

Questionnaire

Please complete and send this questionnaire to the address: Karamyshevskaya Naberejnaya, 44, 123154, Moscow, Russia, «TERLIS group»; or by e-mail info@hmp.su

INFORMATION ABOUT YOUR COMPANY

1.	Chain name	
2.	Hotel name	
3.	Location (address)	
4.	Name of the Management company	
5.	Contact person	
6.	Job position	
7.	E-mail	
8.	Phone	

INFORMATION ABOUT YOUR HOTEL

1. The hotel is used mainly for:

- | | |
|---|--|
| <input type="checkbox"/> Individual tourism, _____ %
<input type="checkbox"/> Group tourism, _____ % | <input type="checkbox"/> Conferences, _____ %
<input type="checkbox"/> Corporate events, _____ %
<input type="checkbox"/> Other: _____ |
|---|--|

2. Specify the Hotel type

- | | |
|---|--|
| <input type="checkbox"/> Hotel chain without Central Reservation System
<input type="checkbox"/> Hotel chain with Central Reservation System | <input type="checkbox"/> Individual Hotel
<input type="checkbox"/> Other: _____ |
|---|--|

3. Specify the Hotel class

- | | |
|--|--|
| <input type="checkbox"/> Big Hotel (above 200 rooms)
<input type="checkbox"/> Medium Hotel (30-200 rooms)
<input type="checkbox"/> Mini-Hotel (up to 30 rooms) | <input type="checkbox"/> Motel
<input type="checkbox"/> Sanatorium or SPA-hotel
<input type="checkbox"/> Season Sport Hotel
<input type="checkbox"/> Other: _____ |
|--|--|

4. Hotel status

- Startup, the expected opening date “__” _____ 201__
- Existing Hotel, operating _____ years

5. Specify the amount of buildings, cottages and rooms in each of them

No building/cottage	Number of rooms in the buildings

6. Specify the amount of workstation in the Hotel

General Director of the Hotel _____ Receptionist Cashier _____
 Manager of the Hotel _____ Receptionist _____
 Night Auditor _____ Accountant _____
 Other: _____

7. Will you have the banquet and/or event rooms in your hotel?

Yes, in amount of _____ No

8. Integration with Web-site

Web-site already has the booking form Booking form should be created on the Web-site
 Hotel doesn't have the Web-site Integration with Web-site is not needed

9. Which PMS system is used in now? _____

10. Do you plan to implement the new PMS in the near future?

Yes, in one year
 Yes, in 3 next years
 No

11. Do you plan to open new hotels in the near future?

Yes, in one year
 Yes, in 3 next years
 No

INFORMATION ABOUT THE INTERFACES WITH OTHER SYSTEMS

12. Specify necessary interfaces for your Hotel

Interface	System name
<input type="checkbox"/> Tariffing of the access internet system	
<input type="checkbox"/> PBX System	
Services: <input type="checkbox"/> ASW (authorization switch) <input type="checkbox"/> Wakeup <input type="checkbox"/> Minibar	<input type="checkbox"/> Roomstatus (management the status of room for roomservice) <input type="checkbox"/> Messagelamp (leaving a message indication)

Interface	System name
<input type="checkbox"/> Mini-bar system	
<input type="checkbox"/> Key encoding system	
<input type="checkbox"/> Building control system	
<input type="checkbox"/> Pay TV system	
<input type="checkbox"/> EFT system	
<input type="checkbox"/> Fiscal accounting system	
<input type="checkbox"/> OTA interface	<input type="checkbox"/> Booking.com <input type="checkbox"/> Ostrovok.ru <input type="checkbox"/> HRS.com <input type="checkbox"/> Other: _____

INFORMATION ABOUT RESTAURANTS AND BARS

13. Do you have restaurants or bars in the hotel?

- Bars, in amount of _____
 No
 Restaurants, in amount of _____
 Other: _____

14. Specify information about existing systems for restaurants:

Front Office _____ Back Office _____

15. Specify information about restaurants/bars

Restaurant/ bar	Qty. seats	Workstation					Kitchen printers
		Manager	Waiter	Cashier	Accountant	Stock Manager	

16. Specify required interfaces to external systems for the restaurant/bar

- Microsoft Dynamics NAV (Navision)
 No
 1C: Accounting
 Other: _____

17. What functions Protel PMS would you like to know more?

- | | |
|--|--|
| <input type="checkbox"/> Management of rooms number | <input type="checkbox"/> Management of events |
| <input type="checkbox"/> Reservation | <input type="checkbox"/> Housekeeping |
| <input type="checkbox"/> Group reservation | <input type="checkbox"/> Cash operations |
| <input type="checkbox"/> Check in of guest | <input type="checkbox"/> Reporting |
| <input type="checkbox"/> Working with guest profile | <input type="checkbox"/> System administration |
| <input type="checkbox"/> Management of guest invoice | <input type="checkbox"/> Interaction with external systems |
| <input type="checkbox"/> Management of rates | <input type="checkbox"/> All |
| <input type="checkbox"/> Other: _____ | |

18. Would you like to look the presentation of Protel PMS?

- Yes
 Later
 No

If your answer to no.18 is "YES", then fill in the form of the request for presentation

REQUEST FOR PRESENTATION

1. What is the place of the presentation?

- Remotely (Skype, Team Viewer)
 In the office of the HMP company (Moscow, Russia)
 In the office of the Protel company (Dortmund, Germany)
 In your office, at address: _____
 Other: _____

2. Enter your convenient time for the presentation

- This week Desirable date _____
 Next week Other: _____
 Next month

3. Who will be attending on the presentation from your company?

- General Director of the Hotel Manager of the Hotel
 Receptionist Accountant
 Other: _____

4. Please read the standard plan of presentation, and complete it in accordance with your requests:

No	Item plan	Expected time	Your requests
1.	Information about the Protel company	5 minutes	
2.	Information about the HMP company	5 minutes	
3.	Solutions of the Protel PMS	5 minutes	
4.	Functions of the Protel PMS	10 minutes	
5.	Interaction with external systems	5 minutes	
6.	Demonstration of the Protel PMS	10 minutes	
	Total	40 minutes	

5. Your preferences to demonstration the functions of the Protel PMS are:

a)	
b)	
c)	
d)	
e)	

6. The questions which should be answered during the meeting:

a)	
b)	
c)	
d)	
e)	

How did you know about the Protel PMS?

- | | |
|---|---|
| <input type="checkbox"/> consultant calls | <input type="checkbox"/> read online |
| <input type="checkbox"/> on the conference in Russian: _____ | <input type="checkbox"/> learned from friends |
| <input type="checkbox"/> on the Foreign conference: _____ | <input type="checkbox"/> read in a magazine |
| <input type="checkbox"/> from other Russian customers of the Protel | <input type="checkbox"/> other: _____ |
| <input type="checkbox"/> from other Foreign customers of the Protel | <input type="checkbox"/> I do not remember |

**Thanks for your time to complete the questionnaire!
We will be glad to answer your questions!**

Download questionnaire



http://www.hmp.su/wp-content/uploads/Questionnaire_en.pdf

Contact:

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