

TIME FOR THE GUEST

CITADEL hotel software – the complete solution for efficient hospitality management

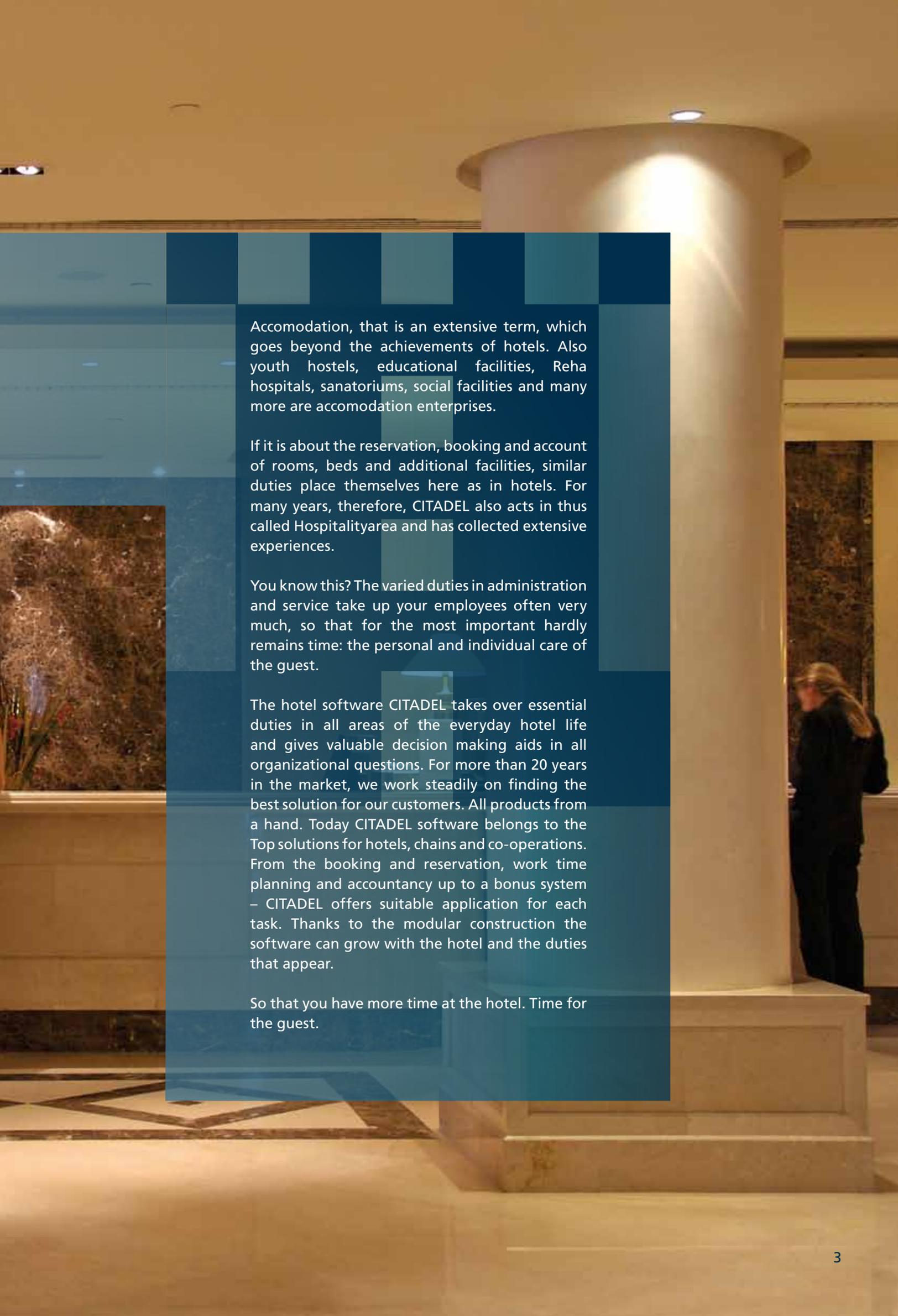


TIME FOR THE BEST

CITADEL hotel software – for over 20 years serving the hotel industry: CITADEL software



Olaf Schlingmeier, CEO of
CITADEL Hotel Software GmbH



Accommodation, that is an extensive term, which goes beyond the achievements of hotels. Also youth hostels, educational facilities, Reha hospitals, sanatoriums, social facilities and many more are accommodation enterprises.

