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Hospitality Systems

# Axxess Hospitality

From electronic do not disturb to food tray detection, hotels across the world are using Axxess Hospitality Systems for the sleek and efficient service they provide.

Our four systems bring software, devices and signage together to offer better service to your guests and save you money.

Made possible through automation and intelligence, our systems provide your staff with better insight, greatly reducing guest disturbances and increasing efficiency.

Our client base includes very recognized brands and properties.



REVEL



PALMS  
CASINO RESORT  
LAS VEGAS



TRUMP  
INTERNATIONAL HOTEL  
LAS VEGAS

45 PARK  
LANE



bardessono  
NAPA VALLEY



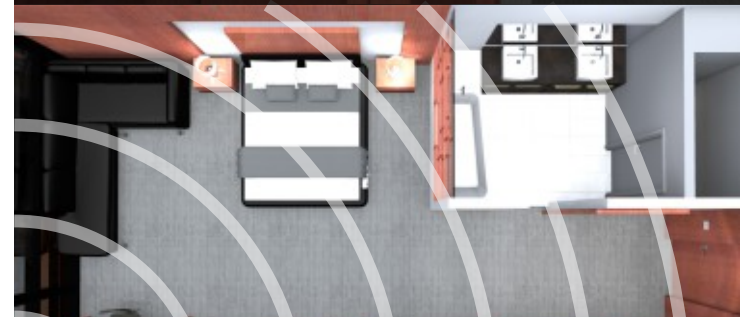
VEQUASSETT  
RESORT AND GOLF CLUB



TRUMP  
TAJ MAHAL



PrivacyService



GuestPresence



MiniBar



TrayTracker

# Case Study

## Mandarin Oriental Las Vegas

Opened: December 5, 2009.  
Guest Suites: 392

Mandarin Oriental, Las Vegas is a luxury five-star hotel located within CityCenter. Axxess provided both our PrivacyService and TrayTracker systems to the project.

Integrating our PrivacyService system with a full-featured guest room control system, guests are able to set their “Do Not Disturb” status from the TV by remote, or with the Touchswitch by the door.

The TrayTracker system has allowed IRD staff to effectively manage room service tray delivery and retrieval. If a food tray is left outside a room TrayTracker immediately notifies staff and the tray can be removed quickly and efficiently.



# PrivacyService™



## What It Does

PrivacyService™ is a simple way for guests to communicate with staff from the comfort of their room. Don't want to be disturbed? Touch a button. Want your room cleaned? Touch a button.

## How It Works

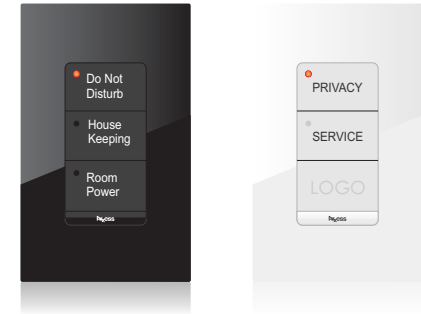
It starts with a Touchswitch and a Sign. Guests have the freedom to select their desired status from inside the guest room. Their choice is displayed with LEDs designed into the room number sign as well as sent wirelessly to any computer or mobile device on our web-based software. Notification to staff is immediate. Any service call made to the room is initiated with a pleasant sounding doorbell. Consistency of doorbell annunciation also avoids embarrassing encounters with guests who didn't hear the knock.

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# Devices

## Customized Touchswitch

Our Touchswitch is available with 2 or 3 buttons and can feature text and/or images. Text and images can be customized on a per project basis.



# Signage

## Signage

Axxess Signage can be seen all over the world in three, four and five star hotels. Our signage is custom-tailored to your hotel and incorporates LED privacy/service indicators as well as a doorbell button into the room number sign.



# Software

## Rooms Software Option

Axxess Rooms software was developed to help hoteliers manage and monitor their room status. Staff can now be managed more efficiently and housekeeping requests can be dealt with as quickly as they appear. Integration with HotSOS/REX, PMS and EMS systems is possible. Guest service and efficiency goals can be measured and achieved.



