

SELF-SERVICE GUEST JOURNEY



Pre-Arrival
Registration



Check-in



Upsell
Option



Payment



Key
Delivered



Check-in
Complete



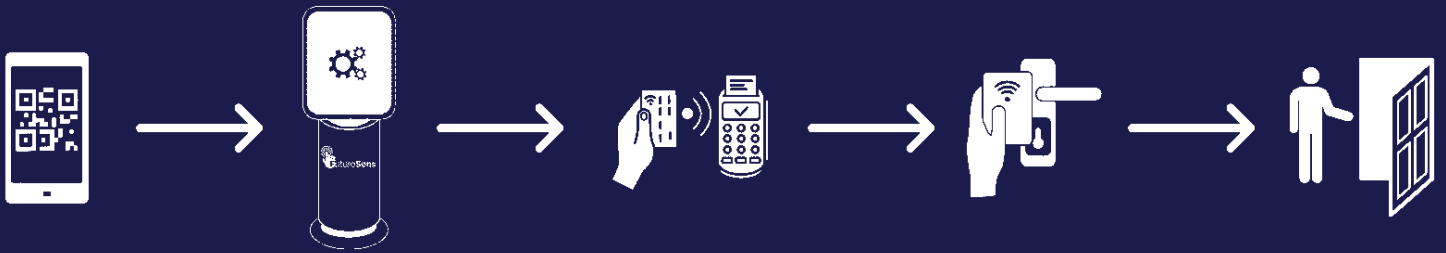
DELIVERING YOUR GUESTS OPTIONS

The option for your guest to have a seamless check-in journey is now established in the psyche of hospitality and will be required from now on in every hotel reception.

FutureSens Xenia software with optional hardware can deliver a full contactless arrival for the guest, with immediate return on investment, leaving the hotel front desk to deliver the personal welcome your guests will remember.

- ✓ Self-service doesn't mean an inferior service
- ✓ Staff can focus on service that matters most to the guest
- ✓ Self-service creates upsell opportunities

TURNING TOUCHPOINTS TO CONTACTLESS



- ✓ Pre-Arrival Registration
- ✓ Contactless Check-in
- ✓ Group Check-in
- ✓ Upsell Rooms & Dining
- ✓ Contactless Payment
- ✓ Key Delivery
- ✓ Receipt Printed
- ✓ Room Directions
- ✓ Wi-Fi Code
- ✓ Multi-Language
- ✓ Contactless Checkout
- ✓ Payment Settled
- ✓ Split Billing
- ✓ Corporate Billing
- ✓ Itemised Invoice Emailed
- ...and much more!



Pre-Arrival

An email to your guest will give them the option to pre-register their details and a unique QR code to use on arrival. A payment link will give the option to pre-pay too.



Check-in

Your guest will have the option to use their unique QR code to scan at the terminal and receive an RFID keycard or select a mobile key on to their phone and bypass reception altogether.



Checkout

An itemised bill is presented to the guest at checkout and an email receipt is offered. The checkout can be done directly on the FutureSens webapp or again at the reception terminal.



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