

MessageBox[®]

MESSAGING
&
HOTEL OPERATIONS
INTEGRATED

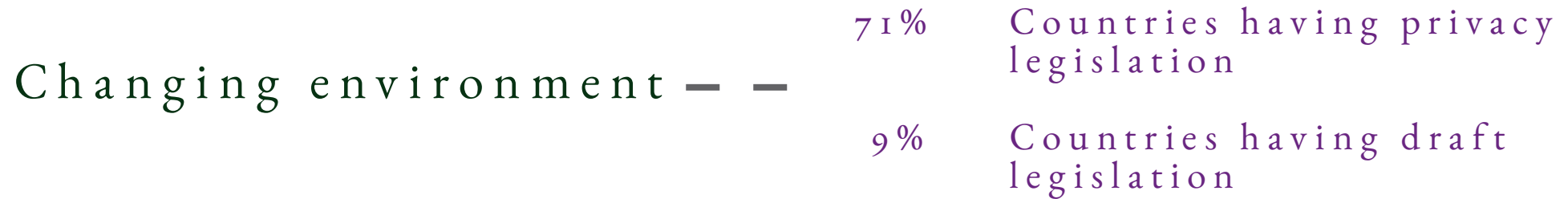


The most *simple* hotel
Operations platform.

Why

MessageBox?

HOTELS FACE HIDDEN RISKS....



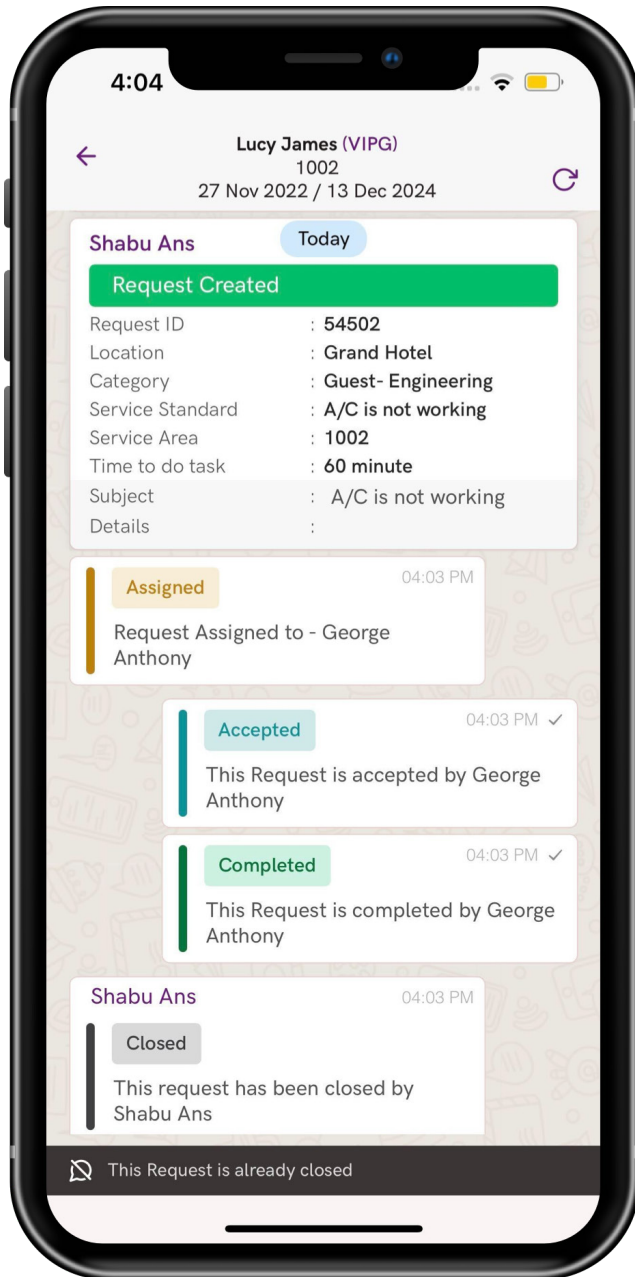
But...



Resulting in...

GUEST INFORMATION FLOWING THROUGH MESSAGING APPS

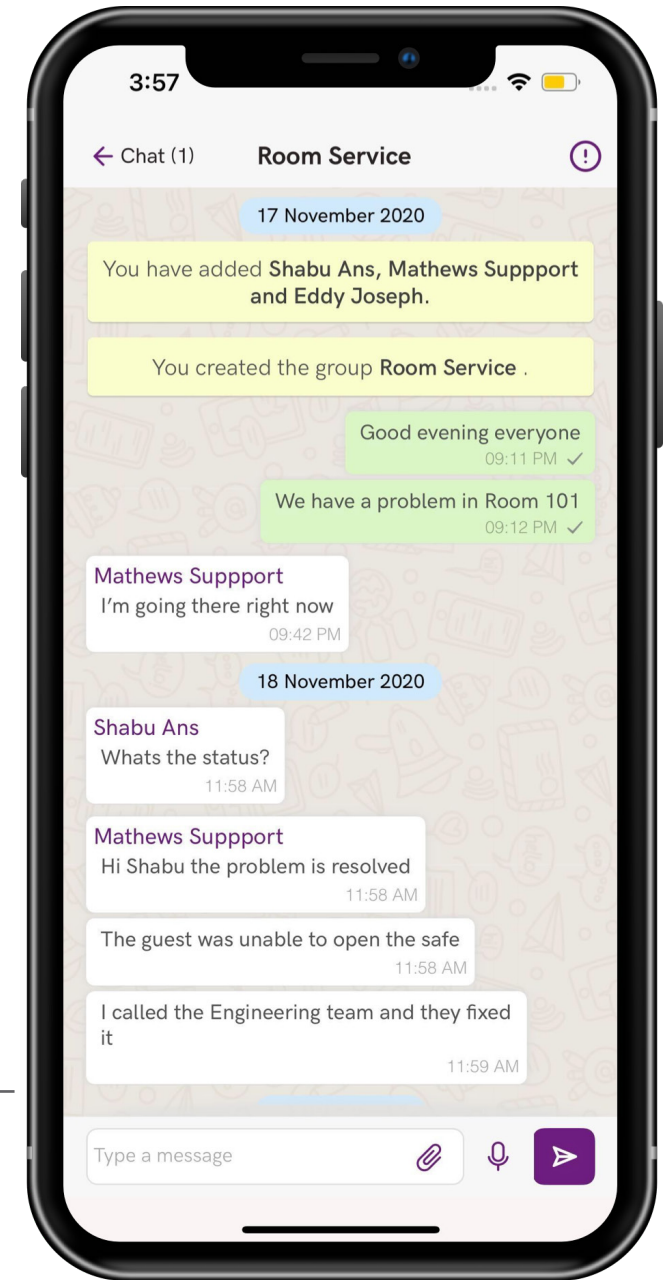
How MessageBox can help?



