



# SP Square Systems

SERVICE AND ASSET OPTIMIZATION SYSTEM

# SP Square

HOSPITALITY INDUSTRY'S COMPLETE GUEST MANAGEMENT SYSTEM

Featuring:

- Integration with PMS
- Artificial Intelligence - Jeanie
- Multilingual
- Ease of Use & Navigation
- Full Support
- Continuous Development





## Guest Requests

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- SP Square automates and tracks the entire guest request cycle, ensuring guest satisfaction.
- Tracking and trending reports allows management to identify trends and response to guest needs.
- Staff are notified via text or email for guest request and speedy resolution.





**SQUARE**

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## Work Orders

Complete schedule of maintenance tasks to improve productivity and communication.

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## Guest Engagement – Text Messaging

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- SP Square’s “Jeanie” Welcomes your guests via text.
- Continuous communication with guests prior, during and after stay



## **Preventive Maintenance Asset Management Facilities Management**

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- An organized comprehensive maintenance program for your company and property.
- Maximize the return on investment by effectively managing assets.



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## Inspections

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- Provide Guests with a safe and secure environment.
- Inspect the property for condition, cleanliness and service.



# Advanced Reporting

- Full suite of reporting to proactively spot trends and improve guest satisfaction.
- Easy access to hotel information from the Corporate level
- Meaningful reports based on over 12 years of industry experience and user feedback





# Training

skills

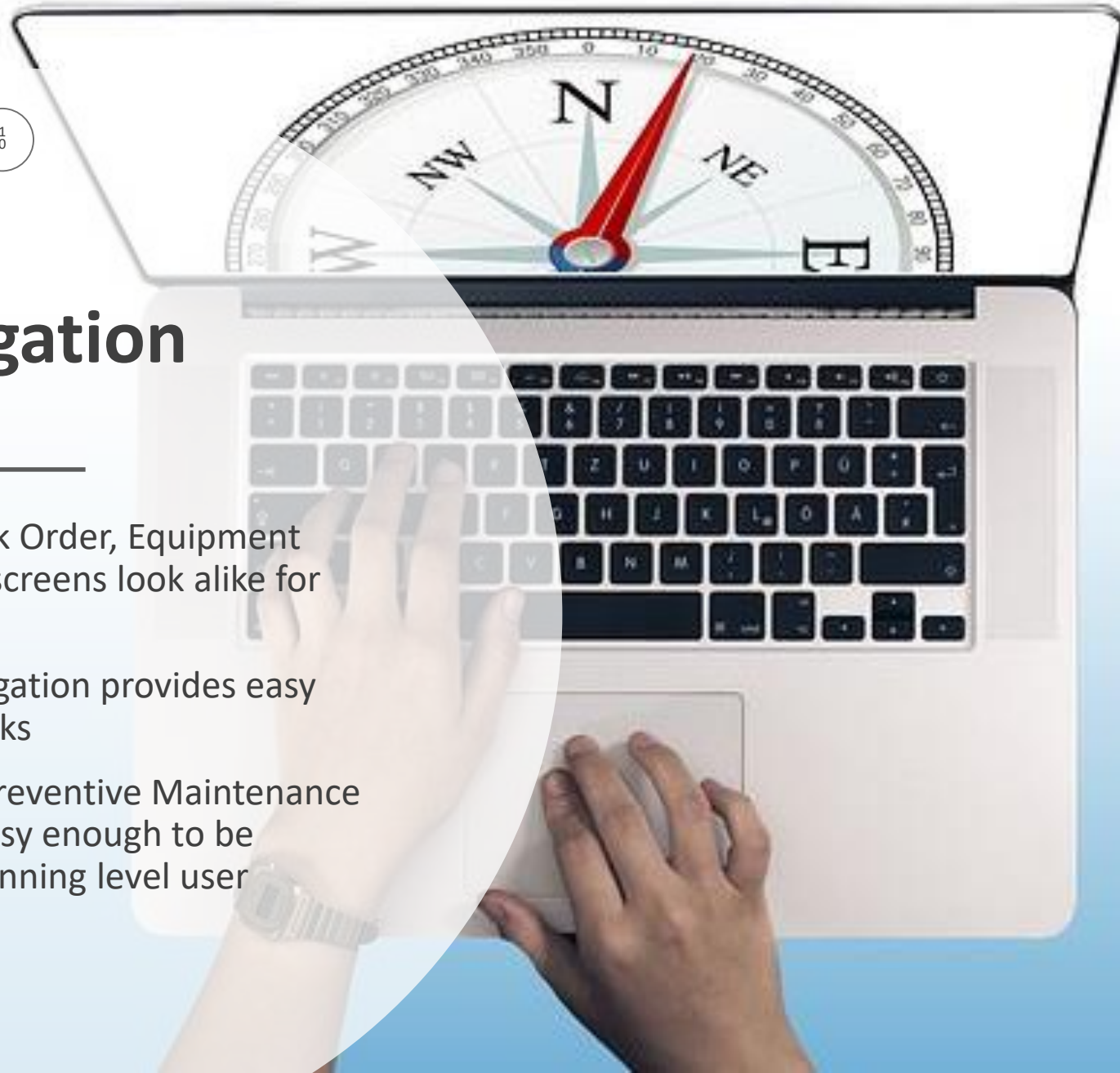
- Training for SP Square is always included at no additional cost, training is free. Always!
- Weekly interactive webinars
- Custom training for groups of hotels or individual hotel
- SP Square is designed to require a minimal amount of training for first time users
- Ease of use increases hotel performance



