



Reservation
Assistant[™]

Spa & Activity Software

Spa & Activity Software designed to simplify

What to Keep In Mind When Buying a Spa Software Solution

Successful spa management is an interesting and complex challenge. You as the decision-maker can benefit from your software vendor's strengths and competency without giving up efficiency, if you use certified advanced interfaces.

In this way you make sure that your spa software is an integrated solution rather than an isolated application. The possibility to combine the software solution into all the different systems used by your business is paramount. Good spa software offers you exactly this option. It dovetails with your IT infrastructure, runs smoothly in the background and helps you simplify complex procedures and processes.

You should ensure the software offers you a high level of flexibility for individual adjustments and scalability. Therefore we recommend a thorough evaluation of the software in advance rather than a standard software presentation. A face-to-face meeting can help find out if all features meet all your requirements. Visiting a reference customer results in a clearer understanding of how the solution operates in practice.

Last but not least, be aware of a vendor's business strategy and make sure they are able to grow with you and the future challenges. Ultimately, the aim is to find a competent partner that understands both your current and future needs. With such a partner on your side you can achieve your goals and position yourself where you belong – at the top!

With this brochure we would like to give you an insight into the various functions and possibilities offered by Reservation Assistant. Discover all the benefits provided by Reservation Assistant and find out how this Spa & Activity software can add value to your enterprise.

If we have aroused your interest, do not hesitate to contact us. We look forward to giving you a detailed and personal presentation of Reservation Assistant and its many features.



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RESERVATION ASSISTANT



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RESERVATION ASSISTANT

Spa & Activity Software

Efficient spa software has to help the spa manager administer all bookings and resources with only one tool. From voucher sales, membership management and retail – the right software solution simplifies your workflows and optimally aligns all resources, enabling you to save precious time that you can invest into outstanding guest service.

Modular Structure

Airport spas, thermal baths, hotel chains, resorts, hotel spas, golf clubs, fitness clubs, restaurants, sport centers, medical spas, health spas. All these operations belong to the same industry, but work under different structures and have special requirements of a software solution.

We developed Reservation Assistant from scratch. Our goal was to create software that can be used in a flexible manner for the entire spectrum of wellness companies. We didn't want it to just be another administrative system. We envisioned a solution that would work according to the rules of the international hospitality industry and would understand the structures and requirements of this business.

Just as your company is structured into different divisions, Reservation Assistant is composed of various modules. Each module is designed for a function of your business and offers specific applications. Nevertheless, all modules interlock and constitute an integrated solution for your operation. Whether it is an airport spa, hotel group or classical family hotel – its modular structure optimally prepares Reservation Assistant for all facets of the international wellness industry. The spa & activity software can also be adjusted and customized to your requirements.

At Home all Over the World

Reservation Assistant is on duty on all five continents in 18 different languages. Among our customers we count many renowned companies from the most diverse fields of the tourism industry. Let our references speak for themselves and take advantage of our longstanding international experience.

Individual Care

Do you have extraordinary requirements of your software solution? We are happy to customize Reservation Assistant with interfaces and functions for your business.

We offer a number of financing models to meet your budget. Do you want to buy, lease or use Reservation Assistant as an ASP solution via the Internet, while we take care of maintenance and administration? Choose your ideal financing model.

Your Benefits

- ✓ Longstanding experience
- ✓ 5 continents – 18 languages
- ✓ More than 1,000 comprehensive report options
- ✓ Modular structure – individual development
- ✓ Local project support
- ✓ Over 110 interfaces



Member of HTNG
Hotel Technology Next Generation



Member of ISPA
International Spa Association



Member of HFTP
Hospitality Financial and
Technology Professionals



TÜV-certified
ISO 9001, Rev. 2000

SPA & ACTIVITY RESERVATION

Easy as One, Two, Three

Resources are limited. In order to make the most out of the given possibilities, Reservation Assistant works according to the principle of optimal allocation of resources.

The most limited resource in daily business is probably "time". For this reason Reservation Assistant simplifies your work processes and helps you to use this resource as effectively as possible. This you will discover when making even your first reservation within the system.

When choosing a treatment, Reservation Assistant automatically suggests the most suitable employee (optimal in terms of efficiency and time). The reservation of the room includes set-up time as well as post-processing time. Of course, the system also marks the guest as blocked during the treatment. If one of your therapists is not available at short notice, Reservation Assistant reassigns arranged appointments in a way that avoids dead times.

Individual wishes are already considered when making a reservation. Does the guest prefer a male or a female employee? Do you have to avoid certain scents because of a guest's allergy?

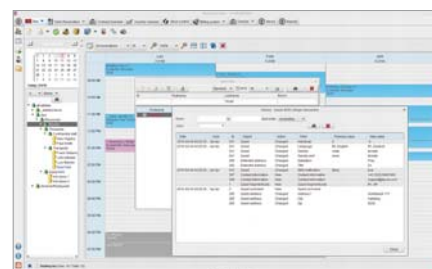
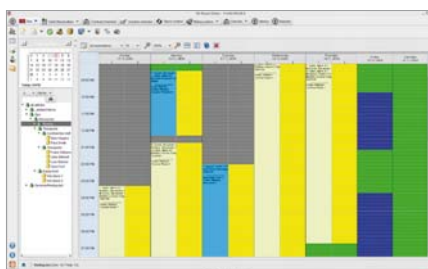
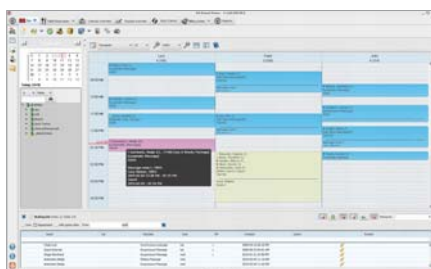
Systems that simplify processes are only useful if the guest's flexibility is not limited. The way in which exceptions are dealt with shows the true excellence of the host – and the power of Reservation Assistant.