Every Task is a message

FULLY MESSAGE BASED

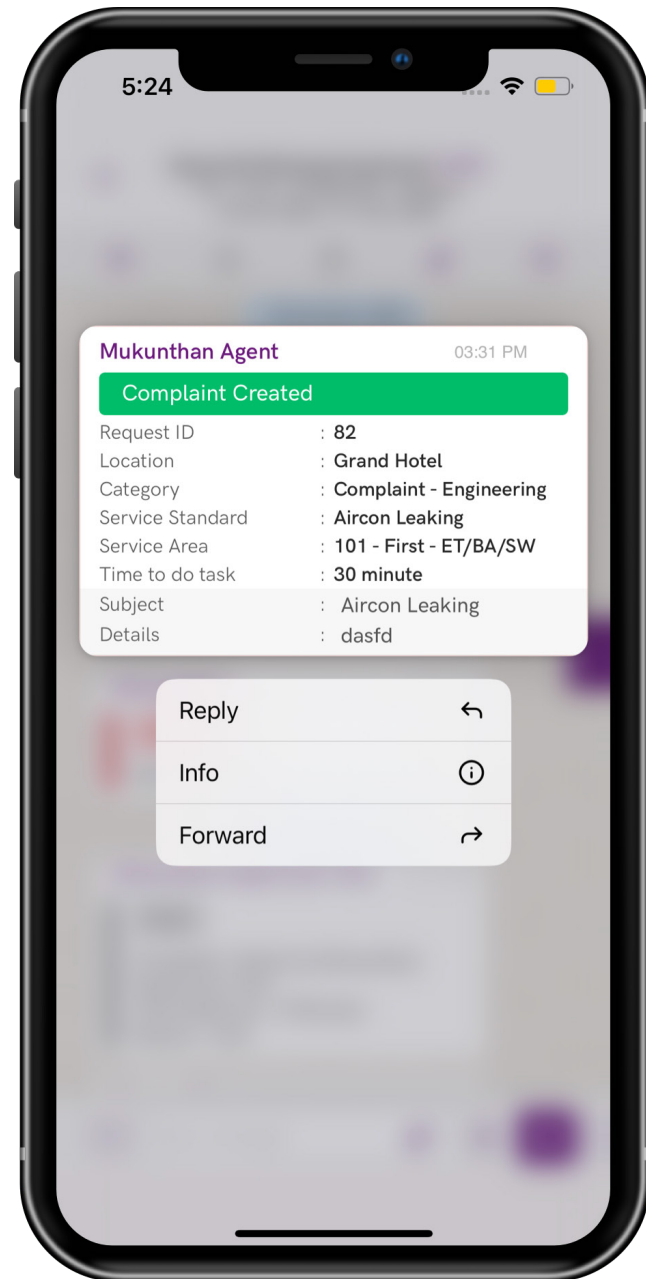
Private & Group Chats



VISIBILITY OF TASK ASSIGNMENTS

Supervisors will know exactly
when room attendants received
the message

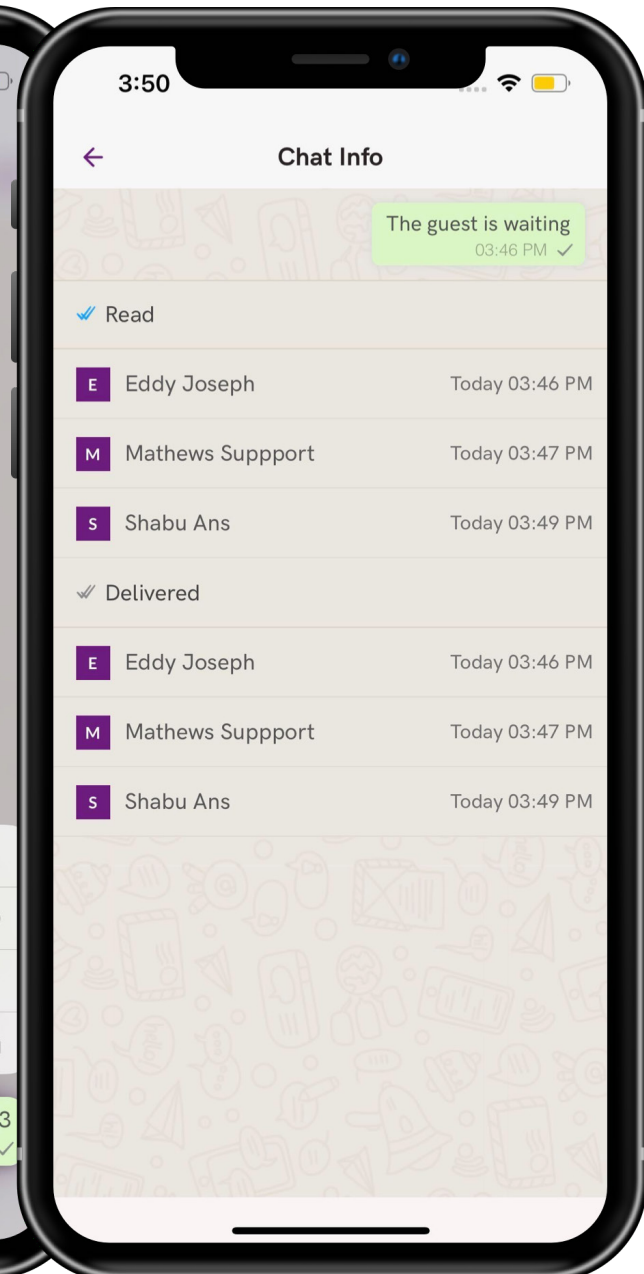
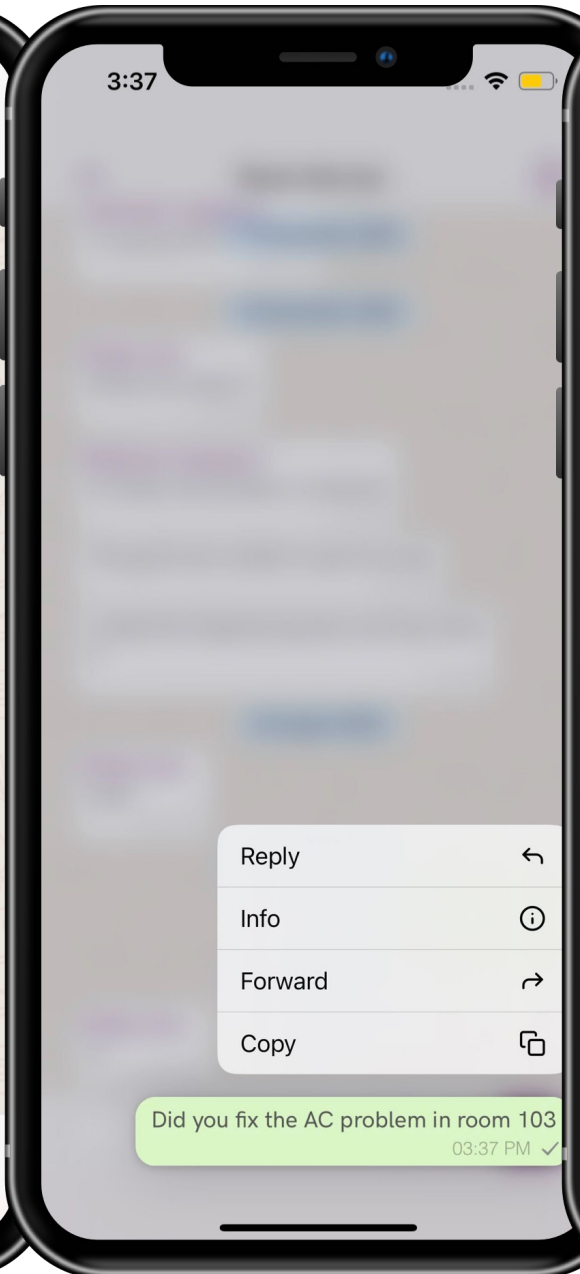
Full Audit trail of every task assignment - when sent, when delivered and when read!



Private Chats & Group Chats...just like WhatsApp !

Long Press to activate additional actions....just like WhatsApp !

Chat Info on every sent chat....just like WhatsApp !



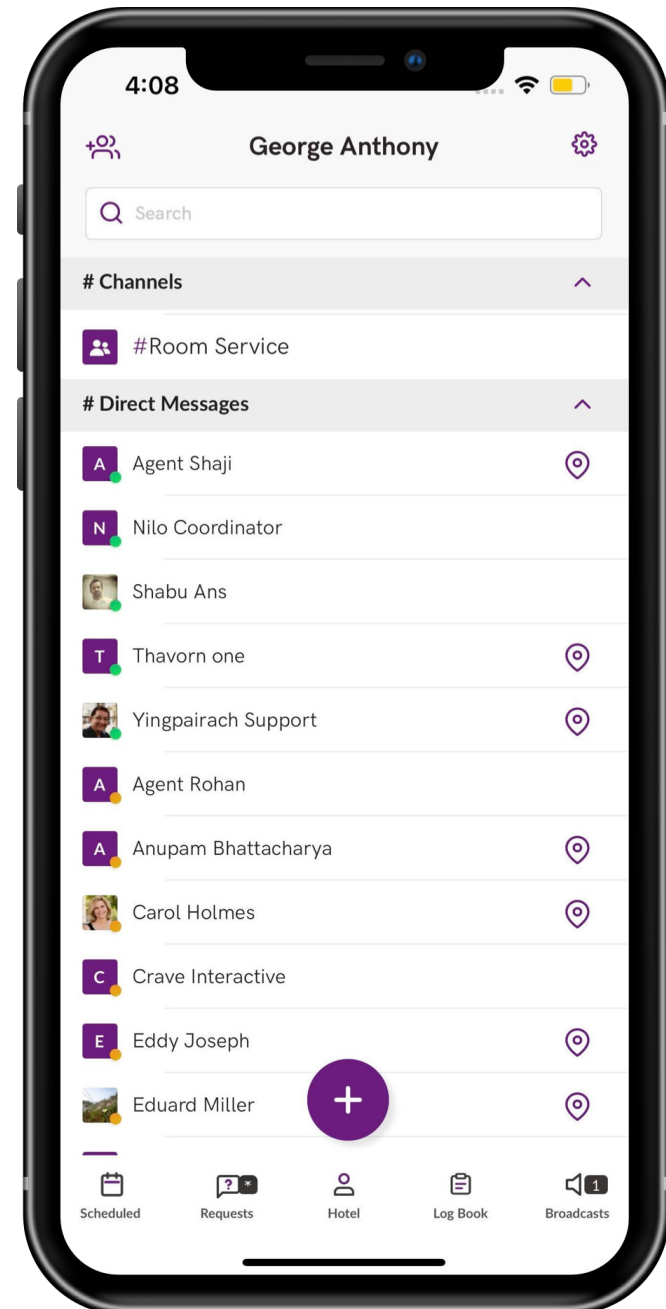
JUST LIKE WHATSAPP!

