



THE PERFECT
SOLUTION



Hotel Perfect
Hotel Management Software

HOTEL MANAGEMENT MADE EASY



A comprehensive suite of hospitality software products that help you manage your hotel efficiently and effectively.

— At Hotel Perfect we don't just sell software, we use our collective experience and our extensive knowledge of technology to bring you an all-encompassing hospitality package, delivered to you by hospitality people.

Having grown up in a hospitality environment, our Managing Director, Andrew Risely realised early on that the hotel industry was lacking a Property Management System (PMS) that could handle multiple aspects of the hotel and the receptionist's duties in one program. Andrew's vision was to design a piece of software that takes the traditional and manual processes of running a hotel and puts everything into a simple to use, multi-functional program.

From Andrew's vision, Hotel Perfect was born. It took him and his team years of research, design and in-situ testing but finally they had built a software system that re-designed how hoteliers manage their hotels.

Two decades on and we have grown to support over 1000 users all over the UK from the tip of Cornwall to the Highlands of Scotland.

Our Hotel Management solution is specifically designed for the UK Independent hotel operator and is modular meaning you can add to your suite of software as your business grows. With the primary product being Property Management System (PMS), you are able to fully integrate additional modules such as Events Management, Online Bookings, EPoS, Restaurant Bookings, Dynamic Pricing, Guest Relations, Marketing and much more. Our in-house developers are constantly working on new products, features and functionality ensuring that we stay ahead in the industry.



UK Support

You get to talk to a support team member who will have extensive experience supporting hotels, 365 days a year.

Industry Experts

Hotel Perfect was created over 25 years ago by a hotelier, for hoteliers, so we know what makes your business tick.

Constantly Evolving

All our developers are in-house so we never sit still, we are always working on new ways to improve and expand our software.

360 approach

We can provide technology for almost every aspect of running a hotel, so you only have to pick up the phone once.

COMPLETE CONTROL,
WHEREVER YOU ARE



CLOUD PROPERTY MANAGEMENT SOFTWARE

Need a Property Management System that controls your whole hotel?



Want to access your reservation system from anywhere in the world?

Need a real-time KPI Reporting Dashboard?

Looking for intelligent Dynamic Pricing?

Would you like to manage rates & availability from one system?

Want a UK based company with UK based support?

If you answered YES to any either of the above, Hotel Perfect is the solution for you. Hotel Perfect's Property Management System (PMS) is the control centre for your hotel.

“Hotel Perfect in the Cloud offers exactly the same functionality, features and ease-of-use as you would if it were hosted within your site.” **Mark Bowley** | CityLodge, Andover

Is your hotel a small boutique hotel, a large resort or a multi-property hotel group? Hotel Perfect's PMS is scalable to your business and gives the flexibility to add new modules when you need them.

Hotel Perfect offers you the opportunity to access your PMS system from anywhere in the world on a tablet device whilst having access to Room Bookings, Revenue Reports, Sales Forecasts, Corporate Accounts, Billing and Financial Reporting.

Optional modules include but are not limited to, Dynamic Pricing, Group and Events, Document Store, Guest Communication, Guest Relationship Management, Dashboard Reporting, Direct Booking Engine, Channel Management and Hospitality EPOS.

Not only have we been established for over 20 years, we also offer exceptional UK based support. With a team of professionals that have all worked in the hospitality industry, we not only put you the hotelier first, but also your customers.

Hotel Perfect is forever evolving and growing with customer led feature development as part of our company ethos. This is made possible with our innovative in house development team based at our Hotel Perfect headquarters.



Hotel Management Made Easy. Call us now to find out how we can help you drive your business forward with One Complete Solution.



DIRECT BOOKING ENGINE

Do you want to Drive Direct Bookings and Grow Your Business?



With our mobile responsive Direct Booking Engine, you can drive direct online bookings via your own website, grow your business and reap the rewards.

With more than 85% of people in the UK using the Internet, having a website that is appealing, easy to use and uncluttered is a necessity in this digital age. Hotel Perfect's Direct Booking Engine ensures your hotel has a greater attraction to potential customers and gives you a web presence valuable enough to compete with larger resorts.

Adding a Direct Booking Engine to your website gives customers the opportunity to browse your hotel, check rates, check availability and make bookings 24 hours a day, maximising revenue and minimising staff workload.

Avid travellers will use multiple devices to search for their next hotel destination. Having a mobile & tablet responsive booking engine makes booking your hotel as easy as possible for your potential customers. Hotel Perfect's responsive Direct Booking Engine ensures customers have a unified experience and are able to book using any device. e.g. desktops, laptops, tablets, or mobiles.

