

Maestro Front Office

The Maestro's guest centric Front Office module is designed to provide staff and management with a time efficient tool to easily manage all front office operations within a centralized environment for single or multiple properties. Combining full guest service management with complete group billing and handling, Maestro's Front Office module offers seamless integration with other modules including A/R, Sales and Catering, Work Order Management, Housekeeping Management, Spa & Activities Management .

This CRM oriented solution offers simple and powerful reporting and inquiry results. A comprehensive guest database of all past, current, and future reservations and stay information can be accessed on-line in a simple one step process. The rich reporting from within Maestro can also be complemented utilizing standard Microsoft tools and allows users to develop their own forms, reports and spreadsheets customized to their properties' needs or can be accessed within Maestro's Business Intelligence Tool, Maestro Analytics for direct data mining.

Maestro Front Office provides extensive functionality likened to those that previously were only found in older legacy systems. The unique Maestro user interface provides clear screens, point and click simplicity, field level drill down, and keyboard entry options (mouse is optional!) while ensuring that Maestro is easy to use for both new and experienced users.

All Maestro Modules can be accessed through a local area network or over the Internet. Maestro features a real-time two-way interface to many GDS's.

Maestro for windows operates in a client/server environment and is a true 32-bit system. Maestro Applications support Microsoft Windows 2000 and later as well as many other operating systems. Maestro also supports a variety of database options (ODBC compliant) including, Microsoft SQL Server 2005.

20+INTEGRATED MODULES ON A SINGLE DATABASE

- ◆ Front Office (PMS)
- ◆ Sales & Catering
- ◆ Yield Management
- ◆ 2-Way GDS Integration
- ◆ Real-Time Web Booking Engine
- ◆ Multi-Property Management
- ◆ Condo & Timeshare
- ◆ Retail & Fine Dining POS
- ◆ Table Reservation
- ◆ Analytics & BI
- ◆ Spa & Activities
- ◆ Central Reservations
- ◆ Work Order
- ◆ CRM
- ◆ Gift Card & Loyalty
- ◆ Membership
- ◆ Concierge
- ◆ Housekeeping
- ◆ Golf Management
- ◆ Guest Experience Measurement
- ◆ eMarketing

Visit our website for a full list of modules and more information

www.maestropms.com

The screenshot displays two windows from the Maestro Front Office software. The top window, titled 'Guest Reservations [mark] - Northwind Hotel', shows reservation details for reservation # 73089. The guest is Jones, Ms Penelope, with an arrival on 07/20/2007 and departure on 07/22/2007. The room is reserved at a rate of 550.00. The bottom window, titled 'Charge Routing Rules [mark] - Northwind Hotel & Spa', shows a table of routing rules for reservation # 70502.

Typ	Routing Post. Cat.	Start Date	To Date	MP	Dollar Limit	% Rate	Frq	Tax	Clerk	R
R	ROOM	05/16/2006	05/17/2006			100.00	D	Y	MARK	A
C	SPA	05/16/2006	05/17/2006			100.00	S	Y	MARK	A
C	DINING	05/17/2006	05/17/2006			100.00	D	Y	MARK	A



Maestro Front Office

Features

- Easy to use and learn optimized user interface
- Internet Reservations (ResEze™) with direct access to property rates, inventory and yield controls
- GDS Connectivity (GDS+) with direct access to property rates, inventory and yield controls
- Yield strategies and controls integrated within the reservation process
- Ability to handle multi-property needs
- Special rapid processing features to handle a large volume of guests
- One screen to manage the property
- Integrated archiving of folios, reports and data
- Ability to handle both limited-service and sophisticated operations
- Extensive management and analysis reporting
- Night Audit with no critical process that can delay next day operations
- Ease of access to database via productivity and data mining tools
- Interfaces to third party systems

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The top screenshot displays the 'Reservations History by Client' window for Northwind Hotel. It shows a list of reservations for client Bob Yeruncle. The table includes columns for Res#, Arr Date, Dep Date, Bld, Room Ty, Room No, Rate Typ, Rate, and Status. Three reservations are visible, all for room type QL and rate type OWNER.

The bottom screenshot displays the 'Room Number Tape Chart' window for Northwind Hotel. It shows a grid of room numbers (151-177) and their occupancy status over a week (Monday to Sunday). The chart uses color-coded bars to indicate occupancy: blue for occupied, yellow for vacant, and green for other statuses. Names of guests are listed next to the corresponding room numbers.