

# Business

The Global Times



Asheville, NC

www.globalresortsystems.com

May 13, 2012

## Go Green / Save Big Money!

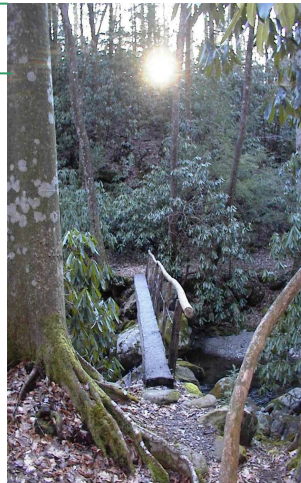
### e-commerce modules

Email blast to past guests!

Email confirmation letters!

Email folios!

Web reservations!



Increase your occupancy! Save paper, toner, postage and time!

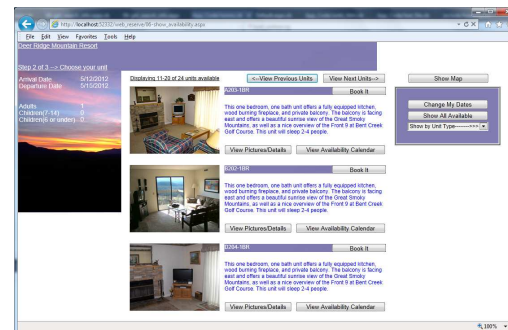
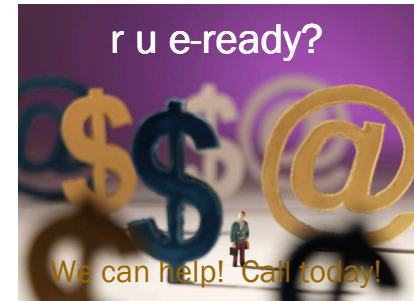
## Onshore computer support from an American company!

Have you ever called for computer help and ended up talking with someone halfway across the world?



Asheville, NC based software developer Global Resort Systems bucks the technology trend by providing on-shore 24 hour technical support.

www.globalresortsystems.com



### Online booking!

No booking fees.  
Guests and owners book online.  
Customize your look.

### We can help you...

Increase revenue  
Cut costs

## The wait is over...

Have you been searching for an affordable, user friendly, versatile, computer system that meets the needs of your property? Have you been frustrated by computer professionals that can only speak in computer language?

Does having unsurpassed, 24 hour software support make you feel secure knowing that your employees will always have a friendly voice to turn to?

- one single source for all your computer software needs
- unsurpassed onshore support
- works with any version of Microsoft Windows
- installation and training at your location

Solutions for:

Bed and Breakfasts

Cabin Rentals

Campgrounds

Condominium Rentals

Golf Resorts

Hotels

Marinas

Restaurants



# Made in America

## Increase revenue - how we can help...

### Email specials to past guests

We provide you with the tools to put heads in beds. Send email blast or fax blasts to all your past guests. You can target by arrival date or package type. So, you can target a golf special to be emailed to all past guests on a golf group!

### Online reservations

Don't get lost in the long list of properties with online booking services. No more, house your own online booking system at your property!

### Customer Satisfaction

An unhappy guest is less likely to return. Keep your guests speeding up check in (scan documents instead of copy). Use our call check ins widget to call the guest 15 minutes after he has checked in to make sure the unit is in order. Be alerted to any potential problems by emailing a guest survey request at check out.

### Sell trip insurance

Trip interruption insurance income goes straight to the bottom line and costs nearly nothing to sell.

### Packages

Room margins squeezed? How about offering higher revenue packages?

### How heard/Source of Business - State analysis

Track your advertising dollar using our source of business report. Track income by state.

### Trip Advisor/Facebook

We can link your correspondences to your Trip Advisor and Facebook accounts.

## Cut expenses - how we can help...

### Email correspondences

Emailing confirmation letters saves time (no stuffing envelopes), supplies (no paper, toner, envelope), and postage. Save money on your print shop expenses as well. You can even attach maps and promotional material to your emails!

### Online reservations

Are you paying your hard earned cash to booking services? No more, house your own online booking system at your property!

### Owner statements

Email your monthly owner statements. Direct deposit for owner checks!

### Work orders

No more slips of paper for work orders. Create work orders on your computer. The maintenance department then updates the work order via a PC, tablet, or smartphone while performing the work. Inventory is updated for real time on hand counts. Owner statements are automatically updated from the work order!

