## Minibar

*Telephone management of guest room minibar and other inventory items* 

# **DuVoice**

#### **Reduced Theft**

Faster Restock

Labor Savings

**More Revenue** 

**Better Accuracy** 

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:

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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.

<u>www.duvoice.com</u> 800.888.1057





#### **Administration:**

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

Innde Home Create/Logs Pending Fai	
	Refres
	Item Edit
Item ID:	* Enter a unique numerical id to be used for the item.
Description	Description or name of the item.
Price:	Price of each item. Must be entered in a monetary format, similar to 5.00.
	* Required entry
	Ok Cancel Insert Reset

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.

me Create/Logs Pending	Failed Range Guest Services D	DID List Inventory Help	
			Re
• Items		Items	
Users     Rooms	Description or Item ID:	Search	
Room Fields	Item ID	Description	Price
<ul> <li>Change Log</li> </ul>	1021	Coffee	0.99
<ul> <li>Server 1 Logs</li> </ul>	1001	Milk, 2%	1.49
<ul> <li>Server 2 Logs</li> </ul>	1002	Milk, Whole	1.79
Server 3 Logs	2102	Pillow, Eider down	5.00
<ul> <li>Server 4 Logs</li> </ul>	2103	Pillov, Porcupine	10.0
<ul> <li>Server 5 Logs</li> </ul>	2101	Pillow, Standard	1.00
	1033	Soda, 2-Liter	3.99
<ul> <li>Sync with Voicemail</li> </ul>	1032	Soda, Bottle	2.49
	1031	Soda, Can	1.79
	1011	Tea, Earl Grey (hot)	1.25

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.\*

Refre
Rooms
Result: Room(s) deleted successful
cription: Search Add Dele
Description
None
None

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

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#### **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 <u>www.duvoice.com</u> to see other innovative hospitality solutions.

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** 

