



SMS HostTM

CASE STUDY

 **Trapp Family Lodge**

A MOUNTAIN RESORT IN THE EUROPEAN TRADITION

BY THE FAMILY THAT INSPIRED "THE SOUND OF MUSIC"



A LONG-TIME SMS PARTNER

Ever since property management systems were established, Trapp Family Lodge has operated their resort with Springer-Miller Systems. The longevity between both Trapp and SMS has truly provided Trapp Family Lodge with a software partner they can trust and rely on. “Having been on the SMS platform for so many years, we are very comfortable with the system and know the in’s and out’s of how to best operate the software to fit our needs,” stated Ryan Diller, Director of Owner Services at Trapp Family Lodge. “We have also been able to collect guest history and preferences over the years, allowing us to leverage our guest profiles and exceed our guests’ expectations.” In addition, being located nearby to the Springer-Miller Systems head office in Stowe has allowed Trapp to develop a tight-knit bond with the SMS team, and are basically like family when it comes to the relationship that has been formed. While the close proximity was a benefit initially, the functionality and innovation of Springer-Miller Systems is what has kept Trapp Family Lodge loyal over the years.

Quick Facts



Company

A unique mountain resort featuring Austrian-inspired architecture and European-style accommodations



Location

Stowe, VT



SMS Partner

Since 1987



Ownership

Family Owned & Managed



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A SOLID SOFTWARE SYSTEM

The complete, fully integrated nature of Springer-Miller Systems has allowed Trapp Family Lodge to manage all aspects of their daily operations. One of the key functionalities Trapp has benefited from is Owner Fulfillment, which supports their entire business from accounting and reporting to reservations and housekeeping. Additionally, the actual process of using ^{SMS}|Host is both easy to use and straightforward, which has been extremely valuable to their operation. “We truly enjoy how simple it is to use the software,” stated Ryan Diller. “With streamlined processes and naturally flowing steps, we are able to navigate through the software with ease. Whether it is guest-centric operations or back-end management, Springer-Miller Systems does everything we need it to do and more.” Another benefit to using SMS is the ability to directly integrate with other software vendors. Trapp Family Lodge is using a third-party point of sale system as well as an online booking system that seamlessly ties into the ^{SMS}|Host property management software. With a simple, yet intuitive solution from Springer-Miller Systems, Trapp Family Lodge can focus on running their business knowing they have a software system in place that they can truly rely on.

WORKING WITH THE SMS TEAM

Having been a client for over thirty years, Trapp Family Lodge has cultivated a strong relationship with the team at Springer-Miller Systems. One particular area that has remained consistent and valuable throughout the years has been the support. With support available 24 hours a day, 7 days a week, and 365 days a year, Trapp knows they can both trust and rely on the SMS support team. “Springer-Miller Systems is the type of company that truly cares about their customers,” stated Ryan Diller. “If we ever run into an issue or require assistance, the support staff is always ready to help and do so in a quick and efficient manner. They are great to deal with and are very courteous and professional.” With a complete software solution and a strong support team to back it up, Trapp Family Lodge knows they are in good hands with Springer-Miller Systems.

CONCLUSION

Trapp Family Lodge has put their trust in SMS to manage the day-to-day operations of their business for over three decades. With a reliable and consistent software solution in ^{SMS}|Host, Trapp has been able to focus on improving the overall guest experience. By leveraging the guest history functionality, they are able to cater to their guests and provide them with the service they have come to expect, which directly impacts their bottom line. In addition, the seamless nature of the software and user-friendly navigation has allowed their staff to operate the system with ease. From guest-facing solutions, to housekeeping, to back-end processes, Trapp Family Lodge knows they have the right software in place to handle their needs today, as well as into the future. When you combine a complete, fully integrated solution such as ^{SMS}|Host by Springer-Miller Systems, with an award-winning, breathtaking resort in Trapp Family Lodge – the result is a thriving and successful property.

ABOUT TRAPP FAMILY LODGE



Owned and operated by the von Trapp Family, the family that inspired *The Sound of Music*, The Trapp Family Lodge in Stowe has been an iconic feature of the Vermont landscape for more than half a century. It is a unique, four-season resort specializing in European-style accommodations and cuisine, spectacular mountain vistas, upscale amenities, and outdoor activities. Situated on 2,500 acres overlooking the classic New England village of Stowe, Vermont, Trapp Family Lodge is the perfect setting for a vacation during any season. They offer 96 rooms and suites in their Main Lodge, 18 luxurious Villas, and 100 Guest House chalets, all of which are perfect for traveling couples, families, and groups. Trapp Family Lodge has earned a reputation as one of the top vacation destinations in Vermont, accumulating numerous awards and accolades throughout the years.

ABOUT SPRINGER-MILLER



Springer-Miller Systems is a fully integrated suite of hospitality management systems that are tailored to hotels, resorts and spas of every scope and specialty. The suite of solutions includes ^{SMS}|Host Property Management System, *SpaSoft* Spa Management Software, and Teres POS. With Springer-Miller's ^{SMS}|Host property management software, properties can deliver a premium guest experience backed by technology that will truly revolutionize the way they do business. *SpaSoft* Spa Management System represents a complete, dynamic activities management software solution trusted by five-star spas worldwide. Teres POS provides premium, guest-centric point-of-sale solutions for food and beverage and retail operations at your luxury hotel or resort. For more information, please visit springermiller.com.