Track 1 | Mobile & Contactless Tools
Session: Mobile Property Operations

Maestro Touch
Maestro Touch for tablet is a browser-based tool, designed for any tablet style device with touch functionality. Deployable across any Apple or Android tablet, recommended minimum size is 10". Compatible with mobile-enabled EMV credit card devices and Mobile Room Key.
Touch is an extension of Maestro displaying guest information in a touch compatible format. Multi-property enabled and user authorized ability recognized. It provides daily statistics, and the ability to perform a check-in & check-out.

Mobile Housekeeping
This tool supports real-time housekeeping room status updates from any Wi-Fi enabled device
- Compatible with any mobile device
- Secured with clerk code log in
- Powered by Google Translation for multi-language presentation
- Multi-property enabled
- Filters by section or station
- Provides real-time room status
- Displays Front Desk status vs housekeeping status for greater discrepancy control
- Notes arrival, departure, turnover and soft check in priority rooms for cleaning prioritization
- Allows user to touch on the room number to display details about the guest in or assigned the room number as well as housekeeper assigned and credits
- Shows guest name, number of guests, VIP status, arrival/departure date and service codes
- Allows for real-time room status updates to be done in app for quick room turn around

Mobile Spa Therapist Schedule
A browser application compatible with any mobile device. Offers the ability for spa therapists to log in and see and confirm upcoming scheduled shifts, appointments and completed medical in-take forms.
- New ability to retrieve completed medical in-take forms
- Ability to configure the number of days to be displayed
- The schedule is secure, using Maestro clerk code, password, and authorized access controls
- Therapists can acknowledge and confirm their scheduled shifts online
- Confirming a scheduled shift in the app will highlight the Maestro provider schedule screen in green color
- Therapists can review details of their booked appointments
    - Booking number
    - Guest Name, Health Attributes, and VIP Code
    - Time
    - Service, add-ons and treatment room
    - Booking text

- Therapists can confirm assigned individual treatments on-line, which will update the Provider Reconfirm flag on the booking.

Mobile Spa Medical intake form retrieval

Working in tandem with the Mobile Spa Schedule, providers can copy and paste the guest booking number from the scheduled appointment into the Spa medical in-take retrieval app and review the guest's completed medical intake form.

- Two Clerk code authorized functions
  - CM-INK = Clerk is allowed to retrieve a medical intake form
  - CM-DPN = Allowed to view Provider Notes on Maestro Booking Entry screen
- Therapist can "Start" a treatment from within the medical intake form
- Therapist can record notes on the form which can be viewed on the spa booking with Authorized Function assigned to Clerk Code.

Automated email communications

Maestro offers a series of automated emails, by module (Front Desk and Spa & Activities), which can be leveraged to communicate with your guests throughout their booking journey and during their stay:

- Ability to configure minutes for send.
- Ability to include the Guest Itinerary with the Confirmation &/or the Pre-Arrival emails.
- Ability to include Last &/or First name in the email subject lines.
- Confirmation, modification, cancellation emails
- Unlimited pre-arrival emails with staggered delivery times prior to arrival date, supporting unique messaging at each stage prior to arrival (For example, emails can be sent 30 days, 14 days, and 7 days prior to arrival, each with a unique message. Guest will auto-receive appropriate emails, based on the lead time of booking.)
- Guest Itinerary with auto-resend intelligence built in for new, or modified Spa & Activities bookings as well as integrated Silverware Restaurant bookings
- Emailed Digital Registration Card
- Mobile Check in
- Post-Check-in
- Post-Stay email inclusive of the online survey link
- An online survey not completed reminder
- Guest Folio / Invoice
- Mobile Checkout
- Pre-Payment Folio

All emails are individually created in line with the properties brand and created in tandem with your marketing team to deliver the desired message.

Opportunities exist within each of the Maestro emails to:

- Cross-promote ancillary spending throughout the property.
- Include links to encourage pre-booking items such as dining reservations, spa reservations, or enhancements
- Include links to local area attractions or maps
- Promote re-booking for future stays with links to promotional rate landing pages.

- Promote the ability to pre-register or pre-pay online.

All Maestro emails recognize the Maestro Guest Reservation Communication preferences as noted on the reservation.

Email Templates available by Module:
Samples are available to preview at http://www.reseze.net/cassets/mkt/wctlinks/eformslinks.htm#standard