Maestro

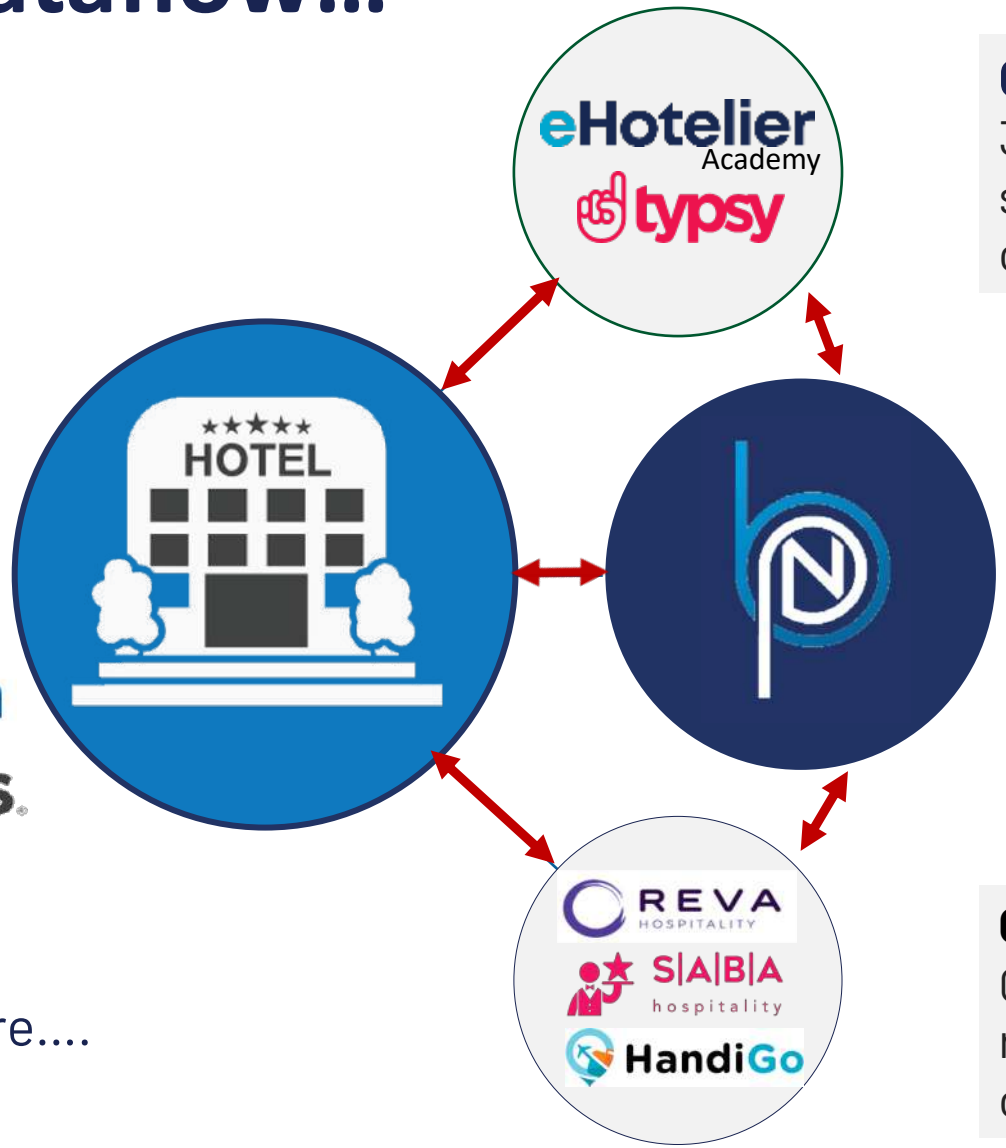
"Hotel Operations & Quality Solutions"

By Hoteliers, For Hotelier

Solutions

A company founded by seasoned **hoteliers**, drawing on their extensive experience in navigating the complexities of hotel operations, has developed specialized solutions aimed at enhancing **quality control**, addressing **labor shortages**, **communication** and elevating overall **guest satisfaction**.

Setup & Dataflow…



MEWS

VHP Visual Hotel Program

ORACLE Hospitality

Opera

Cloudbeds

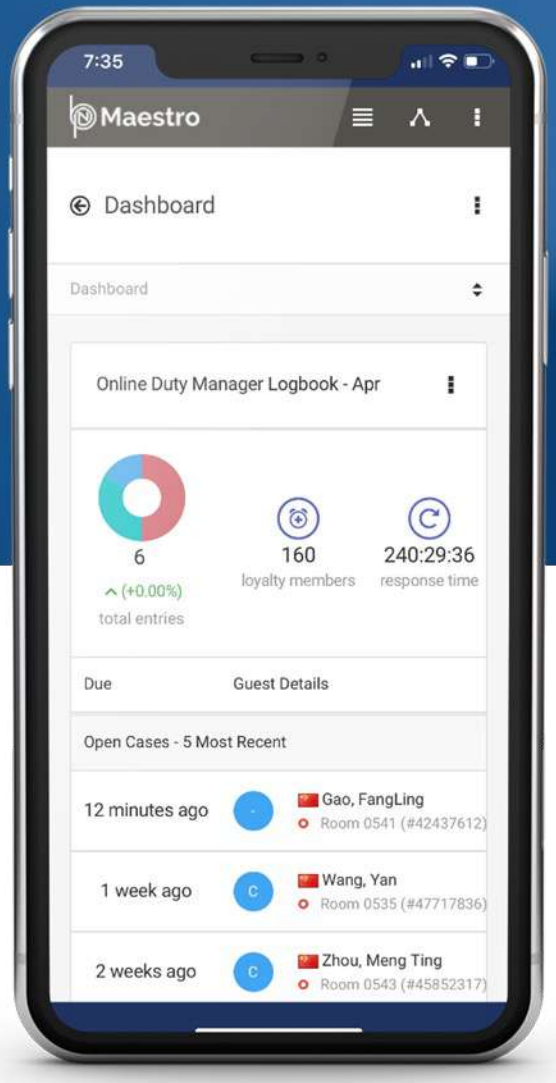
Oasis hospitality software

& more….

