

be first off the blocks...  
respond immediately to your MICE customers!

**MICE**QUOTES<sup>®</sup>  
[www.micequotes.com](http://www.micequotes.com)

## MICE QUOTES® error-free MICE quotes in real time!

**MICE Quotes®** is a software package that manages the entire sales process for MICE products from formulating a quote through to signing the contract. It constantly monitors and handles the following aspects:

- the status and progress of offers
- communications and customer responses
- follow up
- alerts for operators

The system uses convenient wizards for automatic production of quotes and contracts.

**MICE Quotes®** is available in various languages and can handle MICE sales of individual hotels and entire chains, even with a number of booking centres. The software also has an XML interface which allows it to dialogue in real time with the management software used by the hotel (PMS). The system offers wide scope for customising communication with customers, including the languages used.

**MICE Quotes®** is also able to develop custom functions for specific requests, including reporting and communication with end customers.

The service operates via an ASP system and can be accessed from any computer with an internet connection and a browser such as Microsoft Internet Explorer. Diamantea® manages all aspects of the system, thereby assuring quality and continuity of service. The presence of an ASP system also offers the following advantages:

- guaranteed continuity of service
- elimination of problems due to external installations
- immediate updates
- data protection and security
- speed of operations

home	search	pending	request	parameters	reports	logoff
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general data > accommodation > meeting room > food and beverage > package > additional service > messages > contract

### Lunch/Dinner

Date	Category	Menu	Location	From (hh:mm)	To (hh:mm)	Qta**	Price*	Tot. Price*	Note
21/02/2008	BUFFET	BUFFET A	HALL	12.00	13.00	50	90	4500	
20/02/2008	BUFFET	BUFFET A	HALL	12.00	13.00	50	90	4500	Edit Delete
21/02/2008	BUFFET	BUFFET A	HALL	12.00	13.00	50	90	4500	Edit Delete

### Breakfast

Date	Category	Menu	Location	From (hh:mm)	To (hh:mm)	Qta**	Price*	Tot. Price*	Note
21/02/2008	AMERICAN BREAKFAST	STANDARD	TERRAZZA	9.00	10.00	50	30	1500	

### Welcome Drink

Date	Category	Menu	Location	From (hh:mm)	To (hh:mm)	Qta**	Price*	Tot. Price*	Note
21/02/2008	APERITIVE	MENU APERITIVES	HALL	11.30	12.00	50	18	900	
20/02/2008	APERITIVE	MENU APERITIVES	HALL	11.30	12.00	50	18	900	Edit Delete
21/02/2008	APERITIVE	MENU APERITIVES	HALL	11.30	12.00	50	90	900	Edit Delete

### Coffee Break

Date	Category	Menu	Location	From (hh:mm)	To (hh:mm)	Qta**	Price*	Tot. Price*	Note
21/02/2008	COFFEE BREAK	COFFEE BEVERAGE	TERRAZZA	17.00	17.30	50	18	900	
20/02/2008	COFFEE BREAK	COFFEE BEVERAGE	TERRAZZA	17.00	17.30	50	18	900	Edit Delete
21/02/2008	COFFEE BREAK	COFFEE BEVERAGE	TERRAZZA	17.00	17.30	50	18	900	Edit Delete

### Open Bar

Date	Category	Menu	Location	From (hh:mm)	To (hh:mm)	Qta**	Price*	Tot. Price*	Note
21/02/2008	OPEN BAR	MENU OPEN BAR	HALL	18.00	19.00	50	50	2500	
20/02/2008	OPEN BAR	MENU OPEN BAR	HALL	18.00	19.00	50	50	5500	Edit Delete
21/02/2008	OPEN BAR	MENU OPEN BAR	HALL	18.00	19.00	50	50	5500	Edit Delete

## **General advantages of the system**

### **shorter time to process quotes and contracts**

- requests for quotes are formulated in a very short time
- customers receive an immediate response
- offers arrive more rapidly than those of competitors (for the same request)
- overall service quality and company image are improved
- redemption is increased overall

### **standardisation of customer communication**

- uniformity and consistency of company image
- no more arbitrary operations on the part of operators
- possibility of using less specialised and lower-cost operators
- possibility of outsourcing bookings, even to a number of booking centres

### **automatic process management**

- input and economics errors are eliminated due to allotment management or XML connection with proprietary hotel systems (PMS)
- no more errors due to copying and pasting from previous quotes
- no more loss of data
- no more loss of follow-ups

### **formation of customer database**

- inclusion of customers in a single database
- possibility of CRM (Customer Relationship Management) actions

### **analytics**

rapid analysis of production by means of reports on a daily, monthly and annual basis by:

- structure
- operator
- customer

### **monitoring by administration**

- real-time in-house demand analysis
- monitoring of operator/booking centre quality and selling performances by means of sophisticated reporting
- evaluation of activities of individual operators
- evaluation of activities of individual booking centres

## Workflow

The pending request is received by e-mail by the operator, who takes charge of it directly or assigns it to a different owner (operator or booking centre). The offer is now formulated with various customisation options. It can be enhanced with further parameters relating to option dates and guaranteed quantity percentages and completed with attachments for menus, meeting rooms and policies.

Once the offer has been generated, the system monitors its progress and sends out alerts to the operator at established intervals to perform follow-up until the contract is signed or the negotiation concluded. The contract and its attachments are automatically printed upon conclusion of the negotiation.

The system also has a sophisticated reporting capability for monitoring overall activities, individual customers, the operating capacity of the individual operators and the individual booking centres.

### Request for quote by e-mail



MICE customer



hotel operator



hotel operator  
"owner"

### Assigning of request to owner

### Generation of offer

- general data
- accommodation
- meeting rooms and services
- food and beverage
- packages
- additional services



### Insertion of attachments

- options
- rules
- policies
- maps
- menu



### Management of offer (e-mail)

- sending now
- offer
- new option date
- recall
- confirm option
- release option
- personal assistant



### Signing of contract



#### Request your demo access today by:

- sending an e-mail to [info@diamantea.com](mailto:info@diamantea.com)
- visiting [www.micequotes.com](http://www.micequotes.com)