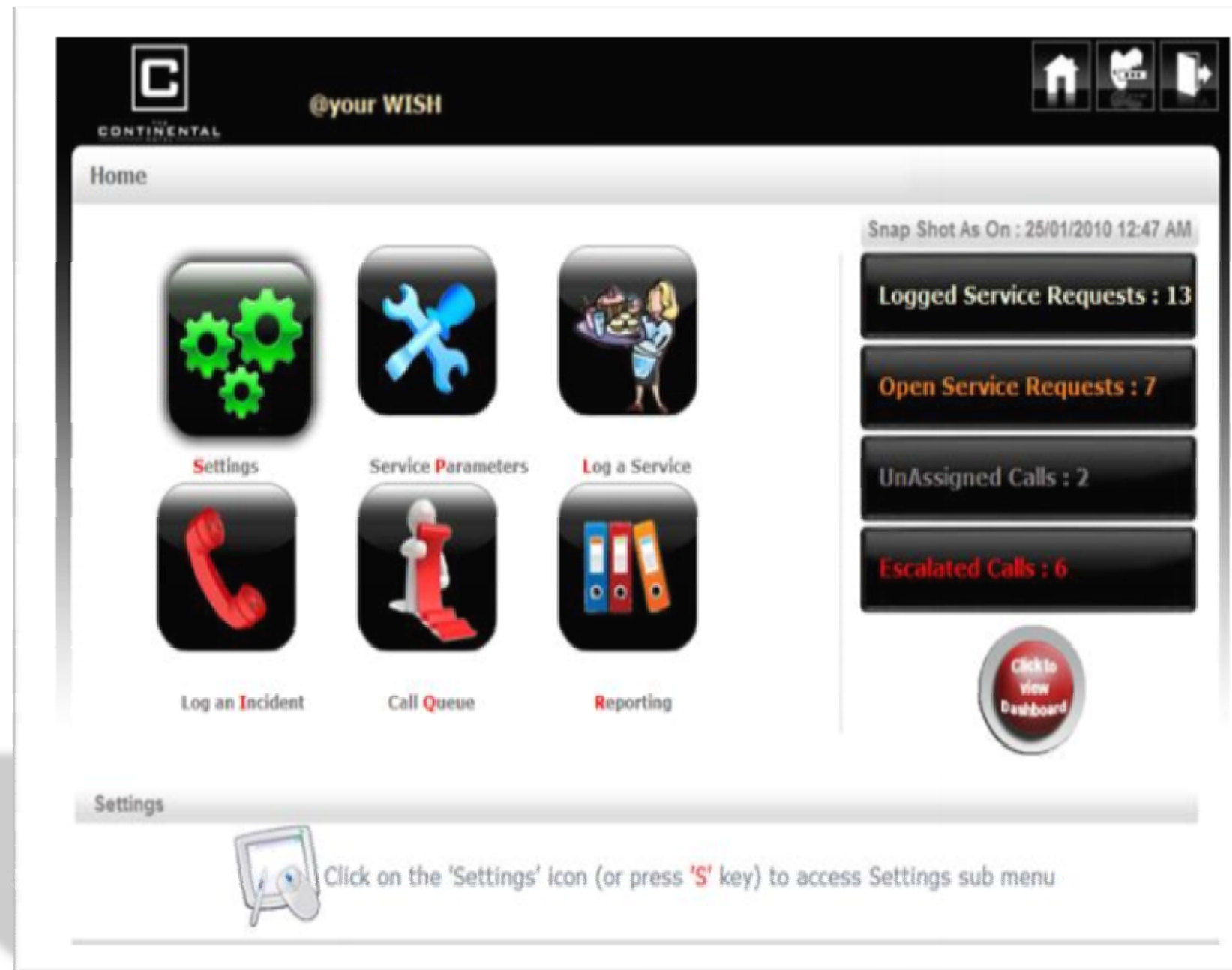


## @ Your Wish

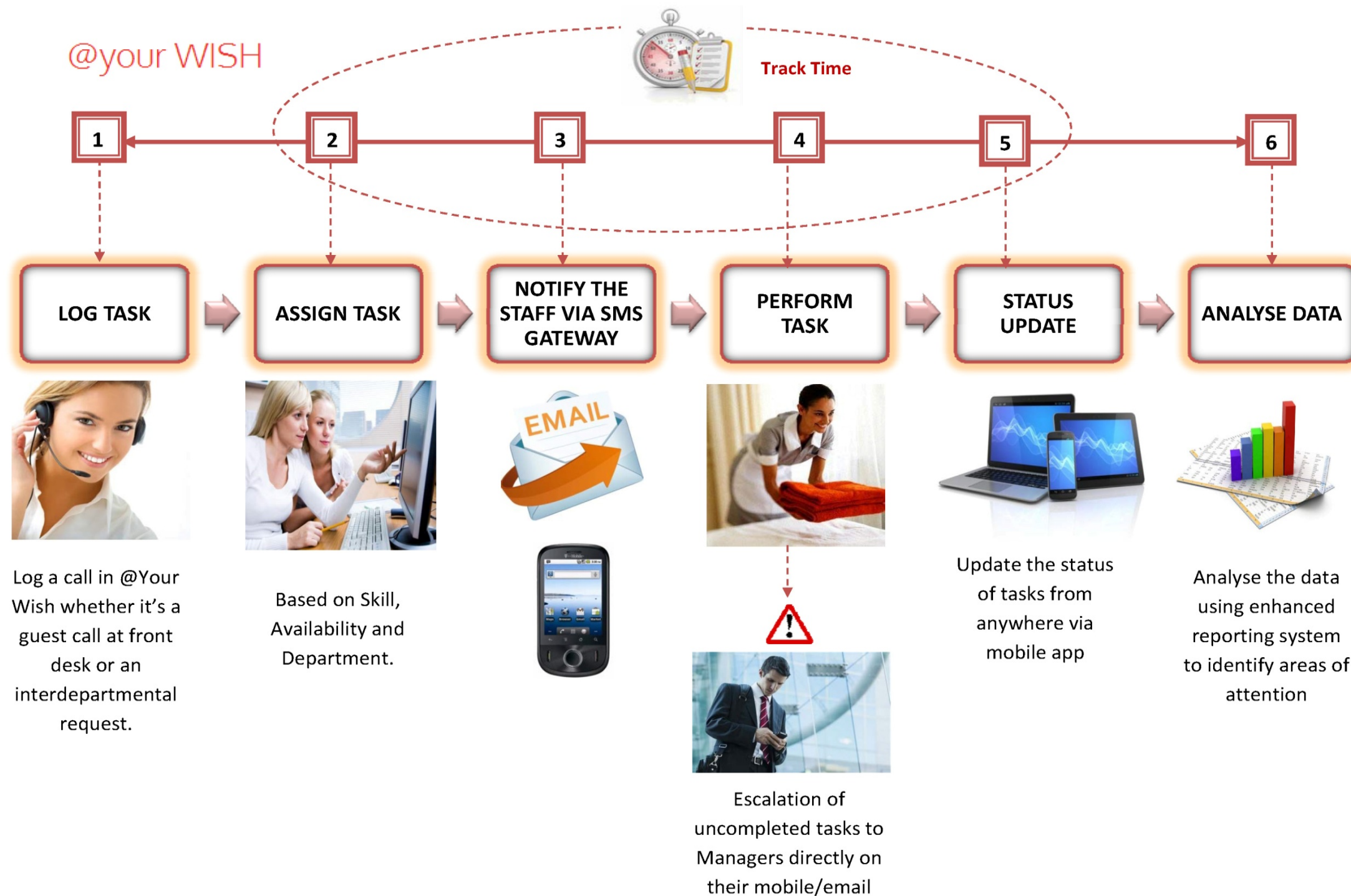
IT can play a vital role in ensuring consistent delivery of guest services. It can monitor guest requests and any issues till its completion. It can help escalate delays to avoid guest dissatisfaction and make sure that all guests are happy customers. It can help you track patterns and trends that need management attention and assess guest satisfaction levels.

**@Your Wish** can do all this and much more.



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@ Your Wish can help service Departments to manage, both, guest requests and inter-departmental issues through a single system. It expedites call dispatch to the assigned employee by mobile SMS. It encourages and supports quality monitoring. @ Your WISH is a complete guest services management system that can help your hotel gain a competitive advantage and distinguish itself. @ Your Wish helps to achieve better customer experience and loyalty with a greater return on investment.

## SALIENT FEATURES

- ✓ Guest Incident And Request Tracking
- ✓ Real Time Dashboard For Managment
- ✓ Call Queue And Control
- ✓ Sms, Email And Pabx Integration
- ✓ Automatic Escalations And Personalised Alerts
- ✓ Unified Cross Department Tracking
- ✓ Zero Defect Guest Experience
- ✓ Faster Response Time
- ✓ Enhanced Reporting To Drive Process Improvements
- ✓ Increase In Revenue



## MANAGEMENT

### ANALYSIS

The system produces valuable intelligence for management decision making. The system reports on incident trends by service department, incident type and location. Reports are also available on departmental and employee efficiency. The most important feature is it produces a *customer satisfaction scorecard*.