

Role-based view

Set what information and functionality employees can see based on their user role and permission levels. Speed up service, prevent shrinkage, and simplify access to key information.

Front desk

Perform registration duties, make room reservations and track room status.

- recognize and acknowledge returning guests
- keep a clear overview of room availability thanks to color coding
- manage individual, group and corporate bookings
- see real-time housekeeping and maintenance status
- add dining, health, or other service charges to the room within one platform
- handle room changes and charges, add upsells and upgrades
- handle night audit processes



Hotel manager

Plan and coordinate day-to-day operations.

- plan staff rosters based on need
- track employee cost, performance and attendance
- manage inventory and replenishment
- handle purchasing and vendors
- manage budgets and monthly and year-end financial statements
- keep track of the business using BI reports
- track reservation statistics per period and per channel



Back office

Monitor and manage your investments with real-time, reliable data across your entire hotel chain.

- manage contracts for corporate guests and agents
- ensure accurate guest and group folios
- create offers and promotions that maximize profitability and guest satisfaction
- manage rates and restrictions
- improve business performance using intelligence analytics tools
- block rooms and create and handle allotments
- manage remaining transactions or problematic invoices



Marketing manager

Increase occupancy of your facilities and maximize your hotel brand's visibility and revenue.

- recognize returning guests and personalize their experience
- create packages that include dining, spa, and room options
- track the effect of your offers and promotions
- manage loyalty programs and rewards
- get real-time customer insights
- manage guest relationships across the channels



The holistic solution for hotels and resorts

Run your entire hospitality business, from property management to dining, retail sales and guest services, within a single platform.



LS Central
for hotels



Get a complete overview of your property. Recognize returning guests, and delight them with personalized offers.



Create recipes and menus, offer table and room service, and prepare the right amount of dishes, fast and precisely.



Manage retail items and sales in your stores and online. Set prices, items and promotions centrally.



Differentiate your brand with extra services and manage them all within the same platform.

A unified platform

Use a single system for your whole enterprise, and

- reduce staff training times: all parts of the business, from front desk to restaurant to back office, use the same system and interface
- cut IT costs by reducing the number of vendors, solutions and integration points
- know and recognize your guests, no matter if they book directly with you or via a booking agent or engine
- make decisions based on reliable and timely business data
- gain a complete, unified view of your whole enterprise, from financials in Microsoft Dynamics 365 Business Central to sales and bookings at the POS
- manage your entire property, including room bookings, conference facilities, restaurants, stores, wellness services and other extras within the same software platform



Your guests at the center

Recognize and delight returning guests. With a unified platform and intelligent tools you can keep track of each customer's past interactions and preferences, from room requirements to favorite drinks at the bar and beyond, and use this knowledge to show your guests that you really know them, and care.



LS Central for hotels



Find

Follow the customer journey from the beginning. Learn how your customers find you, and aid their discovery process across search and booking engines.



Book

Book

Offer secure reservations for your rooms and facilities on your brand's website, on booking engines, through third party agents as well as on the hotel premises. Recognize returning guests, and prepare for their arrival.

Add

Let your guests add extra services, from a bottle of champagne in the room to airport pickup, during and after booking. Keep track of upcoming tasks in the system's Role Center and make sure all requests are met, every time.



Add

Check in

Check guests in quickly and smoothly. Recognize returning customers and make their experience memorable with personalized touches. Never ask again "Have you stayed with us before?"



Check in



Check out

Check out

Make the checkout process as quick and smooth as your customers demand. Let guests check out as they please – at the desk, online, via mobile.



Get rewards

Reward

Encourage guests to return with enticing loyalty programs. Use customer data to personalize rewards, and let your guests spend their points as they prefer.



Enhance

Enhance

From room service to wellness treatments, from tennis court rentals to dry cleaning, you can add extra services to a guest's bill any time during their stay, from any Point of Sale.