Basis Reservation Module

- ✓ Reservations including staff/room and other resources
- ✓ Automatic suggestions for optimal dates (in terms of efficiency, time, etc.)
- ✓ Quick edit by Drag&Drop
- ✓ Individual views
- ✓ Color coded indication of hotel guests reservations, daily visitors, courses and prescriptions
- ✓ Evaluate capacity utilization
- ✓ System messages, i.e. conflict management
- ✓ Consideration of set-up time and post-processing time
- ✓ Consideration of optional and tentative reservations
- ✓ Guest history and reports
- ✓ Definition and reservation of guest groups
- ✓ Check reservation conditions
- ✓ Manual multi-check-out for guests

Basis Administration Module

- ✓ Define tax rates and currencies, payment modes, holidays, clients, etc.
- ✓ Prioritize staff and rooms
- ✓ Define interdependencies
- ✓ Administration of health insurance systems
- ✓ Create commission categories
- ✓ Define price categories
- ✓ Define target figures reports
- ✓ Create accounting processes
- ✓ Administer report processes



POINT OF SALE / RETAIL

Take Care of Your Money

The point of sale module is the central module for all payment processes. Full integration into Reservation Assistant guarantees optimal flow of all data.

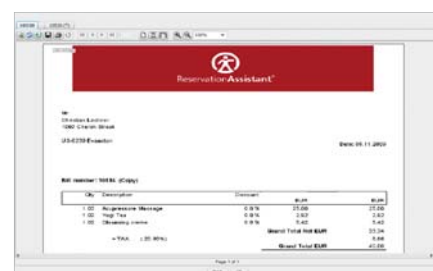
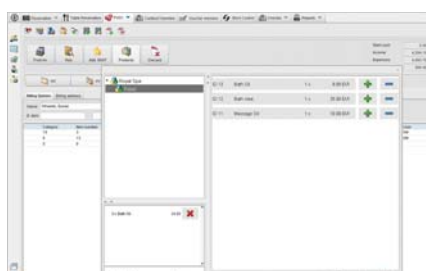
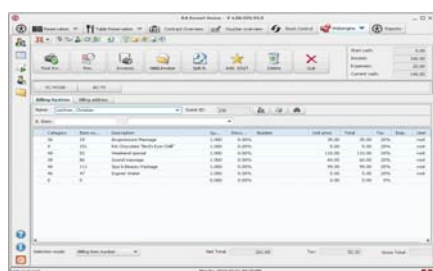
You can retrieve previously booked receipts at any time via the receipt archive. The seamless integration of the membership management module allows for a direct booking on membership cards. Through the commission settlement all employees receive the appropriate commission automatically. Sophisticated interfaces to the hotel management software (PMS) allow you to charge sold products to the hotel bill. If you have defined different prices for different seasons, Reservation Assistant automatically considers the right price for the current season.

With interfaces to different health insurances we offer you another outstanding feature. These interfaces enable you to balance accounts for treatments with the responsible health insurance. This means you do not need to burden your guests and employees with unnecessary paperwork.

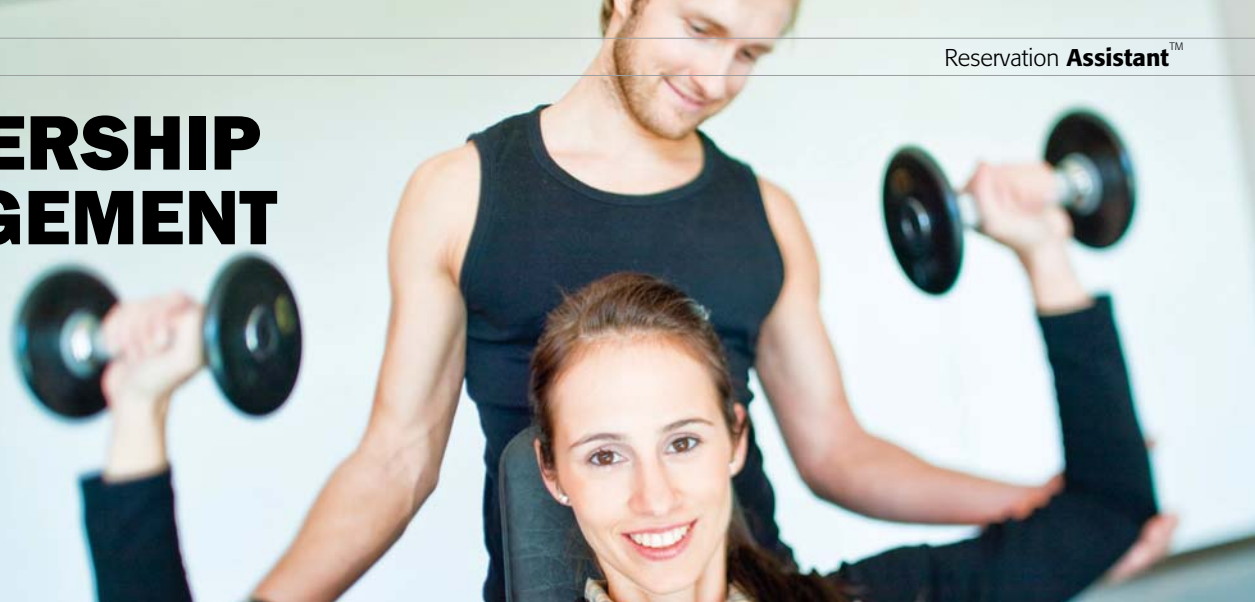
Detailed reports and sales statistics, such as journal entries and guest statistics, provide added value for your spa management and financial controlling.

Your Benefits

- ✓ Administration of different health insurance systems
- ✓ Collective invoice
- ✓ Deposit administration
- ✓ Print receipts
- ✓ Hold receipts
- ✓ Direct link to stock control
- ✓ Prorate internally
- ✓ Standard day-view per user and department
- ✓ Booking journal, cancellation journal, rebate journal
- ✓ Sales analysis, cash book
- ✓ Different payment modes and conditions
- ✓ Settlement of group reservations
- ✓ Split invoices
- ✓ Inventory control
- ✓ Search for article name, barcode and stock ID
- ✓ Quick sale functions for vouchers
- ✓ Commission settlement for products sales and treatments
- ✓ Interface to all common PMS and access control systems



MEMBERSHIP MANAGEMENT



Welcome Aboard

Members usually enjoy special conditions in your spa and fitness center. They may use your fitness rooms during defined time periods, get reduced price access to your spa and enjoy discounts for certain services, courses and treatments.

