

# HOTEL SERVICES

## PROVIDING SUPERIOR FACILITIES



### SUPERIOR FACILITIES MEANS SATISFIED GUESTS

ITQ's Business Facilities give your guests better business support facilities than they will find in any other hotel. With ITQ on board, not only will your guests have a fully-equipped business centre and hotel-wide wireless Internet access, they will also be able to print wirelessly from anywhere in your hotel - their room, the bar, the restaurant or the business centre itself.

This gives them the one IT resource they can't carry in their briefcase: flexible and convenient printing. If they want to work on confidential data they can work and print from their room. If they want to discuss ideas with colleagues, they can work and print from the bar. If they want a more formal gathering they can work and print from a meeting room. If they just want to catch up while they have some spare time, they can work and print from their dinner table.

ITQ's Business Facilities combine this convenience with airtight security. Documents are linked to the guest's personal hotel card so any confidential information they print remains private and can only be collected by themselves.

### 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

## TURNING APPRECIATION INTO LOYALTY

Facilities of this calibre inevitably impress business guests from home and abroad. What keeps them coming back - what ensures their loyalty to *your* hotel - is your ability to continually equip your business centre with the latest facilities: ever-faster broadband for video streaming and conferencing, support for iPads and smartphones as well as current software suites.

ITQ's Business Facilities generate the financial support that underpins this continual reinvestment. Guests pay a small fee for each page printed and the charge is added to their checkout bill. Although the cost per page to the guest is modest, the cumulative volume of printing generates substantial profit for the hotel.

Trevor Barnard, Group Purchasing Manager for Exclusive Hotels, underlines the change this made at Pennyhill Park: "By transforming our Business Centre, ITQ has provided a great facility for our guests and a fantastic revenue source for the hotel."

## SUPPORTING A PROGRAMME FOR GROWTH

The continual revenue stream also allows you the flexibility to build facilities as your budget permits, starting with a modest colour print facility before growing to more capable facilities such as high-volume printing, stapling, hole-punching and even booklet creation.

Ultimately, you can offer your business guests better printing facilities that many of them have back at their own offices.

## 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](http://www.imagethroughquality.com/references.html)

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