# Navigation

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- Guest Request, Work Order, Equipment Setup and all other screens look alike for easy navigation
- Two layer deep navigation provides easy completion of all tasks
- Hotel, Equipment, Preventive Maintenance setup procedures easy enough to be performed by a beginning level user





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## Hotel Setup

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- SP Square IT team performs a complete Hotel Setup fast and at no additional cost
- Unlimited number of users per hotel
- Unlimited storage of data (warranties, equipment manuals...) and photos



# Our Promise

All Features Are Included in one Price

## Features

- **Multilingual – 94 Languages**
- **Artificial Intelligence**
- **Guest Requests**
- **Work Orders**
- **Preventive Maintenance**
- **Asset Management**
- **Facilities Management**
- **Inspections**
- **Advance Reporting**
- **Minimum Training Required**
- **Licenses & Permits**
- **Shuttle Schedule**

## Process

- **Easy to Operate**
- **Easy Navigation**
- **Improved Communication within Hotel**
- **Most Reliable Support in Industry**
- **Free Training**
- **Free Hotel Setup**
- **Free Data Transfer**

## Benefits

- **Highest Guest and Employee Engagement in Industry**
- **Open Line of Communication with Guests Before, During and After Stay**
- **Improved Guest Loyalty**
- **Improved GSS**
- **Improve Hotel Rankings**
- **Improved Productivity**
- **Improved Hotel Condition**



# Main Screen



Corporation Atlanta Hospitality Region Select Region Property The Ocean Resort  
Employee All Employees MOD Select manager on Duty GO

- Corporation
- Region
- Property
- Calendar & Daily Logs
- Requests
- Equipment
- PM Guestroom
- PM Others
- Inspections
- Settings

Request / Work Orders Add New Request/WO Completed

Show 25 entries Search:

	Manage	Status	Request Type	Location	Request	Assigned To	Elapsed Time	Priority
		New	Work Order	Main Kitchen	Sink Issue	Jay	1 Day ago	Medium
		New	Work Order	Kitchen Hall	Kitchen/Pantr	Paul	1 Day ago	Low
		New	Guest Request	520	A/C Not Cooling	Jay	2 Days ago	Medium
		In-Progress	Guest Request	547	Safe in Room Not Working	Paul	2 Days ago	Medium

Jeanie, our virtual assistant











Search GO +

Guest Name	Room#	SMS
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# Guest Request/Work Order

Request / Work Orders Add New Request/WO Completed

Show  entries Search:

