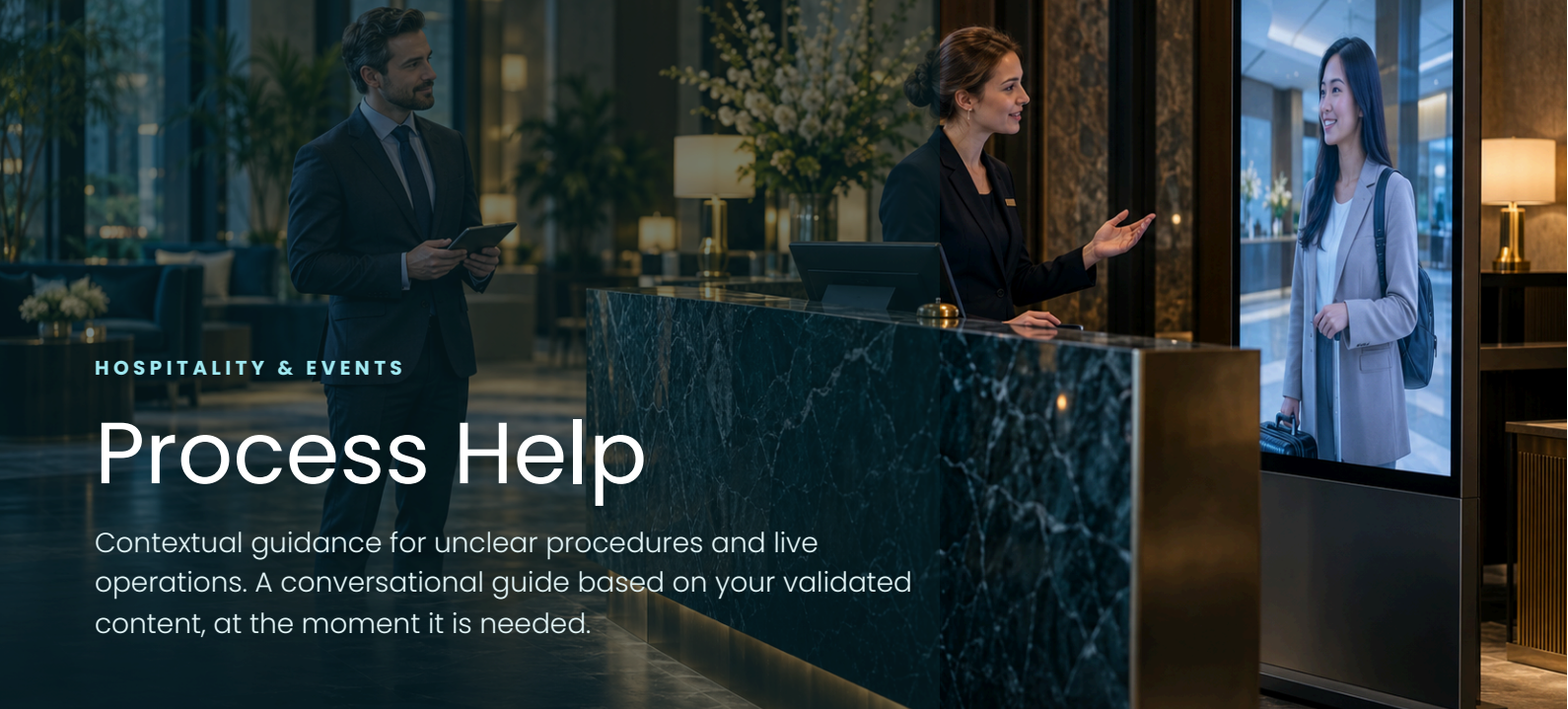




HOSPITALITY & EVENTS

Process Help

Contextual guidance for unclear procedures and live operations. A conversational guide based on your validated content, at the moment it is needed.

The right procedure is worth nothing if nobody can find it at 11 pm.

Process Help is a conversational guide that staff open when a procedure is unclear, during live operations. It answers from the chain's validated content only: SOPs, policies, service standards, system guides. The same environment used for training becomes an operational support tool the moment it is needed: at the desk, on the phone, on the event floor, in the staff's language.

24/7

AVAILABLE DURING LIVE OPERATIONS

Validated 40+

ANSWERS FROM YOUR CONTENT ONLY

LANGUAGES, ONE STANDARD

THE PROBLEMS WE SOLVE FOR HOTEL CHAINS, RESORTS, AND EVENT VENUES

01 — LOST IN THE INTRANET

The procedure exists, nobody finds it in time

SOPs are stored in folders, PDFs, and portals. With a guest waiting, staff ask a colleague or improvise. Process Help answers in seconds, from your validated content, in plain language.

02 — NIGHT SHIFTS AND NEW STAFF

When the supervisor is not there, the standard drops

Nights, weekends, and seasonal peaks leave junior staff alone with exceptions. A guide that explains the procedure step by step keeps the standard when nobody senior is on the floor.

03 — TRAINING AND OPERATIONS DISCONNECTED

What is taught in the classroom is not what is consulted on the floor

Training content and operational references drift apart. Process Help uses the same validated content as the training modules, so what people practice is what they consult.

TARGET ROLES

Front office and reception, concierge, restaurant and F&B staff, housekeeping supervisors, reservations and call center, duty managers, event staff; corporate academies, HR and Operations of hotel groups.

FORMAT

Online, on site, or phygital: smartphone, desktop, totems, projected walls, and immersive rooms, without headsets. Stand-alone module or part of the e-REAL Hospitality Suite, with Conversation Mastery at the core. Integrated with your learning platform.





INSIDE PROCESS HELP

Ask. Get the procedure. Serve the guest.

01 **Validate the content**

We load your SOPs, policies, standards, and system guides, and your Operations team validates them. Process Help answers only from this content, with the source shown.

02 **Ask in context**

From a phone, a desk computer, or a totem, staff ask in their own words: "guest wants to pay a deposit in cash", "late check-out policy for members". The guide answers step by step.

03 **Follow and serve**

Short, actionable answers, with the next step, the exceptions, and who to escalate to. The conversation with the guest keeps going.

04 **Learn from the questions**

The questions staff ask show which procedures are unclear and where SOPs need rewriting. Analytics HQ collects them for HR and Operations.

WHAT YOU GET

Answers in seconds

From your validated content, with the source.

Step-by-step guidance

Procedure, exceptions, escalation.

Any device, any language

Phone, desk, totem, in 40+ languages.

Signals on SOPs

Which procedures people cannot find or understand.

Start with your 20 most asked questions

Choose one property. Share the 20 questions front-office and F&B staff ask supervisors most often, and the SOPs that answer them. We set up Process Help on that content, the team uses it for a month, and we look at what was asked, what was answered, and which SOPs to rewrite.

WORKS WITH PROCESS MASTERY

The procedures staff rehearse in Process Mastery are the same ones Process Help explains on the floor: one validated content base for training and for live operations.

PART OF A LARGER SUITE

Process Help is one module of the e-REAL Hospitality Suite, with Conversation Mastery at the core. Add Process and Systems Mastery, Onboarding & Readiness, AI Coach, Analytics HQ, and Smart Hiring when you are ready.

LET'S TALK

Book a demo on www.e-real.net or propose a property for a pilot.

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