

callista hospitality

Changing the face of small & midsize hotels



A hotel stay is more than just a comfortable bed, clean linen, endless hot water, quiet surroundings and a stunning view. Guests notice the little things - like how quickly their reservations were confirmed, efficiency at checkin/checkout, the ability to provide account updates on demand and a professionally and rapidly produced invoice which is complete and accurate when it's time to go.

And now just because you run a small property, it doesn't mean you have to continue to struggle with out-dated and time-consuming manual processes or even electronic systems which are unsupported or well past their use-by date when you have a million and one other things to do.

Callista Hospitality gives even the smallest properties the ability to operate as large hotels do providing you with a completely professional image and giving your guests confidence that they're in good hands. **And you don't have to pay a fortune for it.**

It takes care of everything for you from reservations to debtors automatically keeping track of all transactions (including phone calls) and providing valuable management reports so that you are always in control of your business.

Contact us for an on-line demo.

IN BRIEF

- Electronic reservations pad
- Quick & easy checkin/checkout
- Group reservations & checkin
- Automatic accommodation & call billing
- Fax/e-mail confirmation letters
- Mail merge for letters, labels & promotions³
- Export guest e-mail addresses for bulk mail-outs
- Integrated guest database
- Integrated Search Wizard
- Blacklisted guest alerts
- Track & bill broadband internet usage¹
- Site-configurable set-up options
- Invoice archiving
- Automatic on-line system updates
- Automatic scheduled backup
- Automatic scheduled reporting
- Powerful management reporting & analysis
- Unlock/lock guest phones on checkin/checkout²
- Set automatic wake-up calls²
- Set Do Not Disturb & Message Waiting flags²
- Flag room status from guest phones²
- Integrated User Guide

¹ Requires CIBI & internet billing device

² Not all PABXs support these features

³ Requires Microsoft Word

ask us

NEW ZEALAND

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Print

performance.
professionalism.
profitability.

Introduction

Designed for ease-of-use and for both novice and advanced users, Callista® Hospitality may be used with or without the reservation calendar and with or without the guest database. From the moment guests are checked in to rooms, the balance of their account, including phone calls, is constantly displayed on the room list eliminating the need for overnight transaction processing or call processing.

Reservations/Check in

An integrated Check In Wizard makes this process rapid and efficient guiding you through each of the critical check in steps. Reservations may be made for any date in the future, recording deposits and other information against the reservation. A graphical representation of a booking sheet, incorporating a feature to zoom in from three days to a month at a time, is displayed and details about each reservation are available with a single click of the mouse. Special days such as public holidays, festivals, trade show days can be highlighted for easy identification on the reservation pad. Utilising Windows drag and drop functionality, reservations can be dragged with the mouse from room to room to give complete flexibility. Check in guests with a click of the mouse or add new guests even without a reservation entry. Multiple accounts can be assigned to each check-in and multiple extensions can be assigned to each guest room. Multiple reservations per room per day can be allocated. To move a guest to a new room after check-in simply drag the reservation to the new room. All transactions and phone calls are automatically moved with the reservation.

Guest Information

Guest details may be located in the Guest Database to provide full guest information and history. New guests can be added to the database at reservation or check-in time. The Guest Database is linked to Reservations and Invoicing with all records of each stay, invoices and balances available from the Guest Database. Customise the Guest database to match the requirements of each property and to allow the property to record specific information about each guest. Guests may be linked to companies, for centralised mailing addresses.

Pricing

Flexible room type / guest type (standard, corporate) rates can be configured and a calendar of on and off peak days can be maintained in advance. Flexible phone call margins are available per guest type. Even though the software is shipped fully configured with standard carrier rates, full customisation of phone call rates is also available with the system's powerful Pricing Modification feature.

