

HOTEL SERVICES

REDUCING COMPLEXITY



POWERFUL FACILITIES, SIMPLY DELIVERED

ITQ's Business Facilities give your business guests unparalleled IT resources without tying up your hotel staff and without requiring a dedicated IT department.

This is only possible because they provide their most advanced feature - wireless printing from anywhere in your hotel - through the simplest mechanism possible: email. Any device that can send an email can access the full range of printing options.

Guests who are used to being told that they can only print if they have a Windows laptop will be impressed to find they can print from whatever device they carry: MacBook, iPad, iPhone, Android smartphone, etc.

Gone are the days when your staff had to help guests load printer drivers onto their computers. Furnish the guest with the appropriate email address and they're ready to print before they even leave Reception.

And you can say goodbye to talking guests through the workings of complex printer drivers. If they want to use advanced features they just put the appropriate word in the email's subject line.

THE ITQ DIFFERENCE

- 1 Generate revenue from business centre printing
- 2 Guests can print from any email-enabled laptop, tablet or phone
- 3 Guests can print from anywhere: rooms, bars, restaurant, etc
- 4 Attract more lucrative business guests with superior services
- 5 Reduce the cost and complexity of providing business services
- 6 Deploy flexible facilities to match available floorspace and budget

“ By transforming our Business Centre, ITQ has provided a great facility for our guests and a fantastic revenue source for the hotel. ”

Trevor Barnard
Group Purchasing Manager, Exclusive Hotels

PROTECTING YOUR REVENUE

Such a simple printing system does more than reduce the complexity of giving superior business facilities to your guests; it also protects your source of revenue.

How often, for example, do your hotel staff oblige guests by printing their documents on hotel printers (at hotel cost) because guests find it too difficult to access the business centre's printer? The simplicity of ITQ's Business Facilities means guests always print to their own account and the cost appears on their bill. And even if staff do help a truly baffled guest, they can still print to that guest's account, preserving your revenue.

BIGGER REVENUE, SMALLER BUSINESS CENTRE?

The ability to print from any device anywhere in the hotel also reduces your need to provide such a large business centre. Typically, the main reason for guests to use your computers is to access your printers. If they can print from their own device, the need for business centre computers is reduced and the guests avoid the inconvenience of waiting for a free computer.

This could mean that, over time, you provide fewer of the facilities guests typically bring themselves (computers, telecoms, etc) and more of the facilities they can't carry: printers and finishers. You replace facilities which are provided for free (computers) with facilities for which you charge (printing).

It's a more useful service to your guests and a more profitable service for you.

ABOUT ITQ

ITQ is a forward thinking and dynamic company providing high level support and exceptional levels of service. Established in 1991, we have evolved into a premier print solutions provider.

In 2011 our development and strength was recognised in the marketplace when we were selected to supply the BBC with one of largest and most prestigious print management contracts awarded in the UK.



Pennyhill Park

For full details of our work at Pennyhill Park, please visit our website at: www.imagethroughquality.com/references.html

FOR MORE INFORMATION

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