Independent Operators Discuss Must-Have Functionality for Multi-Property Operations

One Database for All Properties; Integrated Spa, Restaurant and Room Booking, Event Scheduling, Guest History and Loyalty: Maestro PMS Does it All

 "It is essential that all our properties and their activities be instantly accessible on one PMS system for our destination service agents. Maestro Multi-Property Management does a great job of connecting the different pieces of our business, the Spa, front desk, and food and beverage outlets. It all comes together on one system to support personalized experience that is essential for our Forbes rating," says Mary Arcuri, Group Director of Reservations and Revenue for Ocean House Management.

"We call our reservations team 'destination services' because they take reservations for all services and activities for our properties on one property software system," Arcuri added. Ocean House Management operates four properties. The Ocean House earned Forbes' Five-Star designations for each of its hotel, spa and restaurant operations and a AAA Five-Diamond rating.

Exceptional training and ease of use boost productivity
"Training and staff productivity are important for multi-property operators. My team commented how easy it is to learn and navigate our Maestro Multi-Property System. It is easy to find the information you need to answer questions quickly and provide personal service," said Michelle Miller, Director of Revenue for Lais Hotel Properties Ltd, which represents Vintage hotels and Niagara's Finest Hotels with a total of 11 properties. "We programmed room descriptors, color codes, packages and text in our property software describing amenities for all our hotels. When guests call our service representatives we can describe our rooms in a natural, unscripted way from looking at Maestro. We can quickly scan their history to see which room they had before. These subtle things add up to an exceptional guest experience."

"In the area of training, Maestro's multi-property, multi-module integration is effective and efficient," Arcuri said. "Maestro's online eLearning and webinars make it easy for staff to learn the system on their own time schedule. We can hire and train a guest service agent for one hotel, and they can easily move to another property since our hotels all use the same Maestro multi-property software system."

VIDEO: Leading operators discuss the importance of sound technology
A feature rich, easy to use technology solution is essential to profitable property operations. Click here to listen in on a group of full-service independent operators discuss what system features are most important to their properties.

Multi-property reporting = standardized data delivery, smooth guest journey
"My focus is to protect company revenue. Maestro tracks our revenue effectively and lets me drill down to learn how guests generate our revenue. Maestro is a solid system that manages all areas of our business," Miller said. "Guests can book rooms, meals, and spa appointments at any of our properties and they will appear on their confirmation, itinerary and their folio. Maestro integrates with our point of sale system so we can even drill down and view charges on their restaurant check. This enables us to provide a seamless guest experience. Maestro Multi-Property has been huge for us."

'Their product is superior because their service is superior'
"It's not just about the system, it is about the people behind the scenes that deliver that system to you," said Chris Shroff, owner of Seaside Properties with six destinations in South Carolina. "Maestro's product is superior because their service is superior. Service, courtesy, and friendliness, Maestro has all these qualities when we call them."

Warren Dehan, Maestro PMS President, said, "Maestro is really a service company that provides very good technology for independent operators. We understand hospitality is a 24/7 business, and it doesn't matter how good your system is, hoteliers will call for help. We pride ourselves on always having a person respond to a support call."

The Maestro Property Management System delivers flexible and scalable deployment options with an identical full-featured web browser or windows solution available in the cloud or on premise. Maestro's revenue-generating hotel management software tools and services increase profitability, drive direct bookings, centralize operations, and provide personalized and mobile guest service tools to enhance the guest experience.