



TECHNOLOGY EMPOWERING
the LODGING INDUSTRY

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FOR IMMEDIATE RELEASE

Marc Voirol to Lead MSI's Proactive Account Management Team

PHOENIX — AUGUST 1, 2005 — At Multi-Systems Inc. (MSI) customer service is the No. 1 priority. As a leading provider of fully integrated property-management and marketing systems, the company is dedicated to service and support – both externally for its customers and internally for its skilled employees. To ensure that positive communication continues between MSI customers and its account management team, and to reward a solid performance over the past five years, Marc Voirol has been promoted to Manager, Account Management Team.

“It’s often difficult to find an individual who can work in the sales and support arena and the corporate management world with equal ease,” said Rick Munson, MSI President. “Marc’s experience as former Senior Corporate Account Manager, and his ability to carry out corporate directives as a true team player, will help us to fulfill our promise that customers are our priority.”

Munson said Voirol is well respected in the hotel community as a true professional who has a high degree of credibility and competence. Likewise he is respected among his peers. These qualities made Voirol the ideal candidate to oversee the Account Management team at MSI--which directly impacts the success of each customer.

“Ensuring that each MSI team continuously exceeds our customer's expectations as it relates to MSI's products and services is my immediate, mainstream goal,” Voirol said. “A good framework is already in place, but a more proactive approach to anticipating the needs of our clients, will be implemented. We want to make sure that our clients experience the highest level of service and satisfaction with our systems.”

Prior to joining MSI, Voirol held positions within the Holiday Inn brand, including; General Manager, Assistant General Manager, Controller, Front Office Manager and Food and Beverage Director. His direct hospitality experience provides an edge to understanding hotel systems and operations and the urgency in which issues need to be resolved.

“I know how quality of service impacts our clients’ guest experience, and we want to make sure that our products and services contribute in a positive manner,” Voirol said, noting that he will continue to share this first-hand knowledge with his team to encourage a partnership atmosphere with MSI’s customers. “Refocusing support on maintaining close customer contact and open communication will help the team resolve any possible issues before they occur.”

Voirol, who has been promoted several times since joining MSI, will report directly to Tim Tiller, MSI’s Chief Operating Officer.

“Marc’s commitment to our customers and his first-hand knowledge of their needs is a great asset to the company,” Tiller said. “He has displayed the correct balance when working with corporate staff, vendors, local hotel staff and various MSI teams. Marc’s service-oriented style always ensures that the customer's expectations are exceeded.”

Voirol said he looks forward to his new role and continued longevity with MSI.



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“MSI is a great company and I am proud to be a part of it,” he said. “Encouragement and appreciation shown to all team members by corporate management is reflected in the job we do.”

About MSI

MSI, founded in 1990, is a leading supplier of hotel technology and property management systems. With an installed customer base of more than 2,800 hotels and resorts throughout North America, MSI is one of the lodging industry’s largest providers of fully integrated property management, sales, marketing & catering, point of sale, centralized corporate services, and wireless PM systems. MSI specializes in "total system solutions" for management companies and hotel chains by providing central reservation and property system integration. MSI's customer support team has been recognized as one of the best in the industry and is the key to the success of their products and services. For additional information about Multi-Systems, Inc. technology solutions, please visit www.msisolutions.com.