

A silhouette of a person in a business suit standing in front of a large window at night. The person is holding a mobile phone to their ear. The window looks out onto a city skyline with illuminated buildings.

Repartee Hospitality

Designed specifically for the lodging industry, the Hospitality package for Repartee® represents a complete messaging solution that combines many types of communications services into one state-of-the-art voice messaging system. Active Voice's Hospitality package gives you leading-edge technology that helps improve guest services and enhance your staff's effectiveness and efficiency.

The Personal Touch

Hospitality provides personalized guest messaging in every room. Hospitality offers superior guest services without sacrificing the personal touches. Guests receive calls or messages anytime, even if there is no operator on duty — an essential feature for international travelers and guests with late-night emergencies. With Hospitality, guests have a choice of voice prompts from our expansive list of localized languages. When outside callers leave messages for a guest, they also hear Hospitality's easy-to-use prompts in the guest's preferred language. Hospitality's conversational interface has set the standard for easy-to-use hotel voice mail systems.

More than Guest Messaging

Hospitality's guest directory allows callers to contact hotel guests without going through an operator. Incoming calls aren't delayed by a switchboard bottleneck, and operators are free to give personal assistance to those who need it. Guests can rest assured that their morning wake-up call will be on time with Hospitality's wake-up feature. Guests have direct control over their wake-up calls — making, adding, deleting, changing, and confirming wake-up call requests at any time. Guests can also retrieve important information right over the telephone. Guest information lines can answer routine questions about restaurant hours, airport shuttles and other subjects. Information lines can even generate revenue through sponsorship from local businesses.

Improved Staff Efficiency

Hospitality also improves internal communications by sending messages to all hotel staff members instantly. Employees working different schedules can leave each other detailed messages to ensure customer service isn't interrupted with each shift change. Mobile personnel such as housekeeping, maintenance and room service can be alerted via pager or cell phone about urgent messages. You can even set up special mailboxes to communicate more efficiently with vendors and important clients.

Active Voice is a global leader in Unified Messaging. Our products empower people to communicate and manage information with convenience and efficiency using virtually any communication device to access and control their messages, data and real-time communications in a unified and easy-to-use way. With over 200,000 systems sold in more than 60 countries, Active Voice products fit into a wide variety of business environments across a broad range of industry sectors.

To learn more about Active Voice, visit www.activevoice.com.

Full Property Management System Integration

Property Management System (PMS) integration seamlessly couples the hospitality system with your PMS to automate voice mail management. All check-ins and check-outs are managed directly by the PMS, and front desk personnel can register guests without accessing the voice mail system. When guests check in, the PMS automatically activates their voice mailbox. Upon check-out, the system saves any remaining messages for the guest, and then deletes the mailbox from the voice mail system. Hospitality currently supports more than 60 different PMS types.

PMS Systems Supported (PMS systems not listed can easily be added)

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|--------------------------|--------------------|-----------------------------|--------------------------------|
| • Anasazi - Best Western | • First Resort | • LMS | • Princess |
| • CLS | • GEAC | • Lodging & Gaming | • Promus |
| • Chess | • Gibb | • Systems | • Protocol Technologies |
| • Choice Hotels | • Hilton | • Lodging Touch | • Quantel |
| • Compusolv | • HIS | • Logistix (various models) | • Red Lion |
| • Computel | • Hitachi | • LS2000 | • REMco (Nite Clerk) |
| • Courtyard | • Holiday Inn | • Marlboro (MCorp) | • Residence Inn |
| • CSS Hotel Systems | • Imaginn | • Marriott | • Resort Data Processing (RDP) |
| • Doubletree | • InnControl | • MBS | • Resort Systems Inc. (RSI) |
| • DSC | • Inn-Line Systems | • Megasys | • TimeShareWare |
| • Encore | • InnTime | • Mitel | • Springer Miller |
| • Executech | • InnQuest | • Multi Systems Inc. (MSI) | • Sterling |
| • Fabco | • INSI MS-DOS | • National Guest Systems | • Sulcus |
| • Fidelio | • INSI Win Inn | • NEC | • Westin |

Multi-Lingual Options

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|------------------------|--------------------|--------------------------|--------------------------|
| • American English | • Danish | • Hebrew | • Madrid Spanish* |
| • Argentinean Spanish | • Dutch | • Iberian Portuguese* | • Mandarin Chinese |
| • Australian English | • European French | • Italian | • Mexican Spanish |
| • Brazilian Portuguese | • European Spanish | • Japanese | • New Zealand English |
| • Cantonese Chinese* | • French Canadian | • Korean* | • Swedish |
| • Catalan* | • German | • Latin American Spanish | • United Kingdom English |

Repatee Hospitality Features:

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|---|---|-------------------------------------|
| • "All Hotel Guests" message group* | • Merge rooms** | • Scheduled wake-up call reports* |
| • Automatic check-in and check-out | • Message notification at check-out** | • System upgrade/migrate utilities* |
| • Automatic message retrieval by guests | • Multilingual outside caller messaging | • Text message notification** |
| • Automatic password assignment** | • Optional password security | • Transfer to operator |
| • Automatic wake-up calls | • Personalized guest greetings | • Unlimited information menus |
| • Date and time stamp on every message | • Pre-check-in messaging** | • Unlimited messages per guest |
| • Hotel guest directory | • Programmable archive time of former | • Wake-up calls for guests |
| • Hotel guest distribution lists* | guest messages | • Voice mail disable per room** |
| • Hotel information service and Help option | • Room move** | |

*Windows version only. **Available only if supported by PMS

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