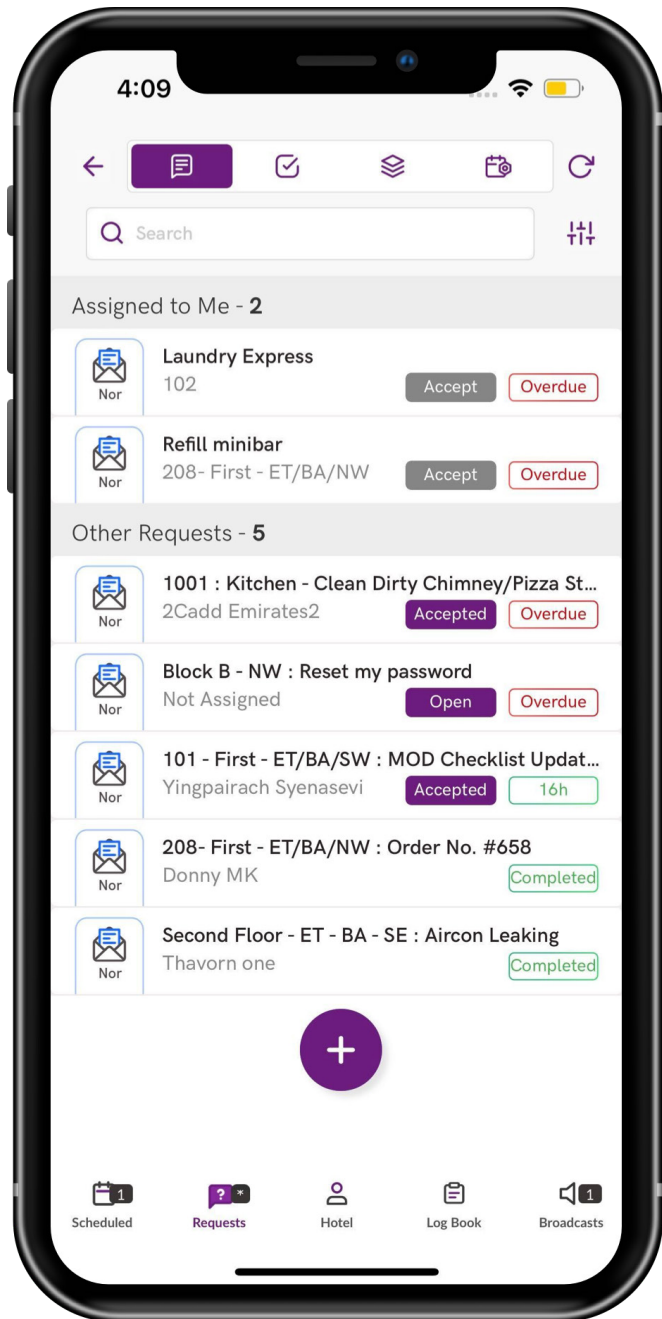
SAFE. SECURE.

Data belongs to you!

Infrastructure kept upto date with Security fixes.

- When staff leave the hotel, the data does not go with them.
- AWS hosted services which follows industry standards on security compliance.
- We use HTTPS protocol with 256-bit encryption by default.
- We use the latest version of SSL and ensures no data can be hijacked.





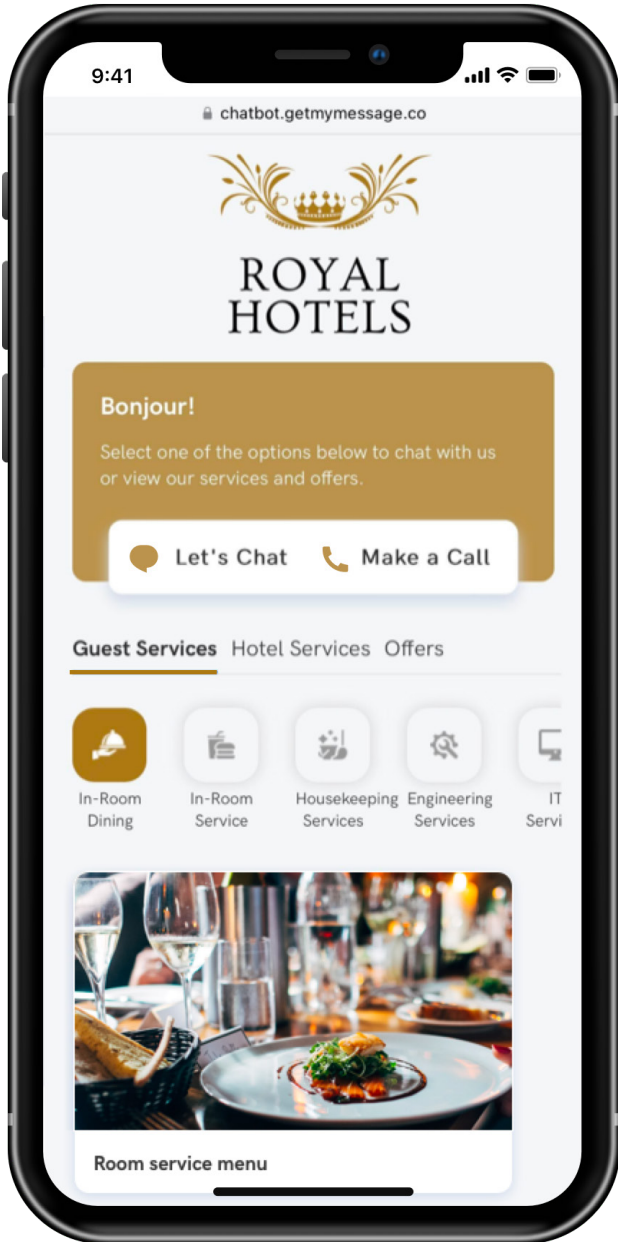
||

CREATING THE SIMPLEST USER EXPERIENCE



Inside
the
Box.

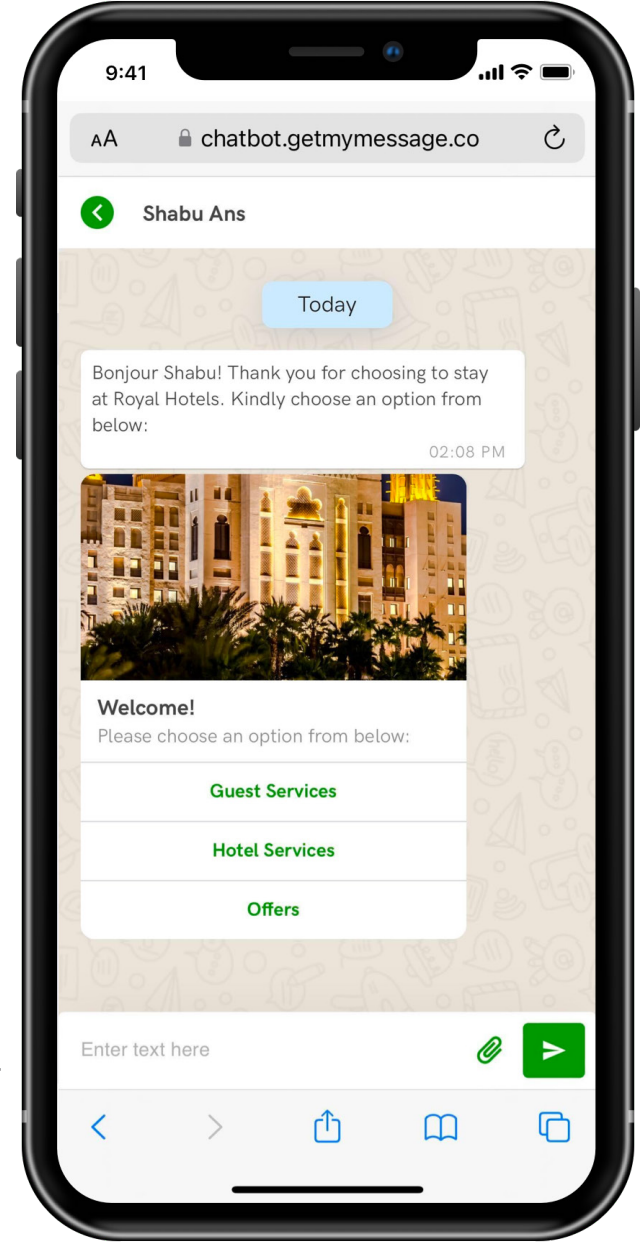
Guest
Engagement
Module.



