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新 聞 發 佈 **2014** 年 **3** 月 **13** 日

Cybersys Computer Limited has completed the installation of digital signage and kiosk system and mobile application software at the new Lodgewood Mongkok Hotel at 1131 Canton Road, Mongkok. **The installed system is an integration of multi-touch kiosk, digital signage and smart phone mobile application software.** 兆興科域有限公司完成在旺角薈賢居(九龍旺角廣東道 1131 號)安裝及整合觸控資訊屏、多媒體顯示屏及智能手機流動應用軟件。

The system is the first of this kind and further extension of customer care and attention with the following service criteria at heart: 本系統以提升客戶服務為重點：

- Delivery of corporate information to targeted audience; 酒店集團資訊；
- On-line inquiry and provision of tourist information to the guests; 遊客資訊；
- Provision of instant customer service: room service, booking of tickets, check-out and communication with the hotel management; 即時顧客服務如房間服務、訂票、退房及聯絡；
- The touch kiosks incorporate room keys registration, QR codes for download of mobile application software from Google Play Store or Apple App Store. 觸控資訊屏結合房門卡登記，以二維碼下載專屬流動應用軟件；
- The kiosks have photo taking function (with photo frames and icons to select) for guests to celebrate the staying and special occasion at the hotel. 觸控資訊屏附有拍照功能，特別設計相柜及圖標方便客人記錄歡樂時刻。

In essence, the touch kiosks, the apps and the room keys are integrated for complete guest service. The following are description of our works for the Lodgewood L'hotel Group. 以下細說本系統：

The kiosks are IR multi-touch FHD LED LCD kiosks providing tourist information to the guests. The icons are set by the hotel from time to time for the guests to access the relevant information. The success of the

kiosk is the ease of burden to the hotel to provide updated database. Apart from the instant information to the guests, the F&B specials of the hotels in the Group are also posted for easy reference. 觸控資訊屏是多點紅外線觸控全高清顯示屏，圖標由酒店提供，方便客人隨手得到遊客資訊及集團酒店餐飲特惠，減省了資料搜集和整理。

The focus of the Lodgewood digital signage is the mobile application software in Android and iOS to enhance the customer service: service at finger tips. 薈賢居的流動應用軟件是整個多媒體系統的重點：服務隨手可得。

The main features of the mobile application software: 流動應用軟件的特色：

- Information of location of hotel, guest's arrival notice, mode of transport; 酒店地址及地圖，客人到港訊息，如何使用各種交通工具到達酒店；
- Service requests: pillow, towel, make-up room, booking of theme parks' tickets, speedy check-out booking of F&B at the hotel or at member hotels of the Group; 房間服務：被、枕、清潔、預訂主題公園門卷、預約退房、在本酒店及集團其它酒店餐飲訂位；
- Contacts of the hotel and dial up direct; 與酒店管理人員直接聯絡；
- On-line information on shopping, entertainment, and F&B; 即時購物、娛樂、餐飲資訊；
- Guest-to-guest messages; 客房與客房訊息；
- Service questionnaire as customer relationship management; 服務質素問卷調查；
- Photo-taking function with specific frames and icons; 拍照功能；
- Others: TV channels, other services and charges.其它資料如電視頻道及其它服務及收費。
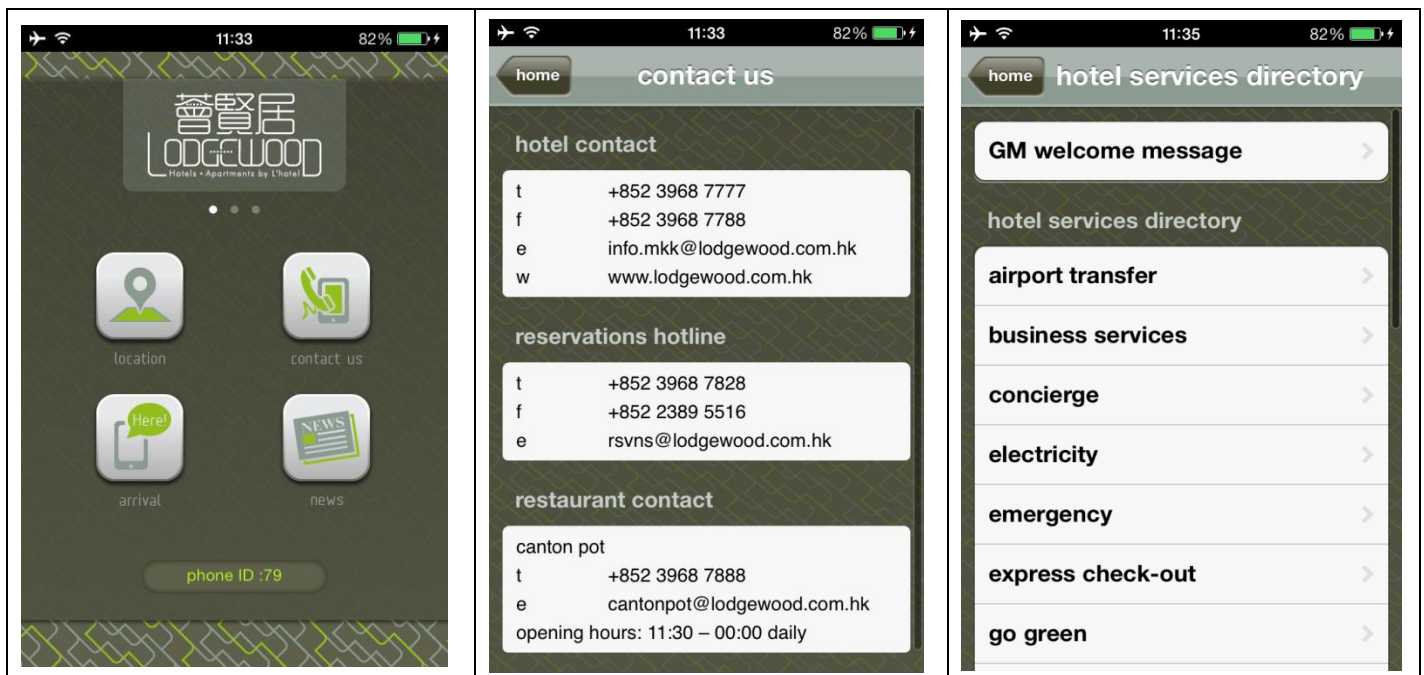
The digital signage and mobile apps for the Lodgewood Mongkok is a landmark success to our acclaimed

