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**RESORTSUITE USER CONFERENCE MAKES ITS MARK IN HOSPITALITY
AND WELLNESS INDUSTRY**

User Conference Impresses ResortSuite Customers with Advanced Strategies and Latest Product Offerings Focused on Personalizing the Guest Experience

TORONTO, ONTARIO (April 4, 2017) ResortSuite held its latest User Conference at the Omni King Edward between Tuesday, March 28th and Thursday March 30th in Toronto last week. Attended and praised by leading luxury properties such as Montage Hotels and Resorts, Omni Hotels and Resorts and Miraval Resorts, the conference proved to be a resounding success.

“We wanted to host a User Conference to give our award-winning customers another opportunity to enhance their ResortSuite expertise and to network with like-minded professionals from fellow properties that value superior guest experiences,” said Frank Pitsikalis, Founder and CEO of ResortSuite. “On top of our sessions and one-on-one meetings, we also hosted a cocktail reception at the Hockey Hall of Fame as well as a customer dinner to give attendees a chance to enjoy the city of Toronto”.

“The ResortSuite User Conference was an amazing opportunity to connect with other properties using the system and share ideas,” shared Cecil Hopper, Revenue Manager of Miraval Tucson, and who actually contributed to the session on Yield Management at the conference. “It was great to meet and connect with ResortSuite staff from every area of the company and learn about the great new features coming down the pipeline.”

Renowned hospitality consultant Dr. Bryan K. Williams delivered interactive keynote sessions that energized and inspired attendees on both mornings. The keynotes, “Leading a 5 Star Service Team” and “Know Your Guest: The Power of Preferences”, were crafted especially for ResortSuite customers who are known to be award-winning and forward-thinking hotels, spas and resorts.

“It was so inspiring to be around a group of people who are all passionate about the same thing – the guest experience. What I loved most about the ResortSuite User Conference was the opportunity to witness hospitality and wellness professionals deliberately look for ways to improve how they can serve their guests better. Additionally, ResortSuite’s presentations and product development efforts showed how well they have been responding to the demands of the industry and their customer base,” says Bryan Williams.

Partners such as Shift4, ResDiary, SiteMinder and Datavision also provided industry insights on the latest technology developments within the hospitality industry.

“It was a great experience to interact with common customers and meet potential new clients. For a business intelligence firm like ours, the ResortSuite User Conference proved to be a productive event for us to share the importance of quality reporting in the hospitality industry,” says Mark Fry, Training Manager from Datavision.

The ResortSuite User Conference achieved its goal of expanding customers’ expertise of the product through providing general sessions, breakout sessions and personal consultation meetings. It also provided an opportunity to launch the company’s product roadmap, ResortSuite Mobile 2.0, and its latest integration with ResDiary.

“From the very beginning, we’ve been proud to create a true partnership between our team and our customers, and take their requests into great consideration. The overwhelming amount of positive feedback that we’ve received from our clients is a true testament to our product development efforts and our team’s attentiveness to product requests. The fact that the customers we serve are known to be leaders in the hotel, resort and spa industry validates to us that ResortSuite is on the right track to serve the future of the guest experience”, says Pitsikalis.

About ResortSuite

ResortSuite is the global leader for fully integrated, guest-centric hospitality management software solutions. Developed specifically for hotels, resorts, spas, and clubs, ResortSuite is built on an Oracle database, and includes modules for **PMS, SPA, CATERING, F&B, GOLF, SKI, CLUB, RETAIL and CONCIERGE**. All modules share common core capabilities to streamline operations and enhance the guest experience, and are accessible through the web and mobile devices. Hospitality partners include Miraval Resorts, Omni Hotels and Resorts, Jumeirah Group, Hershey Entertainment and Resorts etc. To request a demo, visit www.resortsuite.com.

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