Online Hotel Training Catalogue
350+ online hospitality trainings for all staff levels and departments, addressing operational shortfall…

Hotel Operation Solutions
Productivity & Efficiency tools, internal communication, performance reports and gaps analytics, training needs…

Guest Experience Solutions
Guest-facing Hotel Apps, streamline guest requests, Chatbot, Compendium, F&B Room offerings…



BPN Maestro

A centralised communication platform for all operations departments

Tools to enhance effectiveness and manage resources efficiently

Intelligent reports and analytics to track areas of improvement

Efficiency

Automate processes to work more efficiently

Productivity

Drive staff performance and accountability

Quality

Inspire change and explore new solutions

BPN Maestro Toolkit

1 DML | Incident Reporting

2 Guest & Repair Request

3 Courtesy Call Logbook

4 PostStay Email

5 QR Feedback Card

6 Housekeeping Cleaning+

7 Engineering | Maintenance Sidekick
- Energy & Sustainability
- Asset Lifecycle Mgmt.
- Repair & Maintenance
- Spare Parts & Stock

8 Solution Gallery

9 Solution Library

10 Training Library

Sustainability | Hospitality

Guest Room Management Solutions

In-Room QR Card

Option 1

Guest Requests Items
selected items

2 Guest Request Manager

- Repair & Maintenance: Sidekick
- HK Delivery APP: Maestro

Option 2

Room Servicing HK
environment savings

6 Housekeeping Cleaning+

- ❑ Rooms Assignments
- ❑ Linen Management
- ❑ Lost & Found
- ❑ Work Requests

Option 3

Room Guest Feedback
negative alert

1 Duty Manager Logbook

- ❑ Daily Morning Report
- ❑ Farwell Report
- ❑ Real Time Alert
- ❑ Monthly Statistics & Analytics

Outsourced In-Room Services: Minibar POS | F&B Request POS | Guest Chatbot | Room Compendium

Duty Manager Logbook

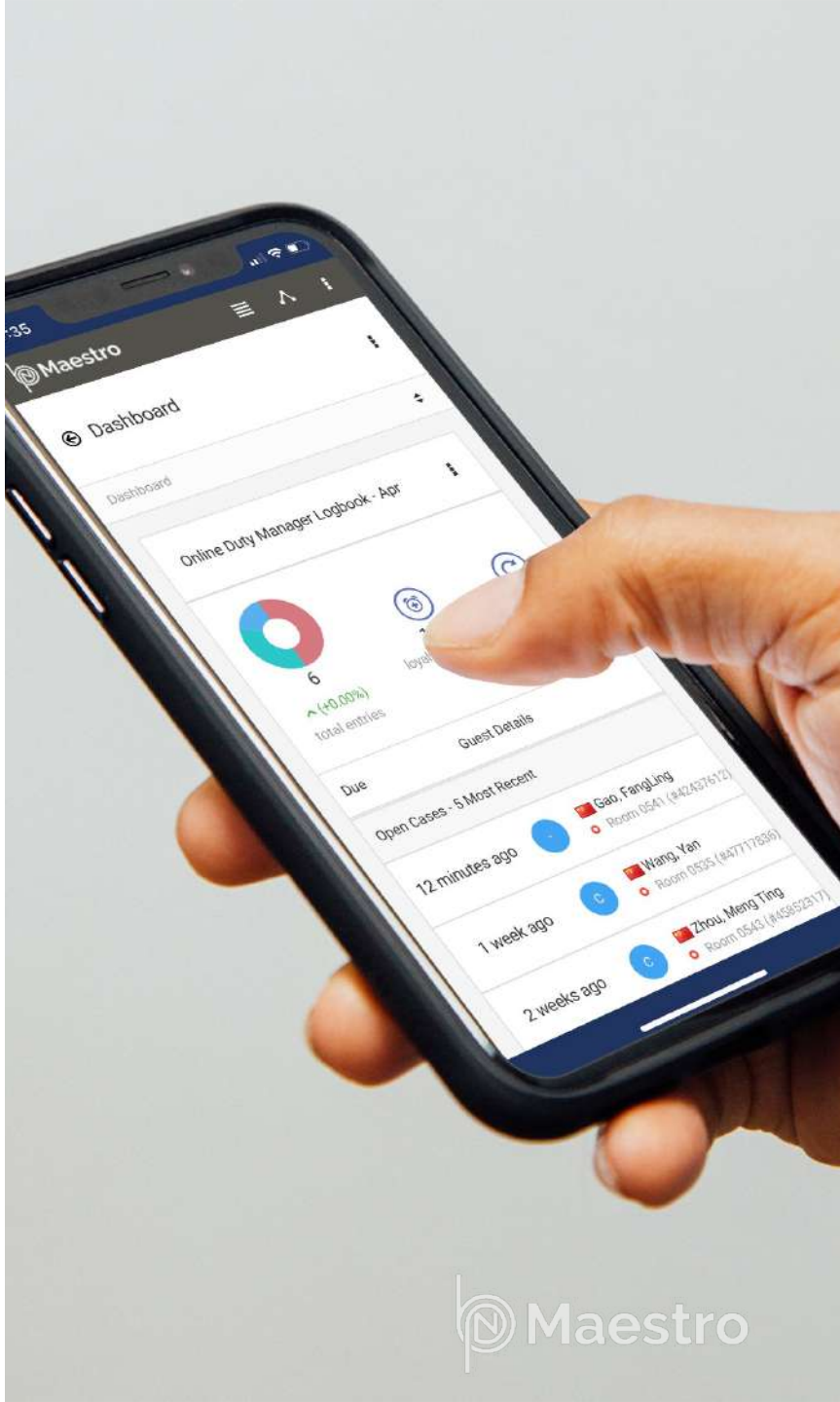
Immediate alerts and problem statistics

Log guest complaints and feedback with three clicks

Notify everyone who needs to know in real-time

Daily reporting for Front Desk staff to enhance guest satisfaction levels before departure

Video Introduction



Duty Manager Logbook

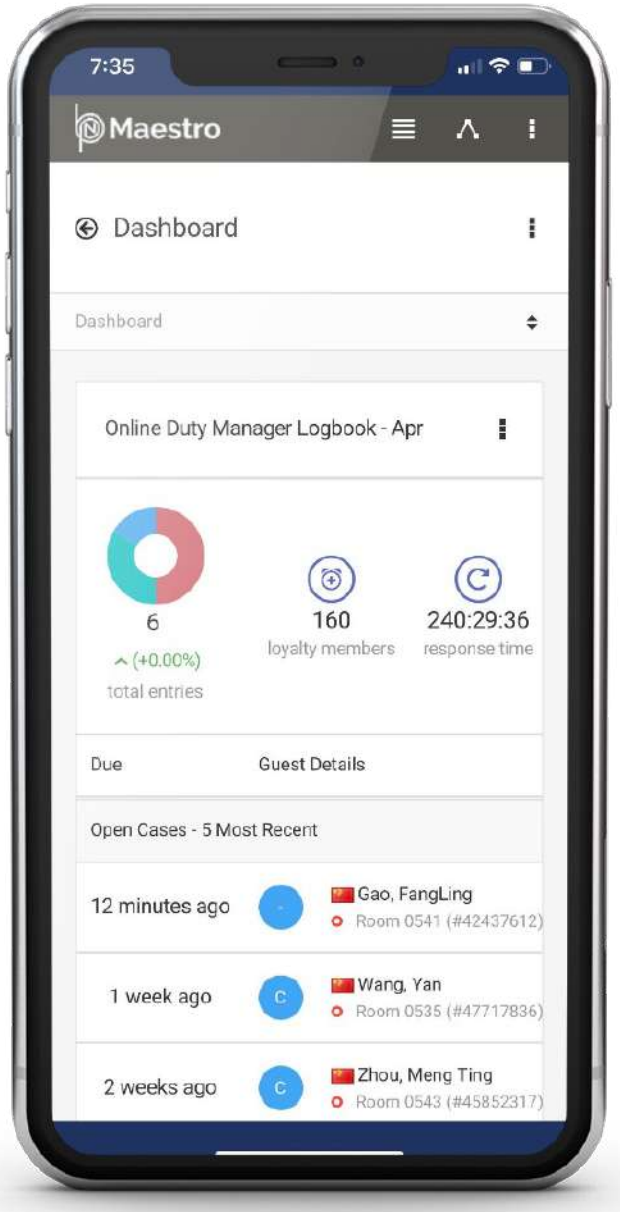
Direct PMS Integration
Collect guest details directly from PMS