Telephone Control

With selected PABXs Callista® Hospitality provides BDI telephone control functions including :

- automatic lock/unlock extensions on check in/out
- schedule wake up calls
- update room status from room telephone
- activate message waiting lights
- set Do Not Disturb status from PC or guest telephone

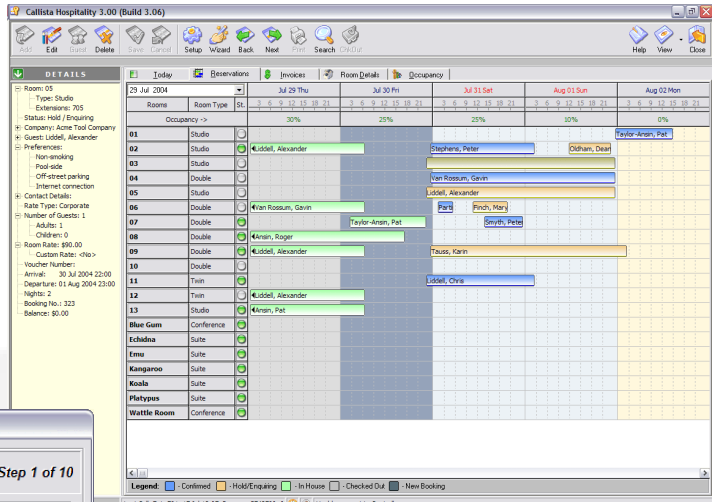
Advanced Features

- Fax/e-mail confirmation letters
- Automatic scheduled reporting with report e-mailing
- Blacklisted guest alerts
- Calculate multiple room occupancy
- Integrated user guide
- Integrated Search Wizard to locate reservations, invoices, guests rapidly
- Automatic production of the Department of Statistics Accommodation Survey form (*NZ only*)
- Automatic scheduled backups
- Automatic on-line system updates from the internet
- Invoice archiving

Minimum system requirements

- Windows 2000 / XP Pro / 2003
- P4 1.0GHz PC
- 256MB RAM
- 1GB free hard disk space
- CD-ROM (*local or network*)
- Free USB port or Network IP port
- UPS/Power Surge Protection
- 56K modem
- 800 x 600 screen resolution (*1024 x 768 recommended*)
- Internet connection for On-Line Update

take control.



Reservation Pad

Check in Wizard

Check In Details Step 1 of 10

Check In Confirm Hold / Enquiry

Arrival Date: 13 May 2004 Arrival Time: 17:12
Thursday

Departure Date: 14 May 2004 Departure Time: 06:00
Friday

Nights to Stay: 1 Voucher number:

Adults: 1 Child(ren): 0

Back Cancel

Select <Check in> for off street guest, <Confirm> or <Hold> for reservation. Input or select and time, then select departure date or enter number of days to stay. Input number of adults

Check in wizard

Callista Hospitality 3.00 (Build 3.00)

Room Name	Room Type	Guest	Company	Balance
01	Studio			
02	Studio			
03	Studio			
04	Double	Hawthorne, Peter	Hawthorne Ltd	\$160.00
05	Double	Atun, Roger	The Callista Group	
06	Double			
07	Double			
08	Double			
09	Double	Hawthorne, Peter	Hawthorne Ltd	\$80.00
10	Double	Clatc, Brian	Widdle Australia	\$22,640.00
11	Twin			
12	Twin	McLean, Ian	Greenlane Consulting	\$57,376.20
13	Studio			
Blue Gum	Conference			
Echidna	Suite			
Emu	Suite			
Kangaroo	Suite			
Koala	Suite			
Platypus	Suite			
Wattle Room	Conference			

