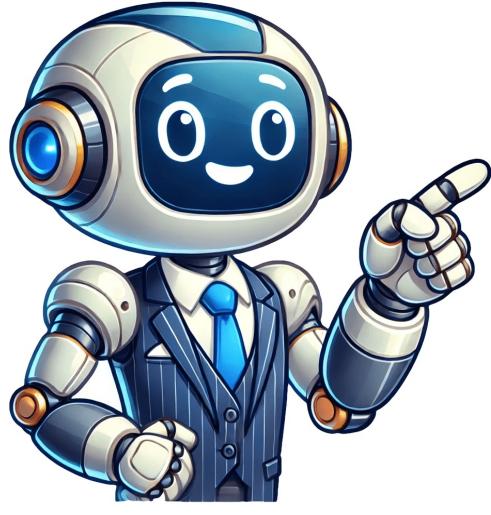


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## What is hilton onq system

Hilton uses an exclusive system called OnQ on their own intranet, which is only accessible to company employees, and it's used by staff for training after they're hired. Does Hilton have OnQ? Actually, yes - they utilize this proprietary platform to deliver top-notch hospitality services. The OnQ system combines various functions into one system for handling hotel reservations, sales, guest service, and operations. This award-winning system benefits everyone involved. What point-of-sale system does Hilton rely on? They've partnered with MICROS and its division Hospitality Solutions International (HSI) as preferred providers for over 800 Hilton Family Hotels. Is Hilton considered luxury? Yes, they have a large portfolio of hotel brands across different tiers, including luxury, upper upscale, upscale, upper midscale, midscale, and timeshare. By the way, what does OnQ stand for? Well, it can also represent Order of Nurses of Quebec (Canada). What is ONQ experience all about? This feature improves guest recognition at check-in and provides more personalized service based on real-time access to guest preferences and information about their Hilton HHonors membership status. Which PMS system does Marriott use? They've chosen Micros Opera as their property management system for all their brands worldwide. What PMS system is Hampton using? They're using System 21 for their guest reservation systems. Are there more Hilton hotels or Marriott properties? While Marriott has nearly 1,000 properties, Hilton still has a significant number with over 6,100 properties across 118 countries. What's Hilton's luxury brand? Their luxury brands include Waldorf Astoria Hotels & Resorts, LXR Hotels & Resorts, and Conrad Hotels & Resorts, which make up more than 78 properties worldwide. OnQ is a crucial tool for Hilton's business efficiency, acting as the central hub for managing reservations, guest profiles, and room inventory. It streamlines processes such as check-ins and check-outs, allowing staff to track guest preferences and ensure smooth operations. The system provides real-time reporting and analytics, enabling Hilton to monitor room availability, assign rooms, and track guest activities efficiently. This facilitates effective communication across hotel departments. With OnQ, Hilton can generate valuable insights into its business performance through data-driven analysis of key performance indicators such as occupancy rates, RevPAR, and guest satisfaction scores. These insights empower Hilton to make informed decisions, refine services based on guest preferences, and optimize internal processes. The system is integral to Hilton's commitment to delivering memorable experiences with cutting-edge technology. Hilton's OnQ system plays a key role in delivering excellent guest experiences by providing detailed profiles and tailoring services accordingly. This enables staff to anticipate guests' needs and preferences, resulting in personalized interactions. Additionally, OnQ seamlessly integrates various hotel departments, ensuring efficient communication and collaboration. The system allows Hilton to track key performance indicators (KPIs) in real-time, including occupancy rates, revenue per available room (RevPAR), and guest satisfaction scores. This information is vital for identifying areas for improvement and enhancing operational efficiency. Hilton prioritizes the security and privacy of guest information within its information system by implementing robust security measures and adhering to strict data protection guidelines. The OnQ system can be customized to meet specific hotel requirements, ensuring it aligns with Hilton's brand standards while accommodating unique operational processes or preferences. Furthermore, OnQ facilitates direct billing, enabling hotels to directly charge third-party entities for guest stays rather than requiring payment at the time of checkout. This streamlines financial transactions and enhances overall efficiency. This feature enables hotels to manage accounts for frequent corporate clients and simplify payment processing through invoicing or agreed-upon terms. It streamlines the payment process for large groups and improves financial transaction management. The system allows for automated sending of booking emails and reservation notifications to guests, enhancing communication quality. Marketers can send targeted marketing emails to previous guests using a segmented database with tailored email templates, including campaigns, segmentation, and drag-n-drop builders. By integrating PMS data into the booking engine, hotels can eliminate the need for separate vendor contracts and offer live inventory seamlessly. The system also enables staff to engage with guests through voice-to-text messages in the notes field, improving communication quality. Automated tasks can be attached to reservations to track jobs and ensure guest satisfaction. Guests can skip reception queues by checking in via a tablet on their own or with assistance. Payment requests can be sent directly to guest emails, and notifications will be received upon payment or expiration. The system also offers features like automated room assignments, contactless technology for improved hygiene, and digital signature capabilities. This enables faster check-in, location