Automated Email Alerts
Immediately sends an email alert to related departments and generates a daily summary email

150+ Problem Categories
Choose from a variety of guest problems and automatically assign follow-up

Scorecard Reports
Keep track of your top problems, trending, member level impact and recommend solutions from the Solution Library

Farewell Report
Email alert for every departing guest on check-out date



Guest Request Manager

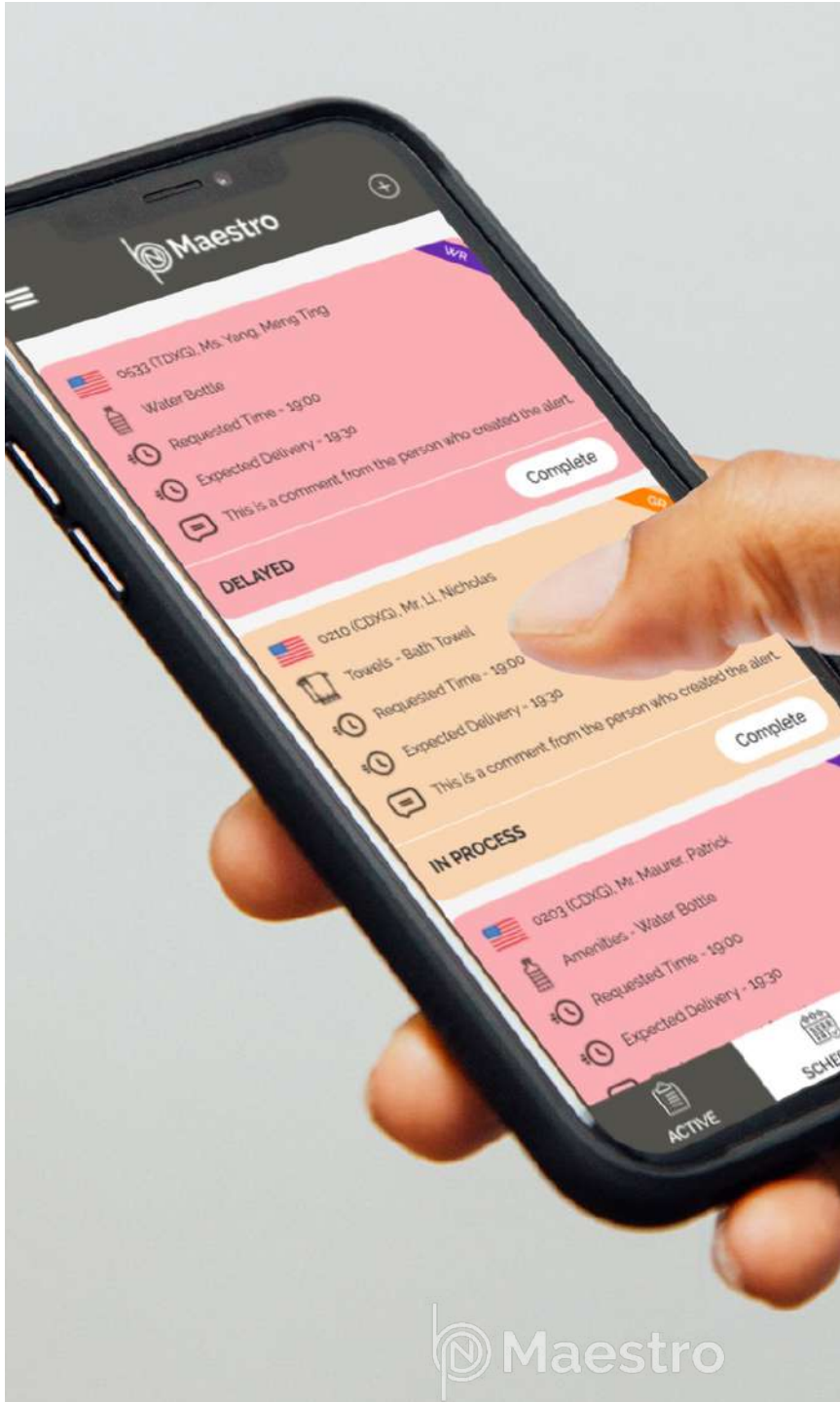
No more delays in guest service

Log, track and analyse guest and work requests in real-time

Allocate to the attention of staff for follow-up

Utilise automated reminders, escalation and statistics to drive efficiency and accountability

Video Introduction



Guest Request Manager

300+ Requests

Choose from 300+ work and guest requests for immediate follow-up or customise your own requests

Individual Follow-Up and Grace Periods

Set your own follow-up times for each request and specify when the Supervisor / Manager is alerted