This and similar scenarios can be perfectly illustrated with the membership management module. Reservation Assistant automatically handles your members' master data including picture and membership card. This means that you can retrieve your members' current data at any time.

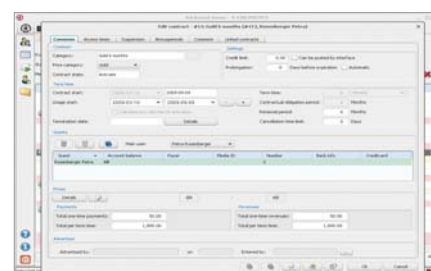
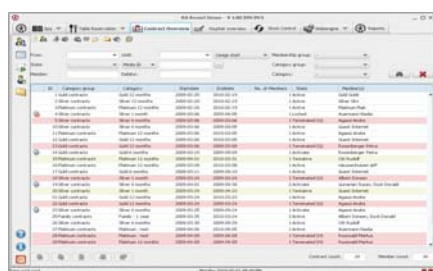
The membership contracts can be flexibly adapted to the guest's requirements in terms of duration, extension method and pricing model. The system also manages the membership contracts and automatically balances the membership fees according to predefined rules. Payment of the fees can be made at any desired intervals – monthly, quarterly, biannually or annually. But it is your decision when turnover is generated. Furthermore, you can grant your members bonus months, for example if they recruit new members.

The system automatically reminds you of expiring membership contracts. In this way you offer your guests your service at the right time and as a result increase membership retention. Of course, this module is also meant for full integration into external systems. Connections to access control systems, POS or to the financial accounting system can easily be installed.

Reservation Assistant's check-in function not only allows your guests access to your spa and fitness facilities, but also administers the key allocation for lockers and dressing rooms. Whenever a guest leaves your company, the check-out function displays outstanding items the guest has not yet paid for. All information about check-in and check-out is saved in the respective guest profile.

Your Benefits

- ✓ Enrollment fee, inactive contracts, special fees
- ✓ Various payment methods
(direct debit, transfer, cash or credit card)
- ✓ Subscription management
- ✓ Electronic direct debit payment
- ✓ Contract extension reminder with letter function
- ✓ Block contracts
- ✓ Print contracts
- ✓ Print encoded membership cards with special printer
- ✓ Contract evaluation, revenue evaluation and graphic representation in the form of diagrams
- ✓ Automatic split of turnover into months in case of single payment
- ✓ Check-in and check-out administration



PACKAGE RESERVATION



At the Touch of a Button

Variety and quality is the basis for sound sales. You can clearly present your comprehensive range of services, if you combine single services with packages. Reservation Assistant helps you with the efficient electronic handling of all packages.

From reserving all individual services, exchanging items and calculating the appropriate surcharge – Reservation Assistant assists you with its well-designed functionality. The system suggests which items should be combined with which packages so that dead times are avoided.

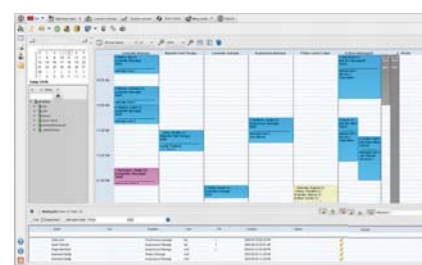
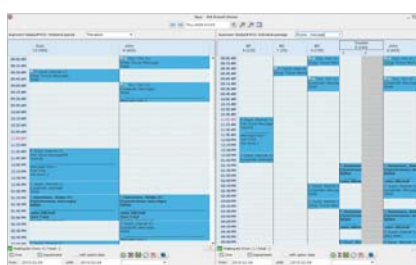
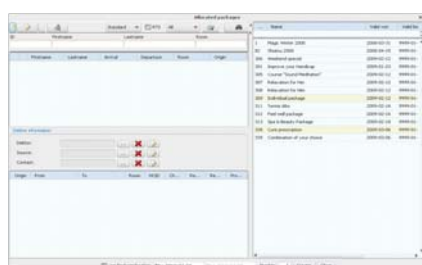
Attractive packages are those which offer your guests variety. For this reason Reservation Assistant helps you create cross-departmental packages allowing you to combine services from different departments, for example tee-times with massage units and beauty treatments. Thus, you present your guests your full range of services.

If a guest exchanges a service within the package for a more expensive one, the price difference is automatically billed to the guest and is posted to a separate account. The revenue is created when individual services are performed and can also be split according to the type of individual items.

With Reservation Assistant you can create dynamic packages. Guests can combine different services out of a pool to create their own individual package.

Your Benefits

- ✓ Simple reservation of comprehensive cross-departmental packages
- ✓ Reservation of packages with automatically proposed dates
- ✓ Calculate packages within the administration module
- ✓ Visual illustration of individual items
- ✓ Marking of all packages with reserved individual items
- ✓ Package evaluation
- ✓ Exchange of individual items and automatic calculation of price difference
- ✓ Handling of “arrangements”
- ✓ Display prescriptions for settlement with health insurances
- ✓ Dynamic packages
- ✓ Couple reservations of packages
- ✓ Add individual items to courses
- ✓ Package discounts



VOUCHER MANAGEMENT

Good as Gold

Vouchers are not only very popular among your guests, they also make the enterprise's heart beat faster. They attract new guests. They increase liquidity, even before the service is performed. They receive great attention because they are an eye-catching advertising medium. Reservation Assistant helps you to really boost your gift certificate sales.

