



CRM for HOTELS

A CRM system that will help increase your Sales Pipeline, while also managing your Sales Team

Clients

- Client profiling
- Customise client dropdown fields
- Client fields you can customise
- Number of clients in your database
- Client Texting
- Client Emailing

Appointments

- Schedule future appointments
- Record past appointments
- Schedule appointments for colleagues
- Reminder to clients about appointments
- Reminder to staff about appointments
- Recurring appointment scheduling
- Appointment & Activity tracking
- Activity reporting
- Outstanding activities on dashboard
- Integrated Diary
- Bulk assigning of appointments

Sales Marketing

- Filter your clients for campaigns
- Mailshot by email or SMS
- Schedule follow ups
- Integration with Mailchimp for tailored emailshots
- Set up email signatures for each user
- Pipeline Management
- Top 50 clients by turnover
- Analyse lost business
- Conversion rate report
- Pipeline calendar report
- Flag sales as Invoiced and Paid

Reporting

- Client Report generator
- Analytics reporting
- Staff Activity reporting
- Report on Tasks and Activities
- Analyse by client type and appointment type
- Communication reporting
- Report output to Excel

- Report output to PDF
- Download all reports to excel

User Functionality

- Restrict staff to see their own clients only
- Restrict staff to see their own diary only
- Role permissions
- Task & Activity tracking

Communication

- SMS facility available
- Email individual client
- Bulk email clients
- Text individual client
- Bulk text clients
- Schedule automatic reminder to clients for appointments
- Communication reporting
- Email integration - automatic link with Outlook
- Full history of communication with clients

Document Storage

- Upload templates and policies
- Upload documents for clients
- Upload links to dropbox & YouTube etc.

Administration

- Full audit trail helping with compliance
- Access archived content
- Manage your users
- Assign role permissions
- Import clients

User Permissions

- Permission to merge clients
- Permission to view Reporting
- Permission to view own and colleagues diaries
- Permission to bulk edit clients
- Permission to view own and colleagues clients

Support

On screen Support
Email Support
Phone Support
Access to instructional videos

Training

Set up training
User Training
Administrator training
Online one to one training
Webinar training
Classroom training
Train the trainer

Data Management

Merge Client facility
Bulk data updater
Pre import cleansing of your data
Initial transfer of your existing data
Data Management work
Fixed Client import facility

Integration

Integration with Microsoft Excel
Output to PDF
Integration with Outlook
Integration with Mailchimp
Output to Hotsoft Hotel software
Links to Google Maps to find clients

Navigation

Quick search from every screen
User dashboard

Online Payments

Integration with Stripe
Take online payments from your clients
Let your clients pay their bills online

Custom work

Customised imports
Customised Reporting
Your company logo on dashboard

Consultancy

Set up consultancy support *
Ongoing consulting support *

* Set up consultancy support

Switching to a new system can be a stressful time for any business.

You may have lists of client data in many different spreadsheets that you need to tidy up and get imported to MindaClient .

Your staff may need training and hand holding to help the transition to MindaClient.

You might want to know how to set up a campaign. You might want us to review your processes to see how MindaClient can improve your business.

We have the expertise and experience to ensure that it is done right


* Ongoing consulting support

We can put together a tailored plan for your business that will ensure you get the best from your MindaClient.

We usually arrange a monthly face to face meeting where we can answer questions, upskill the MindaClient administrator, further train your staff and support you as your company grows using MindaClient.

So many clients who have been using MindaClient for a period are amazed when we show them the additional features available in MindaClient.

www.mindaclient.com

+353 056 7720873 

hello@mindaclient.com 

11 Patrick St, Kilkenny 