# Your Guests Notice

"Pictures do it justice. I loved the leather chair and the **electronic "Do not disturb" light.**"

Argosy Casino Hotel and Spa - Riverside

"Descreet housekeeping staff is both unobtrusive and top-notch! This staff knows how to clean a hotel room very well. I have a strong dislike for those hotels where the staff knocks loudly on your door at 8am crying "housekeeping!". Maybe the **electronic "Do Not Disturb" system** tracks which room is ready for cleaning. I don't know, but I do know that it's the kind of service I really enjoy!"

SoHo Metropolitan - Toronto

"Thoughtful touches like the electric drapes, **electronic "do not disturb"** sign and DVD player put this a cut above most hotels I have visited at this level"

SoHo Metropolitan - Toronto

"Room was beautiful and modern amenities were appreciated, especially **electronic "Do not disturb"** and "Housekeeping Requested" switches."

Signature at MGM Grand - Las Vegas

"There was even a doorbell with **electronic do not disturb lights**"

Signature at MGM Grand - Las Vegas

"Nice touches included the electronic **"do not disturb" button**"

Colonnade Hotel - Boston

"One cool feature of the rooms was the **electronic "Do Not disturb"** and "Housecleaning Requested" buttons which throw up a LED light outside your room to signify what you want. The housecleaning button must be monitored too, because every time we pressed this and left the room for a bit, we came back and our room was done.....no matter what time. And I never once saw a Housecleaning person during my entire 6 day stay. That was a nice touch."

Signature at MGM Grand - Las Vegas

"Renovations included **electronic "Do not disturb/ Please make up my room"** sign in corridor activated by a button in the room!"

The Royal Horseguards - London

"The **electronic Do Not Disturb** system makes the hotel feel very modern."

Hampton Inn & Suites - Canton

"They also have **electronic do not disturb signs** which is neat."

Hampton Inn & Suites - Mission

"nice touches like **electronic Do Not Disturb** and doorbell, and the free toiletries are top quality."

Cesar's - Atlantic City

"I thought the remote control shades, and room darkening blinds, as well as the **electronic Do not Disturb**, Housekeeping button, and room doorbell were all cool little gadgets"

Vdara - Las Vegas

"Our room had some very cool features, from the **electronic do not disturb button** on at the door"

Vdara - Las Vegas

"The room was spacious with all amenities one could ask for, electric shades/blackouts, **electronic "do not disturb" button**, and a beautiful bathroom."

Vdara - Las Vegas

"They don't have the **electronic "do not disturb"** button and on the first day we didn't notice that you need to use one of those old fashioned paper signs hanging on the door/knob and so we didn't use it."

Marriot Hotel City Center - Shanghai

"including the clever **electronic "do not disturb"** feature instead of the usual door tags"

Hotel 1000 - Seattle

"The **electronic "do not disturb" signs**, which you could turn on without opening the door, and the doorbell were fun and useful."

Renaissance Arts Hotel - New Orleans

"**Electronic 'do not disturb'** & 'housekeeping' switches on the doors were a nice touch"

THEhotel Mandalay Bay - Las Vegas

"the hotel even had **electronic "do not disturb"**, "turndown", and "housekeeping" lights that illuminate outside the room by the door. The amenities in the room were superb."

The Davenport Hotel & Tower - Spokane

# GuestPresence™

“ We came back and our room was done... no matter what time. And I never once saw a Housecleaning person during my entire 6 day stay. That was a nice touch. ”

-Trip Advisor Review

## What It Does

GuestPresence™ allows your staff to determine if a guest is in the room without disturbing the guest. View the room status from any mobile device or simply point our Mini Remote at our PrivacyService SmartSign™ and it will respond with a light indicating if there is a guest in the room.

## How It Works

Using a combination of motion and contact sensors GuestPresence™ is able to accurately determine if a guest is in the room. After the guest room door closes a scan is made of the room for any guest motion. This sets the system to “Guest Present”. This status is maintained until the guest room door opens thus providing accurate night time indication. Only hotel staff can obtain that status information. This allows staff to leave guests in undisturbed privacy and makes service more efficient.

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## Motion & Contact Sensors

Axxess Wireless Motion Sensors and Wireless Contact Sensors are beautifully designed to blend into any environment. Together the two devices provide accurate information on the current occupancy status of a room. Guest room attendants are issued an inexpensive mini-remote to obtain guest presence status.



## Rooms Software Option

GuestPresence integrates with the same software as our PrivacyService system. GuestPresence allows staff to know if a guest is in the room to avoid unnecessary disturbances. Remote data saves housekeepers unnecessary trips to occupied guest rooms. All from any device with web access.





