# Intelligent hotels

**SELL   ENTERTAIN   OPTIMIZE**

## "H-commerce"

*Hotel Commerce - Increase your revenue with in-house e-commerce in your Hotel*

- ✔ *In-room dining*
- ✔ *Mini-bar*
- ✔ *Spa-bookings*
- ✔ *Gift-shop*
- ✔ *...more!*

# InnSpire™

# Increase in-room dining

## 1. Room service promotion

The guest sees the promotions on the iPhone, iPad, Android- device or TV in the room, and tempted to book.

## 2. Guest orders

The guest likes the offers, and decides to order the burger, simply using for example an iPad, and using "+" and "-" to add or remove items on the order. Anv device with HTML5 can be used of course.

## 3. Upsell!

The guest was just very hungry, so really only the burger was on the mind. But in fact, with the dynamic suggestions, it's easy to also sell a nice cup of coffee and a small dessert with the order too!

## 4. Order is processed

You decide how you want your staff to be notified – by SMS, by email or through the web-based CMS, or directly into your PMS. When an order has been entered in the system, an "OK" is sent back via SMS or email, and the order is cleared. If there is no response for 15 min, the system will send a reminder.

## 5. Deliver!

Your friendly staff (probably from the restaurant) gets a short break from the tables to run up and deliver the order, and make sure everything is OK!

# Increase mini-bar sales

## 1. Room service promotion

The guest sees the promotions on the TV or the iPhone/iPad, and is tempted to order.

## 2. Guest orders

The guest likes the promotions, and decides to order some drinks, simply using her iPad, iPhone, Android-device, or the TV, and using "+" and "-" to add or remove items on the order.

## 3. Upsell!

Few people in the world can resist some great nuts or snacks with their drinks. Just make sure it's offered! This may even be an opportunity to sell food.

## 4. Order is processed

You decide how you want your staff to be notified – by SMS, by email or through the web-based CMS, or directly into your PMS. When an order has been entered in the system, an "OK" is sent back via SMS or email, and the order is cleared. If there is no response for 15 min, the system will send a reminder

## 5. Deliver!

Your friendly staff (probably from the restaurant) gets a short break from the tables to run up and deliver the order, and make sure everything is OK!

# Increase Spa-bookings

## 1. List free slots

With a simple interface in the CMS, the staff can easily click in the time slots for each person/treatment that still has free times for the day/week. Connection to PMS or other booking system possible if available.

## 2. Promote Spa and free slots

On all devices – both TV and handhelds, the Spa promotion is marketed in the promotion-window. Free slots are shown.

## 3. Guest orders

Using the device of choice, the guest orders a time and a treatment.

## 4. InnSpire™ blocks time

Because the time-slot is now booked, the time-slot that was earlier free, is now set as booked.

## 5. Deliver!

Your staff delivers the treatment.
The guest loves it and writes about it on Facebook!

# *Increase Gift Shop Sales*

## 1. The guest misses his family

The guest is travelling and misses his family and wishes he could bring some nice things home for them – but all days are booked with meetings, and where would he find nice things anyway?

## 2. Promote Gifts and Toys!

On all devices – both TV and handhelds, use the dynamic interface to promote souvenirs, toys, gifts, perfumes, chocolates – great things to bring home!

## 3. Guest buys

Using the device of choice like TV for example, the guest orders the gifts and souvenirs he would like to bring home.

## 4. Order is processed

You decide how you want your staff to be notified – by SMS, by email or through the web-based CMS, or directly into your PMS. When an order has been entered in the system, an "OK" is sent back via SMS or email, and the order is cleared.

## 5. Deliver!

Your staff delivers the items to the room of the guest – ready to be carried home! The guest is hugely popular at home and sends a thank you note over Facebook!

# Thank you!

**InnSpire™ Sweden**
HQ & Operations
Mail: info@InnSpire.tv

**InnSpire™ Hong Kong**
Hardware & Development
Mail:hk@InnSpire.tv

**InnSpire™ America**
Sales, Americas
Mail: americas@InnSpire.tv

**InnSpire™ UAE**
Sales, UAE and the Middle East
Mail:uae@InnSpire.tv

**InnSpire™ Italy**
Sales, Europe
Mail italy@InnSpire.tv

**InnSpire™ India**
Software & Development
Mail india@InnSpire.tv

InnSpire™ Intelligent Hotels AB

Nybrogatan 60

1140 Stockholm

Sweden

contact@InnSpire.com