Minibar
Telephone management of guest room minibar and other inventory items

DuVoice

Without a sensor equipped minibar system, your housekeeping staff must accurately complete paper minibar inventory sheets, turn them in at the end of their shift, and someone else must accurately enter this information into the guest folio before you can even restock the minibar.

With the DuVoice Minibar Inventory Server, inventory is entered by your housekeeping staff through a telephone interface as they service the guest room, promoting accuracy and timely restocking — assuring that you generate maximum revenue from your minibar service.

Key Features:

Staff ID Each time a staff member logs on to enter inventory information, they can be made to enter an identification code and password, assuring accountability.

Audio Feed Back: Each time the staff person enters key information such as room number, or an inventory item, the system repeats the information. For example, if the codes for three bottles of Johnny Walker Red Whisky is entered, the system will repeat, "Jonny Walker Red Whisky, three," guaranteeing accuracy in data entry.

User Specific Language* A preferred language can be assigned to each user. Upon logging in the user's preferred language will be used for the balance of the transaction. This includes item descriptions and quantities, again insuring maximum accuracy and minimum staff training requirements.

Non-Guest Room Accounts Accounts can be created for conference rooms, or even for specific events, allowing for staff to enter inventory usage outside of standard guest rooms.

Data Entry:

Staff personnel can enter inventory information from any telephone on the property.
- Dial the inventory number on any telephone
- Enter the single digit code to access minibar inventory
- Enter personal ID & Password
- Enter the room number (or event number)
- Enter item code and quantity
  - Listen for confirmation
- Enter additional items.
- Review entries and or post them to the system

Once the staff person has entered the pass code, the balance of the transaction takes place in the language specified for that person.*

English and Spanish language prompts are included standard . Additional languages are included with the corresponding DuVoice guest language modules available separately.

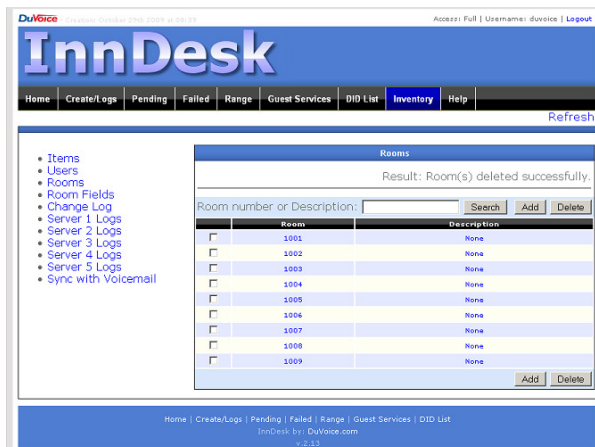*Item descriptions are recorded by the end user.*

Administration:

User Administration: Language preference, User ID and Password can all be configured from the InnDesk web enabled administration console.

Account Administration: While guest room and conference room may remain static, account management for special events and other functions are managed in InnDesk

Item Administration: Inventory item code numbers, written descriptions, and cost are also managed in InnDesk.

Recorded descriptions for each item are done through a simple touch tone telephone interface. Each item can have a separate recorded description in each language used by the hotel staff.*

Activity Logging: A log of inventory activity is available in InnDesk

Data Delivery:

Data is delivered real time using XML sent the HTML Post method. Data is delivered through the local area network to as many as five serves simultaneously.
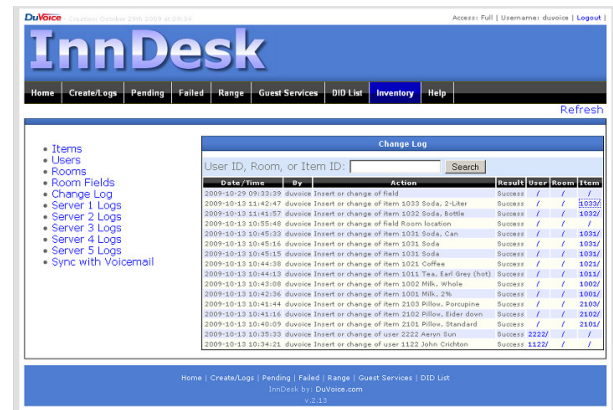
> *Visit DuVoice at **www.duvoice.com** to see other innovative hospitality solutions.*

micros Properties using Opera PMS from Micros Fidelio can have minibar information posted automatically to the Opera guest folio through Jazz Call Accounting from SDD.

For more information about this integration, contact your SDD or DuVoice representative

www.duvoice.com
800.888.1057