TryAutomate

SMART AI SOLUTIONS FOR THE
HOTEL & HOSPITALITY INDUSTRY

# The Future of Hotel Operations Has Arrived



Introducing the **TryAutomate AI Hotel Assistant** — one intelligent platform for front desk operations, guest services, room management, billing, and hotel teams.

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| **Front Desk** & Room Calendar | **24/7 AI** Concierge | **Guest Mobile** Portal | **Smart Hotel** Operations |

# Front Desk & Room Calendar

From room allocation to checkout, give your front desk a clear, live picture of every stay.



- **Visual Booking Calendar** — View every room, room type, and booking in 7-, 14-, 21-, or 30-day calendar views.
- **Unassigned Bookings Tray** — Find unassigned bookings in a dedicated side drawer and assign rooms in one click, with automatic double-booking prevention.
- **Dedicated Room Move Wizard** — Move guests with a guided workflow that records the reason, adjusts rates when needed, and preserves the existing bill.
- **Fast Check-In & Check-Out** — Check guests in or out without paperwork delays.
- **Unpaid Bill Warning** — Automatically flag outstanding balances when staff attempt to check a guest out.
- **Rush-Hour Front Desk Queue** — Use an Opera-style queue to organize arriving guests during busy lobby periods.
- **Today's Stay Movements** — See expected arrivals, departures, stayovers, and late check-outs instantly.

# In-Stay Voice AI Concierge

A 24/7 phone assistant that keeps guest calls moving and departments informed.

## Always available for guests.

Handle calls, room service, amenities, wake-up requests, and escalations, day or night.




- **24/7 Call Answering** — Answer guest calls immediately, including when the front desk team is busy.
- **Room Service & Dining Orders** — Take meal and drink orders by phone and route them directly to the kitchen.
- **Housekeeping Amenity Dispatch** — Log requests for towels, feather pillows, or drinking water and alert cleaning staff.
- **Wake-Up Calls & Luggage Help** — Schedule morning wake-up calls and bellhop luggage pickup for departures.
- **Urgent Complaint Transfer** — Identify distressed callers or urgent complaints and transfer them to the on-duty manager with context.
- **Manager Simulation Sandbox** — Let admins test call scenarios, inspect transcripts, and verify automated actions.

# Guest Mobile Web Portal

Everything guests need on their own phone — with no app download required.



- **Instant Phone Access** — Guests sign in with room number and last name, without an app download or a new account.
- **Built-In AI Assistant** — Chat or talk with the mobile concierge for answers, local recommendations, and service requests 24/7.
- **Digital Hotel Guide & Wi-Fi** — View restaurant, pool and gym hours, checkout details, breakfast venue, and the Wi-Fi password.
- **In-Room & Poolside Food Ordering** — Browse photo menus with dietary filters, add cooking notes, choose room or poolside delivery, and track the kitchen status.
- **Spa & Wellness Booking** — Browse treatments, choose a duration and time slot, and charge the appointment to the room.
- **One-Tap Amenity Requests** — Ask for towels, pillows, toiletries, luggage collection, or airport transportation information.
- **Report Room Issues** — Report air-conditioning or plumbing issues and rate the completed resolution from 1 to 5 stars.

## Restaurant, Bar & Spa Billing

Post dining and service charges securely to the guest room.

- **Charge Directly to Room** — Post restaurant, bar, spa, and minibar services to a guest's room bill by looking up the room number.
- **Guest Name Verification** — Show the guest's full name and stay dates before charging to avoid posting to the wrong room.
- **Digital Receipts** — Create instant receipts with a check reference code linked to the guest's folio.







## Billing, Payments & Tax Invoices

A unified folio with flexible settlement and controlled adjustments.

- **Master Room Bill (Folio)** — Combine accommodation, room service, bar tabs, and spa transactions into one itemized bill.
- **Flexible Payments** — Record full or partial settlement by cash, credit card, or bank transfer.
- **One-Click Tax Invoices** — Generate and preview PDF receipts and tax invoices for print or email.
- **Dispute & Void Controls** — Void or correct accidental charges using a mandatory reason note for accounting security.

## Housekeeping & “Room Rhythm”

Keep every room on schedule for arrivals, stayovers, and inspections.

- **Live Room Status Board** — Colour-coded status for Clean, Dirty, Cleaning In Progress, and Inspected rooms.
- **Multiple Cleaning Scopes** — Create stayover cleaning, checkout turnover, deep-clean/sanitization, linen refresh, and inspection tasks.
- **VIP & Priority Flags** — Mark cleaning tasks as Low, Normal, or High for VIP and priority arrivals.
- **Arrivals Readiness Tracker** — A live progress bar shows how many rooms are ready before check-in, such as 38 of 44 rooms.






## Maintenance & Repairs

Protect guest comfort and unsellable rooms with clear repair workflows.

- **Fast Repair Work Orders** — Log problems by Plumbing, Electrical, Air Conditioning, Furniture, or Audio-Visual category.
- **Out-of-Order Room Protection** — Take a damaged room out of sellable inventory in one click until repairs are complete.
- **Repair Cost Tracking** — Record estimated costs on opening a ticket and actual costs with resolution notes at closure.

# Staff Dispatch & Delay Alerts

One supervisor queue for pending guest needs, assignment bottlenecks, and overdue work.

## See what needs attention.

Track unassigned tasks, staff capacity, waiting time, and overdue requests at a glance.