### Web hosting/SSL certificates

You are probably paying way too much for web hosting and SSL certificates. Our affiliation with Go Daddy allows us to pass along substantial savings to you.

### Lower your support fees

We have the lowest yearly support fees in the industry. Pick up the phone and talk to someone who speaks English!

Compressive  
reports

A wealth of knowledge at  
your fingertips!

Information provided  
includes:

- audit functions
- future reservation  
analysis
- past guest analysis
- marketing analysis
- direct bill analysis
- owner analysis

Global Resort Systems

Deer Ridge Mountain Resort  
Rooms on the Books

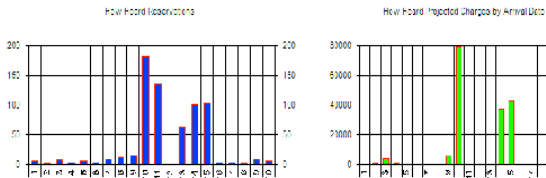
2/4/200812:47 pmPage 1

Day	February	March	April	May	June
01		3*	7	25	1
02		3	7	25*	1
03		2	6	25*	0
04	27	69	5*	3	0
05	25	69	4*	3	14
06	24	1	4	3	15*
07	21	5*	3	3	1*
08	22*	6*	1	13	2
09	22*	3	1	13*	2
10	21	2	2	5*	2
11	21	3	4	4	2
12	21	4	4	4	1
13	22	5	2	3	20*
14	20	8*	1	2	19*
15	30*	9*	1	2	22
16	30*	8	0	5*	8
17	26	8	1	3*	7
18	24	6	3*	2	8
19	22	8	3*	2	7
20	22	9	4	2	18*
21	22	5	5	5	14*
22	23*	6*	5	5	0
23	25*	6	5	4*	1
24	23	7	9	4*	1
25	22	7	9*	1	1
26	22	15	10*	0	12
27	22	21	8	0	21*
28	22	28*	8	2	21*
29	3	29*	6	2	0
30		15	4	2*	2
31		6		2*	

Hotel Rooms24182883279028832790  
Occupied Rooms584381129174223  
Occupied %24.1513.224.626.047.99  
Revenue4,315.4814,799.665,782.5310,630.0724,737.34  
Avg Rate7.3938.8444.8261.09110.93

Analyze future reservations and income!

