

STARFLEET
BUSINESS
SOLUTIONS
CUSTOMER PROFILE



THE BAY VILLAGE
TROPICAL RETREAT, Cairns

Situated in the 'beautiful one day, perfect the next' climes of far north Queensland's Cairns, the Bay Village Tropical Retreat, is a very popular drawcard for the leisure tourism trade. The Bay Village Tropical Retreat has 92 rooms/serviced apartments, a public bar and restaurant with 100 seating capacity. Owner Lynette Lim acquired the business in 2002, and through refurbishment has set her own stamp on one of Cairns' important tourist accommodation facilities.

Lynette has worked in hotel management positions for well over a decade and made good use of this in evaluating a new property management software system to replace the one that came along with the acquisition of the business. She needed a system that interfaced with MYOB and point-of-sale terminals; and was faster!

Ten systems on offer were evaluated with the final choice falling on the Starfleet property management system from Starfleet Business Solutions. As Lynette puts it:

"We found Starfleet offered us what we needed and at an investment level which we found attractive. There are more sophisticated systems, and also more costly around but Starfleet has proved to be a good mix of capabilities typically needed by operators of our size and price. The POS system is critical for us and we are very happy with Starfleet's ease-of-use. Technical back-up is excellent."

HARDWARE AND SOFTWARE

A Windows PC network is used with a server and six workstations. Starfleet software comprises Front Office, PABX Link, MYOB Link, and Debtors, as well as the integrated Starfleet Point of Sale software to two points.



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