

BellaVita spa solution

Relax and succeed –  
meeting the needs of the  
wellness industry



# Surpassing satisfaction – exceptional service. Increased productivity. Optimum growth.

Spas are no longer just trendy. They are here to stay – with a longevity similar to that of cruise lines, skiing and golf.

Wellness is a way of life, and it is fuelling the continued growth of the spa industry. To meet this demand, the number of day spas/salons, destination spas, wellness hotels and resorts has exploded. Increasingly, guests book hotels based on the quality of the wellness offering. Specialisation and differentiation are essential to win market share. However, spas must still look to the bottom line – providing the highest-quality services for price in the most efficient time frame – to be competitive. But, the true key to success remains: meeting and exceeding your guest's expectations. BellaVita from MICROS-Fidelio gives your team the information they need to deliver personalised service – while giving you the tools you need to increase productivity.

**Work smarter for better results** and happier guests:

*'BellaVita covers and simplifies all the complex processes of a spa. One of the major advantages is the elimination of errors. Thanks to this integrated solution, we save between one and two work hours per day!'*

Beat Ruggli, Spa Manager at the award-winning Park Hotel Waldhaus, Switzerland.

**For example: a returning guest** books a hot-stone massage at 4 o'clock with a specific masseuse. BellaVita ensures the employee is available, assigned to the task and that the right room is reserved and prepared. The system knows your

guest's preferences, enabling you to advise them individually. You have everything easily under control because your team is informed. Rooms, employees, stock: BellaVita helps you allocate them efficiently.

**Deliver flawless service** and exquisite treatments. Increase revenue by making cross-selling and upselling easy. BellaVita discretely informs your staff about products your guest does not yet use. There's a good chance that the guest will take note of a guided Nordic-walking tour or evening boat trip if it comes from the masseuse. Selling is all about making the right offer to the right person at the right time. The system comes equipped and ready for a wide range of effective customer-relationship-management activities. The mailing function lets you easily send out targeted, personalised letters or emails for special promotions. The system also features functions for employee-commission tracking, voucher and membership management and the automatic synchronisation of all schedules including the administration of participants for yoga classes, walking, etc.