\*weekend



Deer Ridge Mountain Resort  
Revenue by How Heard/SOB Report

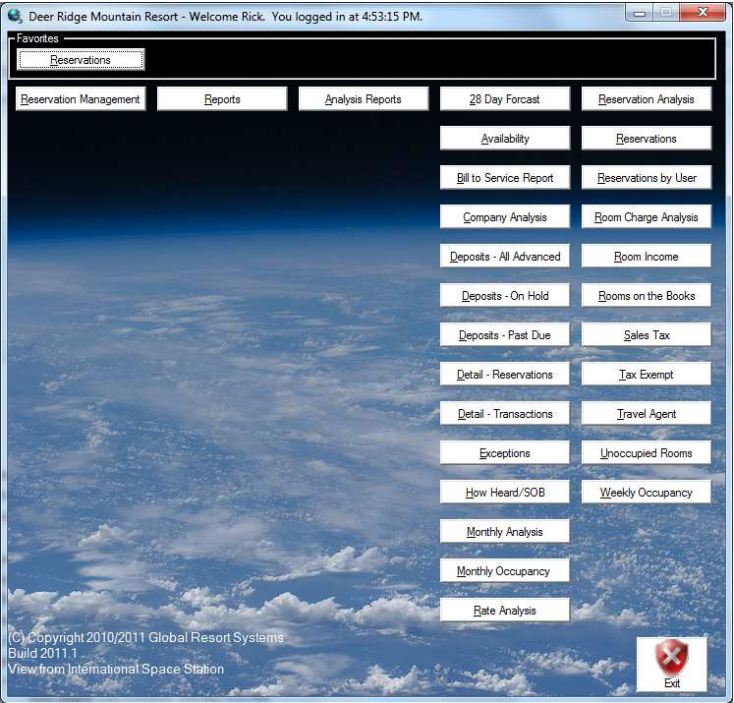
Rick2/4/200812:59 pmPage 1

1/1/200812/31/2008

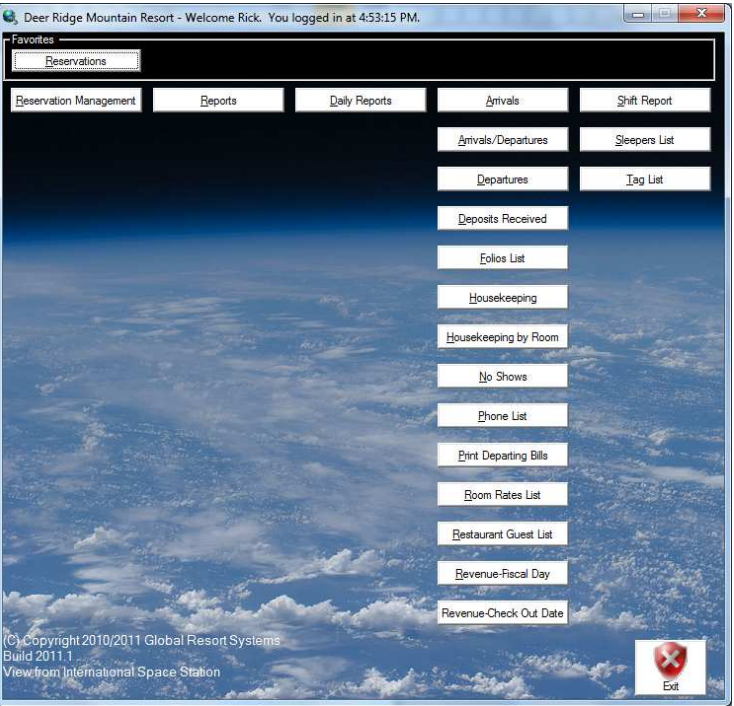
	Code	Reservations	Room Charge	Total Charge	ADR
1	EXPEDIA.COM	7	207.00	207.00	11.50
2	FOOD CITY VALUE	2	1,024.00	1,024.00	102.40
3	FRIEND REFERRAL	8	4,200.60	4,200.60	140.02
4	FRIENDS & FAMILY	4	575.50	575.50	63.94
5	GIFT CERTIFICAT	6	60.00	60.00	4.28
6	HOTELS.COM	4	.00	.00	.00
7	HOTELS/EXPEDIA	10	.00	.00	.00
8	HOTWIRE.COM	13	.00	.00	.00
9	INTUTOPIA	16	6,064.70	6,064.70	123.77
10	INTERNET	182	79,417.80	84,701.70	119.60
11	MAINTENANCE	135	.00	.00	.00
12	OWNER DISC CARD	1	.00	.00	.00
13	OWNER OR GUEST	62	1,40.00	1,510.00	10
14	PAST GROUP	102	37,087.60	45,647.60	107.81
15	PAST GUEST	103	2,902.14	42,902.14	119.84
16	PROMO	3	.00	.00	.00
17	RESERVE GAT	4	.00	.00	.00
18	SUNTERRA	2	.00	.00	.00
19	TRAVEL AGENTS	10	1,980.00	3,980.00	66.00
20	VC	6	2,227.00	2,227.00	60.19
	Totals	680	175,786.34	193,135.24	51.11

Track your advertising!