Send Later

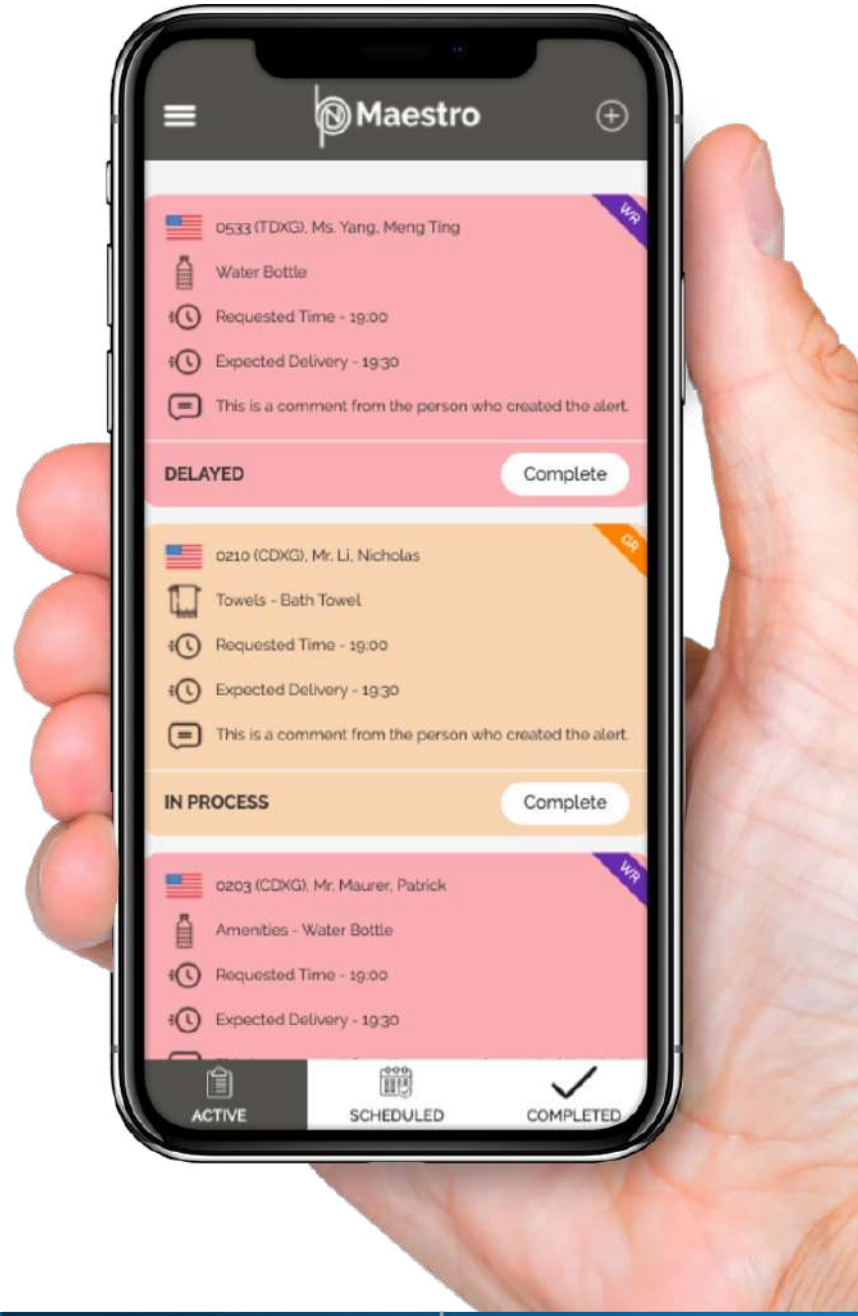
Schedule guest requests in advance

Scorecard Summary

Learn your guest's top requests, delivery times, caller frequency, rush hours, and more all in one place

Easy to Use

Supports smartphones (PUSH) and older mobile phones (SMS), while offering an intuitive layout and simplified App for ENG / HSKP colleagues



PostStay Email

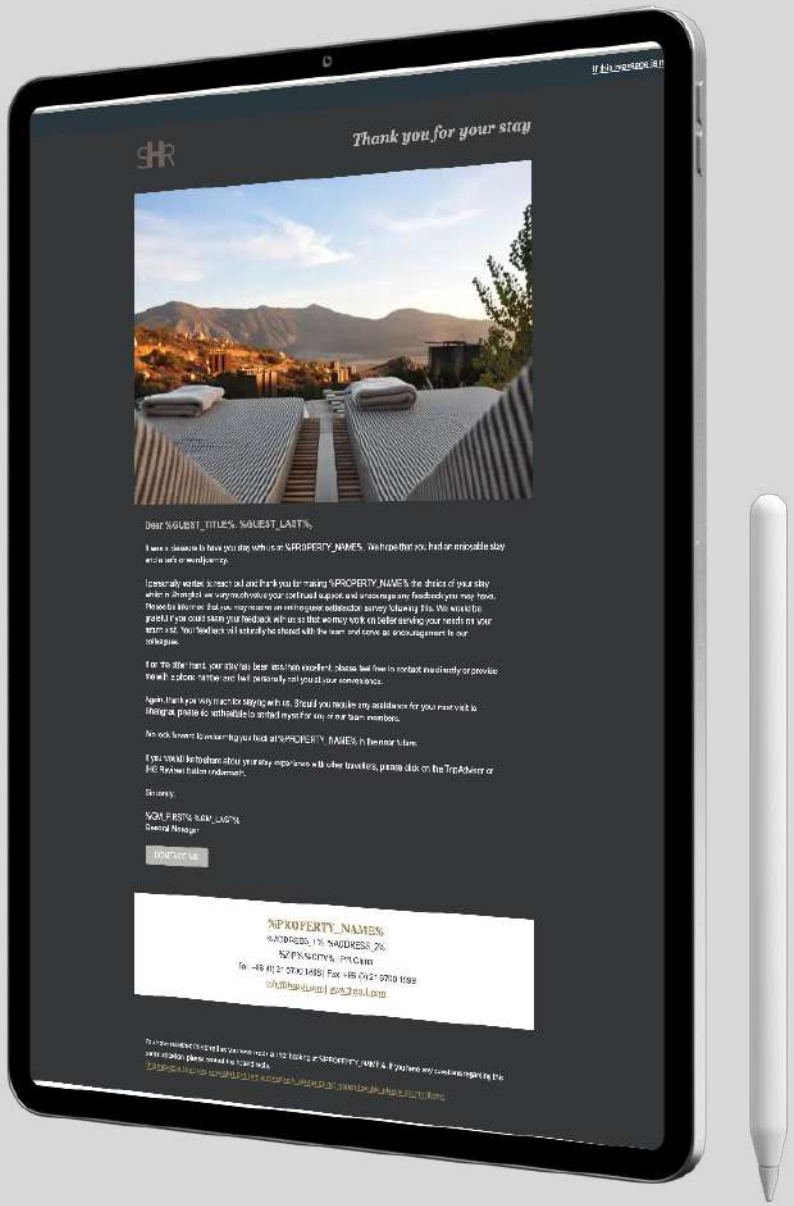
Drive loyalty recognition, guest satisfaction and social media referral

Personalised email from senior management after check-out helps increase guest satisfaction scores