QR Code -> Guest App










GUEST JOURNEY

Guest Chat via Bot



Service Area Conversation

Search 

-  Mary Adam 1001 0
-  Lucy James 1002 90
-  Shabu Ans 1003 19
-  William John 1004 0
-  Rohit Mathews 1005 1
-  Rohan Mathews 1006 0
-  John Adams 1007 0
-  Al Rawi Moath 1008 0
-  Saloum Mohamad Souliman 101 - FIRST - ET/BA/SW 5

M **Mary Adam**
Room No: 1074


First Name Mary	Last Name Adam	Email ID	Phone No
Arrival Date 12-11-2022 12:00 AM	Departure Date 06-01-2023 12:00 AM	Nationality Select...	Conf. No

Comments


OPEN TASK LIST


< 1 >

ID	Type	Status	Request Title	Category	Assigned User	Time Left
55601	REQ	Assigned	Buggy Service	Guest- Concierge	Group Assignment	Overdue
55600	REQ	Accepted	Airport Shuttle	Guest - Front Office	Haleema Raheem	Overdue
55597	REQ	Assigned	Baby Cot	Guest - Housekeeping	Group Assignment	Overdue

Guest Internal 


Quick Request 

Search service standard 

Search service category 

Guest: Mary Adam [E]
Arrival Date: 12-11-2022
Departure Date: 06-01-2023

Normal  0 minute(s)

Enter details here 

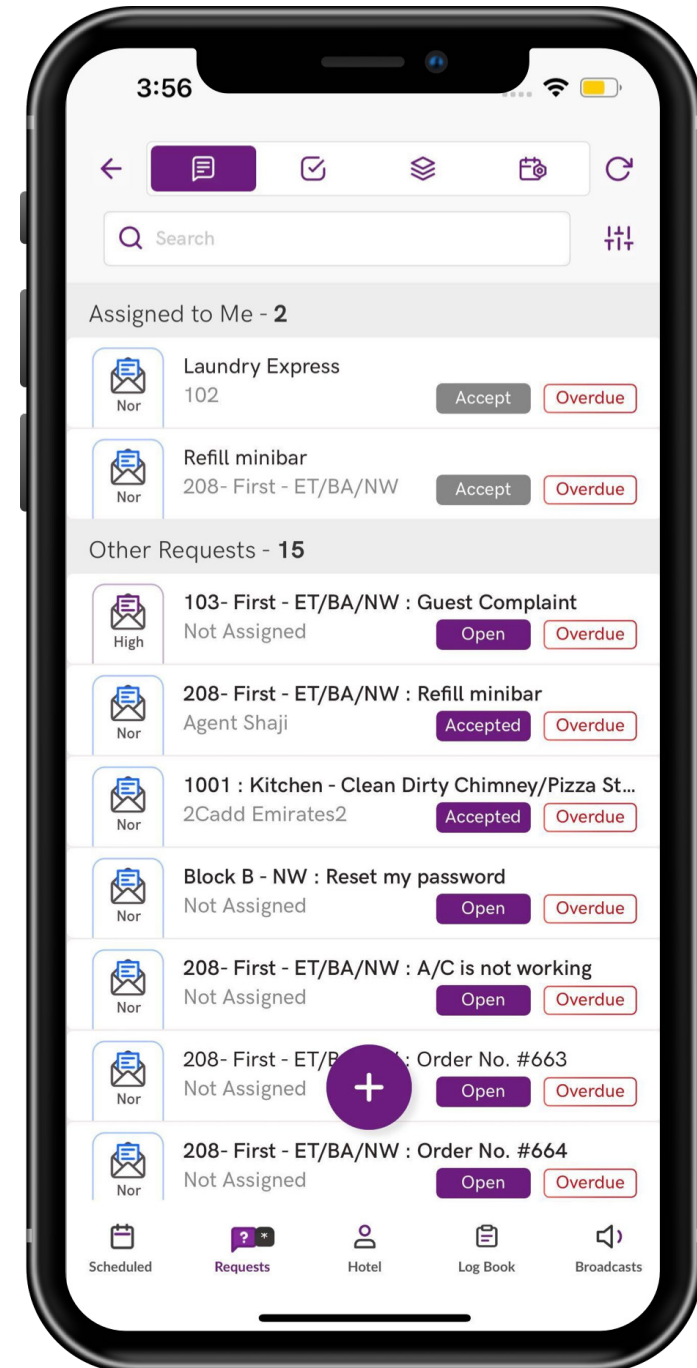
Due Time Never Repeat 

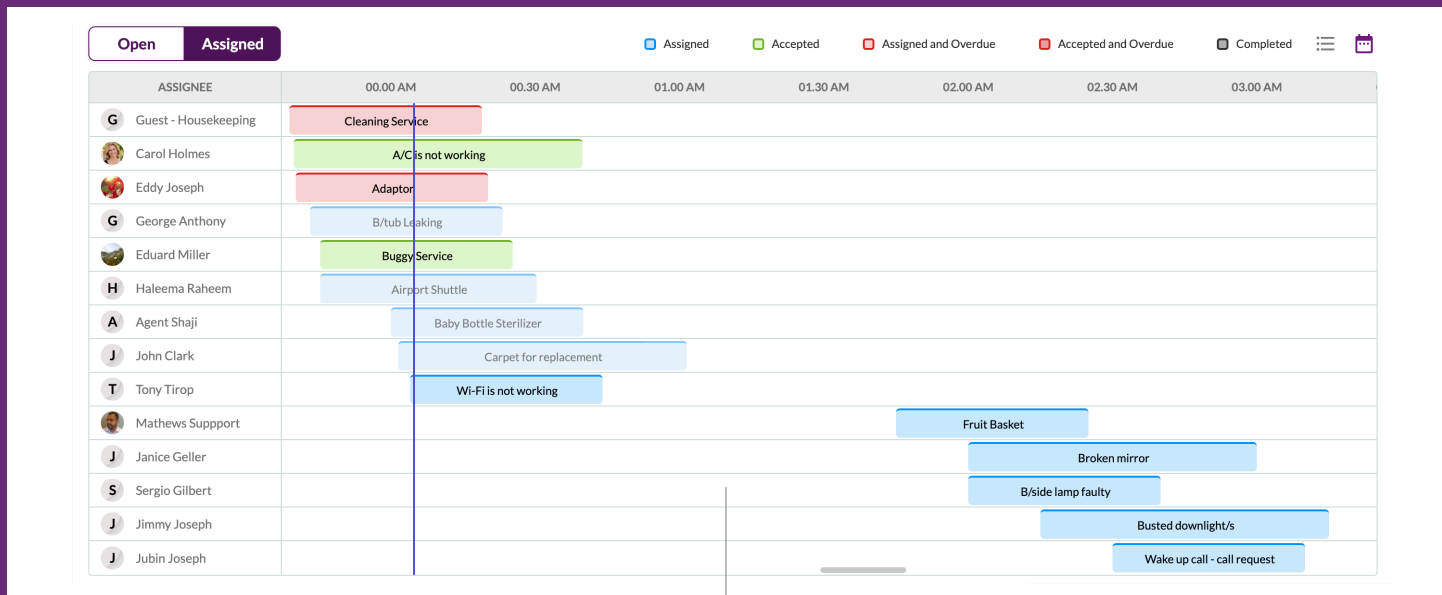
Add More Clear Save

Hotel Tasks Management Module.

Your hotel in your pocket!

- Create Guest and Internal Requests
 - Create Scheduled Requests
 - Create Complaints/Glitches
- Park/Unpark/Update/Delete Requests
 - Full Room History on the mobile
 - Parallel Tasks - One triggers many
- Sequential Tasks – Completion of one task triggers next
 - Media Files with each request
 - Auto Assignments
- Escalations (before/after job becomes due)
- Staff Shift Check-in via Mobile/Desktop
 - Overdue Notifications
- Emergency Broadcast Module -Contingencies
 - Guest Checkin/Checkout notifications
 - View Guest info on the mobile
 - Minibar check
 - Lost & Found
 - Report Module
 - Unlimited users
- Cloud based - Desktop, iOS & Android

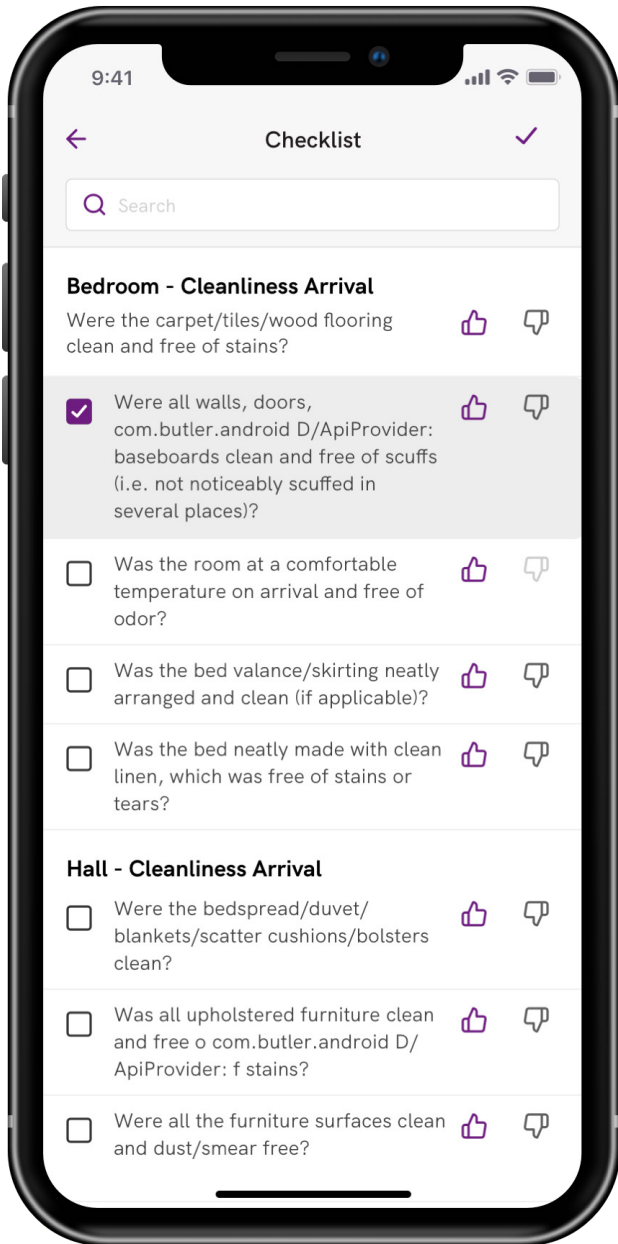




Multiple Job Status Views

Manage your tasks efficiently through multiple views on your desktop. List views. Daily views. Monthly Views. Weekly Views. Monthly Views.