Analysis reports -->



Daily reports -->



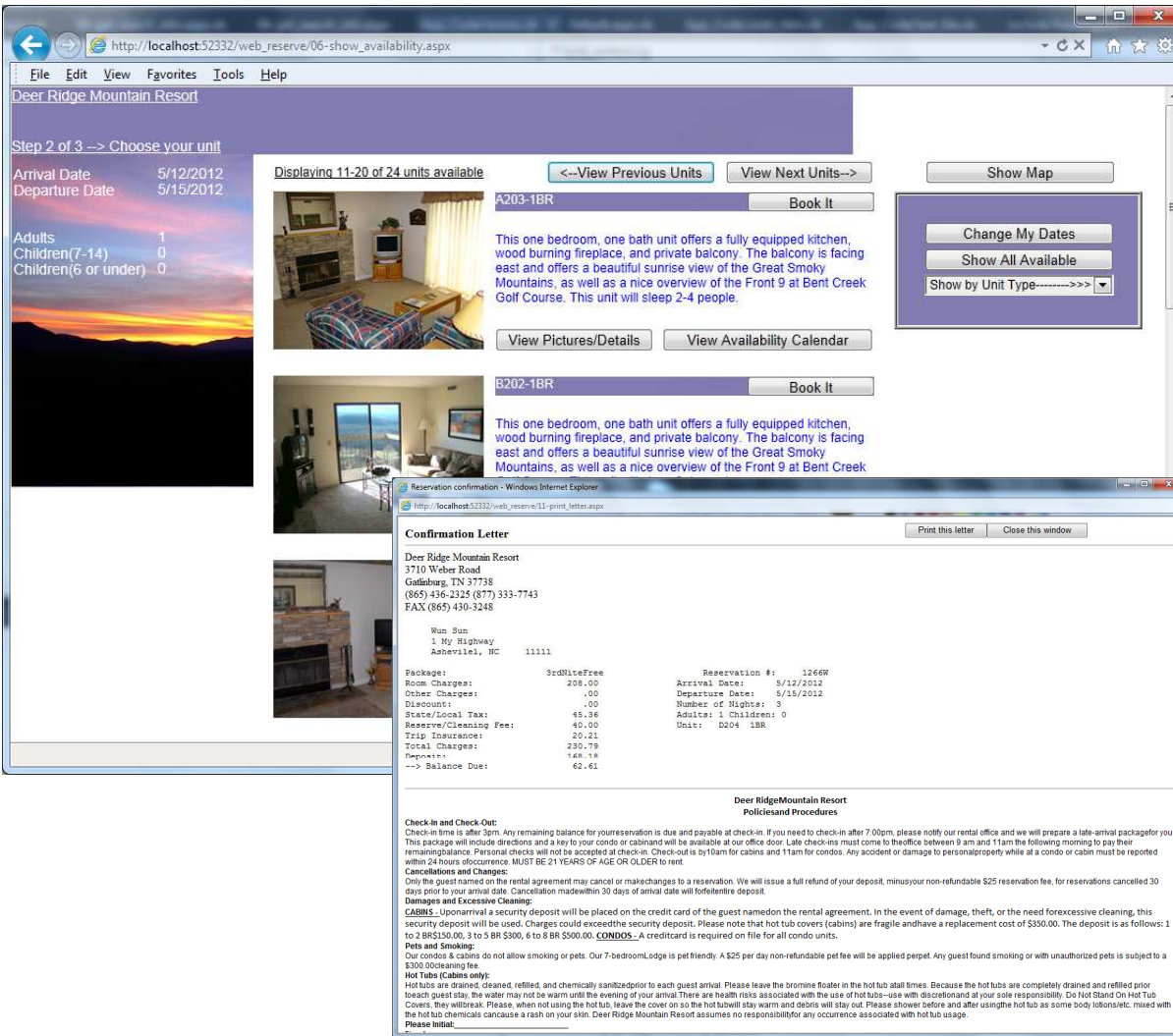
## Online booking

Secure SSL web transactions.

Guests and owners can make reservations online.

No booking fees!

Customizable



## Employee accountability

Each employee has a unique login with restrictions. You can limit which users can

- override rates
- post charges
- run reports

The screenshot shows a "System Login" window for Deer Ridge Mountain Resort. It has a title bar with the resort name and the date 2/4/2008. The window contains two input fields: "User Name" and "Password". There are two buttons: "Login" and "Exit".

The computer maintains a complete detail of all employee transactions.

The screenshot shows a "transactions" window for Deer Ridge Mountain Resort. It displays a table of transactions with columns: Type, Number, Date, System Code, Description, Total, By, and Time. The table lists various transactions including breakfast, deposit, reserve fee, and birdie packages. At the bottom, there is a "Total" row showing a total of \$12.42. Below the table, there are buttons for "Print Bill", "Show All", "Show Detail", "Transfer", "Toggle Print", and "Close".