Drive reviews and ranking on Online Travel Agency (OTA) websites

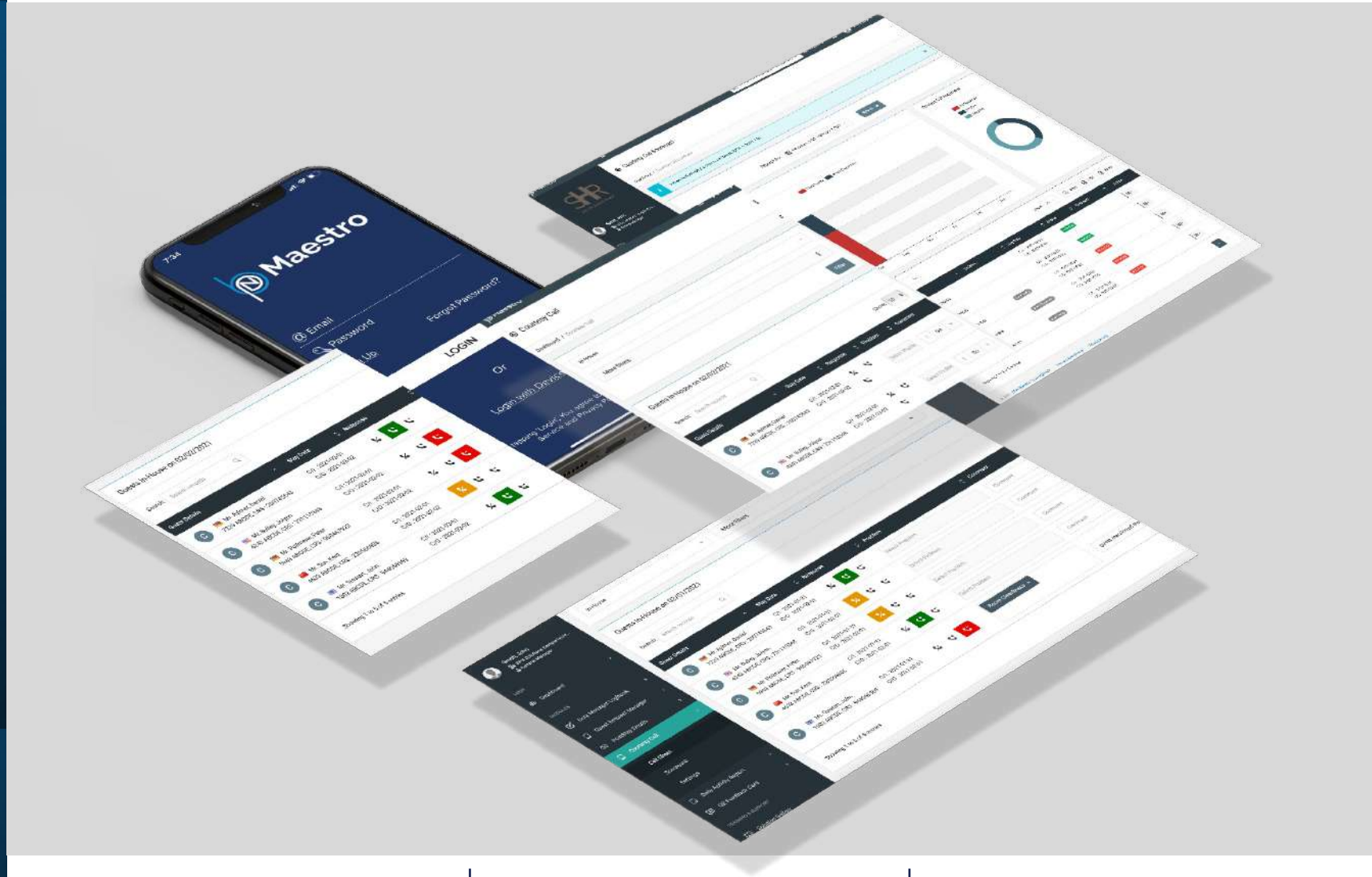
Stay on brand with customised email format with multiple language options

Video Introduction



Courtesy Call Logbook

Personal recognition, direct guest comments and improved guest profiles



PMS interface for all Arrival / In-House / Departing guests

Automatically log complaints or guest requests

Recover guests with negative experiences before check-out

QR Feedback Cards

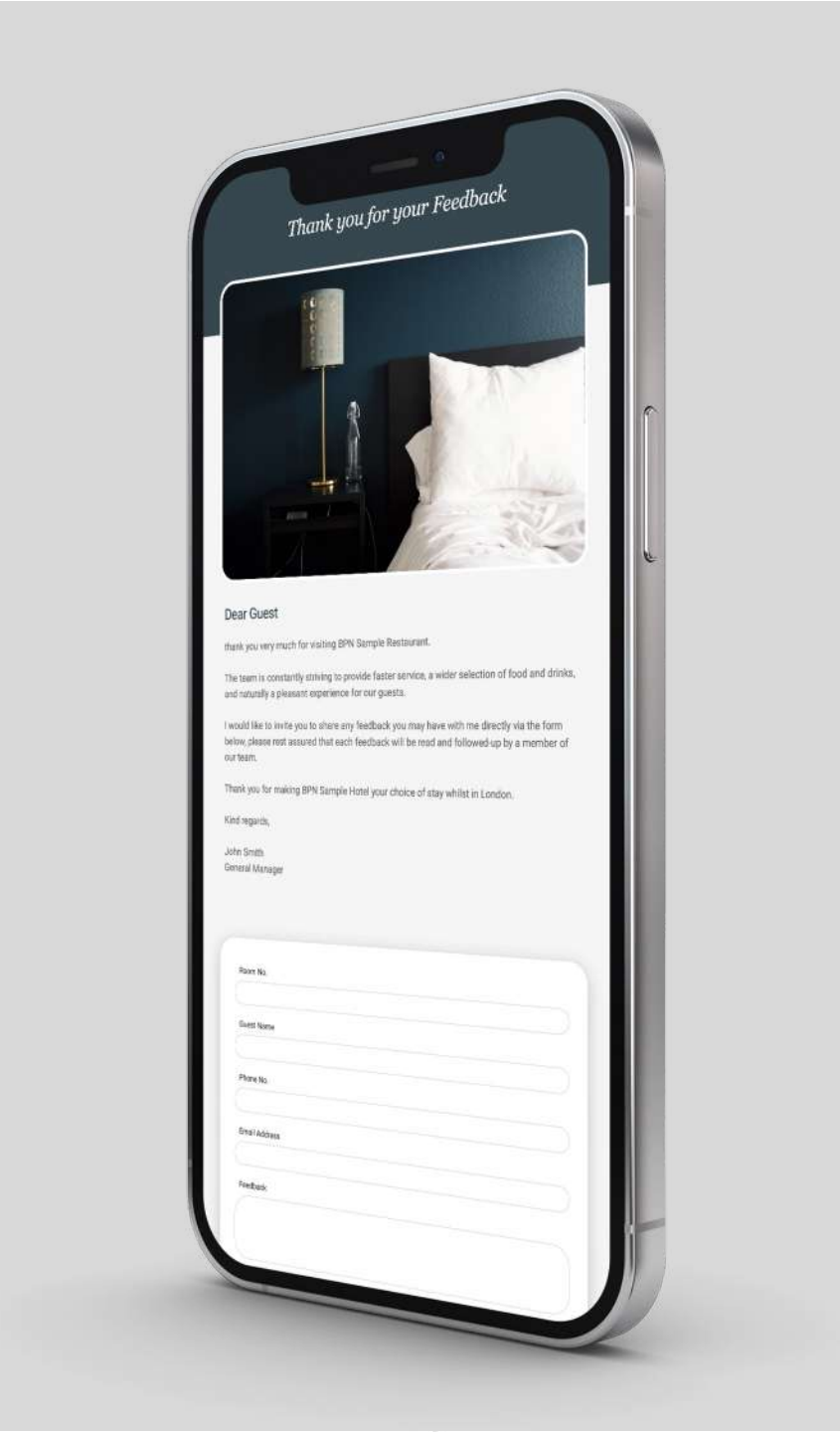
Customisable Mobile Feedback form for every location

