

Guest Messages

The Guest Messages module helps telephone operators, mail and information desk clerks, and concierges to handle guest inquiries, phone calls, wake-up calls, and messages.

The Guest Messages menu provides operators with:

- ◆ a fast search of guests by guest name, company or room number.
- ◆ an inquiry of all guests with a specified wake-up time or within a time range.
- ◆ up to 255 characters of text for guest messages.
- ◆ a method of tracking whether messages have been delivered.
- ◆ the printing of individual or all guest messages, or printing by floor number for easier delivery.
- ◆ an option to delete messages once they have been printed and delivered, or to have the system automatically purge them when the guest checks out.
- ◆ links to the registration and cashier modules so other operators are alerted when the guest has a message that has not been delivered.
- ◆ the ability to search and take messages for other guests associated with the primary guest (e.g. family members).
- ◆ a program to download current room information to PBX systems interfaced to HAL®.
- ◆ a program to change a room's class of phone service or "Do not disturb" status for PBX systems interfaced to HAL.

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3506 Breakwater Court
Hayward CA 94545-3611

Phone: (510) 731-2080
Toll-free: (800) 666-3686
Fax: (510) 731-2075

email: info@qantel.com
web: www.qantel.com