Room List

Search Wizard

Search Step 1 of 5

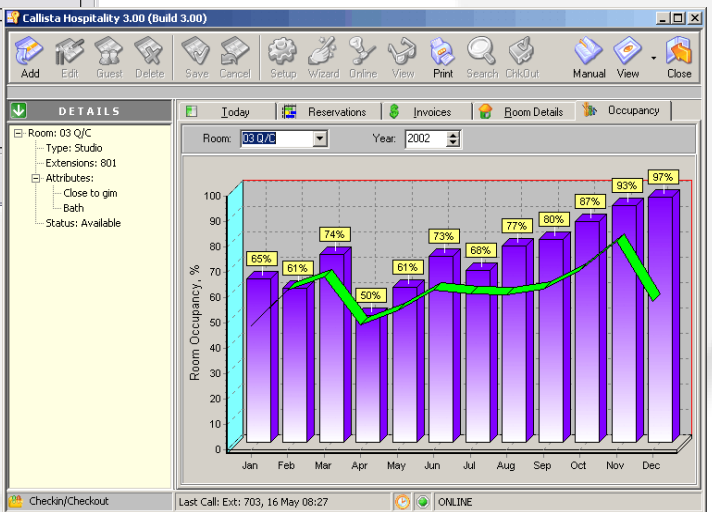
Search by Guest Search by Reservation

Company Guest Address Phone Number

Reservation Invoice Voucher Balance Greater Than Total Greater Than

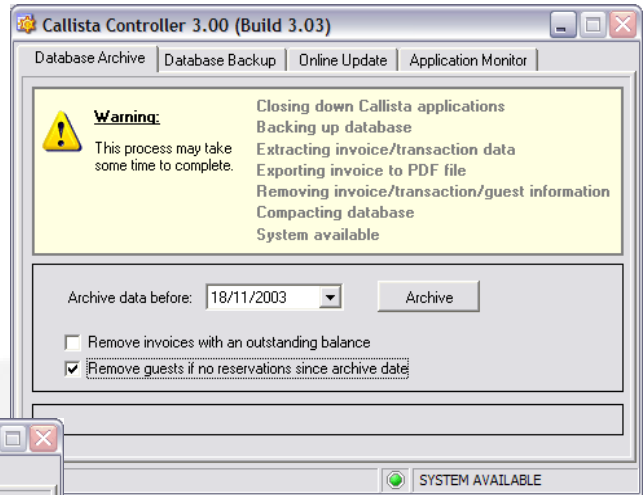
Back Cancel Payment >>

Search Wizard

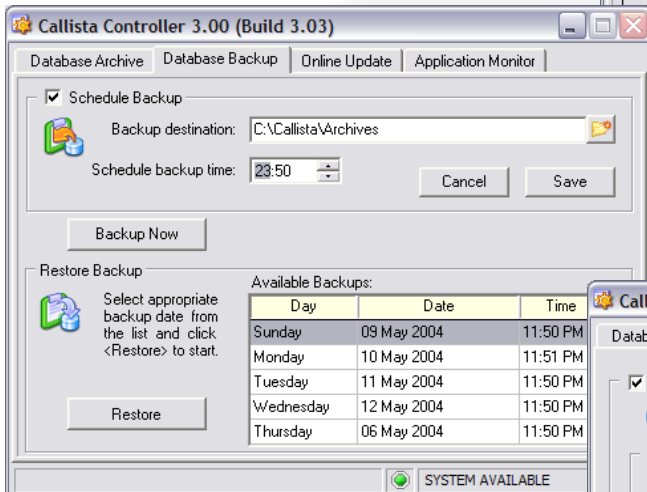


View occupancy rates

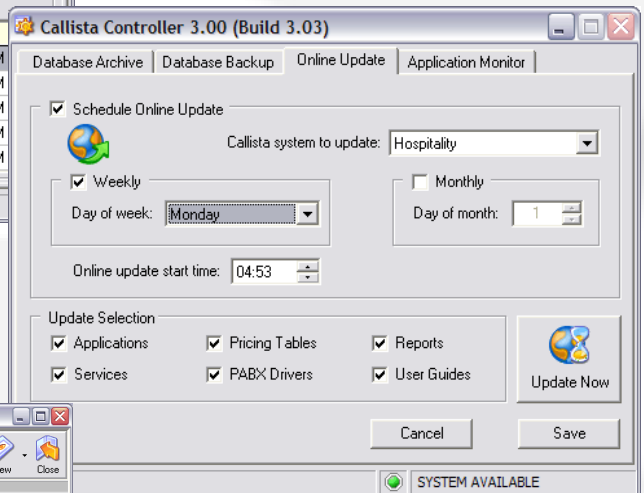
size doesn't matter.