Customisable, contact-less, online guest feedback form

Obtain specific feedback for various locations in real-time

Immediate email alerts to concerned colleagues for follow-up

Video Introduction

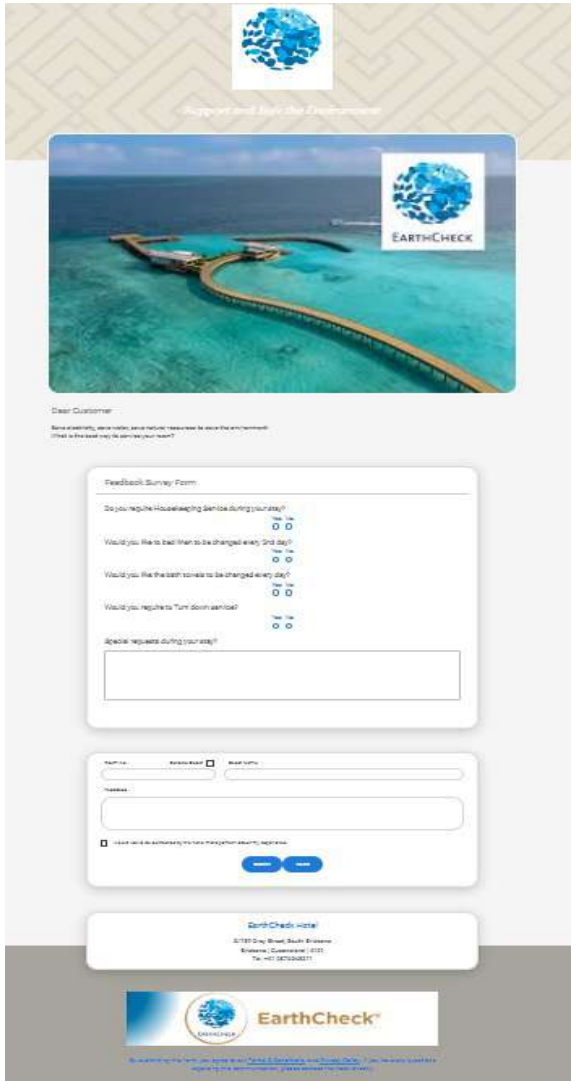


QR Feedback Card – Sustainability Solution

The Environment

Moreover, BPN Maestro Housekeeping solution enables the implementation of our Green Housekeeping Option. Generally, many guests consider it sufficient if the room cleaning takes place only every second or third day.

BPN Maestro enables the guests to communicate this information digitally to housekeeping staff and do something good for the environment in the process.



Support & Save

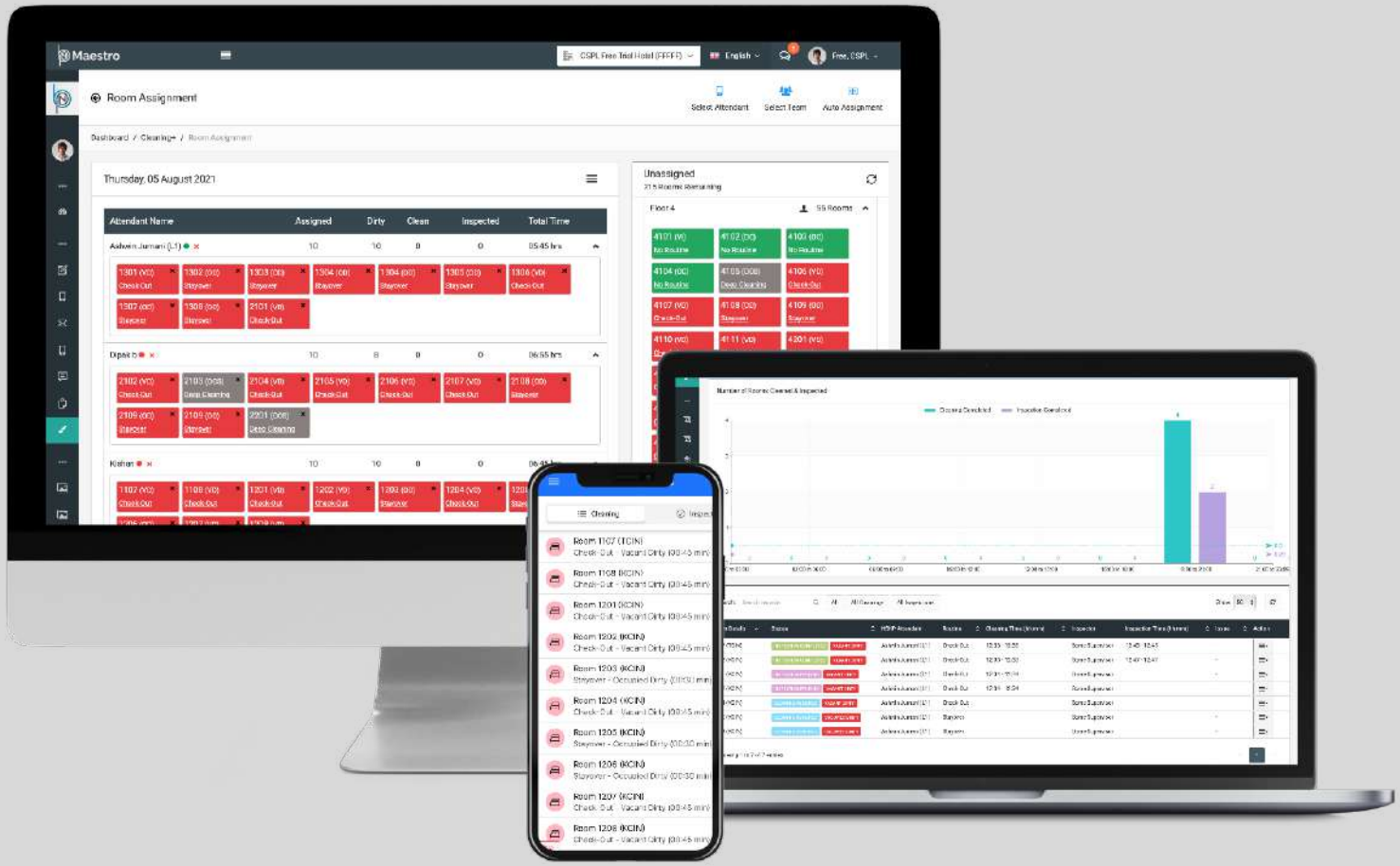
Savings

- Linen Washing [cost]
- Cleaning Products [chemicals]
- Housekeeping Service [manpower]

