

Possibilities of using technology applied by Alternate Accommodation providers

PRE-STAY

TRADITIONAL HOTEL FUNCTIONS

- Phone reservations
- Confirmation of guest bookings - sending arrival information
- Collecting guest information

ALTERNATE ACCOMMODATION TECHNOLOGY

- Online booking engine and OTA's with PMS Connection
- Guest data supplied from PMS integration with confirmation sent via email and text
- Digitally collected prior to arrival from the point of booking and saved in PMS

Automating convenience



Using technology to expedite menial tasks and serving guests better

GUESTS WANT TO USE TECHNOLOGY TO TAKE CONTROL OF THEIR STAY

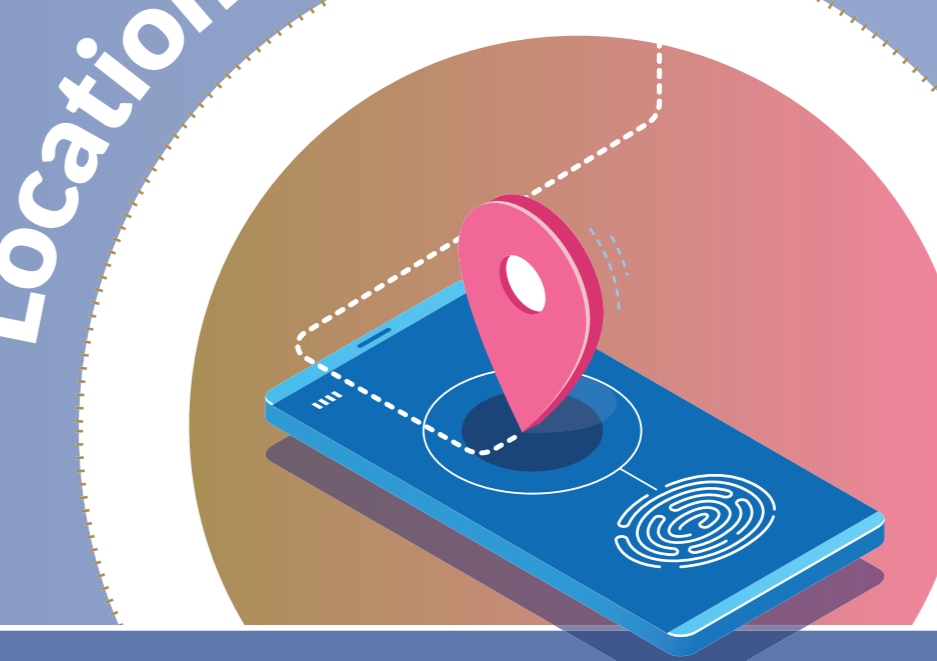
- Smartphone check-in
- Room references based on profile
- Personalized guest greetings upon arrival

DURING STAY

- Last-minute or Walk-in bookings
- Payment
- Guests finding their way around hotel
- Concierge services
- Reporting maintenance issues or any damage
- Check out at Front Desk
- Housekeeping Schedules
- Ensuring guests security

- Brand.com or OTA via Mobile Device
- Payment processed in advance online at time of booking
- Location map sent via app, email or SMS
- Concierge service via Mobile apps with PMS integration
- Faults logged via email, SMS or app with PMS integration
- Via the same portal as check-in, smart lock automatically locks and changes access code on check out
- Housekeeping coordinated via digital platform with PMS & Mobile integration
- Keycodes change with each guest, smart locks only open to authorized people with working keycodes

Location technologies



Presenting special offers based on guest preferences and location with step-by-step directions and reminders

PRIORITIES FOR LOCATION-BASED TECHNOLOGY

- Guest recognition
- Notification of arrival/check-in
- Special promotions/upgrades
- Customer/guest analytics
- Geo-targeted mobile offers

POST-STAY

- Capturing feedback and reviews
- Contacting the guest after their stay about repeat bookings and repeat deals

- Automated emails timed to coincide with check-out
- Automated emails timed to coincide with check-out and days passed from last stay

TECHNOLOGIES & METHODS SUPPORTING THESE SOLUTIONS

Human Computer Interaction



AR VR



Data Management & Blockchain



Internet of Things / 5G



Security & Privacy



Machine Learning

