

## CASE STUDY

## The Post Oak Hotel

Book4Time saves time to focus on a Five-Star guest experience



**Daisy Tepper** is the Spa Director at **The Post Oak Hotel** at Uptown Houston, a Forbes Five Star property owned by billionaire Tilman Fertitta.

In her role, Tepper oversees the day-to-day operations of the, 20,000 sq. ft Spa and Fitness, and manages all wellness activities for the hotel. She also oversees five other Landry's properties, which includes the Golden Nugget Casino Spas and The San Luis Resort, Spa & Conference Center in Galveston.

An industry veteran, Tepper has been called an "icon," a name well earned; in March 2019, just three months after opening, The Spa at The Post Oak Hotel became the first spa in Texas to earn a Forbes Five-Star rating. This is no small feat that involved hard work and vision.

The lovingly curated spa menu reflects the diversity of Houston, one of the largest and most diverse cities in the United States, with treatments and services that draw inspiration from Morocco, Indonesia, India, and other parts of Asia. The Spa is also the only facility in Texas to offer the six-in-one In-Skin facial machine. Other standout features include the heated stone lounges, tranquility pools, experience showers and crushed ice fountain to promote circulation.

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Daisy Tepper, Spa Director

## The Challenge

## A Five-Star spa needs a Five-Star software

Tepper wanted a software that was easy to use and would save time and elevate the guest experience. She had been a long-time user of Book4Time and knew it was the software she wanted for the Post Oak.

“Obviously, I looked into other software companies, and Book4Time was the most impressive. Ease of use is important to me. When you hire someone, the easier the system is for them to learn, the better for us. It's very user-friendly. That's what I was looking for, and that's what I got.” She adds, “The customer service was amazing and the presentation was fantastic.”

Also important to Tepper was a software that would combine guest information across properties and allow them to communicate with each other: a key component of an excellent and personalized guest experience.

“There is a lot of overlap, and once the guest puts in their information, I don't want them to have to do it again when they go to another Landry's spa,” she explains. “There's a disconnect and I want us to have more of a connection. We're working on getting Book4Time in all properties to make this a reality. It's going to be easier and great for our guests, knowing that when they have been to the spa at St Luis, we will have all the information at the Post Oak and can make the experience here even better.”



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## A reporting dashboard that shows how the spa meets, and exceeds, stakeholder expectations

Book4Time has also helped Tepper justify the cost of a new treatment room.

“The reports are really good,” she explains. “The treatment room utilization shows us how much money our rooms are pulling in and what we can do better regarding occupancy. This report actually allowed me to justify the cost of a new treatment room for the spa.

## The Solution

## A support team that understands a spa director's needs

Tepper can't say enough good things about the Book4Time team. “I love the team. I love Krista (Book4Time's Customer Success Director, Krista Foulis, is the former Spa Director at the Park Hyatt Toronto). She is fantastic.”

Tepper laughs and says, “I'm not an easy person. I can be a bit of a challenge to work with. I've got a lot of questions and I want things done a certain way. Software has got to work; it's got to make sense. Every little step is important. Krista has been in the operations, she's worked as a spa director. She understands every step. When we communicate she knows exactly what I'm talking about and how to handle it, which makes life so easy and such a pleasure.”



The owner of the Post Oak is all about performance and he needs to see justification before he can decide if he's going to expand the spa and how. I ran the report and he could immediately see the benefit, so he gave me the money to build another one. I'm happy to report that we're getting a beautiful new couples suite with a fireplace!

## Payroll reporting that saves time and energy

## Book4Time's payroll reporting has saved Tepper as much as a half a day a week (or up to 156 hours a year).

“You just run the payroll period for each period, and it factors in commission and gratuities. With 35 employees it takes me about half an hour to just go through and double check everything. It used to take a lot longer. Sometimes it would take me half a day. It's nicely laid out and easy to read, so when the therapist asks for a copy, it's easy for them to see what they've made.” Looking at that as three hours reduced to 30 minutes means an 83% decrease in time spent on payroll.



## Results

As we have seen, Daisy Tepper has saved time and money, and even justified the cost of a new treatment room. Life, she says, is so much easier.

## Would she recommend Book4Time to other spas looking for a solution?

“I would absolutely recommend Book4Time, and I do. When people reach out to me to ask about my experience with the software I tell them how user friendly it is and that the customer support is great. Updates are well done, everything is simple, everything is well explained. You've got the little help button that you can always click on and see the explanation if you don't understand something. It's always a delight that I can reach out to Krista and she can walk me through it when I need that little extra help. All of these things make life so much easier and I'm all about making things easy, especially these days. It's been about five years since I used anything else and there's no comparison. Book4Time is just way ahead of everybody else.”

## Want to grow your wellness business?

Tell us a bit about your goals, and we'll be in touch to schedule a demo.