Housekeeping Cleaning+

Automated Room Assignment, PMS Integration and detailed cleaning & inspection checklist at your fingertips

Video Introduction



Manage entire Room Cleaning & Inspection Process

Real-time status updates on cleaned/inspected rooms

Detailed staff performance & productivity reports

Housekeeping Cleaning+

Automated Room Cleaning Assignment

One-click Room Assignment across all on-duty Room Attendants

Tailor-made Room Checklists

Customize your own Cleaning & Inspection Checklists for each individual room type and cleaning routine

Supporting Documents

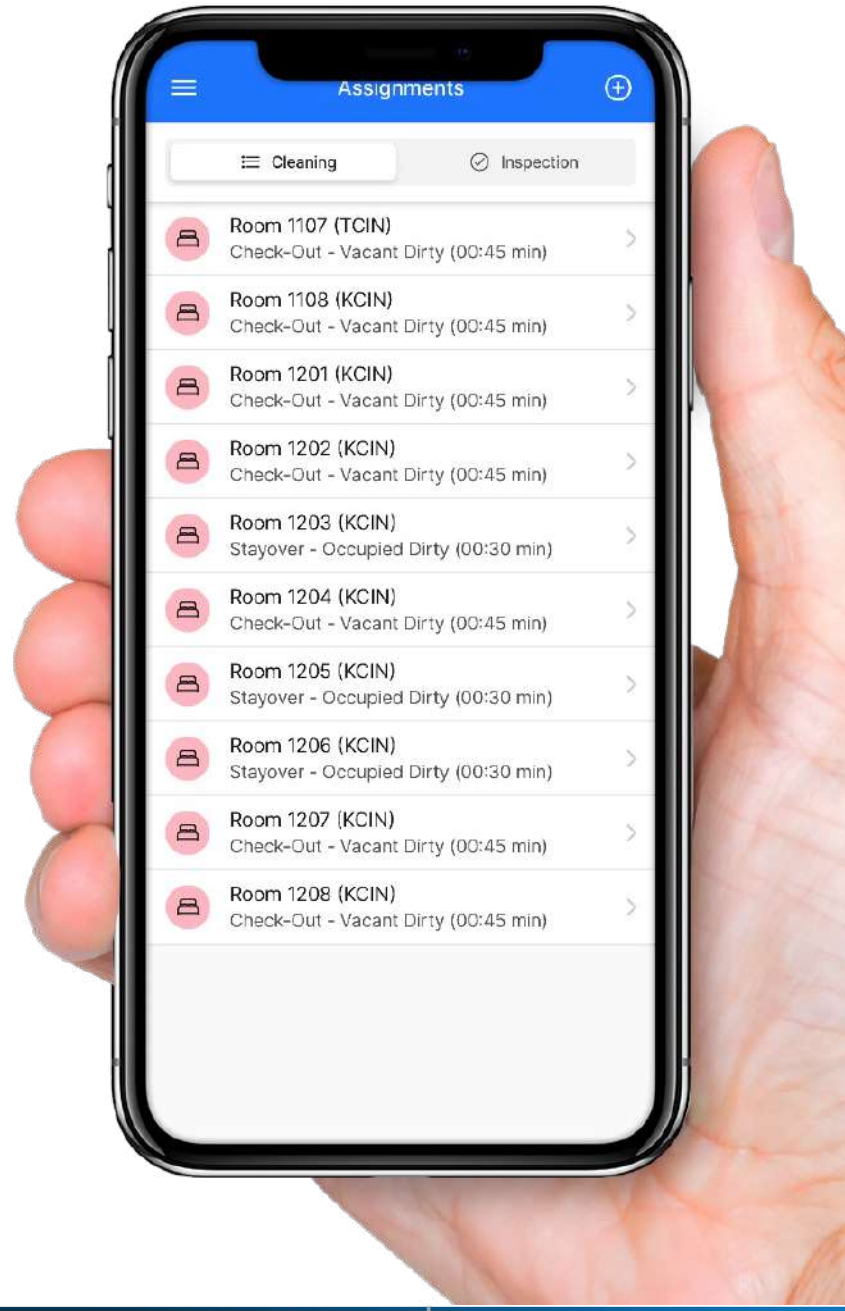
Include your own Brand Standards, SOPs or Reference Images with our Checklist Builder to drive your guest experience

One App for Everyone

Cleaning+ is part of the GRM Mobile Application, no need to download more apps, existing users can access Cleaning+ immediately

Integrated with the BPN Toolkit

Connected with the BPN Maestro tools, create Guest & Work Requests or raise a Duty Manager Complaint directly from the Cleaning+ app



Training Library

All-in-One Hospitality online training library

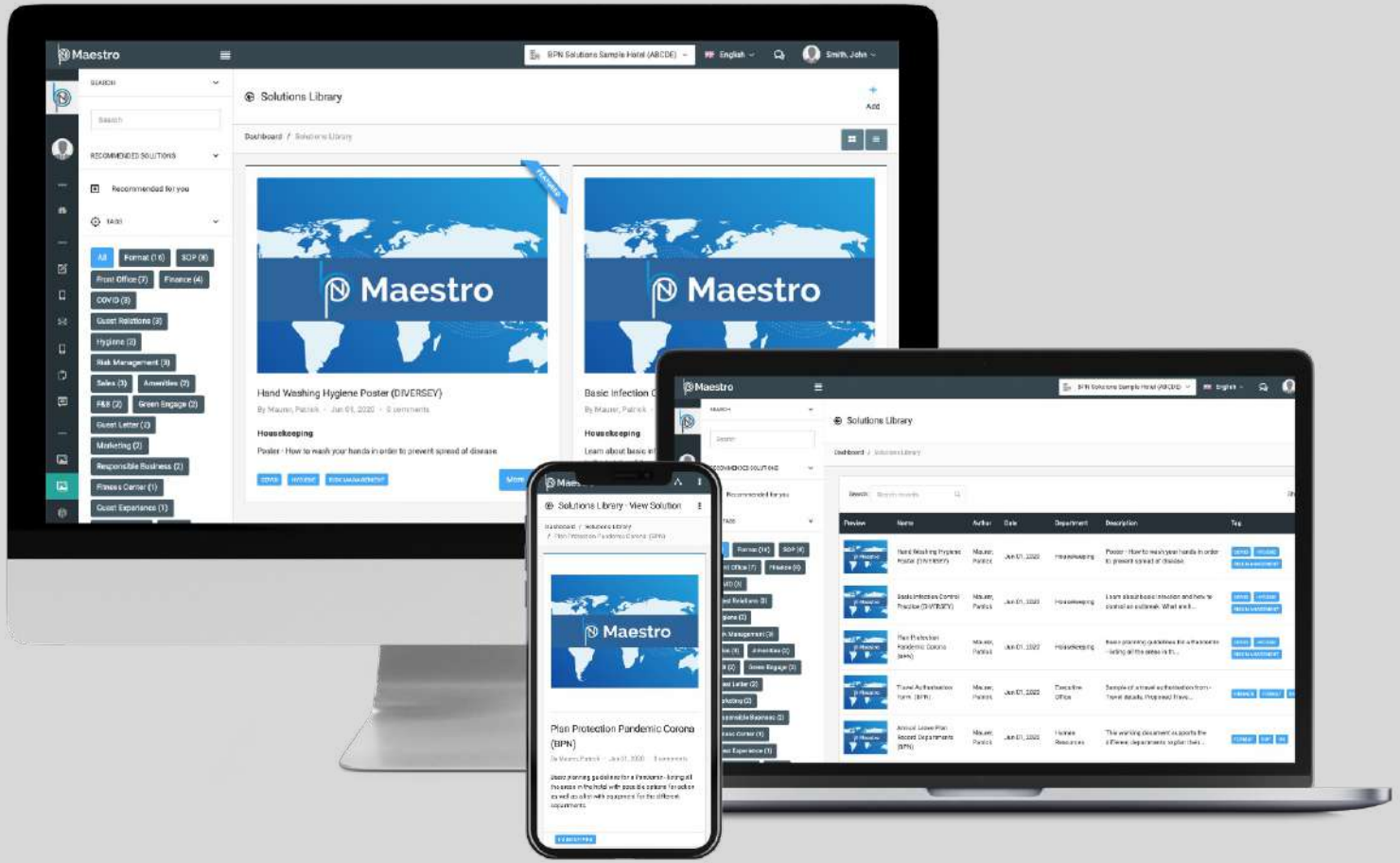
Upskill your team while they work **eHotelier.com**

