

ANSWER THE CALL FOR GUEST SATISFACTION

With OfficeServ Concierge EliteSM



SAMSUNG

ALL THE RIGHT PROPERTIES

Hotel guests expect an elevated level of service and attention. So much of your success depends upon positive Guest Satisfaction Survey (GSS) scores. Now you can implement a cost-effective phone system that helps you raise those vital scores with Samsung **OfficeServ** Concierge Elite – providing powerful, all-in-one, property-wide performance that won't break your bottom line.



Property Benefits

- IP telephony for Web & offsite connectivity
- Wireless phones for staff
- Follow-me services
- Point of sale to bill guests for property charges
- Automated attendants and concierge
- Phone charges applied in real time
- Hospitality voicemail/unified messaging
- Pre-set phone credit for cash-paying guests
- Housekeeping status expedites room readiness
- Eliminate phone fraud & misuse
- Monitor phone usage
- Profit from contracting with local businesses (pizza, taxis, etc.)
- Facilitates easy check-in & out
- Place call restrictions on phones
- Room phones turned on/off

EXCELLENCE— CHECK-IN TO CHECK-OUT

Samsung **OfficeServ** Concierge Elite helps you improve the guest experience from check-in to check-out. The system delivers the tools your property needs to run an efficient business—increase productivity, generate revenue, lower costs, and sharpen your competitive edge—while allowing you and your staff to focus on the things that matter most: superior service, timely response and dependable guest assistance.

ENHANCE PERFORMANCE PROPERTY-WIDE

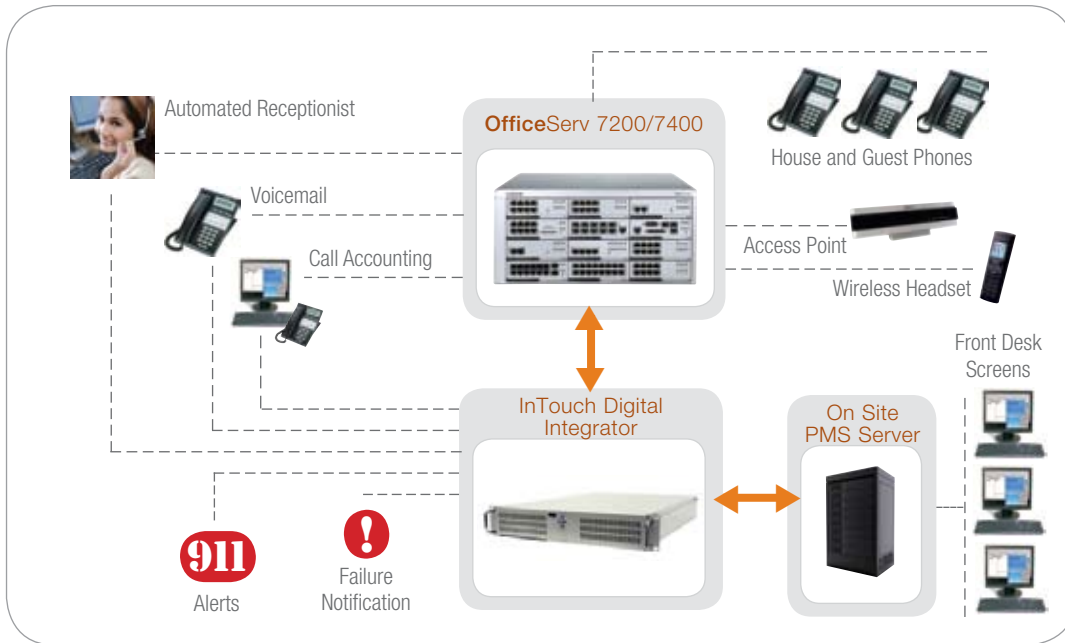
Enable guest room communication immediately upon arrival. Accelerate the check-in process and speed guests to their rooms. Communicate wirelessly and enable key personnel to work remotely, coordinating service and responding to requests. **OfficeServ** Concierge Elite—driven by Samsung's **OfficeServ** 7200 and 7400 systems and the InTouch Integration Server—delivers the seamless property management solution you need to boost satisfaction, control costs and drive property revenue.

ELEVATE THE GUEST EXPERIENCE

OfficeServ Concierge Elite is equipped with system and voicemail capabilities that allow guests to control a host of features from their room phone. With over 2,000 hours of voice storage, the voicemail system has a number of unique features that are advantageous to you and your guests, including multiple, flexible, automated attendants. The ability to provide message notification to multiple pager or telephone numbers is especially convenient for conventions and other group situations.

High-speed Internet and WiFi are among the many benefits your guests will enjoy with **OfficeServ Concierge Elite**.

INTEGRATING GUEST SERVICE TECHNOLOGY



▲ Designed for properties with 50-450 rooms, Samsung's **OfficeServ Concierge Elite** integrates with most major Property Management Systems (PMS) to create a unified hospitality solution with superior functionality.

SAMSUNG OFFICESERV CONCIERGE ELITE

Phone System	Maximum Stations	Maximum Trunks	Total Ports
OfficeServ 7200	120	60	180
OfficeServ 7400	480	240	720

ALWAYS AT YOUR SERVICE

Identify high-profile guests and ensure an exceptional experience. Coordinate multiple courtesy services with the push of a few buttons. Give your guests the communications coverage and freedom they expect to manage their own needs. And deliver the connectivity your staff requires to control costs and improve profitability. Answer the call for guest satisfaction. Samsung **OfficeServ Concierge Elite** is always at your service.



Guest Benefits

- High-speed Internet & WiFi
- Convenient voicemail
- Welcome to our hotel & services
- Direct bell service lines
- Automated attendant advises what's happening "In Town"
- Tour/Event information and reservations
- Guest-controlled wake-up calls & reminders
- Facilitates guest group communication
- Set/Clear DND & wakeup calls
- 911 notification in emergency situations
- Guest dial by name access
- Direct lines to local businesses (pizza, taxis, etc.)
- Message retrieval after check-out
- Voice services in foreign languages



*The InTouch PMS Integration Module is a product of InTouch, Inc. InTouch is a registered trademark of InTouch, Inc.
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