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News

SPI Software's "PreCheck" Enables Social Distancing Check-in

January 18, 2021 Sharon Scott Wilson, RRP 606 Views Covid, COVID-19, SPI Software



SPI Software

SPI Software, preferred by a majority of timeshare, vacation ownership club, and resort operators for offering world-class software, released "PreCheck" functionality to minimize face-to-face interaction during the check-in process. The new feature is available at no additional charge to all SPI customers who use the front desk feature of SPI's [Resort Management](#) software.

"Clients will be able to communicate with guests before arrival to complete most of the tasks typically handled during check-in," says Gordon McClendon, Vice President of Customer Relations. "The PreCheck service allows for the customer interaction to be configured so that an owner can receive different content in the communication than a paying guest or a guest booking an exchange reservation."

Among PreCheck's features is the ability to verify guest contact information, method of payment, and vehicle information for parking passes. Resort teams can obtain owners' and guests' acknowledgments to resort policies normally obtained during check-in. Once the room has been cleaned and properly inspected, a notification can be sent to the guest informing them their room is ready.



Gordon McClendon SPI VP Client Relationship Management

Adding these layers of security assures that guests and employees are able to reduce human interactions as much as possible. Properties can adhere to the health and safety guidelines being enforced by their local governments, and still provide exceptional customer service, which improves overall guest satisfaction.

It is important to customize the communication as much as possible since the time spent with the guest is limited during the check-in process. Ideally, the PreCheck process should help improve overall communication strategies with both guests and owners. Before a guest's arrival, properties can share information about the property, COVID-19 policies, local events, and even include additional information about ownership opportunities within the property. "Educating guests and owners is always a challenge for our industry and the SPI PreCheck feature is an excellent way to improve this process," says McClendon. "We have also taken our PreCheck capabilities a step further by providing the ability of the SPI Software to notify the guest their room is available for check-in."

To learn more about SPI and their "Best in Class" software products, visit www.spisoftware.com, or call 305-858-9505.

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