

## Track 1 | Mobile & Contactless Tools

### Session: ResWave Direct Room Reservations

ResWave offers a unique integrated booking engine providing 100% real-time rates and room availability served from Maestro. With this level of integration, it saves the administrator from having to maintain the online portal separately from the PMS. Rates, enhancements, policies, and inventory can all be controlled and managed directly within the PMS. All ResWave booking engines, Rooms, Spa & Activities, are fully mobile optimized.

#### New Features

- New styling for More Options
- New Styling and User interface for Enhancements
- BOT management with Queue wait page & ReCAPTCHA
- New Image Gallery

#### Customize the Booking Journey

ResWave is versatile in its styling look and feel

- Each booking engine is a replica of the hotel's website providing a seamless experience for online users
- Customize the guest's booking journey with multiple "Book Now" buttons. Custom "Book Now" buttons can be placed for packages, promotions, or events. Leveraging parameter passing, these widgets will take the guest directly to the package or event they were viewing on the page
- Maestro room type attributes filters can be used in ResWave as search filters. Online users can make attribute selections that are important to them, such as only rooms with fireplaces, to filter availability returns based on selection
- Merchandizing opportunities are available to drive ancillary revenue with enhancements which are fully integrated with Maestro's other charges for operational efficiencies
- Queue wait pages are available for high volume periods. A "You are in the queue" page can be implemented in ResWave where users will be shown their place in the queue, and the average wait time. There is a count down refreshing the page, and users will be automatically taken to their requested availability once they leave the queue. Please contact [webservices@maestropms.com](mailto:webservices@maestropms.com) to implement

## Merchandizing of Rates & Inventory

ResWave offers multiple choices for merchandizing rooms and rates allowing properties to design the online guest journey to suit their brand.

ResWave offers;

- Sort order options of:
  - Room type groupings, rates, then individual rooms, with show / hide ability
  - Rooms first then rates
  - Display rates then rooms
- Auto display full room type or rate type descriptions or have this information available as a hover or pop up
- Multiple guest room image carousels with a variety of styling options
- Guest in-take page can be customized to collect maximum or minimal guest detail
- Seasonal images on the main page
- Rate specific descriptions and policies, which also print on the email confirmations
- Pre-payment enforcement and processing at time of booking

## Maestro Features to Self Manage ResWave

There are features available in Maestro to allow users to push out changes directly to ResWave.

- "Publish to ResWave" flag on the rate type building screen in Front Desk Maintenance
- Rate type specific policy text for ResWave and emails can be configured in front desk maintenance and then attached to specific rate types. This policy text will then be displayed on ResWave for that specific rate and as well print on the Maestro email confirmation.
- ResWave rate short description and rate type description
- Manager's Overrides by booking channel