

Oracle Hospitality Symphony Point- of-Sale for Cruise

ORACLE[®] Hospitality

Oracle Hospitality Symphony is an enterprise hospitality management platform that provides point-of-sale (POS) and integration to Oracle's Shipboard Property Management System (SPMS) functionality on fixed and mobile devices to support a range of food and beverage operations for the cruise industry. It provides guest engagement capabilities, standardized reporting, and central management controls to increase operational efficiency via third party integration. Oracle Hospitality Symphony handles multiple POS configurations consisting of thousands of workstations, and is still flexible enough to scale down to smaller operations.

COMPREHENSIVE POINT-OF-SALE FUNCTIONALITY

Oracle Hospitality Symphony POS for Cruise is the premiere mobile hospitality platform, providing enterprise point of sale to support a wide range of food and beverage operation.

KEY FEATURES

- Mobile-enabled with multiple hardware options for flexibility
- Integration to Oracle Hospitality Cruise Shipboard Property Management System for cashless payment
- Centralized management of menus, pricing, and promotions
- Conversational ordering with a fluid workflow that enables cashier to enter orders as they are given
- Flexible order management controls to suit all environments
- Powerful reporting for comprehensive real-time data accessible by mobile
- Multilanguage and currency support

Modern and Mobile

Elevate guest experience anywhere with mobile devices for Oracle Hospitality Symphony. Allow your customers the freedom of ordering food or drinks from anywhere onboard. Sleek, dynamic Oracle MICROS Compact Workstation 300 Series and Oracle MICROS Tablet 700 Series hardware offerings are compact, portable, and easy to set-up and use. Symphony and Oracle Hospitality hardware together can better enable staff to increase customer engagement.

Integration with Shipboard Property Management System

When Oracle Hospitality Symphony is integrated with the Oracle Hospitality Cruise Shipboard Property Management System (SPMS), guest interactions and transactions are significantly enhanced. Integrating Oracle Hospitality Symphony with Oracle Hospitality Cruise SPMS enables guests to enjoy a completely cashless experience onboard. Everything from room service to pool bar drinks to evening dinners is charged directly to their cruise ID card. Apply discounts, add drink packages and more – directly to the account. This makes transactions quick and easy for staff and creates a smooth payment experience with one invoice for guests.

KEY BENEFITS

- Take guest engagement to a new level with a POS solution that extends to mobile
- Enable cashless payment through integration with Oracle Hospitality Cruise SPMS

RELATED PRODUCTS

Oracle Hospitality Symphony works closely with the following products:

- Oracle Hospitality Reporting and Analytics
- Oracle MICROS Compact Workstation 300 Series
- Oracle MICROS Tablet 700 Series
- Oracle MICROS Workstation 6 Series
- Oracle Hospitality Cruise Shipboard Property Management System
- Oracle Hospitality Cruise Fleet Management System

Centralize the Enterprise

Oracle Hospitality Symphony provides food and beverage operators with a centralized solution for simplified, agile management and control. Every POS terminal within the enterprise can be updated from a central location—giving you complete control over menus, pricing, and promotions. This enables a consistent guest and brand experience, while removing your dependency on a property expert at every location who understands how to make changes.

Streamline Food and Beverage Operations

Oracle Hospitality Symphony was designed to serve and enhance the food and beverage operations. It features a multitude of functions created specifically for hospitality:

- **Improve accuracy and speed of service with the conversational ordering feature.** Orders can be entered into the POS in the sequence that they are given, greatly simplifying the ordering process.
- **Increase order entry speed with the automatic combo recognition feature.** Oracle Hospitality Symphony automatically recognizes combo meals based on items ordered, calculating special pricing to ensure discounts are never missed, and improving order entry time.
- **Ensure your future orders will always be on time.** Oracle Hospitality Symphony automatically sends online and call-ahead orders to the kitchen based on when they are needed.
- **Ensure accurate food delivery with the seat management feature.** With this functionality, any staff member is able to deliver food to a specific seat.

Real-Time Reporting and Analytics





When combined with Oracle Hospitality Reporting and Analytics, Oracle Hospitality Symphony organizes and consolidates business critical data into easy-to-view reports and dashboards. The reporting and analytics module gives you access to real-time performance data on board, helping you to make informed business decisions. That data is also made available through the inMotion feature of Oracle Hospitality Reporting and Analytics.



CONTACT US

For more information about Oracle Hospitality Symphony, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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Hardware and Software, Engineered to Work Together

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