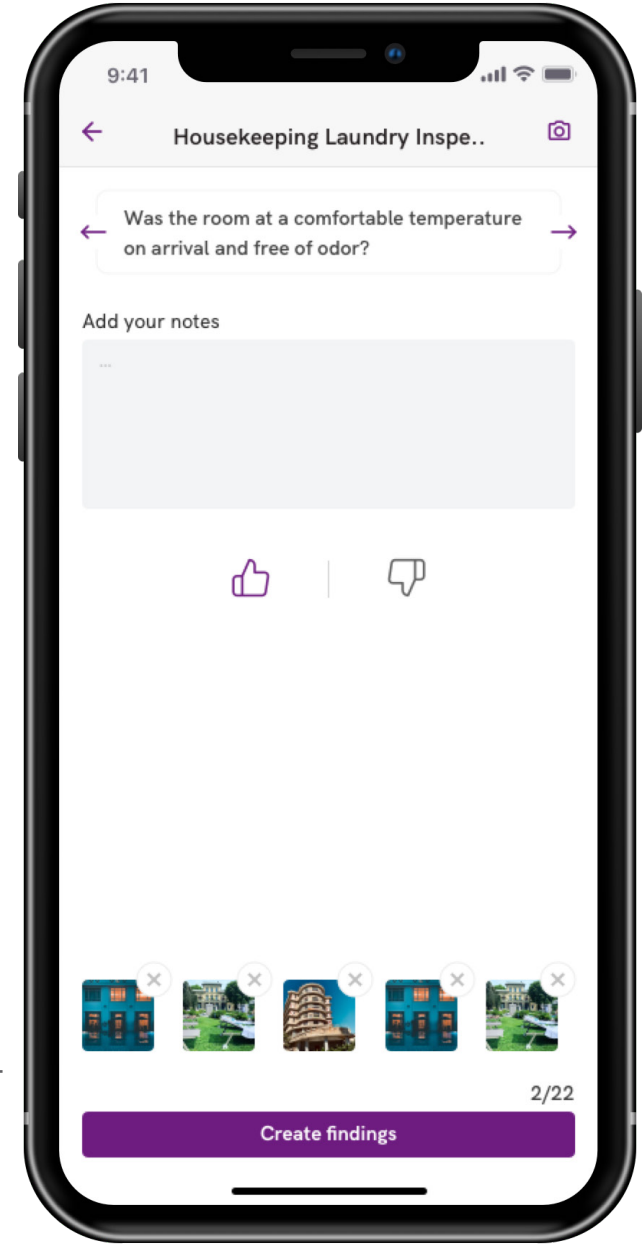
MESSAGEBOX | *Manage efficiently*



Unlimited Checklists

CHECK LISTS MODULE

Attach Images, findings!



ESCALATION TYPES

BEFORE A JOB BECOMES DUE

1. If a task is not yet assigned
2. If a task is not been accepted

AFTER A JOB BECOMES DUE

3. Immediately when a job is due.
4. Matrix based escalation process.

MessageBox 11:43 AM

Escalated

The Request for -Aircon back Bar Defective has been not yet assigned to any user.

MessageBox 11:51 AM

Escalated

The Request for -Guest Complaint has been assigned to Raj Malhotra but the user has not yet accepted the task.

Overdue 11:59 AM

Request Overdue


Escalated 11:40 AM

An open request on MessageBox has not been completed within the service standard defined and is therefore being escalated to you. Please take action now. Here are the escalation details:
Request Id:17440
Subject: Hotel Car Reservation
Details:
Location: Grand Hotel
Assigned User: George Anthony
Service Area: 1003

Password reset through OTP.

No Burden on IT.

Reset Password through SMS

9:41   



Forgot Password

Enter your email ID

abc@123mail.com

← Back

Next →

Retrieve password through SMS

The usage of this app is governed
By [Terms of service](#) & [Privacy agreement](#)

9:41



Enter OTP

Reset password

The usage of this app is governed
By [Terms of service](#) & [Privacy agreement](#)

Receive your OTP

Change your password

9:41



Reset password

New password

abc@123mail.com

Confirm password

abc@123mail.com

Next →

The usage of this app is governed
By [Terms of service](#) & [Privacy agreement](#)

Engineering Module.

Monitor PPM Schedules falling due

Change as per your Staffing

Calendar

Select Section
Asset Code

- All
- ELE21/DB2/47
- ME/AC3-20A
- ME/AC2-19A
- ELE/CP5-RT1
- ME/FCO2-17A
- ME/FCO1-16A
- ELE20/DB1/46
- ME/AC1-18A
- ELE22/DB3/48
- ELE23/DB4/49

Today		July 2022						Week	Month
24	25	26	27	28	29	30			
	ELE21/DB2/47 Unassigned	ME/FCO2-17A Unassigned	ELE21/DB2/47 Unassigned	ELE23/DB4/49 Unassigned	ELE/CP5-RT1 Unassigned	ELE/CP5-RT1 Unassigned			
	ME/AC3-20A Unassigned	ME/FCO1-16A Unassigned	ME/AC1-18A Unassigned	ELE21/DB2/47 Unassigned	ELE20/DB1/46 Unassigned	ME/AC2-19A Unassigned			
	ME/AC2-19A Unassigned	ELE/CP5-RT1 Unassigned	ELE22/DB3/48 Unassigned	ME/AC3-20A Unassigned	ELE23/DB4/49 Unassigned	ELE23/DB4/49 Unassigned			
	ELE/CP5-RT1 Unassigned	ELE20/DB1/46 Unassigned	ELE/CP5-RT1 Unassigned	ME/FCO2-17A Unassigned	ME/AC3-20A Unassigned				
31	01	02	03	04	05	06			
ELE/CP5-RT1 Unassigned	ME/FCO1-16A Unassigned	ELE22/DB3/48 Unassigned	ME/AC2-19A Unassigned	ME/FCO2-17A Unassigned	ME/AC1-18A Unassigned	ELE23/DB4/49 Unassigned			
ELE23/DB4/49 Unassigned	ELE/CP5-RT1 Unassigned	ELE/CP5-RT1 Unassigned	ME/AC3-20A Unassigned	ELE/CP5-RT1 Unassigned	ELE23/DB4/49 Unassigned	ME/FCO2-17A Unassigned			
ELE23/DB4/49 Unassigned	ME/FCO1-16A Unassigned	ELE23/DB4/49 Unassigned	ELE/CP5-RT1 Unassigned	ELE23/DB4/49 Unassigned	ELE/CP5-RT1 Unassigned	ME/AC3-20A Unassigned			
ME/AC1-18A Unassigned	ME/AC3-20A Unassigned	ELE23/DB4/49 Unassigned	ME/FCO1-16A Unassigned	ELE21/DB2/47 Unassigned	ELE23/DB4/49 Unassigned	ELE/CP5-RT1 Unassigned			
07	08	09	10	11	12	13			
ELE20/DB1/46 Unassigned	ELE/CP5-RT1 Unassigned	ELE20/DB1/46 Unassigned	ELE/CP5-RT1 Unassigned	ELE20/DB1/46 Unassigned	ELE20/DB1/46 Unassigned	ELE/CP5-RT1 Unassigned			
ELE21/DB2/47 Unassigned	ME/FCO2-17A Unassigned	ELE21/DB2/47 Unassigned	ME/FCO2-17A Unassigned	ELE23/DB4/49 Unassigned	ELE23/DB4/49 Unassigned	ELE23/DB4/49 Unassigned			
ME/AC2-19A Unassigned	ELE23/DB4/49 Unassigned	ME/AC2-19A Unassigned	ME/FCO2-17A Unassigned	ME/AC1-18A Unassigned	ME/AC2-19A Unassigned	ELE21/DB2/47 Unassigned			
ELE22/DB3/48 Unassigned	ELE/CP5-RT1 Unassigned	ME/FCO2-17A Unassigned	ELE/CP5-RT1 Unassigned	ELE/CP5-RT1 Unassigned	ELE23/DB4/49 Unassigned	ME/AC1-18A Unassigned			
14	15	16	17	18	19	20			
ME/FCO1-16A Unassigned	ELE/CP5-RT1 Unassigned	ME/AC3-20A Unassigned	ME/FCO1-16A Unassigned	ME/FCO2-17A Unassigned	ME/AC3-20A Unassigned	ELE21/DB2/47 Unassigned			
ELE/CP5-RT1 Unassigned	ELE23/DB4/49 Unassigned	ELE/CP5-RT1 Unassigned	ELE/CP5-RT1 Unassigned	ELE/CP5-RT1 Unassigned	ELE22/DB3/48 Unassigned	ME/FCO1-16A Unassigned			
ELE21/DB2/47 Unassigned	ELE21/DB2/47 Unassigned	ELE21/DB2/47 Unassigned	ELE23/DB4/49 Unassigned	ELE20/DB1/46 Unassigned	ELE/CP5-RT1 Unassigned	ME/AC2-19A Unassigned			
ME/AC1-18A Unassigned		ME/AC1-18A Unassigned		ELE21/DB2/47 Unassigned	ELE23/DB4/49 Unassigned	ELE/CP5-RT1 Unassigned			
21	22	23	24	25	26	27			
ELE23/DB4/49 Unassigned	ELE20/DB1/46 Unassigned	ELE20/DB1/46 Unassigned	ELE/CP5-RT1 Unassigned	ME/AC3-20A Unassigned	ELE/CP5-RT1 Unassigned	ME/AC3-20A Unassigned			
ELE21/DB2/47 Unassigned	ELE21/DB2/47 Unassigned	ELE23/DB4/49 Unassigned	ELE20/DB1/46 Unassigned	ELE/CP5-RT1 Unassigned	ELE20/DB1/46 Unassigned	ELE/CP5-RT1 Unassigned			
ME/FCO1-16A Unassigned	ME/FCO2-17A Unassigned	ME/AC1-18A Unassigned	ELE21/DB2/47 Unassigned	ELE23/DB4/49 Unassigned	ELE21/DB2/47 Unassigned	ELE23/DB4/49 Unassigned			

