Aspire™

Hotel / Motel

Aspire Hotel/Motel features complement the standard business package and provides a variety of powerful communication services and solutions to meet the increasingly expanding demands of the hospitality industry.

**Built-in Facility Management and Guest Services**

These built-in industry-specific features are designed to better service your business and guests with flexibility, economy and efficiency for you.

With its extensive feature-set, the Aspire system provides communication solutions and services that meet all your guest and staff requirements. Select from the latest Voice over Internet Protocol (VoIP) telephones, traditional telephones, or a combination.

The Aspire system also supports standard single line telephones, cordless or even wireless phones.

Automatic Call Distribution (ACD) routes calls to reservation agents, room service, or even remote workers.

Your guests will appreciate the convenience and ease of use of features they have come to expect. These include Message Waiting, Do Not Disturb, Wake-Up Call, and Single Digit Dialing to extensions and important services such as room service, restaurants, and spa facilities.

The Aspire’s advanced technology, tools and applications give your staff a full complement of business mode features that streamline communications, improve efficiency and productivity within your business operations, while providing your guests with a higher, more responsive quality of service.

**Power of Integration - Voice Mail and Property Management System (PMS)**

Add the NVM-DFx with optional lodging software to provide the latest Hotel/Motel Voice Mail services. The Automated Attendant can answer the hotel’s calls with a recorded welcome message and dialing instructions. Callers simply follow the dialing instructions to route their call. In addition, each guest can utilize a first time tutorial to guide them through the Voice Mail features, receive a handy Wake-Up Call, or activate a snooze alarm.

For more sophisticated applications, the Aspire System also offers Property Management System integration (PMS), which provides an unparalleled level of facility management and messaging services.

Integration of the Aspire, with the NVM-DFx and optional lodging software, NEC’s PMS interface, and your Property Management System, will offer the most comprehensive Hotel Motel services. This powerful combination provides the ability to automate many routine facility management tasks by instantly exchanging Room Status, Guest Services and Call Record data.

For example, check in a guest at the reservation terminal and automatically update room status, call restriction, and enable the guest’s mailbox. At check-out, the complete management system works together to notify housekeeping, add outside call charges to the guest’s bill, automatically archives unanswered messages, and deactivates their mailbox.
Your Aspire telephone system provides comprehensive Hotel/Motel services in addition to the many features available to business users. These Hotel/Motel services help you run your facility more efficiently, save you time and money, and provide your guests with more responsive service. Hotel/Motel features include:

Wake Up Call - Provide a personal service that is like having an alarm clock in each room — with some unique advantages:
- Guests can set or cancel Wake Up Calls for themselves, or you can set and cancel Wake Up Calls for them.
- You can view the status of all your system’s Wake Up Calls from your Display Console.
- Unanswered Wake Up Calls can automatically call the operator and print on the Room Status Printout report.
- Use Wake Up Call as a meeting reminder (e.g., for convention attendees).

Single Digit Dialing - Simplify your guests’ calling experience with one-touch access to your important Hotel/Motel services. They can just lift the handset and press a single key for:
- Extensions such as the front desk, reservation services, housekeeping or the maître d’ of your restaurant.
- Feature Access Codes for one button access to selected features and outside lines.
- Voice Mail, so your guests can leave requests even when your service providers are unavailable.
- A Department Calling Group, allowing, for example, your guests to reach the first available agent in your reservation desk group.

Message Waiting - If you call a guest while they are away from their room, leave them a Message Waiting. When the guest returns, they will see the lamp on their phone flashing and can automatically call you back. You can use Message Waiting when you have parcels for a guest dropped off at your front desk. Don’t keep redialing the guest if they are not in — just send them a Message Waiting. Your console can show all the rooms that have messages waiting.

Room to Room Calling Restriction - Prevent guests in one room from calling guests in another — a handy feature for guests that want to maintain their privacy. If you need to, you can always allow inter-room calling (e.g., for families or groups that have separate rooms).

Toll Restriction - Have the ability to control the dialing restriction levels of a guest telephone based on a per room, per guest, or occupancy status. You have the ability to make the call restrictions as elaborate as you need them to be. When the room is vacant (Checked Out), the room’s telephone can be restricted. During Checked In guest status, you may restrict all outside calls, allow only local calls, or provide more permissive dialing privileges for high priority guests.

Room Status/Printouts - Providing an up to the minute, concise overview of all your guest rooms can easily coordinate your hotel service and cleaning staff with your reservation desk, and help maximize room usage. Simply view or print a detailed report that shows Room Status, Room Call Restriction, Do Not Disturb, Message Waiting and Wake Up Calls. If your housekeeping staff needs to know which room’s to clean, for example, just print out the report showing room status.

Additional equipment may be required.