



# PROPERTY MANAGEMENT MADE EASY

Software in the hospitality industry is dynamic and advancing fast to handle the big picture and smallest details simultaneously. HTI works with hoteliers to customise property management and food and beverage solutions.



As sophisticated as software is today, it starts with the management of data from various departments across the property. Rooms division collects information from reservations, house-keeping, front of house, reception and concierge functions. Food and beverage division collects information from banqueting, room service, restaurants and bars, kitchens and stock control.

Software must handle the complex functions taking place simultaneously across the property.

HTI supplies its Apex property management system and PlusPoint point-of-sale and stock control system to quality properties that span the small, medium and large accommodation spectrum.

As a veteran hotelier, **GM of 110-suite The Peninsula hotel in Cape Town Chris Godenir** says HTI's strength lies in their ability to adapt their programmes to suit the changing needs of his specific business.

"Their software packages include rooms division as well as food and beverage, which we felt is a necessity regarding the connectivity between different departments. In my opinion, HTI has the best software to manage a timeshare resorts inventory. Flexibility within the software system allows me to interface with our ownership base on the timeshare and utilise other market sources for accommodation," he explains.

Godenir has stayed loyal to HTI due to their senior management interaction in helping to solve problems. He says, "All the best systems in the world will have hiccups now and again. It's the speed that the company operates as a whole to find a long term solution, rather than just a quick fix, that makes the difference. We work together to get problems resolved timeously and amicably.

He adds, "HTI are also updating and upgrading their software packages continuously to adapt to the changing needs of the marketplace. Their products are versatile and flexible. There are a lot of systems out there that sell you the same type of options, but from my point of view I've been very happy with HTI, as they've lived up to their promises in support and adapting the system to suit our particular needs."

**Peter Repinz, owner of the Afri-Temba Leisure Group consisting of six properties in the Eastern Cape,** says, "We use their new state of the art system, which is very much in line with international management programmes available. We have worked hand in hand with HTI to put certain modules together. We were looking for an integrated system, where your point of sale for the restaurants as well as for the bottle store can be seamlessly integrated with the front of house and reservations package. Not many of the integrated systems can handle a bottle store as well as a bar application."

Repinz adds, "This is a 24/7 business and with HTI there is 24/7 service. If you've got a problem on your file server, they'll sort it out even if it is 2am in the morning. When guests check out in the morning, all of their expenses need to be charged to their bill or you will lose money."

**Srinivas Venkatkumar is MD of 139-room Arcadia Hotel in Pretoria and new property Jock-Sabie Lodge,** and also has a long association with HTI. He says, "Arcadia Hotel is a city hotel with six conference venues, restaurant and coffee shop. We told

## fact file

Hospitality Technology International (HTI) is the leading developer of hospitality technology in Africa, servicing 12 countries across the continent. They produce applications suitable for the entire industry. Systems are integrated, easy to use and backed up by ongoing service, support and training. HTI is a local company operating to international standards.

Products include:

- eRes® central reservations system
- GroupView customer relationship, marketing and loyalty programme
- Apex and eResOrbit property management systems
- PlusPoint point of sale and stock control system

Tel: 011 803 2208 / Fax: 011 807 1901

Website: [www.hti-systems.co.za](http://www.hti-systems.co.za)

them exactly how I want the reports to look, what has to be integrated, and they were able to tailor the package to what we wanted. HTI also provided a monthly licence rental, which appealed to me as I couldn't buy the software outright, and it covers upgrades."

He goes on to explain: "In software you look for convenience of operation, convenience of interfacing with other departments and the flexibility to have the rates and room build up to where you want to be, and of course meaningful reports, from measurement to forecasting. It is essential to have a proper manager's report that tells you everything to do with your property."

Venkatkumar adds, "As a hotelier the point of sale and property management systems are the two critical issues. If these two don't work then the whole business will not have a meaningful database."

**HTI MD James Montgomery** summarises: "Strong property management, point of sale and stock control systems lead to streamlined hotel operations. The next step is to take a more global view of distribution. If you get the structure right in the property, then you are well placed to move into a competitive and more outward focused business model."



Operations Team: Standing Back: Marc Lurie, Chris Beukes, Maritza Vorster, Mark van der Heever, Danny van den Heever, Johan du Preez  
Standing Front: Judy Tipograph (General Manager) and Stanton Francis  
Seated: Lana Marallich, David Swanepoel, Kevin O'Donnell and Fanie Labuschagne (Technical Manager)