"I am delighted with the work that Hotel Perfect have done for me. The level of input that I was able to have on the look and feel of our Direct Booking Engine was very impressive."
Jonathan Lawley | Hotel Endsleigh

We understand that spending hundreds of hours manually inputting bookings from your website, is draining your

Want to help your guests to book direct?

Want a bespoke feel and brand aligned solution?

Looking for a quick & simple booking process with 2 easy steps?

Want to save wasted time spent manually inputting bookings?

Want to give your customers peace of mind with a secure payment gateway?

resources and costing you what could be profitable revenue. Instead, Hotel Perfect's Direct Booking Engine not only feeds live availability and rates to your website, it will also add the booking to your calendar leaving you free to spend valuable time on more customer focused tasks.

Give your customers confidence in booking with you on your website, by offering a secure payment gateway for them to use. This will also help you achieve PCI compliance.

Why stop there? Give your customers the opportunity to add to their room booking with experience enhancing extras such as Champagne and Chocolates, Flowers, Room Upgrades, Spa Treatments and Activities. If it's available to book on your website, your reservations team won't need to spend as much time on the phone trying to upsell after the booking has been taken online.

We know all hoteliers are trying to reduce the annual cost of high commission rates, that's why all bookings taken via a Hotel Perfect Direct Booking Engine are Commission Free.



Be at the forefront of your Industry.
Speak to us today about our Direct Online Booking Engine.



CHANNEL MANAGEMENT

Want to achieve Global Reach with Seamless
Third Party Channel Management?



Tired of updating every single channel with rates and availability?

Would you like to manage rates & availability from one system?

Want your reservations to book directly into your hotel software?

Would you like to maintain rate parity automatically?

A Channel Management system connects your hotel to a selection of over 300+ third party channels (GDS & OTA's) the likes of Booking.com, Laterooms etc. seamlessly and instantly. Rates and availability are fed from the Hotel Perfect Property Management System (PMS) to your OTA's automatically so your availability is pooled across all channels reducing the need to limit availability and maximising sales.

Hotel Perfect's PMS and Channel Management integration gives you complete control over what you are selling. When Channel Management is linked with Hotel Perfect's Dynamic Pricing module, rates can intelligently fluctuate according to pre-defined occupancy levels, or a pre-defined strategy, another time saver.

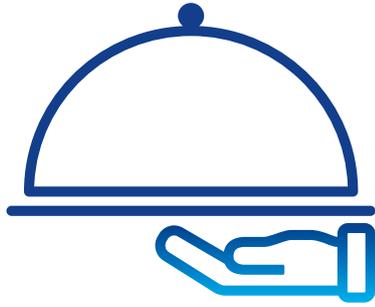
"I used to spend hours on the computer doing the availability update. Now that's a distant memory, thanks to fantastic help from Hotel Perfect. Even the initial setup was extremely simple and easy." **Ryan O'Mahoney** | Porth Avallen Hotel

Ever wanted to attract customers from Asia, Africa, North America, South America, Antarctica, Europe, and Oceania? Get ready to capture bookings from all over the world which automatically drop into your calendar and should you decide to close availability and set restrictions, such as minimum stays, you can do this with one click in Hotel Perfect.

Hotel Perfect's Channel Management system has been proven to save between 104 and 728 hours of a receptionist's or revenue manager's time (in a year) that was previously dedicated to the constant updating of rates and availability on the OTA's.



Channel Management is simple, automated and fast. Call us now to save time and money, and open up your hotel to the world.



HOSPITALITY EPOS

One of the most Feature-Rich and Customisable
Hospitality EPOS Systems in the UK!



Consumer demand for fast service and simple transitioning is at its peak, and if you don't have a Hospitality EPOS system that can keep up, it could impact on both your customers and revenue. The Hotel Perfect Electronic Point of Sale (EPOS) system is flexible and reliable. It gives you the power to handle every transaction faultlessly, no matter how complex.

“Hotel Perfect and Maitre'd work well together, we are glad to have systems that work seamlessly.”

Katherine Goodwin | St Brides Hotel & Spa

Hotel Perfect's EPOS is more than your ordinary till system. It is built to help our customers increase profits by having better control over food and labour costs.

Manage restaurant operations efficiently from employees, stock levels, promotions, payments to reports

Integrate with your Hotel Perfect Property Management System (PMS) and offer a seamless service to your customers by enabling them to charge directly to their bedroom or event/function bill.

Elegant handheld tablets can also add sophistication and speed to your table service. These devices can take orders, send orders to the kitchen, open tables, print receipts and charge to room bills. Take your handheld tablet to customers

Do you have the need to charge restaurant bills straight to rooms?

Want to instantly send your orders to the kitchen from anywhere in your hotel?

Do you offer a loyalty scheme for your regular customers?

Fed up of complicated till setups and running to the kitchen with order amendments?