With its voucher management tool, Reservation Assistant tells you the exact number and status of gift certificates in circulation. Additionally, we protect you against fraud, double redemption and redemption of unpaid gift certificates. With the gift certificate browse module you can also check a voucher's validity at a workplace where Reservation Assistant is not installed, for example at the reception desk.

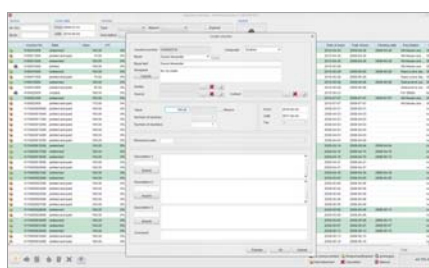
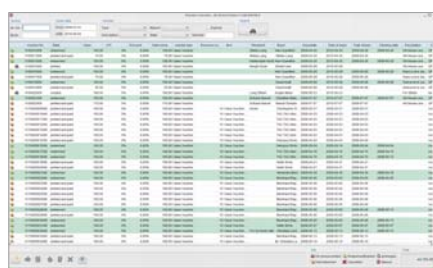
A unique number that is printed on the voucher as a barcode allows you to determine the current status of all vouchers or an individual voucher in circulation at any time. You'll know at a glance when a voucher was issued, sent, paid for or redeemed. If a guest redeems only a partial amount of their voucher, Reservation Assistant automatically issues a new gift certificate for the remaining amount.

You can offer your guests an extra service with our web shop, which allows every guest to buy and print vouchers themselves – conveniently from home at any time.

Whether it is a birthday, valentines or wedding gift, these vouchers can be personalized with a greeting message of the customer's choice - An excellent option for the extremely busy and the extremely forgetful alike!

Your Benefits

- ✓ Validity within the entire resort
- ✓ Vouchers of set value or specific services, also for stays at the hotel and entrance to the thermal bath
- ✓ Various voucher layouts
- ✓ Voucher total view
- ✓ Manage particular voucher status
- ✓ Handle extra-system vouchers
- ✓ Print cash-on-delivery-cards
- ✓ Print voucher evaluation
- ✓ Voucher reports, journal, redeemed vouchers, unredeemed vouchers and printed vouchers
- ✓ Check validity with voucher-browse-module
- ✓ Print vouchers including barcode
- ✓ Automatic print of vouchers with residual value
- ✓ Extension of expired vouchers
- ✓ Online sales and redemption



STOCK CONTROL

Superior Solution

Reservation Assistant's retail module offers you an integrated inventory software of the most sophisticated technology, as it is designed especially for the demands of the hospitality and spa industry.

The retail module provides you with information about products, supplier details and order processes within seconds. At the push of a button, Reservation Assistant calculates the current average price of your stock as well as the original costs on basis of the moving average price procedure. When it comes to stock-taking, you can also count on Reservation Assistant. You simply record your goods in stock with a barcode scanner and the spa & activity software takes on the job of processing this data.

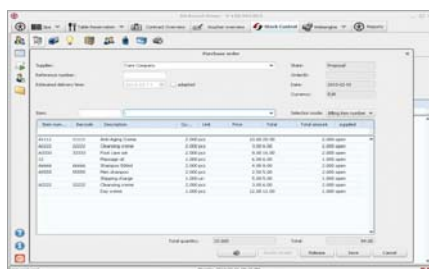
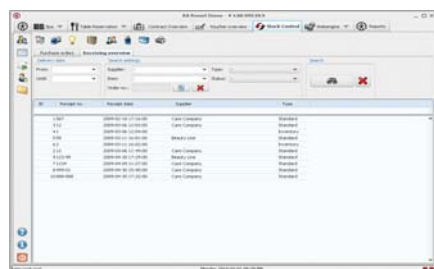
The barcode scanner also helps you with the inspection of incoming goods. You scan all goods on receipt. The software checks the invoice number as well as the quantity and adjusts your stock. Reservation Assistant automatically prints labels including a uniquely identifiable barcode for your sale of goods.

Whenever a product is sold at the cash desk, the stock-in-trade is reduced. This means that you have all current information about your inventory at any time. If the stock-in-trade decreases to a defined level, Reservation Assistant automatically makes order proposals. This assures you never risk being out of stock.

Of course the retail module also provides you with valuable and comprehensive evaluations and reports. Reservation Assistant informs you of the goings-on in your store in the form of stock rotation reports and stock-receipt reviews.

Your Benefits

- ✓ Manage all supplier details
- ✓ Product details per supplier
- ✓ Automatic order processes
- ✓ Stock-taking by barcode scanner
- ✓ Calculate costs on basis of the moving average price procedure
- ✓ Label printing
- ✓ Stock rotation report
- ✓ Stock-receipt review
- ✓ Calculate current average price
- ✓ Optimal/minimal stock of inventory
- ✓ Direct integration into Reservation Assistant
- ✓ Formula and warehouse management
- ✓ Incoming control – invoice number, corrections and evaluation time



GOLF MANAGEMENT



Go for the Green

Golf is – more than ever – an exclusive sport and golfers justifiably expect a special service. When offering your customers this specific service, you can rely on Reservation Assistant.

The golf management module allows you completely flexible administration of tee-times. The players´ handicaps are already considered when making a reservation. Trainer, golf carts, equipment and supplies can also be booked on demand. You can easily shift and edit made bookings within seconds using Drag&Drop. With our WebEngine you can offer your guests the right tool to reserve all resources necessary for an unforgettable golf experience via the Internet on their own.

Of course, you can configure all reserved items separately and individually. The tee-time reservation for an 18-hole round for example should not block the entire golf course for four hours – but it has to block the e-cart for this time frame and the booked golf-pro for half an hour longer, since a short debriefing at the 19th hole is sometimes part of the service.

The day-view gives you information about the capacity of your golf courses at a glance. Daily reports show who your guests were, which tee-times were booked and which items were reserved separately.

The golf management module works together with all other modules of Reservation Assistant. Therefore tee-times can be included in packages, and vouchers for tee-times can be printed. Additionally, this integration protects you against double bookings, since the system does not allow reservations for spa treatments and tee-times for one guest at the same time.

