

**FINALLY**  
**CUSTOMER SERVICE**  
**SOFTWARE**  
**THAT SERVES**

**YOU**



# With Inn At A Glance Web-Based Service Software Everything You Need to Know is At Your Fingertips

## Multi-Property Management

Do you manage multiple properties? If so, use our multi-property feature that allows group managers to access multiple sites, while restricting access to individual property managers. All of your properties are visible from a single window. It's simple: just choose your property from your own custom menu.

## Will Front Desk Be Busy This Week?

In one single screen, you can view details of who is in-house and understand the important ratio of transient versus group. Not just the number of rooms occupied, but the guests checking in and out, to help manage F&B and housekeeping staff requirements.

## Advertising, PR and Promotions Together with Instant Access

Easy scrolling through all advertising allows authorized users the ability to review any ad created, or press clipping. This is particularly useful when guests quote rates found in publications from earlier months.

## What's Happening in the Line Departments?

Individualized departmental comments section form mini-blogs! Give your line staff, who interacts with the guest, the ability to voice their successes and opportunities for improvement. The "All Departments" listing at the top of the section provides an instant, chronological summary.

## Quick Access to Your Web Site, Social Media and Phone Directory

Use these buttons to immediately view your web site and social media (YouTube, Facebook, Twitter). There are no restrictions on the number of social media that can be added. We have even included buttons to link to your Trip Advisor and OTA listings, as well as your property telephone directory.

## Room Occupancy Information

Provides a top line view of tonight's and tomorrow's room occupancy as well as out of order and out and service rooms. Guests are divided between adults and children. Pets (if authorized) are also displayed.

## Events and MOD Schedule

Use this calendar to post Manager-On-Duty schedules and special event activities.

## Reminders Can Be Motivating

Use this toggled area to feed back comments to senior staff, enhance training or safety compliance. This is also an excellent place for identifying issues such as out-of-service rooms.

## Never Lose Track of VIP Guests

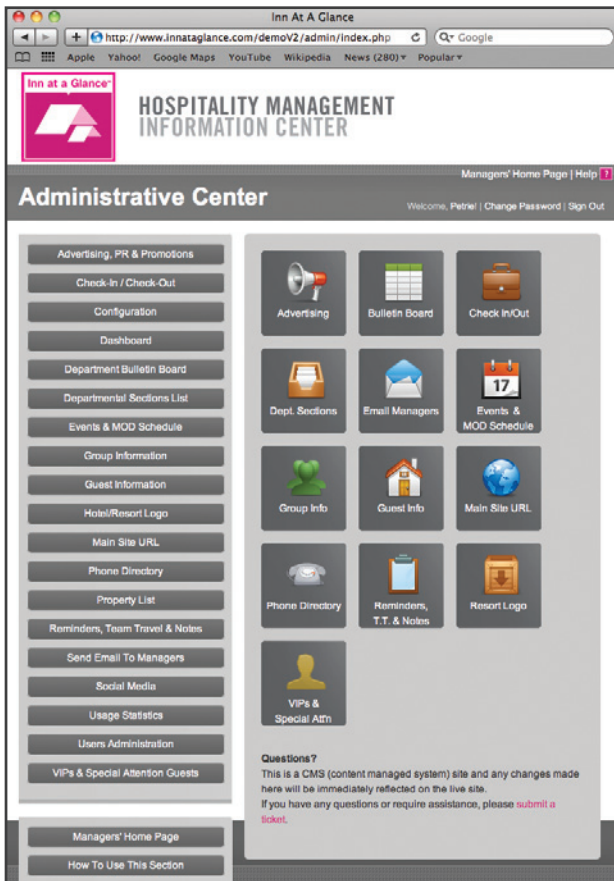
VIP's are traced throughout their stay with a specific ledger. This allows every manager on every shift to pay particular attention to specific requirements of the VIP or special needs guest.

## Groups "Ticker" Keeps Tabs

Groups are sorted by check-in date order, allowing for easy review and prioritization of set up requirements. Allows for added information such as key contact and direct cell phone.

## Try a Demo Right Now!

[www.innataglace.com/demoV2](http://www.innataglace.com/demoV2)  
username: LMAdemo  
password: LMAdemo



# Simple to Use

The Inn at a Glance administrative interface is intuitive and easy to use. Secure access (read or read/write) is assigned by your in-house administrator. For the multi-user version, two levels of administrators are offered to allow for both group and individual clearances.

To add, modify or delete entries is straightforward: you can even copy and paste from other programs. Inn at a Glance links to Micros Opera and PARS Spring Miller PMS for numerical data. On the Lite version, data can be added manually. The program even includes an emergency email system to notify all your authorized users at a simple touch.

**Inn at a Glance works on any Mac or PC\*, including the iPad. System support includes complete online documentation, as well as 24-hour email technical support. Hosting (SSL secured) is included at no extra charge. Installation and monthly maintenance/license fees are cost effective.**

**Ask for your complimentary 30-day trial today!**

Inn at a Glance is a trademark of LMA Communications Inc. Features shown are for software version 2.5.1. Specifications are subject to change without notice. \*Web browsers IE7+, Opera, Safari, Chrome required.

**In the USA contact: Steve Leonard - Sales Director**  
Tel: 973.769.5771 • [steve@innataglace.com](mailto:steve@innataglace.com)

**In Canada contact: Adam Mogelonsky - Product Manager**  
Tel: 416.440.2500 • [adam@innataglace.com](mailto:adam@innataglace.com)