	Manage	Status	Date	Time	Location	Request	Assigned To	Elapsed Time	Priority
	 	New	03/17/2018	12:10 AM	Guest Room	Baggage Assistance	Pramod S.	10 min	Medium
	 	New	03/17/2018	12:10 AM	Guest Room	Baggage Assistance	Pramod S.	10 min	Medium
	 	In-progress	03/17/2018	12:10 AM	Guest Room	Baggage Assistance	Devid Clark	10 min	High
	 	New	03/17/2018	12:10 AM	Guest Room	Baggage Assistance	Roahan Poll	10 min	Low
	 	New	03/17/2018	12:10 AM	Guest Room	Baggage Assistance	Sammy D.	10 min	Medium




Showing 1 to 5 of 5 entries Previous 1 Next



# Jeanie – Guest Texting Engagement

Jeanie, our virtual assistant

Q Search GO +

Guest Name	Room#	SMS	
Ken	7	<a href="#">Send</a>   <a href="#">Log</a>	
Paul	119	<a href="#">Send</a>   <a href="#">Log</a>	
Patricia Porter	PH102	<a href="#">Send</a>   <a href="#">Log</a>	

# Equipment PM



Equipment Schedule Add New PM Equipment Completed

Show  entries Search:

	Manage	Status	Sub Task	Equipment	Location	Assigned To	Scheduled	Next Scheduled
		<span>Schedule</span>	<input type="text" value="0"/>	BENCH	Fitness Center	-	-	-
		<span>Schedule</span>	<input type="text" value="0"/>	BENCH	Fitness Center	-	-	-
		<span>Schedule</span>	<input type="text" value="0"/>	BREAKFAST HOOD	LOWER ROOF	-	-	-
		<span>Schedule</span>	<input type="text" value="0"/>	Dishwasher	Kitchen	-	-	-
		<span>Schedule</span>	<input type="text" value="0"/>	DISHWASHER HOOD	LOWER ROOF	-	-	-
		<span>Schedule</span>	<input type="text" value="0"/>	DOM HW REC PUMP	Boiler Room	-	-	-
		<span>Schedule</span>	<input type="text" value="0"/>	DRYER 3	Laundry	-	-	-



# Guestroom PM



Schedule PM Guestroom Add New PM Guestroom Completed















Show  entries Search:

	Manage	Status	Sub Task	PM Type	Location	Assigned To	Scheduled	Next Scheduled
		In-Progress	119	PM Guest Room	105	Paul Dickson	09/24/2018	12/23/2018
		New	119	PM Guest Room	106	Paul Dickson	11/28/2018	02/26/2019
		In-Progress	119	PM Guest Room	107	Peter M	09/07/2018	12/06/2018
		In-Progress	119	PM Guest Room	107	Stephen Dickson	09/21/2018	12/20/2018
		Schedule	119	PM Guest Room	108	-	-	-
		Schedule	119	PM Guest Room	110	-	-	-

# Inspections


Schedule Inspections Add New Inspections Completed

Show  entries Search:

	Manage	Status	Sub Task	Date	Time	Inspection Type	Location	Assign To
	 	<span>Schedule</span>	<input type="text" value="0"/>	-	-	Boiler Room Inspection	Boiler Room	-
	 	<span>Schedule</span>	<input type="text" value="100"/>	-	-	Guest Room Inspection	102	-
	 	<span>Schedule</span>	<input type="text" value="0"/>	-	-	PM Guest Room	103	-
	 	<span>Schedule</span>	<input type="text" value="0"/>	-	-	Property Inspection	Property	-
	 	<input type="text" value="New"/>	<input type="text" value="0"/>	11/15/2018	10:00 AM	Safety Inspection		Stephen Dickson
	 	<span>Schedule</span>	<input type="text" value="0"/>	-	-	Guest Room Inspection	101	-
	 	<span>Schedule</span>	<input type="text" value="0"/>	-	-	Kirchen Inspection	Kitchen	-



# Settings Menu

Settings		
Locations	Employees	Guest Requests
Work Orders 	Equipment	Guestroom PM
Other PM	Inspections	Contracts
SMS Templates	Add Training Videos	Import File

# Training Videos and Materials



Training

 0:00 / 2:31	 0:00 / 1:46	 0:00 / 1:34
Create Guest Requests	Create Work Orders	Add Locations
 0:00 / 1:51	 0:00 / 1:57	 0:00 / 2:08