PPM SCHEDULING

PPM Weekly Calendar for the year

Projected versus Actual Progress

Weekly Calendar

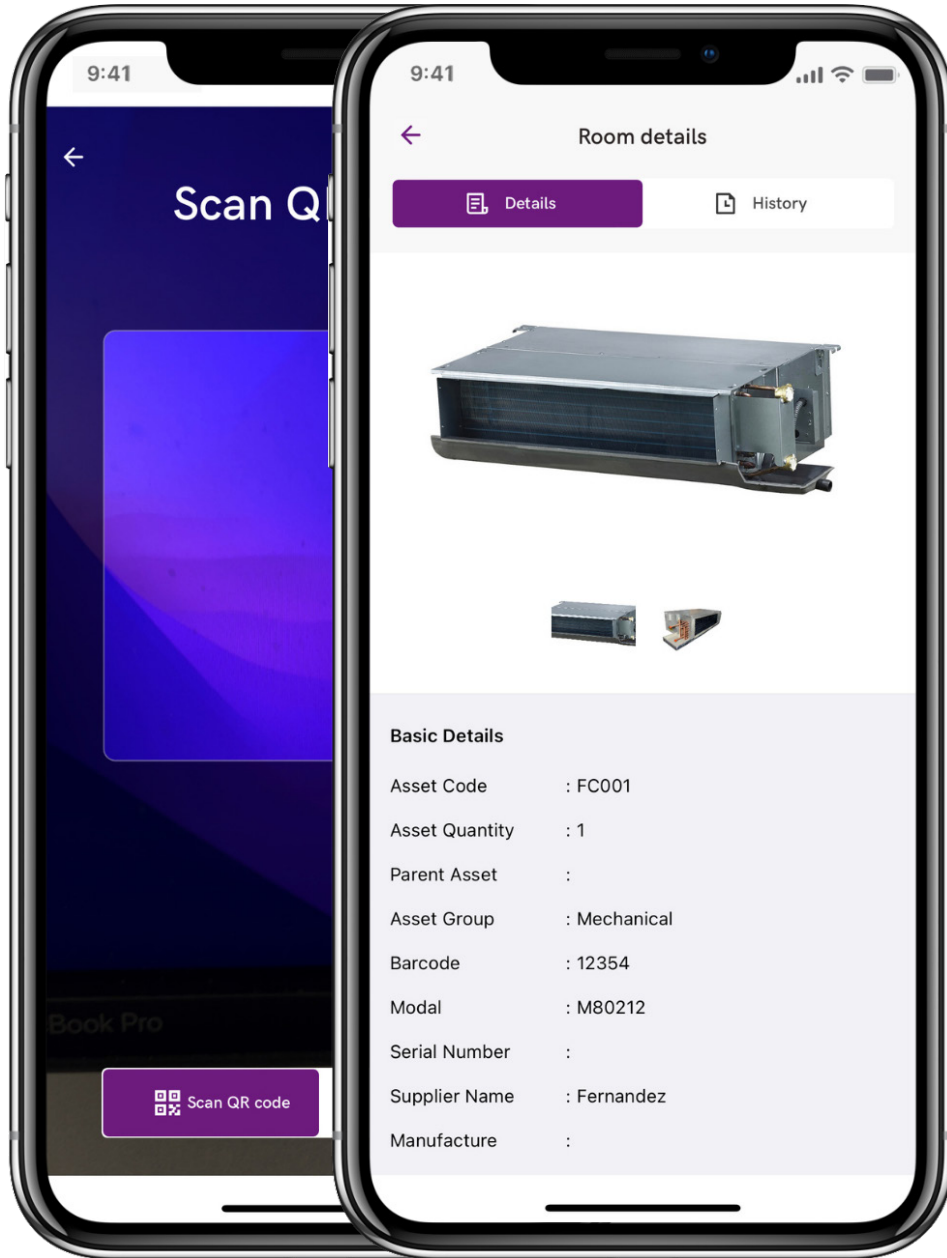
Select asset type

Mechanical - Planned Maintenance

-  List of tasks
-  Working
-  Completed
-  Due
-  Overdue
-  Not Yet Due
-  Working list of tasks
-  List Completed
-  List Due
-  List Overdue
-  List Not Started

	June					July					August					September					October					November				
ASSETS	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	
ME/FCO1-16A	✓						☰		☰	✓	☰		☰	✓	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰			☰	☰	
ME/FCO2-17A	☰	☰	☰	☰		✓	☰	✓	✓	☰	☰	☰	✓	✓	☰	☰	☰	☰	☰	☰	☰	☰			☰	☰	☰	☰	☰	
ME/AC1-18A	✓	☰	☰	☰	☰	☰	☰		✓	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	
ELE/CPS-RT1											✓	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	
ELE20/DB1/46												☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	
ELE21/DB2/47												☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	
ELE22/DB3/48												✓	✓	☰	☰	☰	☰		☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	
ELE23/DB4/49												☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	
ME/AC2-19A	☰	☰	☰	✓	☰			☰	✓	☰	✓	☰	☰	☰	☰	☰	☰		☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	
ME/AC3-20A	☰	☰	☰	✓	☰	☰		✓		☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	☰	

MONITOR PPM'S THROUGHOUT THE YEAR



QR CODE SCANNING

Scan and View Asset Details

View Asset details
on the go....

Scan the Asset QR Code and get complete details of the asset including Asset history. Easy access to all your PM assets without having to cross refer details on the desktop.

Before Pictures. After Pictures. Reports at the click of a button.

No upload of photos to desktops. No more excel sheets. No more aligning photos in Excel Sheets.

			SUBJ/DESC	SERVICE AREA	CREATED DATE	COMPLETED DATE	IMAGE 1	IMAGE 2
Guestroom Phòng Khách				HA	15-11-2020 02:13:36	15-11-2020 02:14:52		
				HA UPPER PROMENADE AREA (HA)	15-11-2020 03:01:54	15-11-2020 03:10:18		
				HA KIDS PLAY ZONE HAND RAILS	15-11-2020 03:13:58	15-11-2020 03:39:56		
				SE BUILDING	15-11-2020 03:20:03	15-11-2020 03:25:51		
Guestroom Entrance Foyer / Phòng Khách Ở- Khu Vực Cửa Vào	4	Finishes - Walls- Wall finish / Hoàn thiện- Tường:Hoàn thiện tường	 CLEANING/LOUVER THE DUST NEED TO CLEAN					
Guestroom Entrance Foyer / Phòng Khách Ở- Khu Vực Cửa Vào	4	Finishes - Walls- Wall finish / Hoàn thiện- Tường:Hoàn thiện tường						
Guestroom Entrance Foyer / Phòng Khách Ở- Khu Vực Cửa Vào	4	Finishes - Walls- Wall finish / Hoàn thiện- Tường:Hoàn thiện tường						

What is inside...

- Checklist Reports. Snagging Reports. Monthly Reports.
- Open Defects. Defect Analysis. Overdue Tasks.
- Reports for everything.

