

For Immediate Release

3/02/2007

Denver, Colorado

Effective immediately, RezStream, a national leader in hospitality solutions, is pleased to announce two new offerings in its suite of products. RezStream in partnership with InnLink Central Reservation Services now provides **vLINK Voice Reservation Services and callASSIST**.

RezStream, located in Denver, Colorado, delivers property management services for hotels, motels, condominium and vacation rentals, property management rentals, dude ranches, spas, campgrounds, RV parks and marinas, and now, bed and breakfasts, inns, and similar businesses.

vLINK Voice Reservations is professionally managed and staffed by InnLink hotel reservation Call and Contact Center. Call center agents work with property information and rate databases to convey a consistent sales message. Agents also receive extensive, continuous training to ensure guest experiences begin with positive interaction by phone. **callASSIST** also manages property after-hours and overflow calls by forwarding on to an InnLink call center agent.

vLINK Voice Reservations and callASSIST benefits included:

- 24 hours/day, 365 days/year Services provided.
- Highly trained, knowledgeable, and professional Reservation Sales Agents.
- Customized guest greeting warmly identifies your property.
- Structured sales scripts optimize revenue and conversion rates.
- Up-sale of amenities, and features to increase revenue and higher ADR.
- Higher than industry average call conversion rates.
- Continuous quality evaluations of inbound reservation inquiries including call statistics, talk time, abandon rate, and average speed of answer.
- Performance monitoring by call operations team leaders of all Reservation Sales Agents.
- Immediate access to rates, availability, proximity, feature, and geographic information.
- Guest history-recall, frequent traveler, and loyalty program options.
- "Drill down" online reporting options via ASP features.
- Exceptional continuous training and education.
- Delivery options via one-way and two-way PMS interface, Fax or Email.
- Dedicated group Reservation Sales Agents and reporting for Group and Tour Reservations.
- InnLink's Message Relay Center channels, track and report customer comments to your hotel or corporate office.
- TDD and Click 1-2-1 services available upon request.
- Sophisticated System Technologies: Multiple IBM iSeries Servers, Microsoft Server Arrays, AT&T Sonet Ring Technology, and dual on-site power generation systems support all systems and call center environments
- Direct Mail Fulfillment – Distribution of brochures, directories, promotional flyers, and guest program applications.
- Utilize the new shift change payment report. Specify payments by time of day to see payments for a given time period. This feature is ideal for larger properties that need to split payments by time of day.

RezStream continues to improve and enhance their flagship products, **RezStream Professional and RezStream Booking Engine**, and have developed new RezStream products such as **RezStream Website Design, Hosting and Promotion**, to increase revenue and online reservations.

For more information, contact RezStream toll-free at 866-360-8210 or visit their website @ www.rezstream.com.