



HOSPITALITY & EVENTS

Systems Mastery

Practice the tools behind the service. Simulated interfaces of your property, booking, and service systems, inside real guest scenarios.

Nobody learns a system from a slide. They learn it with a guest waiting.

Systems Mastery lets staff rehearse operational flows through simulated interfaces built around the digital tools your chain uses: property management, booking, point of sale, service requests. Each scenario starts from a guest situation and asks for the right actions in the right screens, so process and system are learned together, without touching the live environment.

PMS

**YOUR INTERFACES,
SIMULATED**

10-15

**MINUTES PER
SESSION**

40+

**LANGUAGES, ONE
STANDARD**

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

01 — TRAINING ON LIVE SYSTEMS

New staff learn the software on real guests and real bookings

Errors in the live system cost money and trust: wrong rates, missed deposits, duplicated profiles. Simulated interfaces let people make and correct mistakes before they count.

02 — TOOL AND SITUATION APART

The course teaches the screens, the shift teaches the guest

Vendor training shows buttons; the desk shows a guest asking for a late check-out while the system shows no availability. Systems Mastery links the two: situation first, then the actions that solve it.

03 — MIGRATIONS AND OPENINGS

A new system or a new property, and everyone starts from zero

A PMS migration or an opening puts hundreds of people on unfamiliar screens at once. Scenario-based practice on the simulated interface brings teams up to speed before day one.

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 SYSTEMS MASTERY

Situation first. Then the right actions, in the right screens.

01 Map your flows

We identify the operational flows that matter: reservation changes, check-in and check-out, payments, service requests, incidents. For each, the screens involved and the correct sequence of actions.

02 Simulate the interface

Simulated interfaces reproduce the logic and the look of your tools, without connecting to the live system. No risk for data, no vendor licences for training seats.

03 Practice inside the scenario

An AI guest presents the situation; staff act on the simulated screens while keeping the conversation going. Actions, order, and timing are tracked.

04 Review and repeat

Step-by-step review of what was done in the system and what was said to the guest. Repeat with harder cases, other properties, other languages.

WHAT YOU GET

Simulated screens

Your tools' logic and look, safe to practice on.

Flow checks

Right actions, right order, right screen.

Guest in the loop

System and conversation practiced together.

Readiness for change

Teams ready before migrations and openings.

Start with your reservation changes

Choose one property and one flow: reservation changes and late check-outs, for example. Share the screens and the rules. We build the simulated interface and the scenarios, your team practices for a few weeks, and we compare error rates and handling times.

WORKS WITH PROCESS MASTERY

Combine the simulated interface with your SOPs and staff practice procedure, system, and guest conversation as one performance, the way the shift really works.

PART OF A LARGER SUITE

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