

Avaya Guest Media Hub

Providing Effective Guest Communication

This is the exciting Guest Media Hub from Avaya.

Loaded with features that can be customised to suit hotel requirements and guest needs; the Avaya Guest Media Hub raises the bar for guest experience and customer service, and will enable hotels to boost revenue opportunities.

The Avaya Guest Media Hub is not just a telephone. It's familiar form and easy to use interface provides hotel guests with a feeling that they are experiencing something special.

With its wide touch-screen user interface, the device provides a modern and sophisticated look and feel, and supports full-motion streaming, video concierge and property tours that can be directly delivered to the device. The Avaya Guest Media Hub can be localised in major languages to suit guest preferences, and comes enabled with different features that offer real-time views to property webcams of the bar, pool, spa, restaurants, and health clubs to encourage use by the guest.

It also enables guests to control in-room air-conditioning and lighting, order room service and surf menus, act as an alarm clock and radio, and allows Internet access. It can also be customised to suit the specifications and ambience of the hotel property and enhance its brand image.

An added feature that will help hotels personalise their services and offerings is the device's ability to pinpoint guest usage trends, enabling the hotel to make changes when required to suit guest's preferences. The Avaya Guest Media Hub is also a 'green' device as it enables hotels to comply with room control for temperatures and lighting as well as event based control after guest checkouts. This feature allows hotels to cut down on power consumption and therefore reduce costs.

The device is easy to use, and can reduce the workload for front office and guest services staff, by moving non-value-added transactions to the device, with self-checkout and bill reviews becoming a reality. This allows staff to perform other guest related tasks, thereby enhancing their productivity.

The Avaya Guest Media Hub helps hoteliers address the four pillars of hospitality, namely: enhancing the guest experience, delivering incremental revenue opportunities, providing cost-savings, and increasing staff productivity.

Additionally, hoteliers can be assured of a sound and lasting investment with the right level of support needed from Avaya and Q\DOS Networks.

Q\DOS specialise in providing total solutions to hospitality industry 'Brand Standards', and also specific, bespoke hospitality Telephony, IT and Internet requirements.

Q\DOS has supplied, installs and maintains hundreds of hardware & software solutions for world renowned brands such as Holiday Inn Express, Holiday Inn, Crowne Plaza, Staybridge Suites, Days Inn, Ramada Encore, Ramada Plaza, Park Inn and Courtyard by Marriott. In addition Q\DOS works with many leading boutique, individual hotels to include The Hoxton Hotel, London, EC3, recently voted 'Best UK Hotel 2009' in the Guardian & Observer Travel Awards 2009.



Features

- Modern, sophisticated look and feel
- Speaker phone and DECT handsets
- In-room controls
- Localised for major languages
- F&B ordering (in multiple languages)
- Always-on (Facebook, YouTube, Twitter, Google Mail)*
- Brand or property specific applications
- SIP based endpoint
- Adobe Flash development environment
- Ethernet (GigE) and WiFi interfaces.

*Optional and /or additional licensing required

Enhances the guest experience,

Delivers incremental revenue opportunities,

Provides cost-savings,

Increases staff productivity.

www.qdos.co.uk/hotels