independence, and contactless services. Guests have control over their experience from the moment they book, with options for messaging, hotel services, request management, and upselling. Digitalize Guest Experience: Streamline Registration, Checkout, and Communication With the rise of digitalization, it's time for hotels to catch up by allowing guests to check in online, just like they do with flights. This can be achieved through a mobile app or website, enabling guests to register beforehand, eliminating the need for payment upon arrival, and reducing wait times at the front desk. Guests can also check out from the comfort of their room or on-the-go via an email link, making the process more convenient and freeing up rooms faster for housekeeping. Real-time messaging allows guests to contact hotel staff during their stay, eliminating annoying phone hold times and providing outstanding service. The app can automatically send transactional booking emails and reservation-related notifications to guests, while scanning IDs can pre-fill guest information. Guests can also choose to check themselves in as part of a contact-free experience. Hotel staff can benefit from the app's features, such as viewing assignments, tracking points coverage, and updating room statuses. They can prioritize rooms based on arrival and departure details, track live room status, and create an optimized shift plan for each team member. Direct billing allows hotels to directly bill third-party entities, simplifying payments for corporate guests or groups. The app also enables hotels to send payment requests directly to guests' email and get notified upon payment or expiration. Integrate advanced room management features for streamlined operations. Automate room assignments to eliminate manual work and optimize space utilization based on your property's unique needs. Implement customizable rules for efficient allocation, such as assigning spaces by floor direction or spreading reservations evenly across floors. Additionally, set up automated transactional booking emails and notifications to enhance the guest experience. Direct billing allows hotels to manage accounts with third-party entities, streamlining payments for corporate guests or groups. This feature simplifies financial transactions and improves communication with clients. Utilize a PMS integrated with your booking engine to eliminate the need for external vendors. Send targeted marketing emails to previous guests using native segmentation capabilities and a drag-n-drop builder. Communicate with guests through text messaging, which enhances the quality of their experience and allows staff to capture valuable insights in real-time. Within the PMS, receive messages from guests and colleagues in one place, enabling staff to speak voice-to-text notes for guest profiles or reservations. This feature facilitates seamless interactions and reduces check-in wait times by allowing guests to skip the reception queue via a tablet. Streamline Your Guest Experience with Our Innovative Solutions Send payment requests directly to a guest's email, ensuring prompt payment or notification upon expiration. This feature eliminates manual work and allows guests to receive messages from you and colleagues in one convenient place. Automated room assignments also reduce the need for tedious blocking tasks. Contactless technology enhances hygiene by allowing effortless scanning of multiple passports and ID cards. No more transcription errors or lost documents! Improved safety features mean identity documents remain secure within guest's control, reducing storage needs. Guests can sign digital registration forms on their mobile devices, with signatures automatically stored in your database. Maximize convenience with online check-in, available anywhere, anytime. Give guests the power to manage their experience through a range of services including messaging, hotel services, request management, and upsells. Check-out is also made seamless with email links enabling guests to depart from the comfort of their room or on-the-go. Enhance guest communication with real-time messaging capabilities, eliminating phone hold times and allowing for swift response to requests. Automate transactional booking emails and reservation notifications to keep guests informed. Integrate payment terminals and door lock systems for a truly contact-free experience. Optimize housekeeping operations by enabling team members to view assignments, track progress, update room statuses, and more from their mobile devices. Leverage guest arrival and departure details to prioritize cleaning tasks and upsell early arrivals. Visualize workload overviews for each housekeeper to create efficient shift plans. Communicate with individual team members or groups without disrupting the team's workflow. A fully automated card reader integrated with your PMS and payment processing system streamlines transactions, reducing manual errors and increasing efficiency. Direct billing is a feature that allows hotels to automatically bill third-party entities, such as companies or travel agencies, for a guest's stay, eliminating the need for guests to pay at check-out. This process streamlines payments for corporate guests or groups and enables hotels to manage financial transactions efficiently. With direct billing, hotels can easily send payment requests to guests via email and receive notifications upon payment or expiration.