# MiniBar<sup>TM</sup>



## What It Does

Axxess MiniBar system allows your staff to know whether a minibar has been opened, without entering the room, leaving guests with unopened minibars undisturbed. With 70% - 80% of minibars remaining unopened this saves your staff from entering over three-quarters of the rooms.

In addition, opened minibars can easily be checked for consumption, be restocked and recorded with our Minibars app for your favorite mobile device.

## How It Works

A contact sensor, easily installed into any minibar, provides data on whether the minibar has been opened. Using a smart phone running our Minibars app employees view a short list of rooms where the minibar has been opened. All restocking can easily be recorded and shared on our Minibar app with just a few taps.

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# Devices

## Wireless Contact Sensor

Our Wireless Contact Sensor is so small you won't notice it. It easily installs into any minibar and provides data on whether the minibar has been opened. It may seem trivial but that information can save hotel staff many hours of needless work. It's completely wireless, with a battery life measured in years not months.



# Software

## Minibars App

The Axxess Minibars app lets you view if a room's minibar has been opened and it provides you with a new simple way to report restocking.



# Software

## Minibars Software

Our desktop Minbar software allows for complete inventory management. From custom minibar stock definitions, through supplier management and cost and pricing detail, to detailed reporting/invoicing for swift charge recovery, the software makes your minibars earn their keep.



# TrayTracker™

## What It Does

TrayTracker™ instantly notifies your staff when a room service tray or trolley is placed outside of a guest's room.

## How It Works

A Tray Transmitter on the food tray or trolley emits a signal that is picked up by the Tray Detector located in the SmartSign™ Module or in the Plug-in Tray Detector module. The Tray Detector wirelessly alerts your hotel staff via our Axxess Trays software, available on any desktop or mobile device with network access.

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# Are food trays spoiling your image?

“Room service trays were left out overnight. **No need for dirty dishes in the hall.** Please pick these up more often”

★★★★★ Hotel

“I was surprised for a four star hotel that our across the hall neighbour’s room service tray (with food leftovers) sat out in the hallway **literally all day** long and into the evening.”

★★★★ Hotel

“The first night while returning to our room we noticed a breakfast tray left out from the morning with left over food and drinks on it in the hallway. The next night at after 10.30 pm there were 4 breakfast tray with left overs in the same place, obviously having been **left out all day!**”

★★★ Hotel



“A tray from the restaurant was there upon my arrival with left over breakfast....and when I got up the next morning around 9am it was still there!!...for **over 12 hrs** ( I’m being modest) a tray with food was left in the hallway”

★★★ Hotel

“Room service trays littered the floor in our hallway for HOURS. It just seems like **no one is paying attention** anymore.”

★★★★★ Hotel

“**Very disappointed.** Dirty room service tray in the hallway for over **14 hours.**”

★★★★ Hotel

“I noticed a room service food tray in the hallway by the elevator. That was Saturday. On Sunday evening it was still there (gross) so I called down to the front desk and they said they would send someone to get it. When I went to the elevator on Monday morning, it was still there! **Rotting food!**”

★★★ Hotel



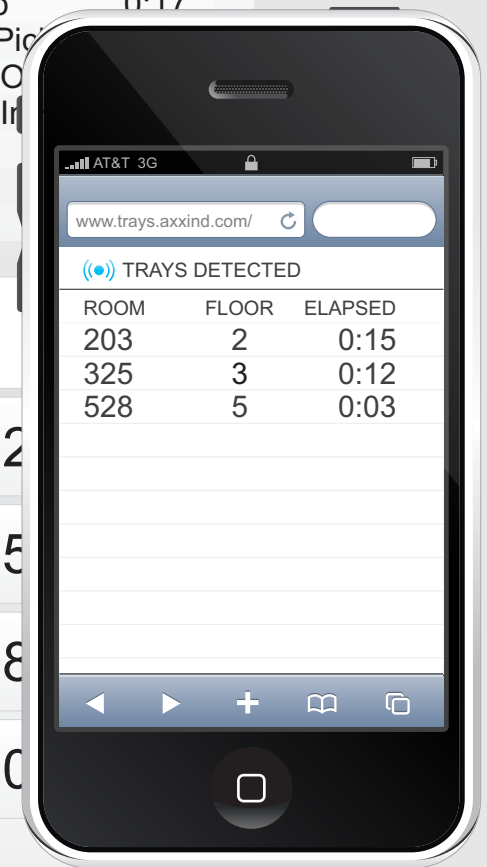
## Two Tracking Options

Axxess TrayTracker can sense food trays either with an Axxess SmartSign or with the stand-alone Plug-In Tray Tracker device.