If it is about the reservation, booking and account of rooms, beds and additional facilities, similar duties place themselves here as in hotels. For many years, therefore, CITADEL also acts in this called Hospitality area and has collected extensive experiences.

You know this? The varied duties in administration and service take up your employees often very much, so that for the most important hardly remains time: the personal and individual care of the guest.

The hotel software CITADEL takes over essential duties in all areas of the everyday hotel life and gives valuable decision making aids in all organizational questions. For more than 20 years in the market, we work steadily on finding the best solution for our customers. All products from a hand. Today CITADEL software belongs to the Top solutions for hotels, chains and co-operations. From the booking and reservation, work time planning and accountancy up to a bonus system – CITADEL offers suitable application for each task. Thanks to the modular construction the software can grow with the hotel and the duties that appear.

So that you have more time at the hotel. Time for the guest.

A close-up photograph of a woman with blonde hair, smiling warmly. She is wearing a dark blue blazer over a white and blue patterned scarf. She is holding a white folder or document in front of her. The background is a solid, dark brown color.

TIME FOR A SMILE

CITADEL Front Office – the efficient complete solution for your Hospitality everyday life



It is about the feeling, to be welcome. It is a matter of finding out undivided attention already in the first minutes of the stay.

The receptionist should be able to pay more attention to the guest than the PC-screen. Therefore, the CITADEL front office has efficient and comfortably to use screens with which you organize your hotels everyday life efficiently. The employee can call up all information which are needed, fast. So no guest must wait long or give information at the Check-Inn which he had already transmitted with the reservation.

This time remains for eye contact, for sympathy and trust. Time for a smile.



The pleasure of a perfect menu has many facets. Of course it is about the quality and the preparation of the dishes. However, it is also about the fact that all expiries, from the reservation, about the order up to the bill happen smoothly and for the guest hardly noticeably. The guest would like to be served by people who can do her work masterfully, certainly and friendly. With the POS software arGus ® CITADEL also has the perfect solution for the organisation of the catering. From the account up to the table reservation. So that no guest must wait and the restaurant manager has not to improvise.

Like that your restaurant is a place of the cultivated and relaxed hospitality.

And you can find time. Time for epicures.

A close-up photograph of a waiter in a formal black tuxedo with a white shirt and a black bow tie. The waiter is holding a dark wine bottle in their right hand and two clear wine glasses in their left hand. The background is a warm, orange-toned wall with a wooden panel. A dark blue horizontal bar is overlaid across the middle of the image, containing the main title in white text.

