tasks to housekeepers via SMS.

Housekeepers can be added and managed individually at a room/bed level.

●●●●○ VIVO 🔋   6:48 PM   🔒 42% 🔋

‹ Messages   **269-33**   Details

Text Message
Mon, Nov 23, 1:39 PM

Superior Room status is Dirty. Please check it now.

HOTEL LINK SOLUTIONS
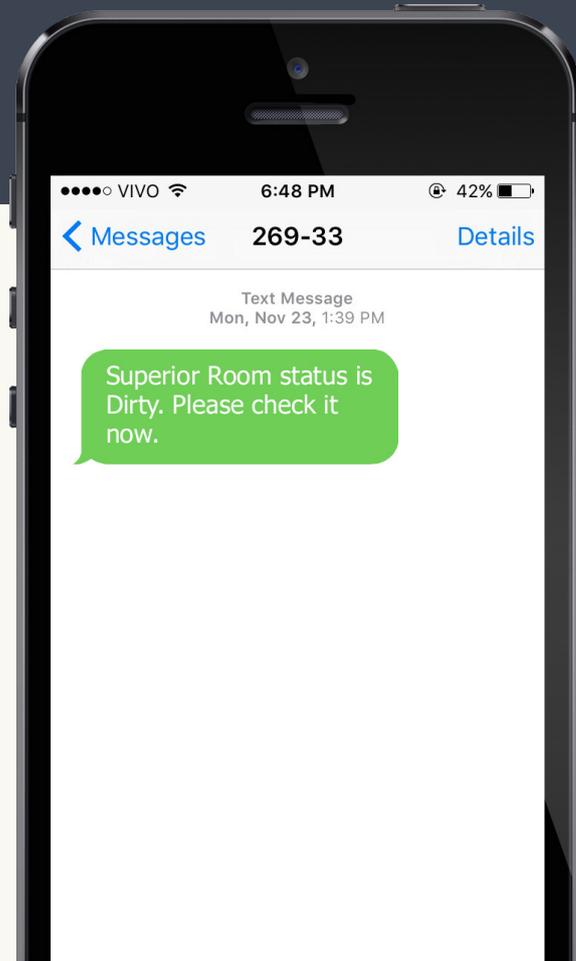
Giá Cát Hotel

Dear John Smith,

Thank you for choosing to stay at Gia Cat Hotel, in Ho Chi Minh City. We are looking forward to welcoming you on 18 Nov 2016! We are happy to assist you before and during your stay.

Arrival Time: Let us know your arrival time to help us plan your check-in.

Getting Here: Remember to review our location and make sure you have our booking voucher with you (see attached).

Travel Desk: Feel free to contact Tuan@whl.travel; nhuy@whl.travel for any travel information, or tips on things to do while you're staying with us.

Reservations Desk: To modify or cancel your reservation you can contact us at thanh.ha@whl.travel or +84 123 456 7899.

Please let us know if you have any questions that we may answer prior to your stay.

Kind regards,

Gia Cat Hotel

Personalized Guest Emails

Our Front Desk system allows you to create a pre-arrival template email for guests (e.g. to remind them of the booking and transport to the hotel) and a post-departure email (e.g. to thank them for their stay and provide a link so they can give their feedback).

The number of days before/after the stay can be set for the email.

Easily Add Booking Extras

You can easily add "extras" to guest bookings at any time. Two options are provided. First is a custom entry where you enter the item description and the amount.

The second option, for frequently requested items with standard pricing, is a dropbox where the item is simply ticked and added immediately to the guest account.
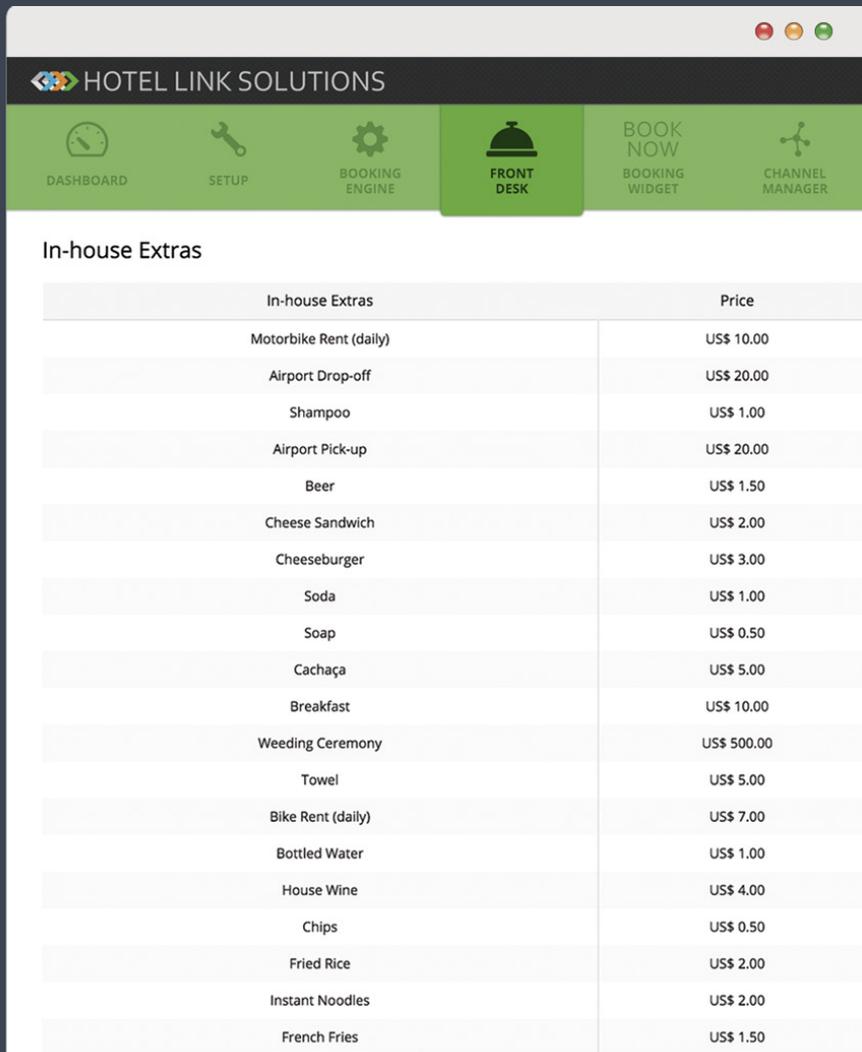
HOTEL LINK SOLUTIONS

