# YOURSERVICE
Provided by **AIRWAVE**

## Simplicity itself...

Sometimes simple things lead to great solutions that are accessible to all and that makes good commercial sense.

YOURSERVICE is a exactly that, a simple but effective platform that's quick to setup, easy to use and that offers a versatile framework for hoteliers to provide services that can immediately increase RevPAR.
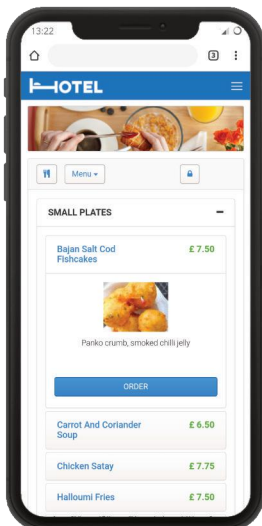
YOURSERVICE is distinct in its two fundamental principles:

1.. It is a Progressive Web App, so there's no need for the guest to download a native app from one of the app stores. This enables the guest to instantly interact with the app as part of a Call to Action, for example *"Scan this QR Code for In-Room Services"*.

2.. It is modular, so although there's an impressive list of functionality, fees are only charged for what the Hotel uses.
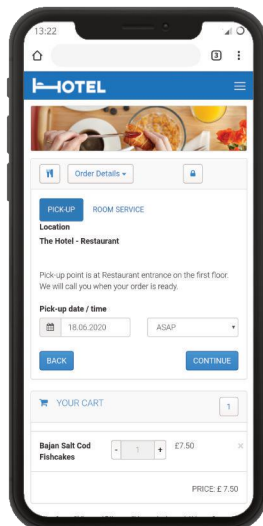
**Exciting News!** For a 3 month period, to help hotels get back to business, YOURSERVICE is being released as a fully functional In-Room Services app for **FREE\*** to 250 hotel subscribers.

With YOURSERVICE you can add an unlimited number of items to a menu and let your guests order from the comfort and safety of their room. Depending on the hotel's policies, guests can choose to have the items delivered to their room, or they can arrange to collect from a pre-defined location at an agreed time.

Guest payment options include pay on delivery or pay on collection, add to room bill or for that completely contactless option, we can offer online transactions by the likes of PayPal.



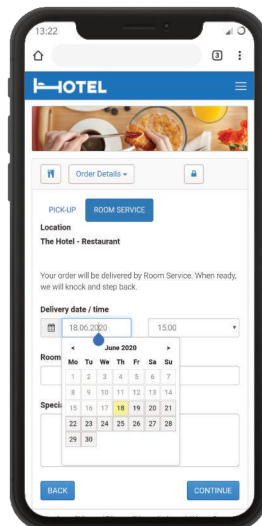**Scan this QR Code for a Demo**

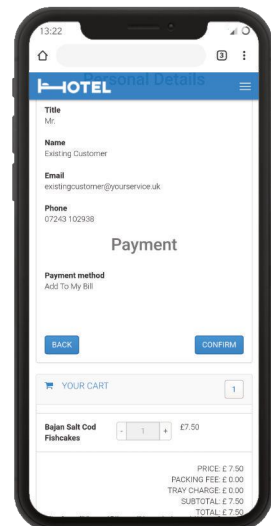

Select items and place into your cart



Choose to Pick-Up your order

or



Choose delivery via Room Service



Choose payment method and confirm your order

Management of orders is easy too. The hotel receives a notification of an order by email and/or SMS* text message and they can manage orders through a web interface that's designed for both desktop and mobile browsers, and because YOURSERVICE is built in the "cloud" it can be managed off site, perhaps by a home worker.

From the management interface the hotel can quickly see a snapshot of orders and their status in the dashboard. Menu categories and items can be added  or edited along with any optional extras, and reports can be created and exported for analysis.
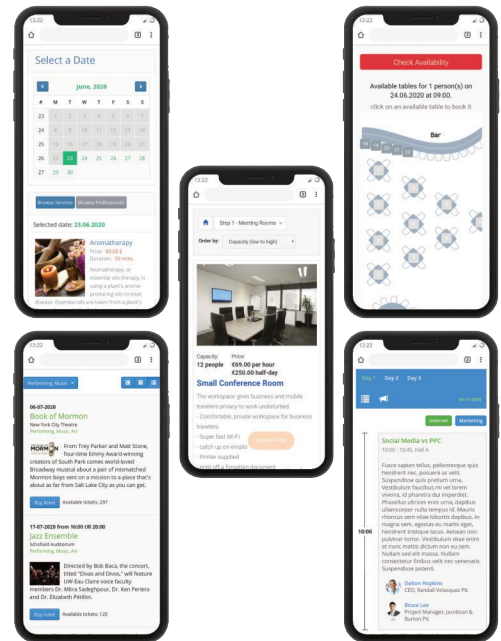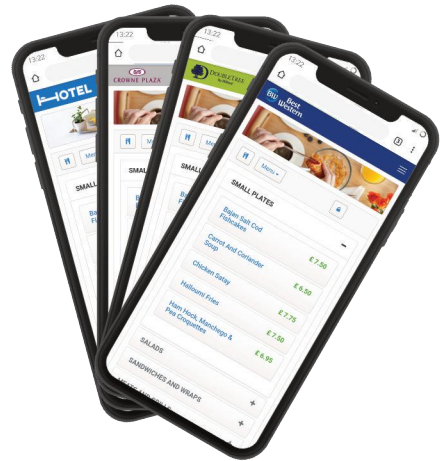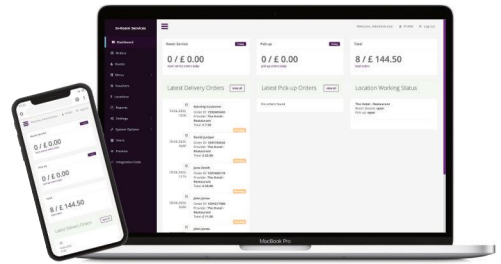
The guest interface can even be customised with the hotel logo and brand styling.

We did say it's simple...

## What else is available?

YOURSERVICE offers so much more. Here's a flavour of what guests can do with a fully loaded YOURSERVICE Web App, and if that's not enough, these additional services can be made available to external clients too:

- Make appointments for the Spa, the Beauty Salon or a Wellness Class, etc.

- Book activities and events through intuitive registration forms.

- Book a meeting room and select additional services such as equipment and beverages.

- Book a table in the hotel restaurant with an interactive table map.

- View event and conference schedules, agenda and participants.

With so much flexibility the YOURSERVICE web app opens up great engagement opportunities with your guests and drives useful addition revenues. So don't delay contact us now!

**\* FREE In-Room Ordering App**

The free in-room ordering web app is available to 250 subscribers for a period of up to three months from 1st July 2020. There is no obligation to continue after this free period.

The service is provided as a "bare bones" solution that requires the subscriber to populate and manage content themselves. Management, content production, data entry services and training are available as required and at additional cost.

SMS messaging is not included. Terms and conditions apply.