Housekeeping Module.

TASK SHEET MANAGEMENT

Intuitive

Fine tune your allocations before finalization. Drag & Drop. Bulk changes. Easy !

Housekeeping Board Creation

Room not matching with Opera, Click here Show credits Create tasks

All Vacant Dirty Stayover Due Out Out of Service Out of Order Vacant Clean Vacant Inspected Stayover
 Pickup Inspected Occupied Vacant Dirty Arrivals Vacant Clean Arrivals Vacant Inspected Arrivals Due Out Arrivals Occupied Clean Arrival Due Out Room Type Allocated Rooms

Sort by Room No VIP Room

Agent Shaii	Dual Shaii	HK Staff 1	HK Staff 3	HK Staff 5	HK Staff 6	HK Staff 7	HK Staff 8	HK dual one	HK dual two	HK dual three	Unassigned - 0
106 2	125 2	*142 1	217 1	229 2	336 2	314 2	409 2	423 2	*436 1	522 1	
108 1	126 1	205 1	218 2	*237 1	*305 1	315 2	410 1	424 2	505 2	523 1	
*109 1	128 1	206 1	219 1	238 1	*306 1	316 2	413 2	425 2	*506 1	524 1	
!113 1	129 1	207 1	201 1	*239 1	307 2	317 1	414 2	426 2	*507 1	525 1	
!114 1	130 1	208 1	222 2	240 2	*308 1	318 1	*416 1	427 1	*509 1	526 1	
115 1	131 1	209 1	!223 1	*241 1	*309 1	*320 1	417 1	!428 1	510 1	527 1	
116 1	132 1	*211 1	224 1	*242 1	311 1	*406 1	418 1	438 2	438 2		
118 1	136 1	212 1	225 2	230 2	312 2	407 1	419 2	432 1	435 1		
119 1	139 2	213 1	226 1	331 2	313 2	408 2	*401 1				
!120 1	140 1	*214 1	227 1	!332 1							
121 1	141 2	!215 1	*228 1								
101 1		216 2									

438 2

Guest Name: Avi Hanoni

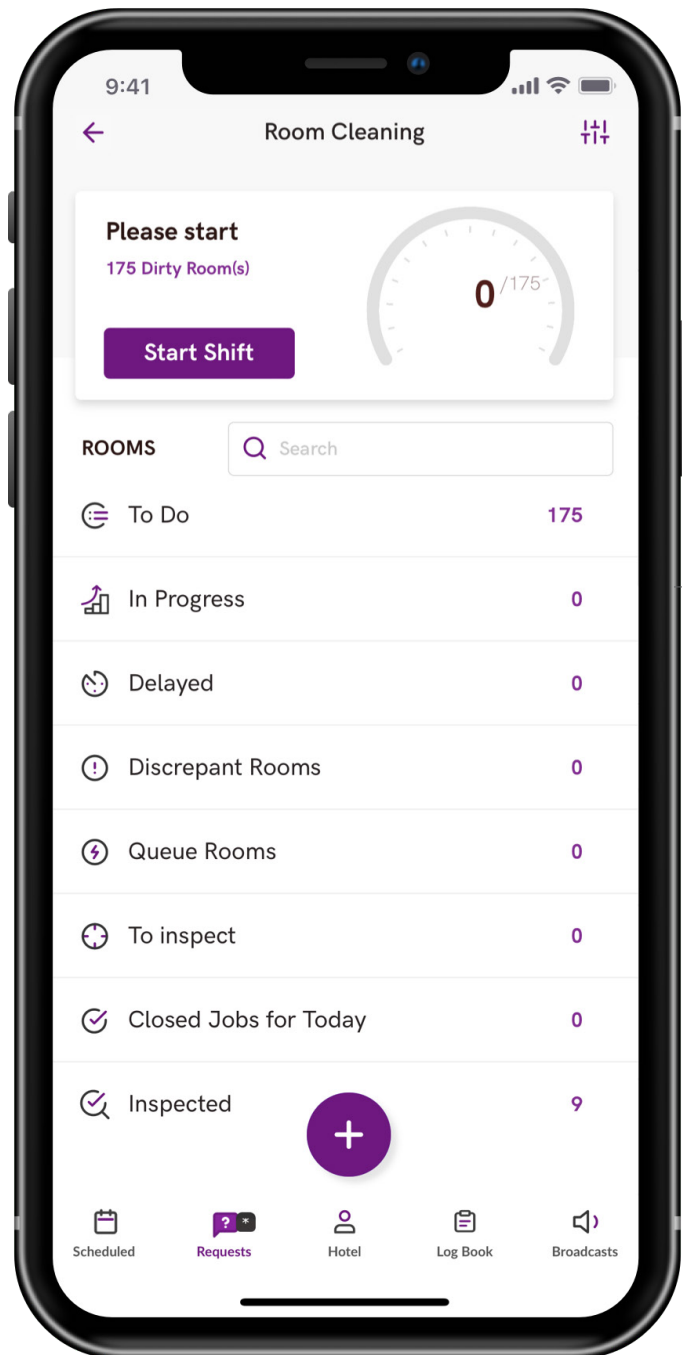
Arrival Date: 25/11/2022

Departure Date: 06/01/2023

VIP Code:

Room Type: One bedroom suite partial sea view

Guest Internal Complaint



MOBILE DASHBOARDS

Access different views &
Functionalities

Manage on the Move

Mobile Dashboards provide Room Attendants and Housekeeping Supervisors an instant view of all pending tasks, listing of rooms in different status. search for any room and generally access any specific functionality of the Housekeeping module.