# Contracts and Licenses



Existing Contracts License

Active    Inactive  
 Show  entries   Search:

Manage	Contract Name	Make Inactive	Location	Start Date	End Date
	Contract Review Annual - Carpet	<input type="checkbox"/> Status : Active	Property	08/21/2018	08/20/2019
	Contract Review Annual - Elevator	<input type="checkbox"/> Status : Active	Guest Room	12/31/1969	12/31/1969
	Contract Review Annual - Elevator	<input type="checkbox"/> Status : Active	Property	12/31/1969	12/31/1969
	Contract Review Annual - Exterior Signage	<input type="checkbox"/> Status : Active	1st Floor	12/31/1969	12/31/1969
	Contract Review Annual - Exterior Signage	<input type="checkbox"/> Status : Active	Property	12/31/1969	12/31/1969
	Contract Review Annual - Fire System	<input type="checkbox"/> Status : Active	Property	12/31/1969	12/31/1969
	Contract Review Annual - Generators	<input type="checkbox"/> Status : Active	Property	12/31/1969	12/31/1969
	Contract Review Annual - Interior Plants	<input type="checkbox"/> Status : Active	Activity Center	12/31/1969	12/31/1969

### Add - Edit Contract

Name\*:

Location:

Start Date:

End Date:

Notes:

File Upload   Photo Upload

Inactive

# Highly Customizable Reports




- Reports
- Equipment Inventory
- Equipment Performance
- Guest Requests Completed**
- Guest Requests/WO Completion Time
- Inspections Completed
- Inspections Completed Summary
- Inspections Completed Detail
- PM Completed
- PM Completed Summary
- PM Completed Detail
- Responsiveness-Work Orders
- Responsiveness-Guest Requests
- Work Orders Completed
- Work Orders Outstanding
- Guest Requests & WO Completed
- Reports by Location
- Guest Archive List
- Logout

Corporation	Region	Property	From	To					
Template-Property-Do Not Touch	Atlanta	Atlanta Suites	Date From	Date To					
Show 25 entries					Search: <input type="text"/>				
Assigned Date & Time	Comments	Location	Request Name	Priority	Completed By	Completed Status	Date & Time Completed	Elapsed Time	
2018-04-23 04:54 AM	done		Bathroom Condition	Medium	Stephen Dickson	Completed	2018-04-23 04:59 AM	5 Minutes	
2018-04-23 05:04 AM	Done		Bathroom Lighting	Medium	Paul Dickson	Completed	2018-04-23 05:25 AM	20 Minutes	
2018-04-24 09:13 AM	Done		A/C Not Cooling	Medium	Paul Dickson	Completed	2018-05-03 10:31 AM	1 Week, 2 Days, 1 Hour, 18 Minutes	
2018-04-25 05:16 AM	fhgh	Ballroom A	Bathroom Floor	Medium	Kunal Khairnar	Completed	2018-04-25 05:43 AM	26 Minutes	
2018-04-26 05:42 AM	Done	Activity Center	Elevator	Low	Kunal Khairnar	Completed	2018-04-27 11:51 AM	1 Day, 6 Hours, 9 Minutes	
2018-04-26 05:43 AM	Done	Activity Center	Elevator	Low	Kunal Khairnar	Completed	2018-04-27 11:51 AM	1 Day, 6 Hours, 8 Minutes	
2018-04-26 05:47 AM	Done	Activity Center	Elevator	Low	Kunal Khairnar	Completed	2018-04-27 11:54 AM	1 Day, 6 Hours, 7 Minutes	
2018-04-26 05:50 AM	Done	Clubhouse	Bed	High	Jacklin sandwich	Completed	2018-04-27 11:52 AM	1 Day, 6 Hours, 2 Minutes	





# Thank You.

-  **Paul Dickson**
-  470-234-2955
-  Paul@sp2systems.com
-  **Jay Visnjic**
-  774-364-1957
-  Jay@sp2systems.com
-  [www.spsquaresystems.com](http://www.spsquaresystems.com)