DASHBOARD | SETUP | BOOKING ENGINE | FRONT DESK | BOOK NOW BOOKING WIDGET | CHANNEL MANAGER

In-house Extras

In-house Extras	Price
Motorbike Rent (daily)	US$ 10.00
Airport Drop-off	US$ 20.00
Shampoo	US$ 1.00
Airport Pick-up	US$ 20.00
Beer	US$ 1.50
Cheese Sandwich	US$ 2.00
Cheeseburger	US$ 3.00
Soda	US$ 1.00
Soap	US$ 0.50
Cachaça	US$ 5.00
Breakfast	US$ 10.00
Weeding Ceremony	US$ 500.00
Towel	US$ 5.00
Bike Rent (daily)	US$ 7.00
Bottled Water	US$ 1.00
House Wine	US$ 4.00
Chips	US$ 0.50
Fried Rice	US$ 2.00
Instant Noodles	US$ 2.00
French Fries	US$ 1.50

La Residence Blanc D'Angkor

#194 Krous Village, Svay Dangkum and 6th Street
Siem Reap, Cambodia
17259

Tax Number: 07.664.757/0001-29
+855 (0) 63 963 332
reservation@residenceblancangkor.com

Guest Details

Mr. Jorge Amado
jorge@amado.com
+84 122 4762021
Passport FL123909 Brazil
Arrival time 10:00
Rua Raul Pedreira Passos, 96, Sao Bento
Belo Horizonte, Minas Gerais, Brazil
30350-390

Reservation Details

Booking Reference #: MODCE61437472926
Status: Completed
Booking Date: 21 July 2015, 07:02
Source: Website
Check-in: 21 July 2015
Check-out: 22 July 2015

Rooms

Booking Item	Room Name	Guests	Booking Value	Taxes	Status
Double Deluxe Junior	Room 192	2 adults and 1 child	US$ 100.00	US$ 10.00	Completed

Extras

Extra Item	Type	Quantity	Details	Item Value	Taxes	Status
Breakfast	Per Guest Per Night	2	1 adult, 1 child	US$ 12.00	-	Completed
Airport Transfer	Per Guest Per Booking	2	1 adult, 1 child	US$ 50.00	-	Completed
Spa	Per Quantity	1	1 item	US$ 120.00	-	Completed
Coca-Cola	In-house Extra	1	1 item	US$ 1.00	-	Completed

Discounts

Discount	Amount
10% Discount for Loyal Guest	US$ 29.30

Payments

Payment Method	Payment Date	Amount	Surcharge	Status
Credit Card (manually)	22 July 2015	US$ 263.70	-	Received

Summary

Room charges	US$ 100.00
Extras	US$ 183.00
In-house discounts	US$ 29.30
Taxes	US$ 10.00
Payment surcharge	US$ 0.00
Total	US$ 263.70
Paid	US$ 263.70
Outstanding	**US$ 0.00**

Guest Account & Invoice

The system generates the final account for the guest on the letterhead of your accommodation.

A fully itemised invoice is generated including all extra costs and any pre-payments made.

Customer Reviews

" We are really satisfied with all aspects about working with Hotel Link Solutions. The responsive website they provide brought great results to our hotel and allowed us to modernize our business process. Many thanks to the whole team!

POUSADA DO CAPÃO
Minas Gerais, Brazil

★★★★★

" Working with Hotel Link Solutions has not only been a success in sales and distribution but also a pleasure for all our hotel team. The ease of access and their sales-driven commitment guarantees our long term prosperous cooperation.

HORIZON BLU
Kalamata, Greece

★★★★★

" Our property is extremely satisfied with Hotel Link Solutions, we wouldn't know what to do without their products and support team. Absolutely fantastic. Hotel Link Solutions is definitely the best partner to work with!

REEF HOLIDAY APARTMENTS
Mahe, Seychelles

★★★★★

PROUDLY SERVING *1500+* HOTELS

Start using our front desk today!

Contact Hotel Link Solutions

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Bangkok Bank Building Unit 702, 7th Floor
18 Bonham Strand West, Hong Kong

Tech Office
Dali Tower, 24C Phan Dang Luu, Floor 7
Ward 6, Binh Thanh, Ho Chi Minh City, Vietnam

info@hotellinksolutions.com

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