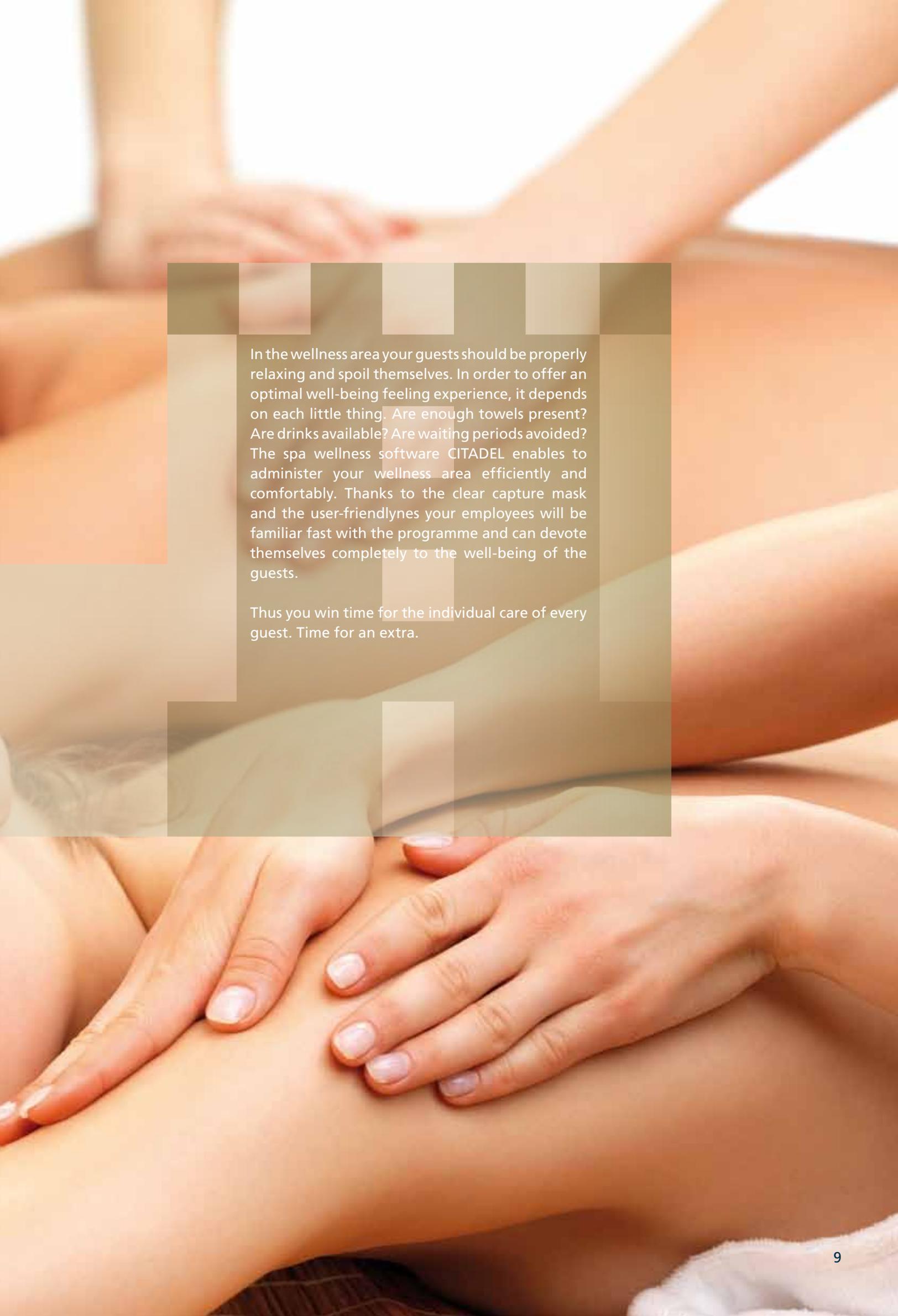
TIME FOR GOURMETS

The CITADEL POS software for smooth operations in the hospitality industry

A close-up photograph of a woman lying on a massage table, her eyes closed and a slight smile on her face. A therapist's hands are visible, gently massaging her shoulder. The background is softly blurred, showing a spa-like environment with warm lighting and a bamboo mat.

TIME FOR AN EXTRA

Relaxation purely with the Spa wellness software



In the wellness area your guests should be properly relaxing and spoil themselves. In order to offer an optimal well-being feeling experience, it depends on each little thing. Are enough towels present? Are drinks available? Are waiting periods avoided? The spa wellness software CITADEL enables to administer your wellness area efficiently and comfortably. Thanks to the clear capture mask and the user-friendliness your employees will be familiar fast with the programme and can devote themselves completely to the well-being of the guests.

Thus you win time for the individual care of every guest. Time for an extra.



Whether conferences, seminars or festivities – an event must be planned till the smallest detail. A comfortable application makes the ideal management of events of every kind possible. The CITADEL event software offers an accurately on its tasks co-ordinated solution for your needs. From the event location to the exact expiry up to special equipment wishes like decoration, Catering and technology you can manage every step exactly during the involved departments in the hotel already with all relevant informations. Event management par Excellence.

And you save time. Time for inspiration.



CITADEL
EVENT SOFTWARE
FOR THE BEST

TIME FOR THE ESSENTIAL

Die CITADEL event software for efficient event management

RESERVE. SETTLE ACCOUNTS. ADMINISTER. THE BASIC SOLUTION FOR EFFICIENT HOTEL MANAGEMENT

More time for the essentials. More time for the guest. Create the base for optimised management in the hotel everyday life - with the **CITADEL** front office.