Type	Number	Date	System Code	Description	Total	By	Time
Charge	200129	12/5/2006	Miscellaneous	BREAKFAST	\$15.00	Sandee	8:55 am
Charge	200130	12/5/2006	Miscellaneous	BREAKFAST	\$15.00	Sandee	8:55 am
Charge	218083	5/2/2007	Breakfast	BK3327,3328,3329,3330	\$0.00	MARGO	3:24 pm
Charge	218084	5/2/2007	Breakfast	BK3331,3332	\$0.00	MARGO	3:25 pm
Check In	218224	5/3/2007	Applied	Deposit Applied	\$-684.12	MARGO	9:51 am
Fee	218286	5/3/2007	Fee	Reserve Fee	\$25.00	EARL	11:00 pm
Nightly	218388	5/3/2007	07BirdiePackag	2BR 3 Nite BIRDIE PKG	\$131.52	EARL	11:07 pm
Nightly	218389	5/3/2007	07BirdiePackag	2BR 3 Nite BIRDIE PKG	\$131.52	EARL	11:07 pm
Nightly	218604	5/4/2007	07BirdiePackag	2BR 3 Nite BIRDIE PKG	\$91.52	WAYNE	10:34 pm
Nightly	218605	5/4/2007	07BirdiePackag	2BR 3 Nite BIRDIE PKG	\$91.52	WAYNE	10:34 pm
Nightly	218812	5/5/2007	07BirdiePackag	2BR 3 Nite BIRDIE PKG	\$91.52	WAYNE	10:49 pm
Nightly	218813	5/5/2007	07BirdiePackag	2BR 3 Nite BIRDIE PKG	\$91.52	WAYNE	10:49 pm
Charge	260058	5/5/2007	Firewood	Firewood	\$4.00	Rick	1:56 pm
Charge	260059	5/5/2007	Kindling	Kindling	\$2.75	Rick	1:56 pm
Charge	260060	5/5/2007	Movie Rentals	Movie Rentals	\$3.80	Sandee	1:56 pm
Charge	260061	5/5/2007	Phone	18282748037	\$1.87	Call Acct	1:57 pm
				Total	\$12.42		

# Packages

Create packages in seconds instead of hours.