EFFICIENT ROOM CLEANING

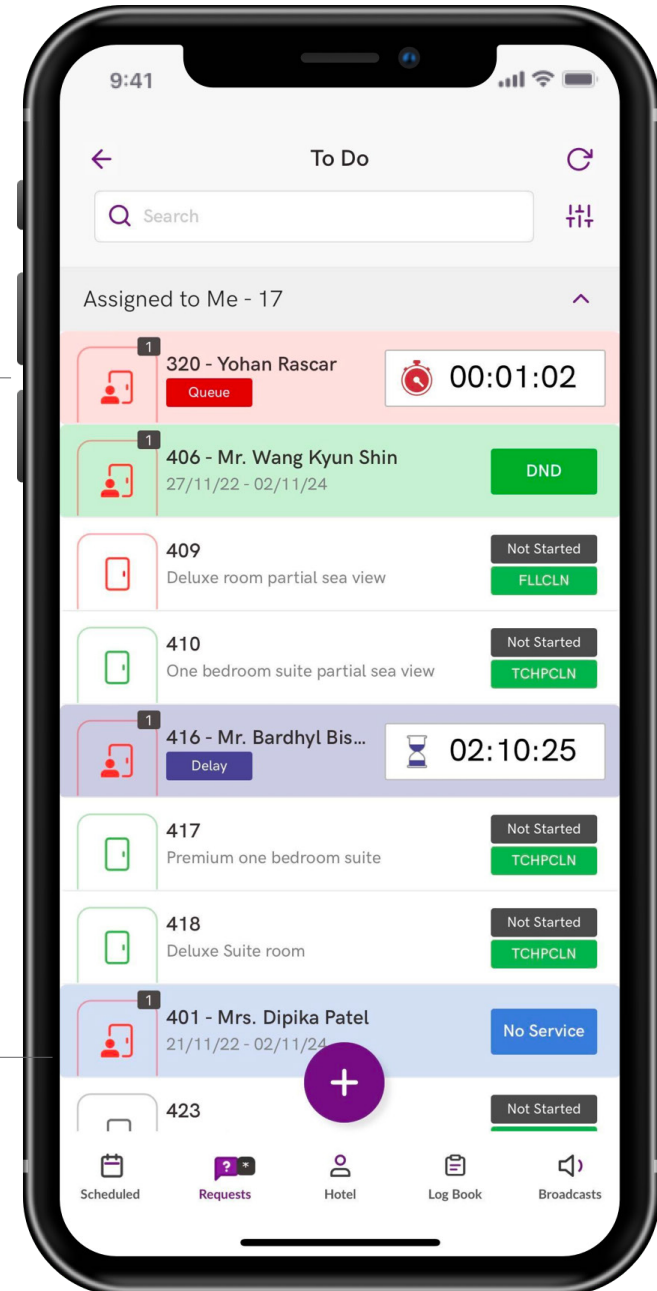
STOPWATCH for Queue Rooms

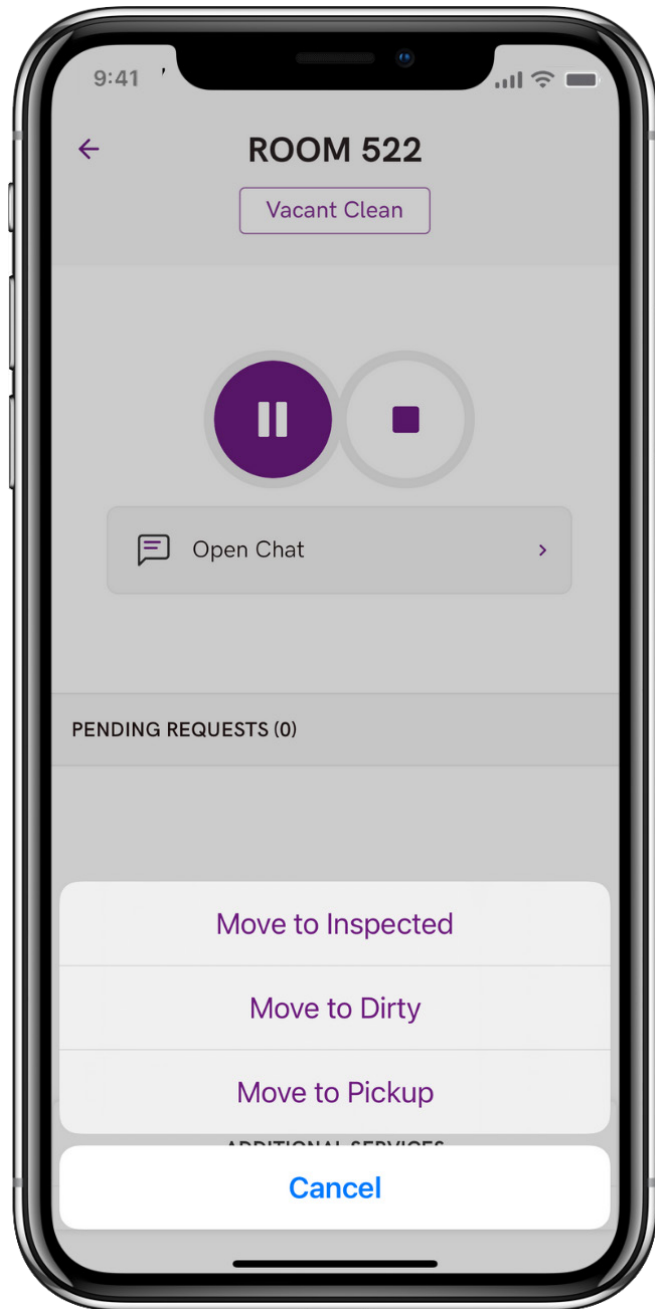
TIMER for Delayed Rooms

ROOM STATUS view from Mobile

Organized Tasks!

Get a clear view of your rooms to clean and inspect. Instant details of checked in guests, arrival time, number of pax, room status, how much time has elapsed since queue, how much time is left for service and much more...





ROOM STATUS FROM MOBILE

ROOM STATUS change from Mobile

Change Room Status instantly!

Change room status directly
from the mobile. Move a room to
dirty, clean, pickup and inspected
instantly from the mobile...

CUSTOM GUEST PREFERENCES

Customize

Create custom schedules for the guest for specific days of the week and specific time of the guest choice..

The screenshot displays a hotel management system interface with a modal window for customizing guest preferences. The modal is titled "Michaela Kresanova, 21/11/2022 - 06/01/2023" and contains the following sections:

- Cleaning Service:** Radio buttons for "Yes" (selected), "No", and "Custom". A "Time" section includes "Start Time" and "End Time" input fields.
- Select Your days:** A grid of days with "Full Cleaning" dropdown menus. Selected days are indicated by purple circles: Sunday, Monday, Tuesday, Wednesday, Thursday, and Saturday.
- Turndown Services:** Radio buttons for "Yes" (selected), "No", and "Custom". A "Time" section includes "Start Time" and "End Time" input fields.
- Select Your days:** A row of days with purple circles indicating selection: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday.

At the bottom of the modal are "Save" and "Cancel" buttons. The background shows a table of guest preferences and room status.

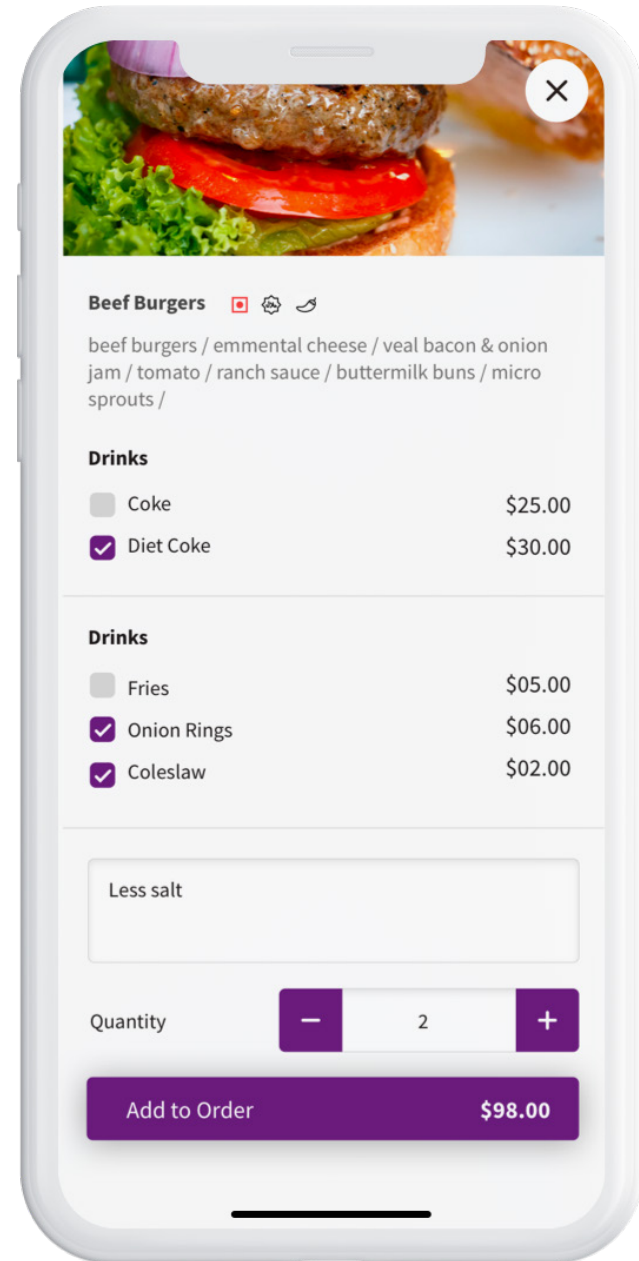
Room No.	Confirmation No.	Room Status				
106	3	Dirty				
108	5	Inspected				
109	6	Dirty				
110	7	Dirty				
111	8	Dirty				
210	40	Dirty				
220	50	Dirty				
231	61	Dirty				
232	62	Deluxe Suite room	Chui Pang	-	Due Out	Dirty
233	63	Premium one bedroom suite	Martin Hubinsky	-	Due Out	Dirty

F & B
Module.

DIGITAL MENU

End to End!

The first end to end Digital Menu solution - from an intuitive guest interface to complete order management - from the guest service center to Room service delivery. Chef's can now see all the orders and manage them through our beautiful Kitchen Display system. End to End. Simple.



Lifecycle Visual Display of Orders

End to End

435 11.30 pm 01:00 05

110 12.02 pm 03:00 02

115 11.45 pm 00:00 02

301 11.30 pm 00:00 04

125 12.05 pm 00:00 04

201 11.30 pm 00:00 04

201
03 Jun 2020 11:30 am

Salads

Salad x 2

Classic Caesar Salad x 1

Main course

Mushroom & Potato Tart x 2

Beef Fillet x 1

Comment
Please cook the beef medium

Dessert

Pavlova Bomb x 2

Order Completed

Room 125
03 Jun 2020 12:05 am

Specials

Rustic Bolognese x 3

Classic Caesar Salad x 1

Drinks

Mojito x 1

Turkish Delight x 1

Order Completed

Room 301
03 Jun 2020 11:30 am

Appetizer

White Fish Ceviche x 2

Salads

Classic Caesar Salad x 1

Hollandaise Sauce x 1

Main course

Lamb Cutlets x 1

Comment
Please cook the lamb rare

Tiger Prawn Platter (full) x 1

Order Completed

Room 115
03 Jun 2020 11:45 am

Main Course

Peri-Peri Baby Chicken x 1

Fries x 1

Comment
No salt on fries

Dessert

Amira x 1

Order Completed

Room 110
03 Jun 2020 12:30 am

Appetizer

Burrata x 2

Dessert

Pavlova Bomb x 2

Comment
Please cook the beef medium

Order Completed

Room 435
03 Jun 2020 11:30 am

Salads

Texas Salad x 1

Classic Caesar Salad x 1

Main course

Beef Fillet x 1

Coke x 1

Fries x 1

Comment
Please cook the beef medium

Course Served

Dessert

Ice Cream And Sorbet Selection x 2

Order Completed

↑
BEAUTIFUL DESKTOP DISPLAY
FOR BETTER MANAGEMENT OF ORDERS
Great tool for chefs!
Combines as a KDS too!



DISCOVER
GETMYMESSAGE.CO

GET IN TOUCH
SALES@GETMYMESSAGE.CO