

How good is your PMS support, really?

→ 8 questions to ask

When something goes wrong on a busy Saturday night, you need a fast answer from a real person, over the phone. Not a chatbot that doesn't understand how your hotel works.

Answer these 8 questions to see how your current support stacks up.

1. What are your PMS provider's support hours?

- a) 365 days a year, from early morning to late evening
- b) Extended hours, but not every day of the year
- c) Standard business hours only, Monday to Friday

2. What happens when you call support at 8pm on a Saturday?

- a) They answer instantly and you get the help you need
- b) They eventually answer, but ask you to send an email or log a ticket
- c) They put you on hold (or simply don't pick up)

3. How many steps does it take to reach a human being?

- a) One call and you're through to a real person
- b) A few steps – a queue, a bot or a callback
- c) Several support tickets before you reach someone

4. Does your PMS provider's account management team work alongside support to help you get the most from the system?

- a) Yes – they check in regularly and help us make the most of it
- b) Occasionally, but it's mostly reactive
- c) No – we only ever hear from support, and only when something's wrong

5. Do you pay extra for priority support, or is it included?

- a) It's included as standard
- b) We can pay extra for a faster response if we want it
- c) Yes, priority support costs extra

6. If something goes wrong with a third-party integration, who sorts it out?

- a) Our PMS provider manages it directly, end to end
- b) They point us in the right direction, but we have to chase the third party ourselves
- c) We're on your own – multiple tickets, multiple providers, no one owns the problem

7. Does the person you speak to understand how hotels work?

- a) They have previous industry experience, so they know exactly how hotels work
- b) They understand the software, but not how a hotel actually runs
- c) They read from a script and don't really understand our business

8. If an issue can't be solved remotely, what happens?

- a) There's a clear escalation path, and a technician can visit on-site if needed
- b) It gets escalated eventually, but it takes a while
- c) There's no escalation plan – we're stuck waiting it out

Good hospitality support covers the basics too



Cross-platform integration

syncing errors between your PMS, channel manager, payment gateway and CRM get fixed fast



Robust cyber security

your guest payment data stays safe, and when support staff access your system remotely, they do so through a secure connection



Proactive monitoring

problems get caught before your front desk notices them



Self-service resources

your team can fix the small stuff themselves

Rezcontrol does all of this, as standard.

What your answers mean

Answered mostly a

Great news! Your support is already doing what it should. Real people, fast answers, and a team that understands hotels.

Answered mostly b

There's room to improve. You're getting some of what you need, but small gaps like these can cost you time and guests when it matters most.

Answered mostly c

It sounds like your PMS support isn't built for hotels. You deserve real people who pick up the phone and actually understand how you run.

Book a call

Need real support from real people?

Book a 15-minute discovery call with the Rezcontrol team to find out what good support actually looks like.