The golf shop is also directly linked to other departments, which means that your guests´ purchases in the golf shop are automatically charged to the hotel bill and settled collectively.

Your Benefits

- ✓ Reservation of tee-times, e-carts and supplies
- ✓ Differently colored illustrations, depending on the status of reservation
- ✓ Consolidation of booked tee-times using Drag&Drop
- ✓ Players´ handicap taken into consideration
- ✓ Administration of club members
- ✓ Day-view of all golf courses
- ✓ Integration into package management
- ✓ Integration into voucher management
- ✓ Online booking

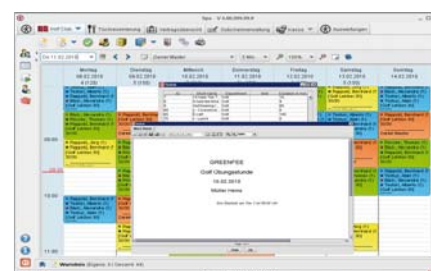
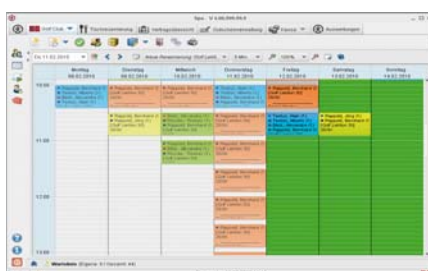
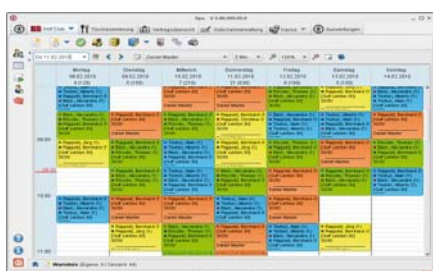


TABLE RESERVATION



Dinner is Served

An unforgettable evening begins with choosing the right table. If you additionally surprise the guest with their favorite flowers and welcome them with a glass of their preferred wine, you will have achieved your goal: Your guest has been personally and individually catered for.

In order to reap the benefits for this you need the right information. Reservation Assistant's table reservation module was developed together with experienced restaurant managers. The result: A tool that fully meets the requirements and conditions of restaurants. The table reservation module not only offers a visual representation of the entire restaurant, but also illustrates independent areas such as the terrace. When making a reservation the system considers objects such as chairs and plants as well as different dining areas (window, quiet). This allows you to react to your guests' wishes and to create the perfect preconditions for an unforgettable evening.

The interface to the hotel software solution (PMS) ensures an efficient use of guest data. Since hotel guests have already been recorded in the PMS database, you have direct access to this information and can also see the guest history which administers all past data about a specific guest. You can easily find out when a guest had their last meal in your restaurant, which table they prefer and which wine they enjoy the most. This not only allows you to consolidate your customer information into one easy to use database, it allows you to lead the way in excellent customer service.

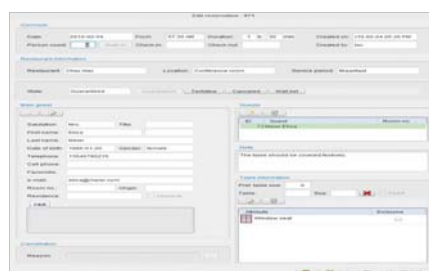
Our WebEngine enables your guests to book tables themselves. The system shows in real time, which tables are available. Hence, every guest can choose their preferred place.

Your Benefits

- ✓ Visual illustration of the entire restaurant and further independent areas, e.g. terrace
- ✓ Easy administration of objects and attributes such as tables and chairs
- ✓ Differentiation between dining areas (window, quiet) to suit guests' requirements
- ✓ Easy and quick consolidation of tables
- ✓ Check-in and check-out function
- ✓ Operate via Touch Screen

Allow your guests to book a table at any time via the TAC WebEngine:

- ✓ Predetermined restaurant capacity for in-house and online bookings
- ✓ Real-time illustration of table availability
- ✓ Evaluations and reports (average visiting time, occupancy rate per table)
- ✓ Online booking
- ✓ Change table arrangement according to occasion
- ✓ Mark delayed or overdue reservations visually



GUEST RELATIONSHIP MANAGEMENT

Built to Last Forever

At TAC we know the customer must always be the focus. With this in mind our Guest Relationship Management (GRM) module has been developed to allow you to adapt and cater to the individual customer's wants and needs.

All of your guest's preferences and habits are at hand allowing you to respond quickly and easily to their requirements, ensuring they are always comfortable and cared for. In this way you make your guests feel right at home. This attention to detail makes a noticeable difference.

With our GRM module you know how often a guest has visited you, how much revenue they have created, which products they bought and which packages they booked. This knowledge can further be used for strategic marketing activities. For example Reservation Assistant selects all customers that have booked certain packages. You write a form letter, which is automatically sent to all selected customers by Reservation Assistant and is then saved together with all other information about a certain guest in the guest history. The system tracks your marketing campaigns and tells you if they were successful.

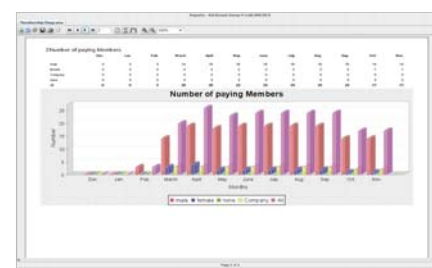
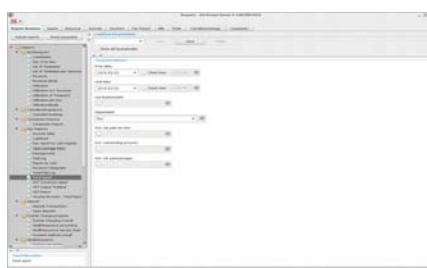
The Guest Relationship Management module offers various report options. Find out who your guests are, which therapist is booked most frequently and which treatments are the most popular ones.