- **Supervisor Dispatch Queue** — View all unassigned guest requests, room service orders, and cleaning tasks centrally.
- **Decline & Capacity Tracking** — Explain blocked tasks with messages such as “All eligible staff declined,” “No staff on shift,” or “Staff at capacity.”
- **Queue Age & Overdue Warnings** — Show waiting time in minutes and flag requests approaching their service deadline.
- **Manual Supervisor Override** — Allow supervisors to assign a waiting task instantly to an available on-duty staff member.

# Rates, Packages & Seasonal Pricing

Configure packages and availability with quick changes for weekdays, weekends, and peak dates.

## Pricing for every season.

Adjust packages, minimum nights, extra-guest fees, and stop-sell dates as demand changes.



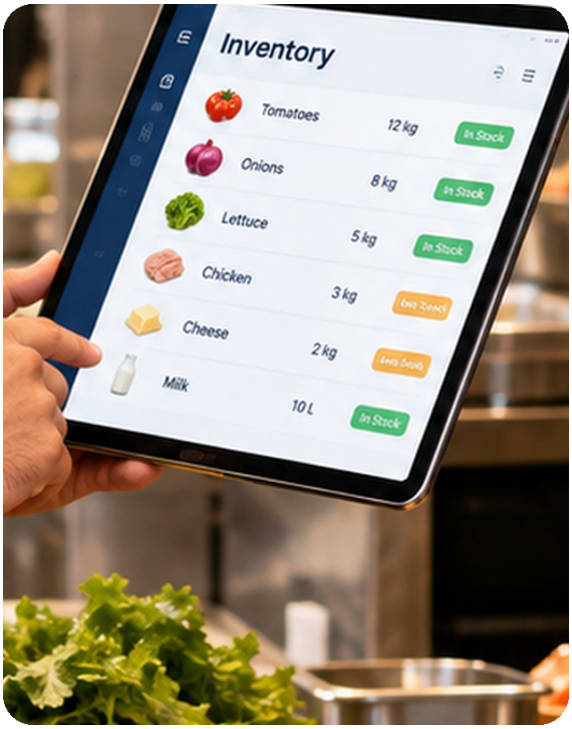
- **Custom Rate Plans** — Configure Room Only, Bed & Breakfast, Half Board, Full Board, and All Inclusive packages.
- **Weekday vs. Weekend Rates** — Apply higher nightly rates for Friday and Saturday automatically.
- **Minimum Stay Rules** — Require a 2- or 3-night minimum on peak dates and holidays.
- **Extra Guest Fees** — Automatically add charges for extra adults and children.
- **Instant Stop-Sell Toggle** — Disable sales on selected dates with one click when the hotel is fully booked.

## Guest Profiles & VIP Care

Remember returning guests and make special requirements visible to the team.

- **Detailed Guest Profiles** — Keep guest name, contact details, nationality, and previous-stay history together.
- **Personalized Preferences** — Save floor and pillow preferences, such as high floor versus ground floor or feather versus foam.
- **VIP Tier Badges** — Highlight Standard, VIP, and Tier-1 guests for individualized service.
- **Do-Not-Rent / Blacklist Guard** — Flag restricted past guests with a warning and reason note.






## Manager Analytics & Revenue Reports

Bring the daily performance of every department into focus.

- **Live Daily Dashboard** — See occupancy rate, occupied room nights, Average Daily Rate (ADR), and RevPAR.
- **Department Revenue Breakdown** — Analyze lodging, food and beverage (POS), and spa and wellness revenue.
- **Booking Channel Distribution** — Compare direct web and phone revenue with OTA channels such as Booking.com and Expedia.
- **Custom Date Range Filter** — Review weekly, monthly, seasonal, or any custom date range.

# Powerful Benefits for Hotels

One platform, connected operations across every part of the guest stay.

### Smoother arrivals

Fewer manual steps at the front desk

### Responsive guest service

Phone and portal requests at any hour

### More connected teams

Guest tasks routed to the right department

### Clearer room readiness

Track cleaning and arrivals live

### Simpler guest folios

Room, dining, bar, and spa on one bill

### Faster issue resolution

Maintenance and service requests stay visible

### Flexible room pricing

Set seasonal rates and package rules

### Better manager oversight

Review occupancy, ADR, RevPAR, and revenue

### More personalized stays

Save preferences and recognize VIP guests

### Fewer assignment delays

See queue age, capacity, and overdue tasks

### Controlled room availability

Protect out-of-order rooms and stop-sell dates

# Perfect For

- Boutique Hotels
- Business Hotels
- Luxury Resorts
- Hotel Chains
- Serviced Apartments
- Independent Hotels
- Multi-Property Groups

# Why Choose TryAutomate?

From first booking to final checkout, TryAutomate brings front desk, guest services, and hotel operations into one coordinated experience.

Guests can call the AI concierge, use their mobile portal for dining and requests, and settle charges through a unified folio — while staff manage rooms, work orders, rates, and performance in one place.

THE BIGGER PICTURE

## An AI Hotel Operating System

A connected platform for the full guest journey and the teams behind it.

- Room Calendar
- Voice AI Concierge
- Guest Mobile Portal
- POS to Room
- Master Guest Folio
- Housekeeping
- Maintenance
- Staff Dispatch
- Rates & Packages
- Guest Profiles
- Manager Analytics

TRANSFORM YOUR HOTEL WITH AI

## Book a Free Live Demo Today

See how TryAutomate can help your hotel coordinate guest services, simplify daily work, and bring every stay together in one connected system.

**Book Your Free Demo**

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