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TABLET-BASED RESORTSUITE OPS FRAMEWORK CONTINUES TO DEVELOP

TORONTO, ON – ResortSuite, a leading provider of integrated guest-centric hospitality management solutions, is pleased to officially announce the ResortSuite OPS (Operations) framework.

The ResortSuite OPS framework uses iOS and Android-based tablets, to deliver specific applications for internal use cases such as F&B ordering and check-in processes. The OPS collection of applications provides operational staff the tools they need exactly when and where they need them — face-to-face with their guests.

The newest addition, ResortSuite SPA Check-In, streamlines the guest intake and health forms process. It allows staff to not only be directly in front of the guest for efficient check-in, but to also engage them through the guest-facing mode. Guests will now be able to complete an intake form, health questionnaire and/or sign a waiver, directly on a cost-effective tablet device.

The ResortSuite PMS Check-In App provides curbside and in-room guest registration and check-in functionality. It allows guests to sign directly on the tablet and eliminates line-ups at the front desk.

The ResortSuite TabletSide POS, launched at HITEC 2013, allows F&B staff access to relevant guest information at their fingertips and to quickly take orders, anywhere on property. Allergy alerts as well as guest preferences can be viewed directly on the server's tablet device at the table, poolside, on the golf course, etc.

The SPA Staff Portal allows spa and activity staff to view their schedules online, via their personal computer, mobile device, or any online method. Staff can log in and view their own schedules, eliminating the need to call the front desk and tie up resources to check their work schedule.

“We are thrilled to continue delivering applications to add to the growing ResortSuite OPS framework,” says Frank Pitsikalis, ResortSuite Founder and CEO. “One of the biggest opportunities for process improvement in the resort, club and spa industry is to eliminate the need for staff behind desks during guest interactions. ResortSuite OPS continues to expand its collection of apps, creating streamlined, seamless and completely electronic processes and, more importantly, further personalizing the guest experience.”

With the most recent release of the ResortSuite SPA Check-In App, and plans to develop further applications, the ResortSuite OPS web-service framework strengthens. ResortSuite OPS will continue to grow, providing more operations staff with cost-effective applications, and helping to deliver highly personalized levels of guest service.

About ResortSuite:

ResortSuite is a sophisticated and fully integrated customer-centric hospitality management software solution developed specifically for hotels and resorts, boutique hotels, spas, clubs and leisure operations, and their multi-faceted business areas. The ResortSuite solution is built on an Oracle database and includes the following specialized modules: **PMS, SPA, CATERING, F&B, GOLF, SKI, CLUB, RETAIL, CONCIERGE, and WEB.** All modules oversee the areas of an operation in parallel but share common core capabilities, creating a customer-centric, integrated hospitality management solution. ResortSuite prides itself on delivering exceptional support and forging strong business relationships with its clients and partners and was awarded *Hotelier Magazine's* 2005 Supplier of the Year Award. For more information on the ResortSuite solution, please visit www.resortsuite.com.

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