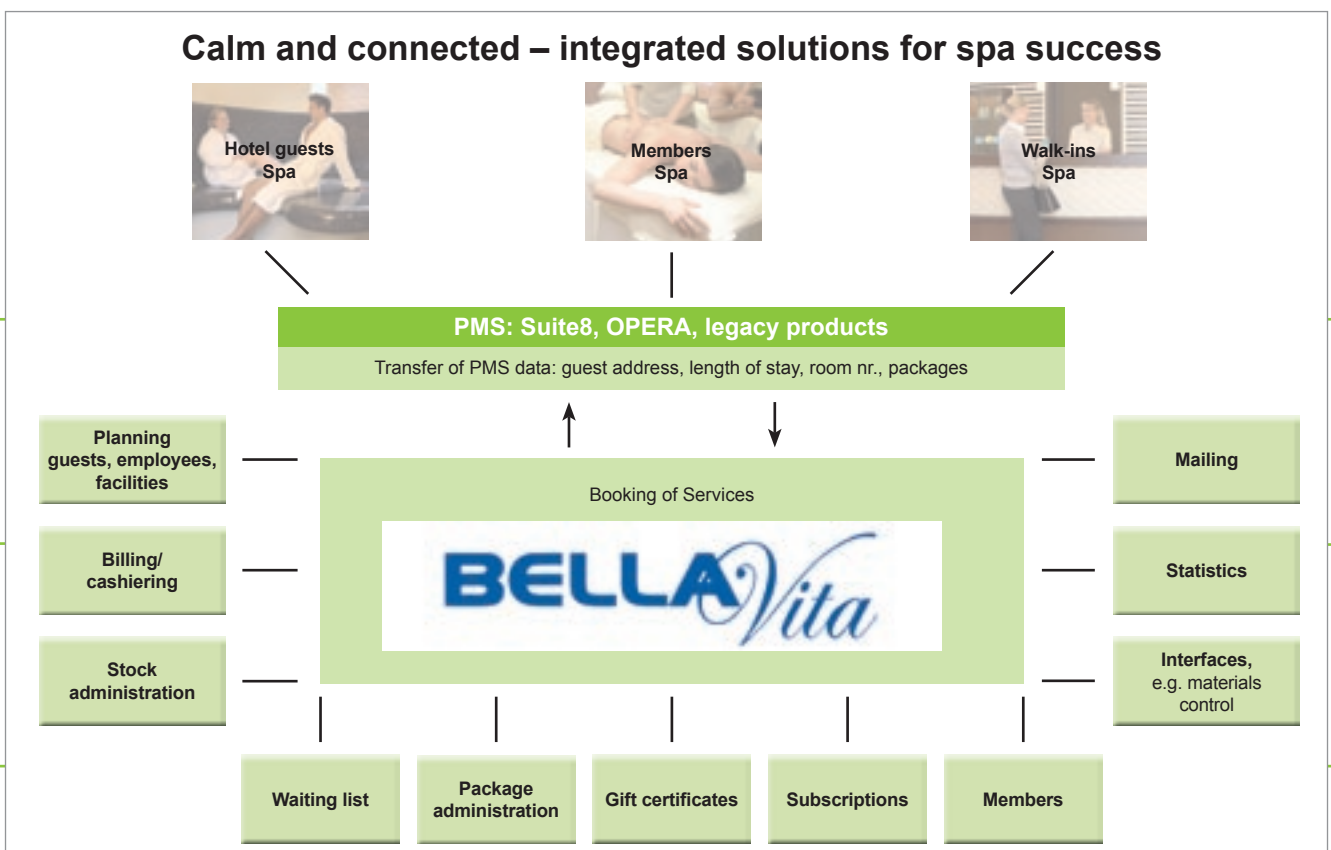
**More satisfied guests** and increased efficiency – with over 30 years' experience in the hospitality industry, we have learned what you need to take your spa to the next level. BellaVita is the result of five years of development together with spa professionals and independent consultants. This innovative spa-technology solution administers the complete range: wellness, beauty, spa, tennis, fitness, coiffeur, employee schedules, resources and booking schedules. BellaVita supports you in every aspect of your business including sales, marketing, planning, billing, financial control and analysis.

**User-friendly**, with clearly structured graphics – Microsoft® Windows®-based BellaVita is a hit with spa employees. But it is the reliability, scalability and compatibility with other software that makes it the intelligent choice for management.

*'BellaVita convinced us in all system functions, provides excellent support with our daily routines and processes and helps us to realise high-quality, seamless customer care/service. The inventory management control is efficient; the gift-certificate system will especially be beneficial for us in the future.'*

Gabriele Bals, Sales & Marketing Director at Steigenberger Hotel Treudenberg, Germany.

BellaVita can be deployed stand-alone, but its seamless integration with our Suite8 Property Management System gives hotels a clear competitive edge. This unrivalled level of integration enables the professional end-to-end management and operation of every kind of spa facility. Naturally, BellaVita can also be integrated with third-party solutions. We provide future-proof technology based on open standards because we understand that you want to keep growing in the future.



## Find out more about what MICROS-Fidelio can do for you

For more information about BellaVita please contact us at  
[ch-office@micros.com](mailto:ch-office@micros.com).

## About MICROS-Fidelio

Serving the hospitality and speciality retail industries, we are the world's leading developer of enterprise applications. Our global presence and local support have helped us build a long list of references – hotels, restaurants, conference centres, retail, stadiums, theme parks, casinos and cruise ships. We maintain an intense dialogue with colleagues throughout these industries. The result is a wide range of integrated software, hardware and business technology solutions and services. These help to optimise your operation and increase profits by providing your guests with a personalised service.

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