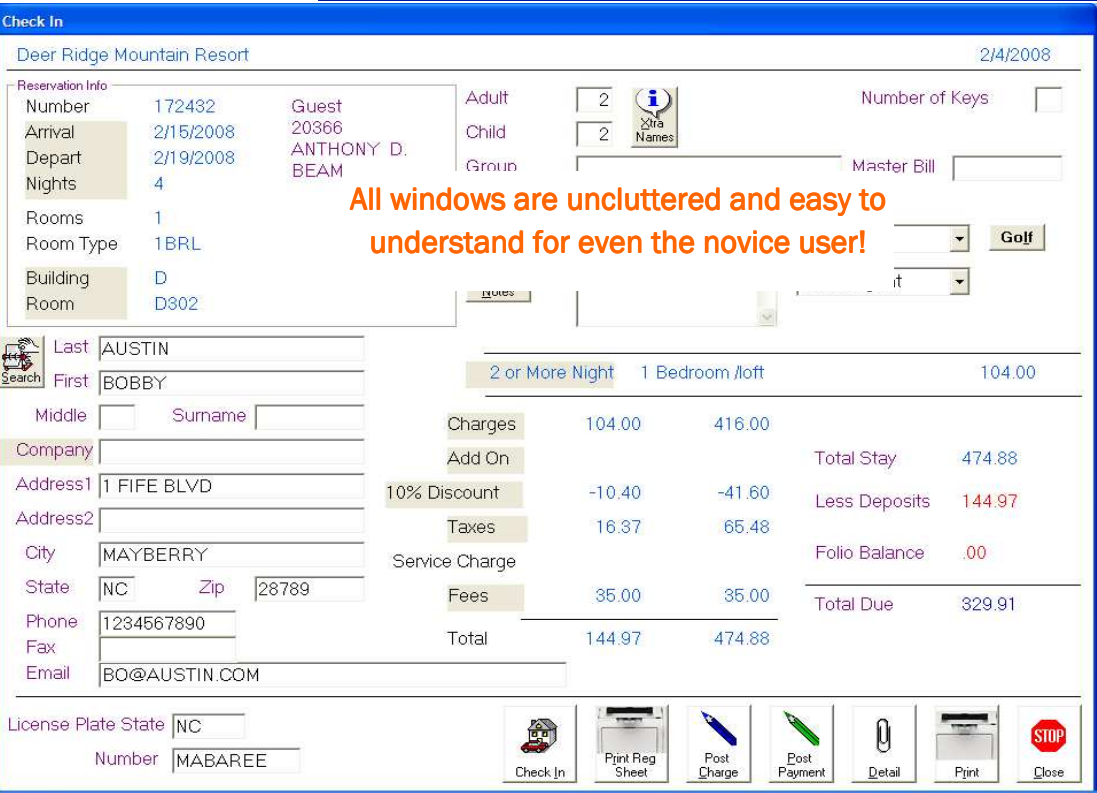
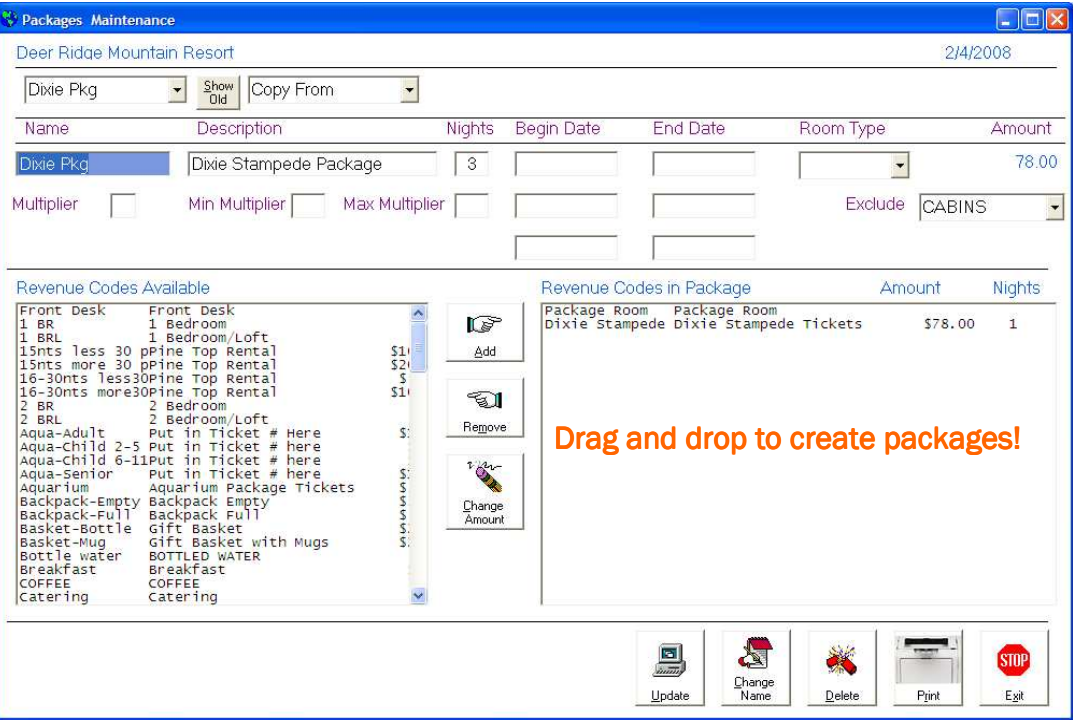
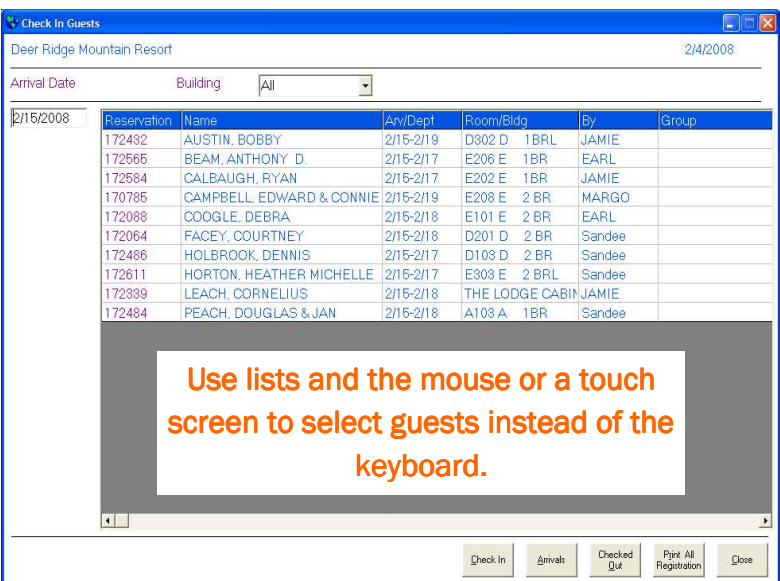
Versatile for any need.

