

# Deliver quality guest service faster.



*NextMail®*, available on all Sprint and Nextel® devices, keeps your staff connected with prioritization for all guest requests and eliminating time spent on hold or in queue.

Providing fast service to guests is the key to enabling success and customer satisfaction in any hospitality organization. NextMail services allow your employees to work, prioritize and respond quickly to service calls, maintenance requests and availability checks, prioritizing each new message as they come in. NextMail improves the communication process by providing the ability to send messages to up to 50 mobile devices at one time using the group messaging feature, making it easy for managers to instantly contact hotel employees to schedule shifts and fulfill guest requests.

## **Spend less time reaching employees and more time assisting guests**

1. **Speak:** Sender selects a customized subject (such as Job Complete), speaks any job details, hangs up and is ready for the next job
2. **Receive:** Recipient receives the message (Job Complete), and with the Intelligent Queuing feature is able to know whom it is from, what it is about and how to prioritize it, all without the interruption of a phone call
3. **Listen and Reply:** Recipient listens to the message details and replies with a confirmation or new job orders
4. **Receive Reply:** The original sender receives a reply and can send a voice reply again by pushing the send button. The order is closed out and is thoroughly documented with time and date stamp and optional photos. New work can be started in less time with fewer calls

## **Even more great ways for dispatching work orders and maintaining the property**

- > **Catering, Sales, Maintenance and Security Staff:** Receive outbound text messages with work orders for setup requests and repairs. All messages are documented, archived and date and time stamped, giving managers the ability to attend to more guests without being interrupted with multiple calls
- > **All Staff:** Inform hotel employees of available work shifts with the NextMail Team Notifier feature. Each recipient presses 1 to speak their reply, and the sender can verify who did or did not listen to the message and review all replies before deciding whom to select for the shift



For more information on NextMail, contact your Sprint representative or visit [sprint.com/nextmail](http://sprint.com/nextmail)