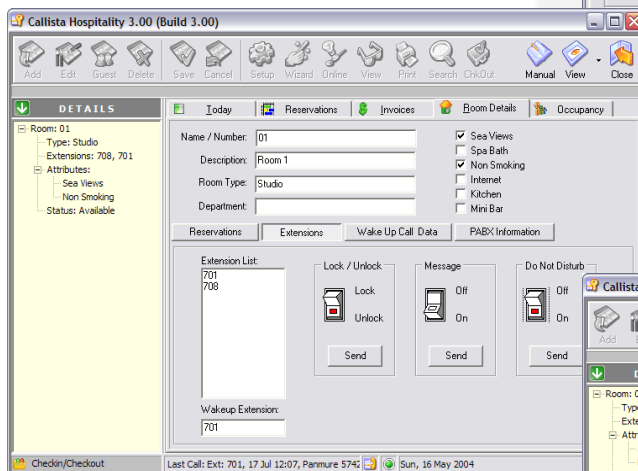
Database archiving



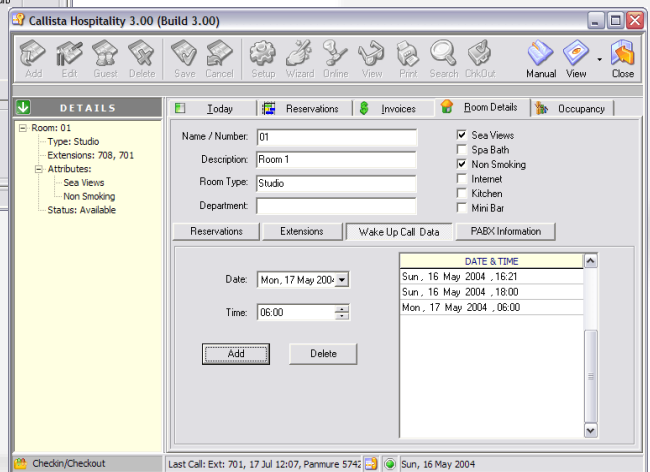
Automatic system backup



Automatic On-Line Update



Control guest extensions



Set wake up calls

professional check out.

Statement

Mon, 17 May 2004 11:29 page 1 of 1
 Invoice number:
 Reservation number: 284 (Checked in)
 Voucher / Order: HB-1276
 from 12 May 2004 to 17 May room: 04



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 Victoria
 PO Box 123456
 Melbourne
 Victoria
 Email: Riverside@ozemail.com.au
 Phone: 03-2345-344
 Facsimile: 03-2345-3333
 ABN: 123-4567-1234

Peter Hawthorne
 Hawthorne Builders Ltd
 PO Box 24480
 Birkenhead
 Auckland

Date & Time	Description	Details	Credit	Debit	
				Exclude Tax	Include Tax
12 May 00:00	Accommodation	1 Adlt, 0 Chld		\$72.73	\$80.00
13 May 00:00	Accommodation	1 Adlt, 0 Chld		\$72.73	\$80.00
13 May 16:55	Conference Services	1.00 @ \$22.00 (inc)		\$20.00	\$22.00
13 May 16:55	Projector Hire	1.00 @ \$165.00 (inc)		\$150.00	\$165.00
13 May 16:56	Morning Tea	15.00 @ \$1.65 (inc)		\$22.50	\$24.75
14 May 00:00	Accommodation	1 Adlt, 0 Chld		\$72.73	\$80.00
14 May 07:50	Continental B/fast	1.00 @ \$22.00 (inc)		\$20.00	\$22.00
15 May 00:00	Accommodation	1 Adlt, 0 Chld		\$72.73	\$80.00
15 May 07:00	Cooked B/fast	1.00 @ \$28.60 (inc)		\$26.00	\$28.60
15 May 14:50	Streetside Cafe	1 @ \$37.00 (inc)		\$33.63	\$37.00
15 May 21:00	Moonlight Bar Charges	1 @ \$78.00 (inc)		\$70.90	\$78.00
16 May 00:00	Accommodation	1 Adlt, 0 Chld		\$72.73	\$80.00
16 May 16:58	Payments - AMEX	Payment	\$500.00		
			Total:	\$500.00	\$706.68
			Tax:		\$70.67
			Total Including Tax:		\$777.35
			Less Credit:		\$500.00
			Balance Due:		\$277.35