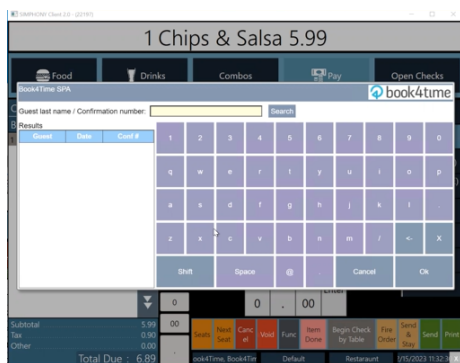# book4time

micros®
Simphony

INTEGRATE MICROS SIMPHONY WITH BOOK4TIME

Create a seamless customer journey from restaurant to spa with ease.
Book4Time integrates with Micros Simphony to provide a sense of simplicity and luxury for guests by ensuring they only have to pay once.

WHY INTEGRATE?

Micros Simphony is an all-in-one Point of Sales (POS) solution for restaurants and cafes in hotels, casinos, and resorts that manages inventory, menus, and customer orders. Partnering with Book4Time the Micros Simphony integration can post food and beverage charges to their spa appointment in Book4Time.

KEY FEATURES

- ✓ Post charges from micros Simphony to the spa

- ✓ Transactions can be voided in Book4Time and reopened in Micros Simphony, ensuring only valid transactions are processed, and paid for through the spa.

- ✓ Once checked in at the spa, guests can charge any food and beverage purchases made at the hotel's dining facilities and have it included in their final spa bill.

THE CHALLENGE:

Food and beverage are the leading income sources in the hospitality industry, when running a spa or wellness center. Implementing food and beverage can increase revenue streams while ensuring customer satisfaction through a seamless transaction experience.

- You may be leaving money on the table because it is not easy for guests to integrate their restaurant and spa experience while on the same property.

- Guests may be less inclined to purchase food or beverage if they have to pay twice.

THE SOLUTION:

By integrating Micros Simphony with Book4Time guests who dine at the associated restaurant or cafe can now pay for their charges during their spa appointment. At checkout, the tender will be selected as Book4Time and the server will input the guests spa appointment information allowing for the guest to only pay one time.

THE RESULT:

✓ Create a cohesive experience for the guest with their restaurant and spa experience.

✓ Allow guests to pay for their services in one transaction.