Looking for a Point of Sale system which compliments the running of your business?

on the terrace and send their order to the kitchen, move on to speak to the next customer without even stepping back indoors.

In addition to setting up the bespoke till screens, also offered is our loyalty system, Time & Attendance, stock control with the Inventory module and CVM Kitchen Video Display System.

Whether you're a table service restaurant, a quick service restaurant or a standalone bar, a Hotel Perfect software solution can work for you.



Our Feature Rich Hospitality EPOS system fully integrates with our Hotel Perfect PMS so you can manage both accommodation and F&B aspects of your business in one simple, yet powerful program. Call us now to find out more.

DASHBOARD REPORTING



Want to know how your business is doing...
in real time??



We're proud to be the first PMS provider to have enabled our customers to use a personalised Dashboard. Dashboard Reporting is an interactive, online display which gives you real-time KPIs (Key Performance Indicators) and sales metrics. We are now able to take business intelligence reporting one step further.

Hotel owners, management and team members can access the visual tool to monitor how their hotel is performing with real time updates in our user-friendly Hotel Perfect Dashboard App.

"With multiple hotels within the group, our Dashboard gives me the ability to monitor all of them quickly and easily without having to pull off multiple reports myself. I would thoroughly recommend."
Becky, Group Sales Manager | Newquay Hotels

Many businesses don't have the opportunity to make calculated choices when they're favourable, leaving it too late to make a substantial impact on the company. With our Hotel Perfect Dashboard you can take action immediately by having real-time business critical data in the palm of your hand.

Tired of pulling multiple reports to view summary data?

Want to instantly know how your business is doing compared to last year?

Ready to see how your entire business is doing on one easy to use screen?

Wish you could access critical business data by one click using your mobile phone?

Want to be able to act faster and rectify issues within your business?

This addictive and insightful tool is a must for any hotel, small, large or group! If you're a business owner on the go, the Hotel Perfect Dashboard reporting module could revolutionise the way you work and manage your company.

Say goodbye to weekly email reports and hello to complete control over your businesses' performance.

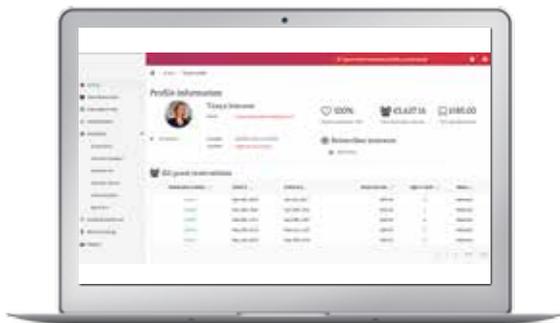


Take back control without being tied to your desk, speak to us for more information.

GUEST RELATIONSHIP MANAGEMENT



Still searching for a complete marketing platform?



With the seamless integration of a Guest Relationship Manager (GRM), you can focus on your guests. From the moment they make a booking, right through to their decision to return to your hotel; a GRM is a valuable way to engage with your guests and build your relationships.

Engage with your guests by enhancing communications and continuing the conversation. Do this with beautifully designed and automated reservation communications. Also available are fully customisable post-stay surveys with deep analytics and TripAdvisor integration.

“The integration of our GRM has been a positive asset to our marketing strategy. It’s enabled us to personalise and tailor our communication to guests as individuals depending on their booking type, interest and media source. We’ve seen a great response to the concierge section too”
Emilie Cole, Marketing | Newquay Hotels

Real-time reporting and tracking for each communication point so you stay ahead of the game and understand your Return on Investment.

Get to know your guests behind each reservation by capturing data, building guest profiles and converting OTA's. How about having your customers'

Want to know your guests before they arrive?

Need to send timed automated emails?

Want to consolidate targeted marketing costs?

Fancy an increase in your TripAdvisor reviews?

Looking to grow your direct bookings?

social data at your fingertips? This is made possible through dynamic guest profiles that are enriched every day.

Give your customers the ability to log into a personalised mobile concierge, allowing you to upsell room upgrades, room amenities, restaurant bookings, spa treatments and other activities without having to pick up the phone.

Use one of the hospitality industry's best email marketing tools to create beautiful personalised emails in minutes to grow your direct bookings and send “Bring Back” emails. Use smart subscriber lists to target guests based on multiple variables, including profile interests and stay dates.

Our GRM helps you personalise your reservation communications and learn more about your guests by discovering the real people behind each reservation. Through multiple channels, our GRM opens up the conversation and allows you to engage with your guests throughout their travel journey.



Are you ready to start engaging with your guests? Call us now to find out how.

DYNAMIC PRICING



The simplest and most effective way for accommodation businesses to implement a Revenue Management strategy.



Want to maximise revenue based on your occupancy levels?