Or you use GRM to remind your guests of appointments and events. Once activated, your guest receives a personal reminder for spa treatments via SMS or E-Mail automatically. In this way you do not only come into contact with your guests, but also avoid no-shows.

As said before: It's always the attention to detail that makes the difference. Make the most of this opportunity that Reservation Assistant offers you and delight your guests!

Your Benefits

- ✓ Links to guest profiles and correspondence
- ✓ Evaluation from the resort to individual services
- ✓ Automatic reminder via SMS or E-Mail to avoid no-shows
- ✓ Form mails or SMS to different customer bases
- ✓ Evaluations of products, reservations, trade goods, packages, sales figures or membership types
- ✓ Consideration of a guest's native language
- ✓ Separate guests according to age, gender, origin, guest type or preferences
- ✓ Evaluation of recruiting members
- ✓ Evaluation of resources
- ✓ Tracking of marketing campaigns



MOBILE LOYALTY CARD



Customer Services Excellence

Excellent guest services are paramount – not only during your guests' stays in your spa but also before and after their visits. After all, you would like to welcome them again in your house and make sure they were satisfied with your services.

With TAC's mobile loyalty card you take your customer loyalty program one step further and spoil your guests with first class service: making reservations, answering questionnaires, and joining your customers' club – the TAC mobile loyalty card allows your guests to manage all this easily and quickly via their mobile phones.

Mobile Bookings

Your mobile engine allows your guests to make reservations or book treatments in your spa within seconds, simply by using their mobile phones. For you this means increased sales without tapping into additional resources.

Mobile Questionnaires

Send your questionnaires directly to your guests' mobile phones and find out how satisfied they are with your services. Mobile questionnaires receive a higher average response rate than surveys by mail or phone.

Mobile Loyalty Card

Innovative application rather than conventional plastic card – this is what it's all about. Instead of applying and waiting for a standard plastic card, your customers simply download your application and are immediately part of your customer loyalty club. Their mobile phone, and with this their mobile loyalty card, is nearly always with them whereas plastic cards can easily be forgotten or lost.

An integrated shopfinder shows your customers the way to your nearest spa. This way you are always within their reach!

Your Benefits

- ✓ Direct guest contact via mobile phones
- ✓ Increased sales by promotions targeted to members of your customer loyalty club
- ✓ Cost advantage compared to plastic cards
- ✓ Automatic reservation reminders to avoid no-shows



ONLINE- RESERVATION / WEBSHOP

Twenty-Four-Seven

Do your guests buy cosmetics and other retail products from you? Do your vouchers get more and more popular every year? We offer the ideal facility to further increase your revenues significantly.

The points for your increased sales are:

- Bookings of spa treatments and spa packages in real time
- Bookings of tables in your restaurant
- Products
- Vouchers

With a state of the art web shop you can enjoy all the advantages the Internet has to offer. Our online shop allows your guests to buy products or book spa treatments and tables in your restaurant at any time of the day or night. Additionally, you can effectively promote your offer outside your regular business hours. You simply mark all items and services you want to offer via the Internet by mouse click and the system automatically integrates these articles into your web shop.

When it comes to online bookings, your guests choose preferred treatments and therapists online. Reservation Assistant automatically reserves employees, adapts the employee schedule and creates invoices in the background. The web shop only proposes optimized dates to your guests. This means that dead times are avoided and appropriately qualified employees are suggested.

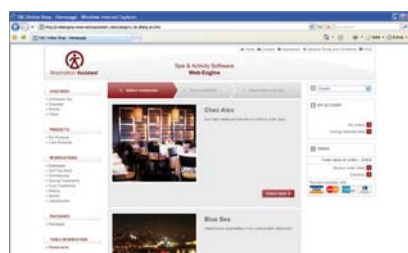
But not only appointments are optimized. Your cross-selling and up-selling possibilities are fully exploited. The web shop automatically offers your guests additional or upgraded treatments and products which you have defined in advance.

Each product and each activity can be sold as a gift certificate. Whether it is tee-times, spa treatments or swimming courses – your guests choose the service and can immediately print their voucher.

Take advantage of the possibility to present your offer in a multimedia context – up-to-the-minute and adjusted to your Corporate Design.

Your Benefits

- ✓ Available 24/7
- ✓ Ideal opportunity to promote your products and services
- ✓ Present information in a multimedia context, up-to-date and adjusted to your Corporate Design
- ✓ Full integration allows for smooth processes without media disruption
- ✓ Automatic insertion of reservations into Reservation Assistant
- ✓ Easy payment by credit card, direct debit or PayPal



DIGITAL SIGNAGE



Watch Your Turnover Soar

You offer your guests a broad range of products and services. In order to encourage your guests to use these offers, you have to present it appropriately.

Digital Signage helps you present your range of services attractively and communicate it to your guests via screens at strategic locations: In the hotel lobby, at the entrance, at the spa reception, in front of the seminar rooms, in the fitness center, or at the bar.

Interface – Boost Your Sales

For your spa and wellness area, Digital Signage offers you a special feature: Available treatments are automatically selected from Reservation Assistant and offered to your guests on all screens in the hotel. This presentation draws your guests' attention to available treatments that up until that point they had not considered or had not been aware of. As a result, dead times are avoided and additional sales are generated.

Create Individual Contents

Besides information about available spa treatments you can also communicate any other information or entertainment content via Digital Signage. Combine all possible content from servers, data bases and websites and create individual messages for your guests.

You can also sell advertising time to partners or suppliers. These time slots are statistically recorded and evaluated, in this way you can easily prorate them. You decide what is on-screen.



The Hardware – Adaptable and Extensible

Digital Signage can be used for all displays of any size. Whether on LCD, plasma or projector – available screens are easily adapted. With the use of WLAN the limitations and expense of cable connections is removed and the flexibility of wireless can be capitalized on.

