

The Concierge Assistant(R) Announces New Guest Service Technology, Hosts Users Meeting at Les Clefs d'Or Congress in Vienna

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Gold Key Solutions, developers of The Concierge Assistant(R) software system, announced it unveiled a new suite of hotel system software at the International Les Clefs d'Or (LCD) Congress in Vienna, Austria. New applications include Lost and Found, Key Control, and a Timed Services system for guest scheduling of spa and other services.

In addition, the company is holding its Les Clefs d'Or Concierge Assistant User Meeting at the Congress. The Concierge Assistant is a Windows-based hospitality software application that increases staff efficiency and reduces expenses by automating all guest services and reporting, allowing managers to formulate a standard of excellence that can be easily updated over time.

Newton Gore, president of Gold Key Solutions, said, 'The Les Clefs d'Or Congress in Vienna is the ideal venue to announce The Concierge Assistant's latest applications and hold our LCD Users Meeting. We host one of several Users Meetings at the LCD Congress because many of our clients are members of this respected international organization.' Gore noted that numerous Les Clefs d'Or members continue to provide ideas to enrich The Concierge Assistant system.

New Functionality

The Concierge Assistant's new **Lost and Found** module enables staff members to enter and tag Lost and Found articles for easy tracking and identification, with a photo of the item attached for a positive identification. The system also records how and when items were disposed for tracking and reporting purposes.

The new **Key Control** system quickly and easily organizes and records the distribution of keys to staff members. The system tracks each associate and key on property, with a record of check-outs and check-ins for each key. The system enables the addition of new keys and staff members and provides comprehensive reporting.

If your property has a need of an organizer that monitors scheduled time segments for various activities, such as Beauty and Spa Services or Cabana rentals, the new Concierge Assistant **Timed Services** system does it. Scheduling is easy with Timed Services, which provides a corresponding logbook entry into The Concierge Assistant for automatic monthly reporting. Timed Services will track each therapist's schedule including days off, lunch times and vacations.

'The Concierge Assistant works closely with hospitality professionals to constantly refine its software and offer new functionality that enables clients to improve guest services and operations and guest satisfaction scores,' Gore said. 'Meeting with users at the Vienna Les Clefs d'Or Congress will provide insights into how concierge services are evolving in the 21st century and help Gold Key Solutions develop and deliver the best tools to enhance guest service delivery.'

About Gold Key Solutions

Gold Key Solutions' The Concierge Assistant improves guest services and staff communication by creating orderliness and accuracy throughout the entire Concierge process for hotels of all types. The Windows-based software application increases staff efficiency and reduces expenses by automating all guest services activities and reporting, allowing managers to put in place a standard of excellence that may be continually refined. The Concierge Assistant is used by over 300 full-service Ritz-Carlton, Marriott, Hyatt, Starwood, St. Regis and other quality properties. The Concierge Assistant is also employed by many residential living properties and by personal assistant and professional concierge companies to optimize services to their clients.

About Les Clefs d'Or

Les Clefs d'Or is a not-for-profit association dedicated to continued education, effective networking, and enhanced job performance of all its members. The Clefs d'Or concierge is trained to guide inform and advise visitors throughout their hotel stays. Whether it is a simple or complex request, their function is to cater to guests' needs. Les Clefs d'Or concierges pride themselves in learning about their cities and environs, restaurants, theatre engagements, events and sightseeing destinations to help guests get the most out of their visits. Les Clefs d'Or concierges are professionally trained individuals who have built up their skills and contacts over many years to open doors throughout their cities and, indeed, around the world.

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