CITADEL Front Office



The CITADEL front office is the efficient complete solution for hotels of all dimensions. Here reservations are carried out, calculations are written, conference rooms administered and extensive statistics are provided. At the touch of a button all important duties comfortably, fast and efficiently are finished. Thanks to the modular construction the software can be always extended and again adapted. Besides, the hotel software is so conceived that you can just put together the modules to yourselves as you need them. Thus you receive your individual version, perfectly fitted at your special demands.

- Comfortable look at the rate of utilisation by traffic light system easy understandable quickly observably
- Online binding of all important reservation portales
- Comfortable document archive for the administration of all guest correspondence
- Storage of company data, e.g., about desirable room, prices or preferences
- Consideration of residence characteristics and marketing information
- Many-sided, flexible price code system of the individual bill organization
- Optimum price performance ratio thanks to modular construction and individual adaptation
- All necessary information about availability and allocation by a mouse click
- Secure and comfortable planning
- Clear graphic room plan and helpful category view
- Building management and owner settlement
- Extensive functions for controlling, planning and statistics
- Interfaces to Pay TV, phone, financial accounting and more

CITADEL WEB-Booking

The hotel industry is itself united, the reservation portals and reservation platforms are used and are an important column in the distribution. With modern channel management and an interface to the PMS system the temporal and financial expenditure the data to be held up-to-date, become tolerable. But is it therefore necessary to likewise leave also possible subsequent reservations to the GDS-Systems? The guest informs himself on the website of the hotel and it should lie not only in the economic interest of the hotel that he can make his reservation there. CITADEL Web-Booking is the answer to the question how I am able to save the expensive portal fees.



- Graphically freely shapable reservation mask
- Integration of pictures and graphics
- Reservation of several room categories in one process
- Dynamic examination of the availability and rates
- Companies or regular customer reservations with customers or guest ID
- Reservation of arrangements and additional achievements
- Reservation guarantee with credit card input and examination
- Automatic reservation confirmation by e-mail

CITADEL Customer Relationship Management

A variety of guest informations result with requests or stays. They concern the reservation behaviour, the product interest, the market segment, the leisure interests or simply the predilections of the guests. All informations, which forms meaningfully gathered a comprehensive customer profile. The CITADEL CRM module helps you to use these data wise in the marketing and distribution. Horizontal and vertical distribution levels become a high degree of transparency and you use all information for an effective relationship management and a successful campaign planning.



- Freely definable segmentations
- up to 10 kinds of guest types or interest in products.
- Central document archive also to use from different e-mail mailboxes.
- Linking of guest types and market codes with marketing operations
- Selection options after turnover, stay frequency, duration etc.

CITADEL Revenue Management System

Now you can be sure that you will offer your arrangements always to the best rates. The new Citadel Revenue management system helps you to plan the development of your allocation and to recognise inquiry variations fast. There cannot be a bigger transparency than the everyday confrontation of the actual extent of utilisation and your forecast. With additional charges and reductions you can react to divergences or steer special conditions.



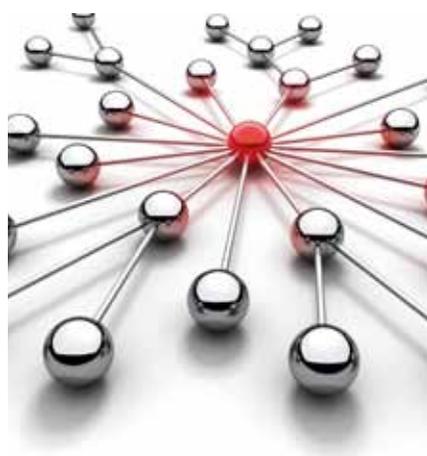
- Clear representation of the allocation of the years before
- Easy capture of the allocation forecast.
- Gather and management of fairs and events
- Linking of prize codes with market segments or rate control
- Comparison of target and actual business results an allocation with current rate calculation.
- Integration of a rate budget, if desired after market segments subdivided.
- Connection of the rate price increase with the channel manager for the GDS-Systems

DATA INTERCHANGE. CUSTOMER LOYALTY. BEING MOBILE. SOLUTIONS FOR THE SUCCESSFUL HOTEL EVERYDAY LIFE

With the various modules, the **Citadel Hotel Software** can be extended according to your wishes. Tailored to the needs of your hotel and your guests

CITADEL Multi Property

In the hotel trade particularly a high degree at management qualities is in demand. The Multi-Property solution is available to you for the common management of several houses. Several hotels can be connected in a common data base. Besides, all houses access the same data structure. This guarantees central accesses – from every location, any time.



