



Oracle MICROS Symphony for Cruise

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Simphony is the premiere hospitality platform providing a point of sale solution to a wide range of food and beverage operations throughout ocean cruise liners with thousands of workstations, yet is flexible enough to scale down to smaller river vessels. It also integrates to Oracle Hospitality Cruise's Shipboard Property Management on fixed and mobile devices.



MODERN AND MOBILE

Elevate guest experience throughout the ship with mobile devices for Simphony. Allow customers the freedom of ordering food and drinks from anywhere onboard, identifying with their cruise card or wearable and charging to their folio. Sleek, dynamic Oracle MICROS Compact Workstation 300 Series and Oracle MICROS Tablet 700 Series hardware offerings are compact, portable, rugged, and easy to set-up and use. Simphony and hardware together can better enable staff to enhance customer engagement.

INTEGRATION WITH SHIPBOARD PROPERTY MANAGEMENT

When Simphony is integrated with Oracle Hospitality Cruise's Shipboard Property Management (SPMS), guest interactions and transactions are significantly enhanced. The integrated solution 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 folio, using their name, cruise card or wearable. Apply discounts, sell or consume drink packages and more – directly to the guest's account. This makes transactions quick and easy for staff and creates a smooth payment experience with one invoice for guests.

CENTRALIZE THE ENTERPRISE

Simphony provides food and beverage operations with a centralized solution for simplified, agile management and control. Every 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 on every ship who understands how to make changes. And it's built with an "offline first" approach, so no matter how long the ship sails outside of internet coverage, Symphony will keep working.

STREAMLINE FOOD AND BEVERAGE OPERATIONS

Symphony was designed to serve and enhance food and beverage operations. It features a multitude of functions create specifically for hospitality, including:

- **Improved accuracy and speed of service with conversational ordering.** Orders can be entered into Symphony in the sequence that they are given, greatly simplifying the ordering process, so that the crew can have a real conversation with your guests, instead of just being the order-taker.
- **Increased order entry speed with automatic combo recognition.** Symphony automatically recognizes combo meals on items ordered, calculating speed pricing to ensure discounts are never missed, and improving order entry time.
- **Accurate food delivery with seat management.** With this functionality, any staff member is able to deliver orders to a specific seat at the table, no matter who entered the order.
- **Sail Safely.** Since Symphony can identify each guest for every transaction, it can safeguard you from selling alcohol to minors or charging to a blocked folio.

REAL-TIME REPORTING AND ANALYTICS

Combined with Oracle MICROS Reporting and Analytics, Symphony organizes and consolidates business critical data into easy-to-view reports and dashboards in real time. Reporting and Analytics gives cruise operators access to real-time performance data onboard, helping management make informed business decisions. That data is also made available through the In-Motion feature, enabling the ability to access important data on mobile devices.

OPERATE YOUR DESTINATION

If you operate your own island, Symphony Island Point of Sale helps you manage charges to guest folios, even if multiple ships dock at the same time. Guests just need their cruise card to identify, and Symphony will post to the correct ship, even allowing them to consume packages.

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