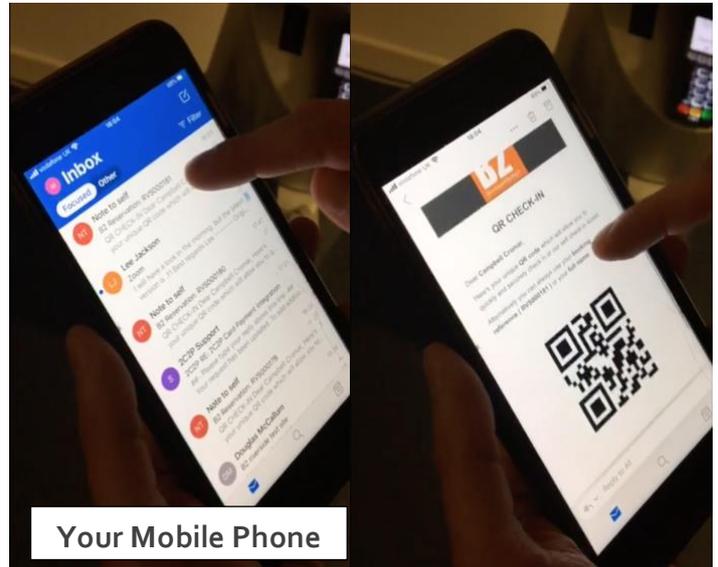


Adopting a post COVID-19 Self-Service Strategy



How to make your choices

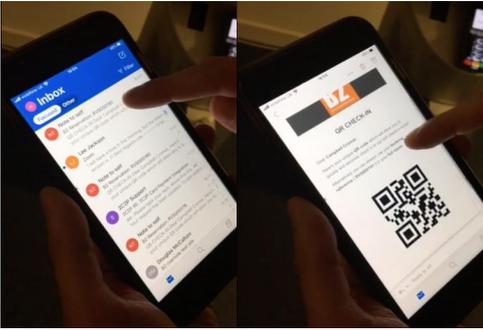
As a hotelier, this document will help you to make the right decision as to which self-service check-in solution best meets your operational requirements and commercial objectives.

It will take into consideration the type of guest experience you would like to put in place to align with your current guest experience and hotel set-up.

It will also help to demonstrate the savings and benefits of adopting a self-service strategy, whether that be to reduce the current loading on reception staff or to implement a full self-service approach.

Examples of case studies, associated operational savings and post COVID-19 precautions such as reduced person to person contact and contactless check-in and payments are illustrated and explained.

Self-Service Check-In and Check-Out - Choices and Benefits



Mobile Phone

The guest journey begins with an emailed QR code after booking.

Benefits

- Free up reception staff
- Fast Check-In
- Safe
- Secure

Pre-Arrival Workflow

- Confirm booking
- Personal details
- Terms & Conditions
- System checks guest in
- Can go straight to room if BLE locks are used *
- Alternatively proceed to kiosk

Payment structure

- £95/m* or included in kiosk package



Counter-Top Contactless

Counter-top kiosks offer the lowest capex investment to achieve full reception check-in and check-out self-service automation.

Benefits

- Free up reception staff
- Fast return on investment
- Full Self-Service Experience
- Centralised Reception

Full Self-Service Workflow

- All PMS transactions
- Contactless QR code check-in
- Card, Ledger & Pre-Auth
- RFID door card encoding/dispensing
- Payment receipts emailed
- Vouchers and wi-fi code
- Directions to rooms
- Guest & Operational emails

Payment structure

- Kiosks quoted separately
- £265/m/kiosk + VAT
- Possible bespoke integration fee

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Free-Standing Contactless

Free-standing kiosks offer full contactless capability and top-of-the range long term reliability with no need to design counter/shelving.

Benefits

- Free up reception staff
- Fast return on investment
- Full Self-Service Experience
- Centralised Reception

Full Self-Service Workflow

- All PMS transactions
- Contactless QR code check-in
- Card, Ledger & Pre-Auth
- RFID door card encoding/dispensing
- Payment receipts emailed
- Vouchers and wi-ficode
- Directions to rooms
- Guest & Operational emails

Payment structure

- Kiosks quoted separately
- £295/m/kiosk + VAT
- Possible bespoke integration fee

Software Features (Mobile with On-Arrival Self-Service Approach)

	Mobile Phone	Contactless Kiosks
Pre-Arrival on Handset		
Email to guest upon booking	✓	
e-Registration	✓	
Upsell	✓	
Room Upgrade	✓	
Check-In (up to 24 hours before arrival)		
Confirm Arrival	✓	
Confirm Arrival (Scan QR code)		✓
Single Room	✓	
Multi-Rooms	✓	
Ledger Corporate Accounts	✓	
Upon Arrival at Hotel		
Go directly to room (bluetooth locks only)	✓	
- Make Contactless Payment/Pre-Auth		✓
- Issue Door Card (RFID)		✓
- Paper or emailed receipt		✓
Check-Out		
Confirm Check-Out	✓	
Confirm Check-Out (Scan QR code)		✓

Current Integration Options

Contactless Payments

- All Acquiring Banks supported
- Recommend CreditCall with Ingenico IP350 PDQ for full features functionality
- Alternatively
 - o Windcave/Payment Express on IP350
 - o Ocius on Verifone VX820

To switch to any of the above from a non-listed PDQ company will be an additional cost of £24.99/m/unit. This will be paid by the hotel with contract between CreditCall or the other listed providers. Alternatively, to remain with the current PDQ, assuming it is already approved for use in a kiosk, integration costs of 2.5 days will be charged at £500/day + VAT.

Contactless Locks

- Kaba
- Assa Abloy
- TLJ
- Wallmek
- NorthStar
- Onity
- Omnitec

Any of the above locks will be configured and included in the price. Integration costs of 2.5 days at £500/day + VAT will be charged for a non-listed lock provider.

Encoders to be purchased by hotels directly from door lock company. 1 encoder is required per kiosk.

Return on Investment and Revenue Reporting

Operational Savings

We have examples of hotels who have moved from 3 reception staff per shift to zero reception staff or from 3 to 1 reception staff per shift. The cost of equipment and the first year's running costs equate to around one person's salary.

Revenue Reporting

The graphs below show takings from a typical hotel during February 2020 (pre-lockdown). This hotel collected £30,142. Transaction numbers of up to 35 per day were noted, with 551 over the course of the month. These included both room payments and pre-authorisations. Similar monthly reports will be provided showing daily takings against a pre-defined target.