- golf packages
- entertainment packages
- dinner packages

Deer Ridge Mountain Resort Packages Listing		Rick	2/4/2008	3:45 pm	Page 1
Name	Description	Nights	Begin Date	End Date	Room Type
05-4Ball Golf	4 Ball Golf/4 Rounds	3	03/01/2008	10/31/2008	2 BRL
	Multiplier y	Min. 4	Max. 8		
Golf	Golf Tickets		\$40.00		
Package Room	Package Room		\$48.33		
	First Night Total		\$88.33		
06Birdie Pkg	Birdie Package	3	04/01/2008	10/31/2008	
	Multiplier y	Min. 2	Max. 16		
Golf	Golf Tickets		\$40.00		
Package Room	Package Room		\$45.00		
Golf	Golf Tickets	1	\$40.00		
	First Night Total		\$125.00		
06BirdiePkgWint	Birdie Package Winter	3	11/01/2007	03/31/2008	
	Multiplier y	Min. 2	Max. 8		
Golf	Golf Tickets		\$25.00		
Package Room	Package Room		\$33.00		
Golf	Golf Tickets	1	\$25.00		
	First Night Total		\$83.00		
06BirdieWinter	Birdie Package Winter	3	11/01/2008	04/01/2009	
	Multiplier y	Min. 2	Max. 16		
Golf	Golf Tickets		\$25.00		
Package Room	Package Room		\$33.00		
Golf	Golf Tickets	1	\$25.00		
	First Night Total		\$83.00		
06Couples Golf	Couples Golf	2	Min. 2	Max. 2	
Golf	Golf Tickets		\$40.00		

# Ease of use

Our major design goal was to provide a solution with an easy to use and understand interface, yet powerful enough to satisfy the most demanding properties.



Previous guests

View all previous guest activity from one window.

The computer records all guest activities.

MICHAEL BRUNK

Info | Reservations | Credit Card | Deposits | Folio | History

LastBRUNK

Group

FirstMICHAEL

MiddleSurname

Company

Address11 FIFE WAY

Address2

CityMAYBERRY

StateNC

Zip12345

Phone

Fax

Email

Reservations0

Arrivals0

Cancellations0

This Year Stays3

Previous Years Stays1

Credit Cards

Deposits\$0.00

Charges/Payments\$0.00

Owes\$0.00

Back

Save

Delete

MICHAEL BRUNK

Info | Reservations | Credit Card | Deposits | Folio | History

All information just one click away.

All reservations

Number	Status	Arrival	Depart	Building	Room	Type	Rate/Package	Deposit	Due	Group
164323	Check Out	04/15/2007	04/16/2007	C	C205	1BR	2 or More Nigh	\$0.00	\$0.00	
164781	Check Out	04/16/2007	04/20/2007	CABINS	OLD GLORY	OLD GLORY	2 or More Nigh	\$0.00	\$0.00	
169649	Check Out	09/23/2007	09/28/2007	CABINS	OLD GLORY	OLD GLORY	2 or More Nigh	\$0.00	\$0.00	

MICHAEL BRUNK

Info | Reservations | Credit Card | Deposits | Folio | History

Deposits

Resv Num	Status	Deposit	Date	Number	Type	Amount
164323	Check Out	Deposit	04/02/2007	35108	Discover	\$120.83
164323		Deposit	04/15/2007	35306	Applied	\$-120.83
164323					Total Received	\$120.83
164323					Applied	\$-120.83
164323					Total Available	\$0.00
169649	Check Out	Deposit	09/17/2007	37504	Discover	\$234.82
169649		Deposit	09/23/2007	37619	Applied	\$-234.82
169649					Total Received	\$234.82
169649					Applied	\$-234.82
169649					Total Available	\$0.00

Previous guests

View guest detail from every stay.

Email folios!

