

Oracle Hospitality Suites Management

Specifically designed for sports and special event venues, Oracle Hospitality Suites Management simplifies the organizational and operational requirements that come with managing suites. When used in combination with Oracle Hospitality Symphony First Edition Foundation, managers can perform management tasks—such as setting up events and suites, identifying owners, entering pre-event orders, and running production reports—to increase overall commissary efficiency. Increase your revenue, stay in contact with your customers, and cater to your guests' specific requests every time they enjoy an event at your venue.

STREAMLINE SUITE OPERATIONS

Oracle Hospitality Suites Management streamlines the daily management of suite operations and provides a comprehensive view of all our suite requirements. Data collected and reports provided include the following:

- Standard orders and pre-event orders
- Production reports that increase commissary efficiency
- Labels to simplify menu item distribution
- Game day orders through the point of sale (POS)
- Periodic automatic replenishment (PAR) levels and restock functionality
- Historical reporting
- Guest check invoicing
- Preorder specific instruction handling
- Preset questions with specific or text response
- Special instructions and notes
- Specified delivery times by item ordered
- Automated guest check initialization during go-live process
- Production reports

KEY FEATURES

- Capability to assign one or more owners to a suite or multiple suites to a single owner
- Support for advance orders
- Production reports for pantries before an event
- View of standing orders and order history by suite or owner
- Capability to add items during the event and offer different price points for advance and event day ordering
- Sales exported to an account receivable system for payment collection after an event
- Seamless integration with Oracle Hospitality Symphony First Edition Point-of-Sale

EASY ORDER MANAGEMENT

Enter pre-event orders that automatically create a check in the POS system for suite attendants, enabling them to easily and quickly manage orders. In addition, staff can easily enter additional orders into the POS system while an event is in progress.

WEB-DELIVERED APPLICATION

Oracle Hospitality Suites Management is a web-delivered application that does not require installation on client machines. The application can be installed on a dedicated server either onsite or offsite, such as in a corporate office.

ACCOUNT RECEIVABLE EXPORT

Oracle Hospitality Suites Management provides the capability to interface to the most commonly used account receivable applications through the web services API.

GO-LIVE CHECK PROCESS

The go-live process automatically transfers and starts each check associated to the event and can also authorize credit cards. Additionally, a confirmation screen is displayed that will provide details if a check does not transfer.

KEY BENEFITS

- Streamline suite and corporate box operations
- Create an easy and efficient preorder process
- Increase response times and customer satisfaction
- Improve order accuracy and speed

RELATED PRODUCTS

Oracle Hospitality's venue management solutions include these additional products:

- Oracle Hospitality Symphony First Edition Point-of-Sale
- Oracle Hospitality Symphony First Edition Venue Management Foundation
- Oracle Hospitality Reporting and Analytics
- Oracle Hospitality Inventory Management
- Oracle Hospitality Gift and Loyalty
- Oracle Hospitality XBR[®] Loss Prevention Cloud Service

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