Your Benefits

- ✓ Full integration into Reservation Assistant
- ✓ Web-based software
- ✓ Prorate time slots to suppliers and partners
- ✓ Centralized administration of all displays
- ✓ Integration of all existing company databases
- ✓ Individual or synchronized illustration on different screens



REPORTS & STATISTICS

No More Guesswork

It is reports that show those in business if, at the end of the day their economic activities were crowned with success. They give information on past activities and prove in black and white, if decisions have been made correctly. At the same time forecasts are important planning instruments and form the basis for future actions.

Reservation Assistant provides you with all the data you need for successful spa management at the touch of a button. With more than 1,000 report variants the system informs you of all processes in your business – as frequently as you want. All reports can be saved in different formats (.pdf, .rtf, .xls, .csv) and are automatically sent to defined receivers at regular intervals. Thus, you always have the most important data ready to use in your mailbox.

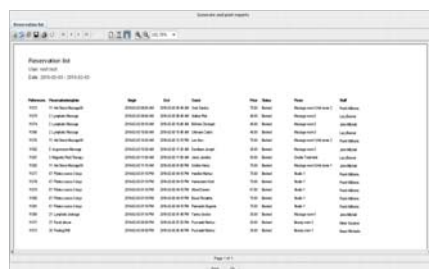
Draw on standard reports such as account journals, rebate journals or sales statistics, in order to get a first overview of the figures. Or you can view your sales from different points of view. Whether classical sales statistic or turnover analyses according to self-defined categories – Reservation Assistant delivers all the key figures you need.

Daily business reports allow for statistics of particular employees, salespersons and departments. Commission analyses tell you which services your employees have performed and how much commission they will get. Or you can examine the resource utilization according to days, turnover, treatment times or any other parameter. In this context Lost Business Reports will be of interest to you. Analyze which sales have been lost – and most importantly, why.

With guest mix statistics, you find out who your customers are. This report allows for a detailed breakdown according to country of origin, members, gender, as well as hotel and day guests. Reservation Assistant also provides you with information about how many hotel guests have booked one or more treatments. Furthermore, you will receive an overview of the number and the turnover of treatments in a particular guest category by treatment statistics. The diverse possibilities for reports about your members range from general membership analyses to membership sales statistics and access statistics.

Your Benefits

- ✓ Over 1,000 different report options
- ✓ Different formats (.pdf, .rtf, .xls, .csv)
- ✓ Structured reports
- ✓ Reports automatically sent by e-mail at defined intervals
- ✓ No erasing of data and therefore traceability as far back as necessary
- ✓ Countless parameters allow for individual reporting variants
- ✓ Saved report parameters
- ✓ Description of reports within the module
- ✓ Access limitation for employees possible



RA DASHBOARD

At First Sight

Successful spa management not only requires a knack for outstanding guest service but also business instinct. While only a few years ago many hotel spas were financially supported by other hotel and company departments, spas have to be economically feasible business units these days to permanently stay on the market. Return on Investment, profit margin, and many other Key Performance Indicators (KPI's) are given more and more priority by spa managers.

Keeping an eye on spa KPI's and analyzing them on an ongoing basis in addition to managing day-to-day business can be quite challenging and time consuming. With the RA Dashboard, your personal "cockpit", you always keep your spa's economic performance in view. The RA Dashboard offers you a graphical overview of all relevant spa KPI's at the touch of a button: What was the revenue last week? What is the current utilization of the spa's resources? Where do the guests come from and how much money do they spend in the spa? What are the top selling products and spa treatments?

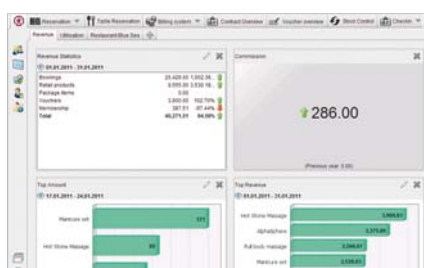
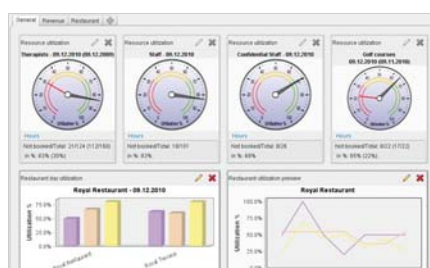
In order to interpret all these KPI's correctly, Reservation Assistant automatically brings up data from a reference period you can define yourself. Compare your sales figures from last month to those from the same period a year ago. Or measure your current resource utilization against data from last month. This comparison will show you how your spa's performance has improved.

The RA Dashboard consists of small application windows (widgets) that can be customized according to your individual needs and requirements. Identify which KPI's you want to be displayed and – most importantly – in which format.

Reservation Assistant calculates all KPI's in real time. This guarantees that you are always on top of the economic situation of your spa and can react quickly with appropriate decisions.

Your Benefits

- ✓ Specific spa KPI's
- ✓ Real-time illustration
- ✓ Automatic calculation
- ✓ Comparison with data from previous periods
- ✓ Individual design
- ✓ Graphical illustration
- ✓ Definition of groups according to departments or evaluation type
- ✓ Forecasts
- ✓ Display expected guests



SUPPORT



How Can We Help You?

It is very important to us that you feel you are in good hands. For this reason our expertly trained support team is available for you 24/7 via telephone, mail, Skype or fax. Calls are answered by a Reservation Assistant expert at all times. This personal contact is very important for us, as this allows us to guarantee support of highest quality.

The online help section on our website provides comprehensive answers to all your questions. With your personal log in you have access to the customer area where you can download release notes, manuals, newsletters, and further important information about Reservation Assistant Spa & Activity Software.

Our RA University offers you an ideal opportunity to deepen your knowledge about Reservation Assistant. Visit our trainings and learn from our RA experts how to make the most out of the many possibilities Reservation Assistant has to offer. At the end of our trainings a multiple choice test allows you to apply what you have learned and to obtain your personal "Qualified Reservation Assistant" certificate.

In our webinars we give you additional tips and hints for working with our spa & activity software. Each one of these 90-minute seminars is broadcasted via the Internet and covers one specific topic about Reservation Assistant. This allows you to become an immediate Reservation Assistant expert – you do not even have to leave your desk.

