

HOSPITALITY SITE SURVEY

DATE:

Property Name:

Address:

City:

Province:

Telephone:

Contact Name:

Number of Guest Rooms:

CURRENT STATUS

How many phones per guest room?
1 or 2 extensions per room?

What are the current guest phone models?

By when do you require the new telephone system to be installed?

Will you require new guestroom handsets or do you wish to keep your existing handsets?

What is your current PBX make and model?
What is your current CDR system?

What are your reasons for requiring a new telephone system? Please let us know of any "must have" features you require for your new system:

How many telephones are required by the hotel's administration?
Are they all digital or are some analog. Please note type on list below.

Accounting:

Parking attendant:

Front desk:

Lobby:

House Keeping:

Valet:

Pool:

Restaurants:

Kitchen:

Conference rooms:

Boiler Room:

Other:

Do you have analog devices? Please indicate how many:

Cordless phones:

Fax machines:

Debit/Credit card machines:
Audio conference phones:

Are the passenger calls from your elevator answered by the front desk? If so, how many elevators do you have?

Do you have a reservations center at your property.
What would be the maximum of agents logged on at any given time?

Is the telephone system connected to a generator during a power failure or do you rely on a UPS?

Do you have a public address system for general or emergency announcement?

How many Lines / trunks are on the current system?
(note: some hotels will have a PRI or two which provide 23 channels/trunks)

Do you have a network of wireless telephones (Spectralink, KIRK; DECT)?

Please explain the type of cabling do you currently have to your administration phones and to your guest room phones? (CAT3 , CAT5, CAT5e, CAT6).

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MULTIPLE SITES

Do you have multiple buildings on the same property?

How are they currently linked?

Do you have properties in other locations where a new telephone system is also required?

PROPERTY MANAGEMENT SYSTEM

Do you currently have a Property Management System and if so, which one is it?

Is the PMS system currently integrated with the telephone system?

PMS Vendor's contact name & number:

Do you have a PMS vendor site number? If so what is it?

Will we be required to network each building to one Property Management System?

VOICE MAIL

Is voice mail required for your guests?

If so, is it important that the system automatically activates voice mailbox as a guest checks-in and clears it when a guest checks out?

If you currently have voice mail, how does it work now?

WAKE UP CALL

Would you like your guests to receive recorded wake-up call announcements?

Would you like the ability to change the wake-up call announcement whenever you'd like; for instance, to give the daily weather or to include information about a special promo your hotel is featuring?

FIXED & VARIABLE LINE/TRUNK COSTS

We asked these questions as we would like to see if we can help lower your telecom costs.

How much is each line/trunk or PRI per month (fixed cost)?

What is your current local line provider? Your local line fixed cost per month?

What is your current long distance provider? Your N.A. long distance rate per month?

What type of Internet/data connection do you have (DSL, T1)? What is your provider? Your monthly fixed cost per month?

Do you currently have a data network installed for administration personnel?

We can also provide an estimate on WiFi Internet access, if that is of interest, please indicate it here.