MICHAEL BRUNK

Info | Reservations | Credit Card | Deposits | Folio | History

Folio

Reservation	Status	Type	Number	Date	System Code	Description	Total	By
164323	Check Out	Payment	215736	04/15/2007	Discover		\$-383.33	WAYNE
164323		Check In	215737	04/15/2007	Applied	Deposit Applied	\$-120.83	WAYNE
164323		Fee	215790	04/15/2007	Fee	Reserve Fee	\$25.00	WAYNE
164323		Nightly	215818	04/15/2007	1 BR	1 Bedroom	\$112.32	WAYNE
164323		Transfer	215831	04/16/2007	Credit	MICHAEL BRUNK	\$366.84	JTHOMA
164323						164323 Total	\$0.00	
164781	Check Out	Transfer	215832	04/16/2007	Debit	164323 MICHAEL BRUNK	\$-366.84	JTHOMA
164781		Charge	215833	04/16/2007	Fee	Reserve Fee	\$-25.00	JTHOMA
164781		Payment	215834	04/16/2007	Discover	Discover card payment	\$-193.64	Sandee
164781		Fee	215890	04/16/2007	Cleaning Fee	Cleaning Fee	\$45.00	WAYNE
164781		Fee	215891	04/16/2007	Hot Tub Fee	Hot Tub Cleaning Fee	\$25.00	WAYNE
164781		Nightly	215933	04/16/2007	Old Glory	Old Glory 1bd+L 2 bath	\$122.62	WAYNE
164781		Nightly	216026	04/17/2007	Old Glory	Old Glory 1bd+L 2 bath	\$122.62	EARL
164781		Nightly	216148	04/18/2007	Old Glory	Old Glory 1bd+L 2 bath	\$122.62	EARL
164781		Nightly	216326	04/19/2007	Old Glory	Old Glory 1bd+L 2 bath	\$122.62	EARL
164781		Refund	216369	04/20/2007	Discover	Discover-Guest Payment	\$25.00	MARGO
164781						164781 Total	\$0.00	

Post Charge

Post Payment

Post-Bath

Easily generate mailers to previous guests.

Easily generate email blast to past guests!

Reservations

Deer Ridge Mountain Resort

2/4/2008

Starting Arrival Date Ending Arrival Date

1/1/2006 12/31/2008

Room Type

All

Sort by

Name

Zip

Owners

Exclude

Include

Only

Number of Stays

Number of Cancels Greater Than

Amount Spent Greater Than

Package

State

Group

Company

Include guests with no address

Only guests which have not been here this year

Print totals only

Print

Print Labels

Print Tri-fold

Text File

Exit

## Installed at these and other fine properties

The 1661 Inn/Hotel Manisses

Block Island, RI

[www.blockislandresorts.com](http://www.blockislandresorts.com)

Deer Ridge Mountain Resort

Gatlinburg, TN

[www.deerridge.com](http://www.deerridge.com)

Charwood Suites

Columbus, IN

Park Place at City Centre

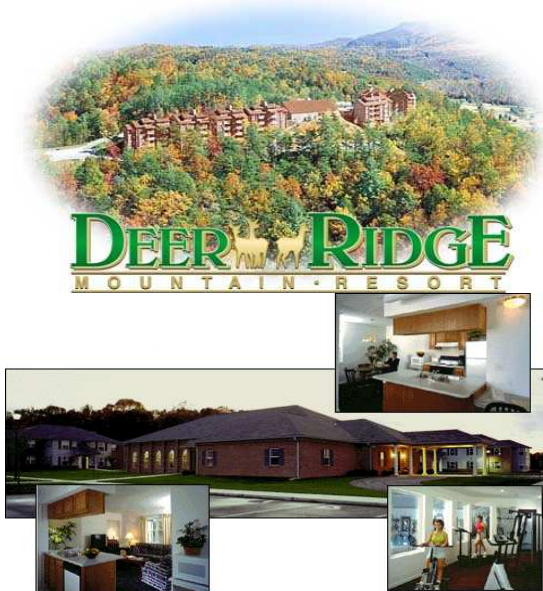
Indianapolis, IN

[www.dorahotels.com](http://www.dorahotels.com)

The Point Lake Suites and  
Marina

Dandridge, TN

[www.thepointresorttn.com](http://www.thepointresorttn.com)



[www.globalresortsystems.com](http://www.globalresortsystems.com)

## Modular pricing

Purchase only the modules you need today.  
You can add modules at any time.

All modules interact in real time.

Single user and network versions are available.

Works with any version of Microsoft Windows.

24/7 English speaking support available.

Installation and training at your property!

Call today for our free demo kit and sample report booklet!

- Bill by package
- Boat slip management
- Call accounting interface
- Camp/Gift/Pro shop
- Credit card processing
- Direct bill processing
- FlipKey interface
- Front desk/reservation management
- Guest satisfaction widgets
- Housekeeping
- Maintenance/work order management
- Online booking
- Owner management/statements
- Past guest marketing
- Resort membership management
- Restaurant management
- Scan drivers license widget
- Third party POS interfaces



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