Our exclusive management trainings are designed for spa professionals and experienced managers. These coaching sessions are all about successful spa management, industry trends, and leadership skills – a perfect opportunity for you to expand your knowledge and to network with renowned industry professionals.

Your Benefits

- ✓ Support 24/7 - 24 hours, seven days a week
- ✓ Expertly trained support team
- ✓ Short reaction time
- ✓ Support in German / English
- ✓ Support in the country's native tongue possible through worldwide partner network
- ✓ Online help
- ✓ Customer area on the TAC website with download section for quick support
- ✓ Regular trainings and seminars in our RA University

TECHNOLOGY



Integrated Solution rather than Isolated Application

Spa software is a niche product within the hospitality industry, and so it is all the more important that all systems work together smoothly for a joint and effective use of guest data. Nevertheless, the integration of software is only as good as its interfaces. In order to guarantee the best connection, we developed our interfaces with XML or SOAP/XML-based web-service technology. These technologies allow for a safe real-time data transfer.

We provide Reservation Assistant with more than 110 interfaces in order to make a seamless integration of the software into all established systems in your company possible. This means that the spa & activity software is linked to central areas such as the hotel software (PMS), bookkeeping and access control systems. Connections to health insurance systems and credit card interfaces are also produced easily. If desired, we are pleased to develop individual interfaces – attuned to your individual needs.

Multi-Property

In case your company is not an individual operation but belongs to a hotel chain, Reservation Assistant's multi-property function is the right solution. The heart of this function is a centralized database that can be accessed from all connected outlets. Each site can access the database and retrieve, create, or edit guest information. The guest history where all data about a particular guest is collected and administered gets consolidated centrally and is available for every outlet. Reports can be created centrally as well for all sites and you do not have to log in on various servers. The centralized data base not only helps you save on hardware (additional server), but also allows for efficient maintenance. Updates are made centrally rather than for each individual operation. All these benefits result in a price advantage compared to a single installation.

We also offer Reservation Assistant as an ASP („Application Service Provider“) version. The hosting is done via our data center and the software is installed neither on your server nor on the clients. You simply log in via a web browser and work with Reservation Assistant from anywhere.

iPad

Reservation Assistant is not only accessible by notebooks and PC's but also by iPads. This means that your spa staff is no longer bound to the reception area but can move around while working with the spa & activity software.

Equipped with iPads your employees can stay close to your guests, pointedly address customers in the entire hotel and spa area, give advice, and sell additional treatments. Any bookings can be made immediately via their iPads. You have access to Reservation Assistant at any time using your iPad. Relocate your sales meetings from the reception area to pleasant lounge atmosphere, or conclude membership contracts over a casual cup of coffee at your bar. Thanks to your iPad you always have your desk with you.

In the staffrooms your employees can use iPads to quickly look at the next customer appointments and shift schedules. The iPad is not only a great convenience in your spa but also in other business departments. Whether you are just about to show one of your guests hole no. 17 on your golf course or work on new table arrangements in your restaurant – you can take care of your guests' wishes and respond to them by having Reservation Assistant available via your iPad anytime and anywhere. This puts your guests where they belong – in the center of your attention.



REFERENCES

“With its ASP solution, Reservation Assistant is fully in line with our overall trend toward Cloud Computing - purchasing services instead of purchasing servers. The Spa & Activity Software is installed on a database hosted by TAC and that can be accessed via the Internet from a Hyatt anywhere around the world. For us, this means our Spa’s can focus on managing the customer not the system infrastructure.”

Mike Blake, CIO Hyatt Hotels Corporation

“It does not matter, if our guests make their reservations on the telephone or personally – Reservation Assistant enables us to deal with all reservations in the shortest space of time. This means that all guests receive a quick and convenient service. The software helps us give all guests the best professional and individual service required even on the busiest of days.”

Guy Burke, Spa Manager, Interlpen-Hotel Tyrol

“We reviewed several options with regards to our management software. The industry know-how as well as the unique integration with the PMS solution from Hogatex made it very easy for us to choose the TAC team and Reservation Assistant. We did, of course, have a closer look at several systems, but only Reservation Assistant gave us the feeling that we were not dealing with yet another „administration program“. Behind every function of Reservation Assistant the aim to increase the benefit for the guest and the hotel clearly shines through. And frankly we were quite surprised by how many good ideas for great guest service alone are included in this software. And that is exactly what we wanted.”

Markus Müller, Vice Director Grand Hotels, Grand Resort Bad Ragaz

“Selecting a software solution was really a strategic decision. That is why we seriously considered the most recent products on the market and examined solutions in detail. Reservation Assistant and TAC’s know how in its field managed to really impress us.”

Hans Peter Meier, IT Director, Bayerischer Hof Munich



REFERENCES

“At first, we were only looking for software able to manage our spas efficiently. Reservation Assistant convinced us by its added values, its surprisingly innovative ideas and the very professional implementation by the TAC team.”

Gunnar von Hagen, Executive Director Operations, Lindner Hotels AG

“Reservation Assistant facilitates our administration and enables us to delight our guests with things such as gift certificates. The software helps us take care of our guests attentively and represent our spa as one of the most extraordinary. Reservation Assistant was definitely the right choice for Aspria.”

Michael Sieber, Group Technology Director, Aspria

“Reservation Assistant is not only a very comprehensive, but above all a well-conceived software solution and this is what impressed us right from the beginning. The system is practically relevant and supports us at all stages of customer-oriented service from making a reservation to balancing the accounts. This way our employees have more time to create unforgettable experiences at NIVEA for our guests rather than struggling with bureaucratic issues.”

Michael Senge, Project Manager Operations, Nivea Haus GmbH

“Outstanding and unique – these were the expectations we had for our spa software solution. Reservation Assistant not only met our expectations, we were also impressed by the support of the TAC team. TAC became a professional partner for us, who we can rely on at any time.”

Marianne Nielsen, Directrice Régionale SPA & Loisirs, La Mamounia





Reservation **Assistant**[™]

Spa & Activity Software

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