Wish you could save hours of time manually changing rates?

Want your OTA's and own booking engine to sync with your tariff?

Ready to set up a Revenue Management strategy?

Hotel Perfect's Dynamic Pricing feature allows you to flex your rates automatically depending on your occupancy levels or pre-defined strategy. This module makes revenue management easy and accessible to every business, no matter how big or small.

"The new features in Version 5 have dramatically decreased our workload. Dynamic Pricing has taken away one of the manual admin procedures for Rate Management" St Michaels Hotel & Spa

This powerful tool allows you to manage the flexing of your rates from within the Property Management Software. You are able to set Dynamic Pricing up to run automatically as far into the future as you like. You can set variations to cover particular date ranges for local events or busy periods.

When Dynamic Pricing is combined with Hotel Perfect's Channel Management solution, you can be assured that your channels such as Booking.com and Laterooms.com are automatically updated with your occupancy levels and correct pricing.

Flexible prices you have set up will also get pushed to the Hotel Perfect Direct Booking Engine on your website. This means no more daily updating of availability and no more awkward overbooking situations!



Reduce time spent inputting data and checking availability. Be dynamic and contact us to find out more.

EVENTS



Control events through your PMS and improve management of groups.



Want to manage bedroom bookings as well as function bookings all in one place?

Need a concise and organised list of upcoming events?

Want to better manage your invoicing of events and group?

Wish you could store all documents relating to functions in one location?

Holding concise details of your events, functions and groups, our Event Management module gives you the ability to keep all important data in one easily accessible location within your Hotel Perfect Property Management System (PMS).

This valuable module allows you to link event bookings to accommodation rooms in your calendar so that so you can follow a live, visual representation of what is happening in your business.

Linking function bookings together with accommodation bookings means events can be managed entirely through one system and everyone can have access to the latest information about the wedding, conference, lunch or lecture.

You can create pro-forma invoices, build function sheets, store table plans or menu preferences, and all this can be done without having to log into another system.

Contact and marketing information for events is efficiently gathered and stored in the database so you will never miss out on a re-marketing opportunity.

Hotel Perfect's Events module can also be used to manage group bookings by allowing you to book a number of rooms quickly, through an availability search rather than having to choose individual rooms. You can then set all these rooms to create one master bill automatically - a valuable time-saver!

All event/group bookings can also link to the sales ledger allowing you to charge to an account, you can then send a detailed statement to the customer or company at any time.

Our events training is in-depth and adaptive so you will never need to compromise on how you want to manage your venue.



Choose an easier flow of communication with your event and group management. Get in touch to see how Hotel Perfect can benefit you.

GUEST MESSAGING



Create a smooth holiday experience for your guests with SMS and email correspondence pre & post stay!



Want to entice guests to book dinner in your restaurant?

Wish you could easily notify guests when there are traffic delays or diversions?

Want to increase revenue by upselling?

Do you want to generate more TripAdvisor reviews?

This powerful module allows you to send emails or SMS messages to any of your guests, past, present or future. Hotel Perfect's Guest Messaging module can enhance your everyday booking confirmations as you can now send them by text message, it can also change the way that you manage your guest's journey.

Send pre-emptive, pre-arrival guest communications via e-mail or SMS to your guests. You might ask them to make a booking in the restaurant, or perhaps use the opportunity to up-sell extras. Post-departure SMS messages and e-mails can be used to thank the guest for staying, sending surveys or asking them to rate you on TripAdvisor.

Customised templates allow for a variety of uses such as directions to the hotel, post-departure questionnaires or pre-book dinner promotional offers. You can add as many templates as you like and can edit them easily from within the Guest Messaging module.

We know that your guests are more likely to choose additional extras after the time of booking so we have made communicating with your guests easier than ever, to help you to maximise your revenue.



Communicating with your guests has never been so easy. Contact us to arrange a demo of this invaluable module.



“We love the Hotel Perfect System and I enjoy the close and successful working relationship that we have with the team. I look forward to that relationship continuing.”

Kevin Wood | Oceana Hotels (Group Managing Director)



“An excellent experience! One of the best training experiences I have had from anywhere. Hotel Perfect has all the functions and facilities that we need; well worth the time and effort.”

Malcolm Herring | Blue Hayes Private Hotel (Proprietor)



"Hotel Perfect offer excellent support all year round. I also like that I can add modules to the system as the business grows"

Tim Seward | Cliff House Hotel (General Manager)

THE PERFECT SOFTWARE FOR YOUR BUSINESS

Our clients range from small boutique hotels to large, independent hotel groups to resorts and spas. No matter what sort of accommodation provider you are, our system is designed to bring your business together as one smooth and seamless operation.

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Please sign up to our mailing list to keep up to date with Hotel Perfect's latest products and news

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