high-end digital signage solution to hotels in Hong Kong. Our service to L'hotel Group continues on upgrading and provision of innovative solution to the highly competitive hospitality industry. 兆興科域的多媒體顯示屏系統結合流動通訊應用軟件是本公司在酒店業高端廣播系統的里程碑，在未來歲月，觀光餐旅業的競爭更形巨大，本公司繼續向如心酒店集團提供創新服務方案。
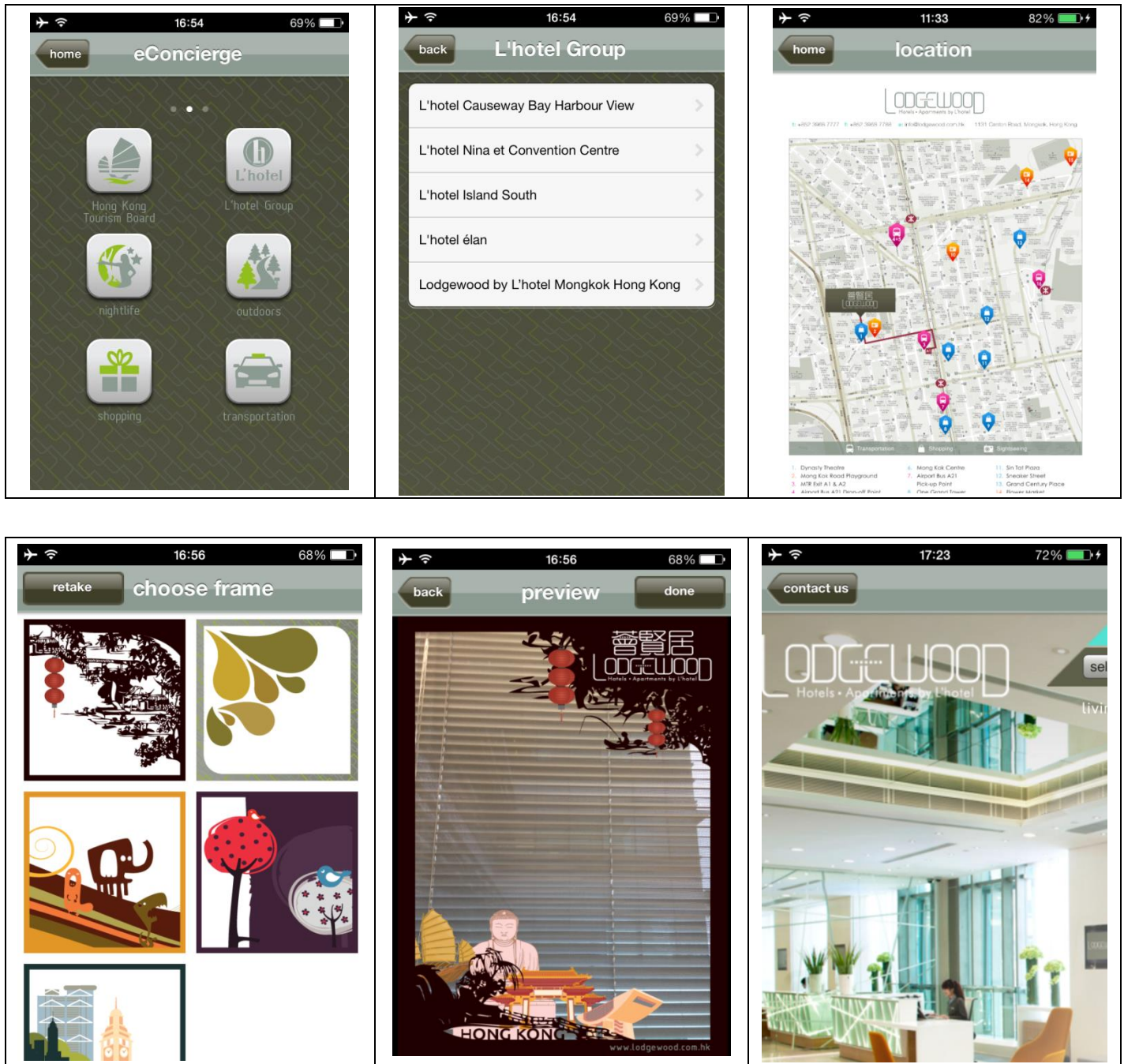
Please search the keyword, "Lodgewood", at Google Play Store for Android, and "Lodgewood" at Apple App Store, for a preview. For further information, please contact us anytime.

請以關鍵字 "Lodgewood" 在 Google Play 或 Apps Store 搜尋下載。如有任何查詢，歡迎隨時聯絡我們。

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