



**For Immediate Release**

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# **IQuniversity**

*Save time and money by enrolling your hotel staff in IQware's online training system.*

**DEERFIELD BEACH, FLA. — May 10, 2011** — The IQware family of products prides itself on being intuitive – easy to learn and easy to use. But that doesn't mean that new employees don't need training, or that current employees couldn't use a refresher course to ensure they are using their IQware hotel management software to the fullest extent.

The IQuniversity online learning platform is a fun, interactive, intuitive and effective way of teaching and certifying employees on the extensive IQware application suite. Launched last fall, IQuniversity is a movie-based training system. The comprehensive tutorials show you exactly what to do in a completely visual manner using streaming video, offering much less room for misunderstanding than static images in books or classroom training.

IQuniversity not only provides online tutorials, but also one-on-one knowledge assessment and certification of IQware users. Quizzes at the end of each session ensure that users comprehend and retain the coursework. And certification validates that employees' hands-on knowledge level matches their current or desired job role. Upon completion of a course, a certificate is automatically generated and emailed to your registered Manager.

"IQuniversity is a great training tool for new employees, anybody who needs a refresher course, or even current employees who are taking on new roles and responsibilities," says Jeff Engleberg, Director of Installations for IQware. "It is also a great way for supervisors to save

time. Rather than working with new hires one on one, employees can go through the coursework and get comfortable with the system on their own.”

“It’s a way to improve knowledge levels, control staff turnover and really speed up the learning curve.”

Employees can simply watch the training on its own, but many have found it is most beneficial to simultaneously use IQware software and follow along with the exercises being performed on screen. This kind of hands-on training makes the experience more exciting and interactive, providing a practical exercise and aiding in the retention of knowledge.

## Instant Access

Training from IQuniversity is available to subscribers at any time – 24/7/365. This makes it easy for all employees to receive needed training without switching shifts or paying overtime costs. Just sign in using your user name and password, select the course you want to view and go!

Each week, up to 3 unique Live Sessions are offered for in-depth training (and retraining) of employees. Hosted by an expert IQware instructor, each session covers a different topic, includes time for a Q&A, and finishes off with a quiz. You’ll be sure to finish each training session with an increased level of information.

“What IQuniversity can really do for you is to make sure that all your employees are on the same page,” says John G. Denver, IQware Vice President, Business Development. “They all understand the system, they are all using it in the same way, and they are all getting the maximum benefit from it, helping you increase productivity and revenue.”

“With IQuniversity, you are getting training straight from the source. It’s not instructions getting passed down from employee to employee, where something might get lost down the line.”

## Course Offerings

IQuniversity courses are designed for all the various departments within your hotel.

**Executive:** The Executive course is designed to provide General Managers, Assistant Managers, Room Division Managers and Condo Owner Representatives with an understanding of IQware solutions and general software navigation/operation.

**Reservation:** The Reservation course provides training for Reservation Managers and Guest Service Representatives covering IQware solutions designed to increase productivity, maximize revenues and provide booking flexibility.

**Front Desk:** This course offers training for Front Desk Managers, Guest Service Representatives, Night Auditors and Concierge. Students will increase performance and retention while maximizing the utilization of IQware solutions.

**Housekeeping:** This course ensures the Directors of Housekeeping can efficiently control operations while affording Room Attendants better communication with the Director of Housekeeping and tools and training to properly do their jobs.

**Accounting:** The Accounting course provides Controllers, Accounts Payable and Accounts Receivable Representatives the crucial tools necessary to maintain their property and integrate between various applications.

**Food & Beverage:** This course provides your entire Food & Beverage department with the tools, best practices and reports necessary to run a successful operation.

**Sales & Marketing:** The Sales & Marketing course provides in-depth knowledge of the application, reporting and occupancy and revenue tools available.

**Maintenance:** The Maintenance course trains Maintenance Managers and Maintenance Technicians how to properly use IQware solutions to increase guest satisfaction.

IQuniversity also offers online training courses for each of the IQware Global Property Management System's fully featured hospitality solutions, including:

- IQpms - Property Management System
- IQcrs/ho - Head Office & Central Reservations
- IQpos - Point-of-Sales
- IQbanquet - Banquet and Catering
- IQspa - Spa Management
- IQqms - Quality Management System

New content is constantly being added to the IQuniversity library.

“We are constantly designing new products and improving our current ones based on our customers' requests,” says Denver. “IQuniversity will help you stay current on new features and benefits as new content is added and we increase our product offerings.”

## **Virtual Customer Support**

Employees can easily skip around to find the topics that interest them or need immediate help with. Training can be accessed one course at a time, or one lesson at a time. The user-friendly interface offers useful features such as fast forward, pause, progress tracking and more – allowing staff to watch the tutorials at their own time and pace. This means you can go back as

frequently as necessary to review material you've seen before, or skip ahead to things you can't wait to learn.

IQuniversity serves as a useful desk reference, as well as a resource for continued education.

“We’ve found IQuniversity has been especially useful to new properties switching over to the IQware system for the first time,” says Engleberg. “When we perform an installation, we’re on site for two weeks before going live. But that can be a lot of material to absorb in a short period of time.”

“With IQuniversity, you can go back for a refresher course or to figure out a specific task. It just adds to our overall customer service. Rather than having to call support or purchase live training, training is ready and available for you at any time of day or night.”

## About IQware

*Deerfield Beach, Fla.-based IQware has been “Helping Hospitality Partner With Intelligence<sup>SM</sup>” for 25 years. Today, more than 5,000 end users utilize IQware software to help best market and manage more than 120,000 rooms generating more than \$3.5 billion in gross room revenue. IQware brings with it more than 300 years of combined experience managing hospitality properties and developing and supporting related software. “Built By Hoteliers For Hoteliers,” IQware’s Global Property Management System and more than two dozen add-on modules optimize operations at properties of all types – limited- and full-service hotels, resorts, condo-hotels and timeshares — and all sizes — from regional hotel chains to multi-property management companies to small independents IQware is Your Single-Source Technology Partner through ongoing customized training, user-driven technology development, 24x7 support and lifetime software upgrades. Looking for a competitive edge? Look no further. IQware “Helps Hospitality Better Find, Book, Host, Know & Keep Clients.” IQware solutions offer numerous ROI-generating tools including e-marketing, four-tier yield management, Web-Rez, packages, loyalty point etc.,... Because IQware’s Global Property Management System has served as the heart of so many hotel operations for a quarter century, today IQware also can provide the lifeblood for Condo Management, Point Of Sale, Sales & Catering, Online Reservations, Spa Management, Marina Management, Central Reservations System and e-CRM electronic (Customer Relationship Management). IQware takes technology partnering to a new level – just ask our ever-expanding family of clients conducting business in two dozen countries. For more information, visit [www.iqwareinc.com](http://www.iqwareinc.com) or call (877) 698-5151.*