



GINOSI

Hotel
Management
Solutions

PRODUCTS & SERVICES

GINOSI PRODUCTS

P01 YIELD MANAGEMENT

P01.1	Automated Revenue Optimizer	Complete yield management with Automated Revenue Optimizer, or ARO. RevPar and ADR maximization with automatic price adjustments based on seasonality, events, and market conditions.
P01.2	Ginosi Channel Manager	Simultaneous inventory distribution and immediate price and content syncing across OTAs with Ginosi Channel Manager or GCM. Automatic inventory updates across all channels with every new reservation.

P02 RESERVATIONS & SALES

P02.1	Central Reservation System	Processing and coordination of reservations through OTAs, hotel websites, and all other sales channels. Easy management of single, group and corporate reservations.
P02.2	Direct Reservations	Commission-free direct reservations with a fully integrated booking engine on hotel websites, and by chat, email or phone through the Ginosi BackOffice, including special requests and upsells, with access and updates to reservation history.
P02.3	Inventory Management	Centralized inventory configuration directly from BackOffice, including features, amenities, policies, online content and much more, instantly updated across all sales channels.
P02.4	Occupancy Dashboard	Drag-and-drop reservations calendar with inventory filtering by type or amenities, instant guest transfers to new rooms, and room removal from inventory for cleaning or repair.
P02.5	Ginosi Kiosk	Digital interactive kiosk for guest-managed check-in and check-out, additional upsells.
P02.6	Ginosi API	Secure and flexible API for easy integration with Ginosi.
P02.7	Auxiliary Products & Extras	Auxiliary product creation with independent configuration of prices, special offers, fees, taxes, deposits and penalties for each product.
P02.8	Customer Loyalty Programs	Customer loyalty program creation and configuration with discounts and special offers.

GINOSI PRODUCTS

P03 CUSTOMER CARE

P03.1	Guest Tracking	Fast reservation processing for return guests, with full access to guest history.
P03.2	Ginosi Chat	Integrated chat system for guest engagement and internal communication.
P03.3	Custom Templates	Email, chat and phone call templates optimized for communication quality and efficiency.
P03.4	Automated Emails	Email communication automation for routine processes.

P04 HOTEL OPERATIONS

P04.1	Operations Overview	Single-dashboard monitoring of check-ins and check-outs, special requests, guest feedback, completed and overdue tasks, housekeeping schedules, operations, and performance scores.
P04.2	Housekeeping Management	Housekeeping scheduling based on room condition and occupancy. Instant hotel-wide incident reporting.
P04.3	Guest Service Prioritization	Guest service task prioritization for instant guest care.
P04.4	Lost & Found	Lost & Found management with instant reporting and coordinated storage and retrieval.
P04.5	Guest Mail Delivery	Package and correspondence delivery for guests.
P04.6	Food & Beverage	Complete F&B management solutions, including integration options with LAVU and Toast.
P04.7	Meetings & Events	Configuration of conferences and other events coordinated with F&B services and spaces management.
P04.8	Utility Accounts	Utility account management directly from BackOffice with automated configuration of periodic payments and alerts.

GINOSI PRODUCTS

P05 FINANCE & PAYMENTS

P05.1	Financial Systems Automation	Setup and configuration of prices, fees, taxes and extra charges for rooms, products and upsells, adjustable based on seasonality, events or market conditions.
P05.2	Payment Platform Integration	Integration with reliable third-party payment platforms for revenue protection and fraud prevention.
P05.3	Payment Processing	Revenue collection from multiple third-party payment platforms through single funnel with full monitoring of money flows.
P05.4	Cash Drawer	Cash flow tracking in real time.
P05.5	Multiple Currency Display	Multiple currency and converted rate display options.
P05.6	Custom Invoicing	Custom invoice generation based on geographic, legal or corporate requirements.
P05.7	Data Migration	Data export from any Ginosi module in spreadsheet format.

P06 HUMAN RESOURCES

P06.1	Performance Overview Dashboard	Staff performance monitoring and assessment with task management data automatically correlated with customer feedback and reviews.
P06.2	Employee Management System	Single-dashboard workforce management with profiles, job descriptions and performance reviews, team setup and management as per task requirements.
P06.3	Applicant Management	Job announcement posting on hotel website with job application processing through BackOffice.
P06.4	Salary Management	Setup and updating of staff compensation, bonuses and incentives correlated with performance reviews and guest feedback.
P06.5	Permissions Management	Access configuration and control for individuals and teams to spaces and software modules through smart locks and access codes.

GINOSI PRODUCTS

P07 ANALYTICS

P07.1	Sales Overview Dashboard	Sales report generation by location, timeframe, channel, and price.
P07.2	Occupancy Overview Dashboard	Inventory performance evaluation to support pricing adjustments for maximum revenue.
P07.3	Transactions Overview Dashboard	Transaction history displays by currency, payment option, timeframe, product type, and revenue per reservation.
P07.4	Budgeting	Financial performance analysis for optimal budget allocation and realistic forecasting.
P07.5	Review Analytics	Guest review aggregation and analysis reports from all sales channels.

P08 SECURITY, ACCESS & COMMUNICATION

P08.1	WiFi Networks	Remote maintenance and control of Ubiquiti Networks wireless connection.
P08.2	Surveillance Camera System	Full security by Ubiquiti cameras that record and store locally in case of Internet cutoff.
P08.3	Telephony with GinoFon	Free on-site and in-room VOIP calls, fax and chat.
P08.4	Entertainment System	In-room smart TV solution with broad range of entertainment options.
P08.5	Smart Thermostat	Temperature control with smart thermostats that adjust to guest preferences.
P08.6	Room Door Access	Door access configuration and access for guests and staff.
P08.7	ACS	Security and access control for multiple spaces with smart locks connected to the Ginosi BackOffice.

GINOSI SERVICES

S01 COMMERCIAL

S01.1	Revenue Management	Ginosi-managed revenue optimization with identification and development of new revenue opportunities.
S01.2	Financial Management	Financial insights and recommendations by Ginosi's Finance team for efficient and reliable processes and policies.
S01.3	Financial Reporting & Advice	Receive periodic, quarterly and annual financial reports with forecasts and recommendations from our Finance team.

S02 GUEST CARE & OPERATIONS

S02.1	Ginosi Contact Center	Guest care and communication management, upsell promotion by phone, chat and email 24/7/365, with very fast response speeds.
S02.2	Corporate Management	A-to-Z hotel management by Ginosi Corporate Regional Manager with full performance data disclosure and reporting.
S02.3	Human Resources Management	Full HRM service by Ginosi, with HR audit and adjustment in correlation with operations management tools. Hiring cycle management from job ads to shortlisting and selection, and onboarding and exit interviews.

S03 MARKETING

S03.1	Review & Reputation Management	Guest review aggregation, analysis and response management.
S03.2	Marketing Campaign Management	Digital marketing campaign planning, design and implementation.
S03.3	Creative Marketing	Hotel content design, creation and maintenance across all sales channels.
S03.4	Brand Management	Brand identity creation, promotion and management through architectural and interior design, online content.

Visit
ginosimanagement.com
and arrange a
FREE LIVE DEMO
now!