If you're using our PrivacyService system we recommend the SmartSign option. If you are only interested in the TrayTracker system the Plug-In Tray Tracker is the most cost effective solution.

# Trays™ Software

ROOM LIST		TRAYS OUT			TRAYS DETECTED			STATS
ROOM	FLOOR	ROOMS	TIME OUT	ELAPSED	ROOM	FLOOR	ELAPSED	
125	1	129	8:00	1:20	203	2	0:15	Avg Pickup 0:17
126	1	203	8:15	1:05	325	3	0:12	Avg Daily Pic
127	1	207	8:20	0:55	528	5	0:03	Avg Trays O
128	1	319	8:27	0:42				Avg Trays In
129	1	325	8:45					
130	1	402	8:47					
131	1	416	8:52	1:07				
201	2	429	8:53	1:08				
202	2	505	9:02	1:17				
203	2	523	9:10	1:25				
204	2	527	9:14	1:29				
205	2	528	9:15	1:30				
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## Room Navigator

Quickly navigate your hotel's entire room list and view the DND status of a room. Simply select a room and tap "Tray Out" to initiate a delivery. The room will appear in the "Trays Out" tab.

## Trays Out

View at a glance what rooms have had In Room Dining deliveries and how much time has elapsed. Choose to set pre determined pickup times.

## Trays Detected

View all the rooms that are currently detecting a tray in the hallway. Provides an elapsed time of how long trays have been sitting in hall.

## Stats

View stats and graphs on performance related metrics. Set standards for your staff to achieve and compare their results.

# Our Signage

## A class of its own.

Axxess Industries Signage can be seen all over the world in 3, 4 and 5 star hotels.

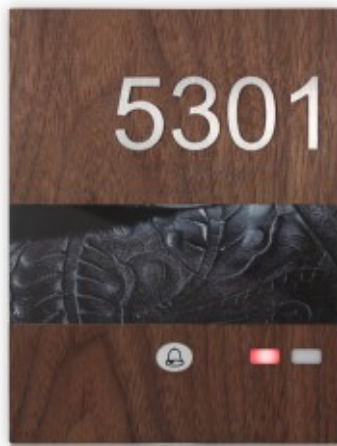
With over ten years of experience combining electronics and signs, and having completed projects ranging from 20 to over 4000 signs we have developed exceptional expertise and workmanship.

▶ [Click for signage gallery](#)

“ I love the electronic do not disturb sign! ”

-Trip Advisor Review





## Signs that do more than look pretty

Axxess Industries' Signage doesn't just look great, it provides useful functions as well. Here are a few areas that set our Signage apart.



### Custom Design

Our designers will work with you to select materials and design a finished product that is custom-tailored to your brand.



### Privacy/Service

Privacy/Service LEDs' main function is to replace the old do not disturb door knob hanger and offer a world of bright design possibilities.



### Doorbell

Greet your guests with a pleasant sounding doorbell instead of loud knocking down the hallway.



### Serviceable Mounting

All Axxess Signage is engineered to be serviced without causing damage to the wall or sign. The mechanical mounting makes maintenance easy.



# We play nice



## **Integration.**

We collaborate with various industry leaders to provide the best-of-breed integrated solutions for our customers.

### **Technology Partners**

Control4  
Crestron  
HotSOS/REX  
Incom  
Lutron  
Onity  
Telkonet  
Vingcard  
And Others



www.axcind.com

“Thank you for your efforts to help us complete this project. The marquees look wonderful.”

“Just wanted to say that working with your team has been a great experience! You’ll be at the top of my list for future work. Thanks again.”

103 - 470 Neave Ct  
Kelowna, BC  
V1V 2M2 | Canada  
1 866 680 2457

“Ya’ll have been a pleasure to work with.”

“Thank you for the update and the expediency with which you have manufactured this order.”

“You guys are so helpful and excellent to work with. I wish all vendors were so helpful!”