Recommended training based on the Hotels challenges

Customizable courses rework or create your own training

Solution Library

A treasure trove of best practices for easy implementation



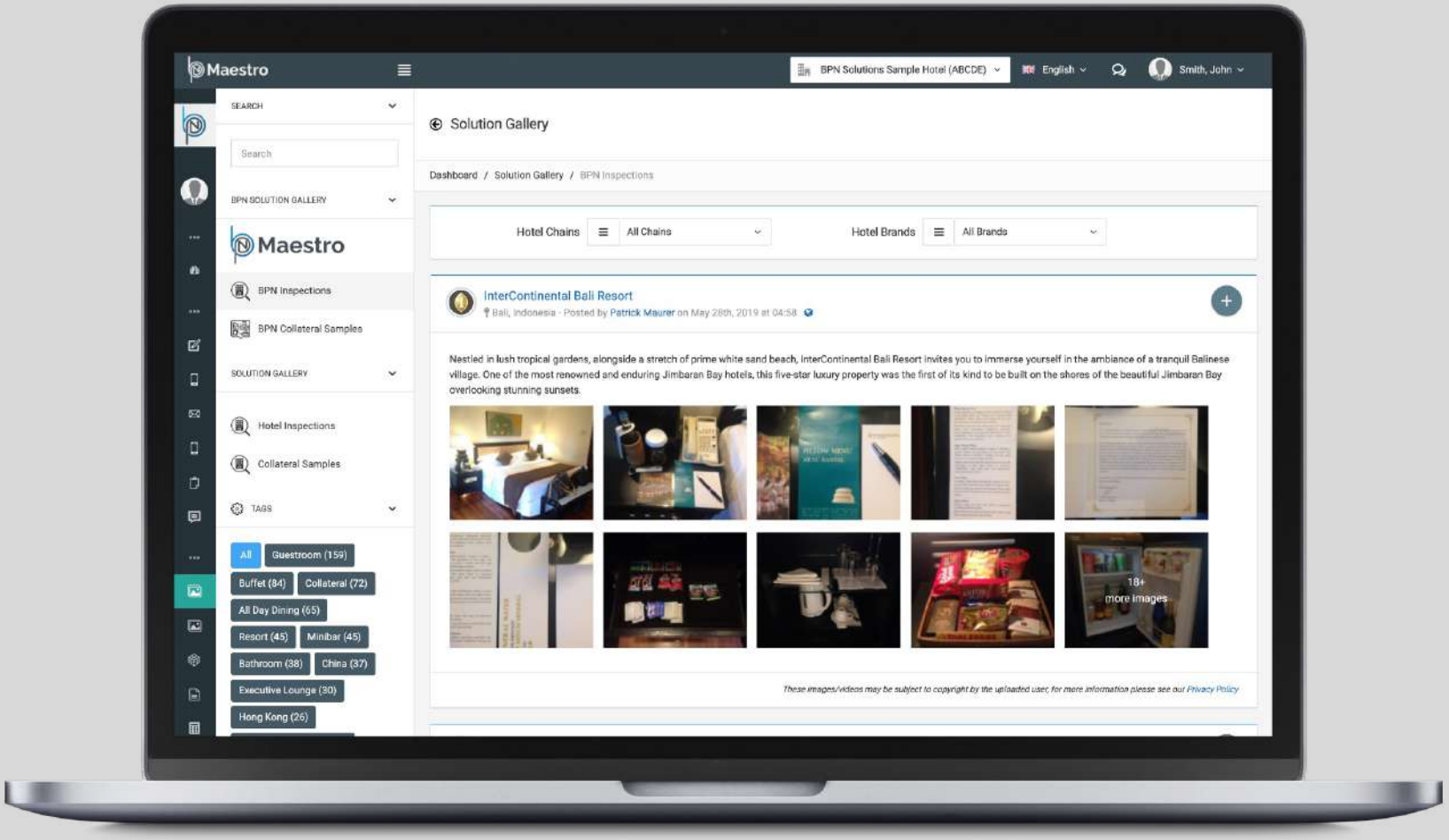
200+ solutions for all operations departments

Categorised and **filtered** by department

Customizable with **private albums** for your brand/hotel chain

Solution Gallery

Get inspiration from hotels around the world



1000+ high resolution pictures from hotel inspections

Showcasing best practices from operation departments

Customisable with private albums for your brand/hotel chain

BPN Maestro
Data Safety & Security

Backed by trusted servers for the ultimate secure communication

The most flexible and secure cloud computing available with Amazon Web Service (AWS)

Transport Layer Security (TLS) Protocol encrypts and delivers email securely

Received 'A' rating by Independent IT Security Audits

Business Module

Why BPN Maestro ....

For Hotels & Resorts

- **No** signup & installation cost
- **No** extra hardware [cloud based]
- **Unlimited** users per hotel
- **Unlimited** up to 400 rooms
- **Hotel Controlled** process & standards

Our commitment...

- **FREE Trial Run** - 2 months
- **Free** one-way PMS Interface [approved PMS provider]
- **Any** Language
- **Automated** Reporting & Analytics
- **Online** Software Employee Training
- **China Friendly** – No Google Code

Solutions

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Please use the following link to Book a time to meet with me...