- Central reservation, central marketing, central guest addresses
- Collection and administration of the online reservation portals
- Central customer loyalty options
- Multi-client accounting
- Cross-Booking function

CITADEL Bonus+

Good and long-term relations with the guest are the most valuable capital in the Hotellerie your guests wish more than a room. They expect individual service at the highest level. With the CITADEL Bonus+ system you can manage the individual guest services perfectly. Offer the plus in service and surprise with attractive offers and unusual achievements. So you make sure that your guest will book your house in the future.



- Coupons, loyalty points and discounts
- Automatic email notifications over account balances or privileges
- Variable bonus sets, different discount values and temporally limited campaigns
- Dynamic administration of the VIP-Class of your guests
- Bonus-Card also as debit card and room keys applicable
- Adaptation to the individual appearance of your house
- Data exchange with the hotel web site

CITADEL MOBILE

Free spaces enjoy with the hotel software for on the way, for you and your guests. CITADEL Mobile is the optimal extension for the CITADEL Front Office and works with current Smartphones, iPhone, iPad or other Tablets. Over a mobile Internet connection your guests can book a room at any time and from everywhere. For the



hotelmanagement it is possible to access the central functions of the hotel software. A great service for the guests and you are always very well informed

- Location-independent treatment of reservation requests, room reservations etc.
- Examination of the allocation from on the way
- Important statistical informations and reports available
- Reservation for customer and regular customers despite reservation desires or special conditions

OFFER SERVICE. ORGANISE. PLAN. THE CITADEL PRODUCT RANGE.

Besides Front Office **CITADEL** offers three further products, with which you organize your hotel everyday life efficiently. Whether gastronomy, event planning or wellness range - with only a click all information in the view

CITADEL P.o.s. Software arGus

The gastronomy contributes substantially to the image of a hotel. Here the relationship with the guest is especially intensive. Beside food it is mostly the service staff which influences the opinion of the guest considerably. The CITADEL p.o.s. software arGus ensures that the processes are clearly simplified in the gastronomy. This saves expenditure and time. The time in which your service staff can look after the well-being of your guests.



- Central order taking masks
- Storage of individual consumption habits
- Order transmission wireless
- Access to guest accounts in the front office system
- Clear graphic table plans with table reservation
- Various account possibilities
- Supplier management with order function and warehouse-management

CITADEL Event Software

Whether conferences, seminars or festivities – an event must be thought through in every detail and be organised. The CITADEL Event software allows the ideal management of events of all kinds and offers a solution precisely tailored to your needs. From the offer up to the management of equipment and technology you have everything in view. You can manage every step exactly during the involved departments of the house will be supplied with all relevant informations.

- Planning and organization of events of all kind
- Store room size and equipment right in CITADEL Event
- Multifunctional allocation plan
- Automatic suggestion for the suitable event space
- Gathering of all data relevant for the event
- Administration of the technical equipment
- Exact day account record of the agreed achievements
- Creating of Event-Rates
- Build your quotation with all relevant data, photos, space sketches by one click
- Archiving of event data
- Statistics and evaluations

CITADEL Spa

At the wellness area your guests should be able to relax properly. So your guest can feel at ease, it depends on every little thing. The CITADEL Spa Software makes it possible to manage every wellness area comfortably and efficiently – from the assignment of individual cosmetics cabins up to the account of different types of treatment. So you can dedicate yourselves completely to the well-being of your guests.



- Clear masks
- Optimised appointment planning
- Optimum extent of utilisation of all available resources
- Avoidance of appointment overlappings
- Storage of customer preferences in the guest management
- Comfortable searching function to the announcement of free intervals



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