

David Young from The Cross at Kingussie is impressed with frontdesk

The Cross at Kingussie is a family-run, five-star AA rated "restaurant with rooms" located in the lovely Highland village of Kingussie within the stunning Cairngorm National Park, surrounded by mountains, rivers and lochs. The award-winning property has eight comfortable bedrooms and a fine restaurant using high-quality, locally sourced produce. The restaurant was recently awarded with 3 AA Rosettes.

Owner and former Chief AA Hotel Inspector David Young has been using the online booking system eviivo frontdesk® since last May and tells us about his experience so far.



The Cross at Kingussie



David Young

*"When taking-up frontdesk, we wanted to capture **more online bookings**, particularly as we were about to pass our entire accommodation stock online rather than just manage an allocation. Our partnership with eviivo would open up other distribution channels such as the **AA, Expedia and lastminute.com**. We required an efficient way of ensuring that we wouldn't miss out on bookings when we're away. We were also looking for ways in which we could have much **more control and flexibility over rates and packages**.*

I was always reasonably confident that in choosing eviivo frontdesk® our immediate requirements would be met and I was very pleasantly surprised at how quickly we have become comfortable with the new system.

*We were immediately happier with the manner in which our online reservations were being handled. The system requires **much less management** than before and we are more confident now that we are **unlikely to overbook**. It wasn't too long before we started to notice **bookings from distribution channels** that we had not previously had available to us.*

***Service levels** from the outset have been extremely high. Set-up was painless and support has been plentiful and easy to get. Recording new bookings is extremely **easy**. Updating prices and information is also pretty straightforward. The diary is excellent, and I absolutely love the **text alerts** of new bookings.*

I have been extremely encouraged and impressed with not only eviivo's willingness to take suggestions and give them serious consideration but also their commitment to keeping up with their competitors and other potential new developments. I do like their positive "can do" attitude and their flexibility to work just as closely with smaller businesses as with larger organisations."

