



# ResortSuite SPA

Integrated Hospitality Management Software

Placing your Guest's Experience and their Continued Satisfaction at the Core of your Spa's In-Store and Online Operation

## KEY BENEFITS

Maximize your resources and minimize booking time with powerful real-time guest profiling, multi-dimensional scheduling and booking capabilities.

Extend your services and allow guests to book their own reservations online.

Implement advanced yield/revenue management practices.

Integrate seamlessly with other ResortSuite modules or interface with other leading hospitality technology tools.

24/7 toll-free technical support.

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*"It has streamlined basically everything we do. It handles our rooms, our spa, our food our reservations, and our transportation. It's all done with one system and everyone in operations, sales, marketing and finance has a view of the total customer. That has helped us manage our costs and puts a face on the guest."*

Jack Grace  
Ste. Anne's Spa

ResortSuite SPA is a unique and highly configurable guest-centric management software solution that enables you to place your guest's preferences at the forefront of your operation without neglecting other important aspects of your business. Everything you need to know about your guest to ensure their needs are fulfilled at every interaction is now readily available at your fingertips. ResortSuite SPA is deployed in some of the world's most prestigious destination spas, day spas, and spa chains. It addresses the unique requirements of their various business areas by providing centralized management of:

- **Guest activity & preferences**
- **Complete scheduling for treatments, classes, standing appointments, & waitlists**
- **Product sales & full retail and backbar inventory management**
- **Financial performance & accounting controls, including true revenue accounting & P&L integration**
- **Gift certificate sales & redemption**
- **Guest loyalty & marketing campaign effectiveness**
- **Call center requirements**
- **Debit/credit card processing**
- **Staff scheduling & compensation**
- **Support full on-line, real-time internet booking.**

At the heart of ResortSuite SPA is a customer relationship management engine that tracks guest interactions, preferences, transactions, and requests. Alerts notifying staff of important guest information may be established and will appear whenever a guest's name is retrieved. A guest's full experience - from booking appointments to interacting with spa technicians to checking out - is managed through ResortSuite SPA. As a result, a guest can automatically receive an itinerary outlining every detail of their spa visit. Within a resort environment where other ResortSuite modules are employed, an all encompassing confirmation letter detailing a guest's complete stay can be issued.



The configurable design and advanced capabilities of ResortSuite SPA support the needs of any type of spa operation.

### Day Spas

ResortSuite SPA can consistently manage the operational needs of a day spa including, multi-dimensional scheduling, point-of-sale, real-time inventory control, staff compensation management, marketing, and financial analysis. The system can be configured to manage any size operation, whether it has 7, 20, or 70 treatment rooms.

### Spa/Salons

In addition to managing spas, ResortSuite SPA addresses busy front-desk activity for salons by performing efficient scheduling, flexible standing appointment booking, dynamic staff-level pricing, and salon oriented retention analysis.

### Resort Spas

Besides its standard operational capabilities, ResortSuite SPA supports integration with its own property management system, as well as other third party PMS solutions. This allows verified charges from the spa to be posted directly to a guest's room. The configurable nature of ResortSuite SPA also allows venues to be created to manage scheduling and point-of-sale for other areas of the resort such as tennis and activity centers.

### Medical Spas

ResortSuite SPA endorses high secure management of custom guest profiles that capture critical medical information and monitor progress on treatments.

### Spa/Club

ResortSuite SPA integrates with our CLUB module to provide spa/clubs the ability to integrate membership capabilities with spa and athletics management. Special member privileges can be tracked, and charge posting and statement generation are also maintained.

### Spa Chains

ResortSuite SPA is on the only real-time management solution available for multiple location and spa chains that runs on a single database server. Each location has its own inventory and schedule, while guest and gift card information may be shared across every location. This enables each location to run separate reports on their individual business, while head office can view reports across the entire chain in real-time.

### Call-Centers

With ResortSuite SPA's enterprise architecture, call-center staff can quickly and easily switch location schedules to make reservations and changes in real-time. Since schedules are shared by all users and changes are updated instantly, double booking an appointment by either the location or call center staff is impossible.

### Integration with other Systems

- Intergrate guest profiles and spa reservations with Micros Opera® with an HTNG (Hotel Technology Next Generation) specification based interface.
- Interface with Dataworks® for corporate wide inventory management.

"After much research, we narrowed our decision to ResortSuite SPA. The ease of use, a reliable Oracle based technology, multi-location feature and customer-centric design were the key reasons for our decision. We appreciate the openness and willingness of the ResortSuite team to support our business needs."

Denise Irwin  
Elmwood Spa

ResortSuite also offers the following integrated and/or standalone applications:

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|----------------|------------------|-------------|
| <b>PMS</b>     | <b>CATERING</b>  | <b>SKI</b>  |
| <b>RETAIL</b>  | <b>CLUB</b>      | <b>WEB</b>  |
| <b>F&amp;B</b> | <b>CONCIERGE</b> | <b>GOLF</b> |

Each module provides rich domain expertise and centralized management of:

- **Guest/Group Profiles**
- **Employee Information**
- **Accounting Information**
- **Gift Cards/Certificates**
- **Vendor Information**

For more information, visit us at [www.resortsuite.com](http://www.resortsuite.com), or contact us at 1-8664RSUITE

ResortSuite SPA  
Booking Screen Showing Variable  
Availability and Resource Unavailability

