

How can hotels deliver a contactless guest journey **post** **COVID19?**



What happened in hotels before COVID19?

- Queues for check-in
- Physical contact between guests and staff at all points
- Gatherings at in-house restaurant or banquet

An aerial night view of a city, likely New Orleans, with a prominent church spire in the center. The image is overlaid with a semi-transparent green filter. The text is centered and reads:

However, things are going to **change after this pandemic**; for hotels as well as for guests



Now, hotels would
need to **focus** on the
following things...



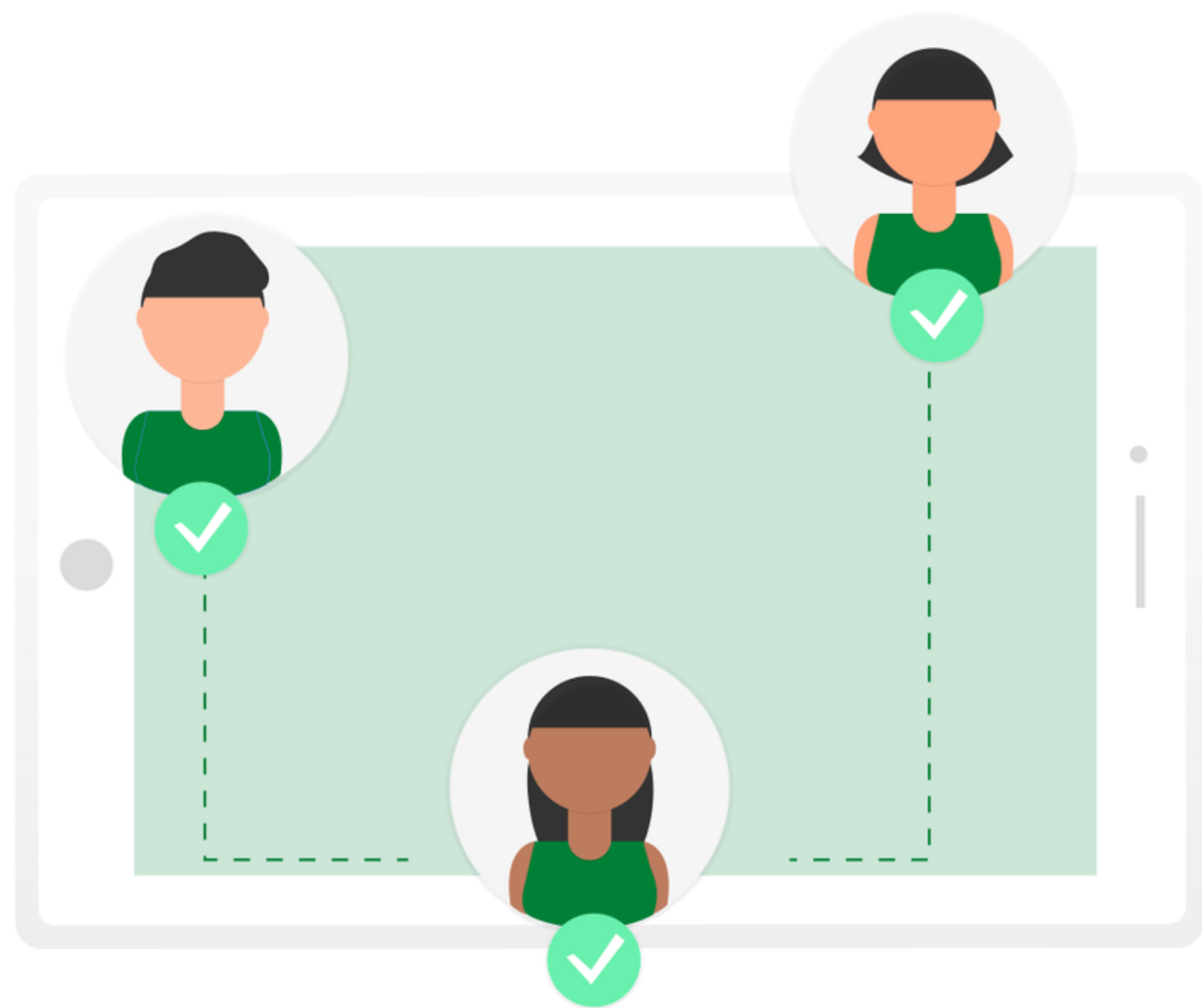
01

Providing contactless guest journey

02

**Keeping premises
clean and sanitized**





03

**Have a transparent
communication with
guests and staff**

04

Practice social distancing measures





05

**Keep a regular
check on staff's
and guests' health**

06

**Follow statutory
measures rolled out by
the government**





Among all this, providing
CONTACTLESS JOURNEY is going
to be the most challenging.

From making a booking to checking out: Contactless journey



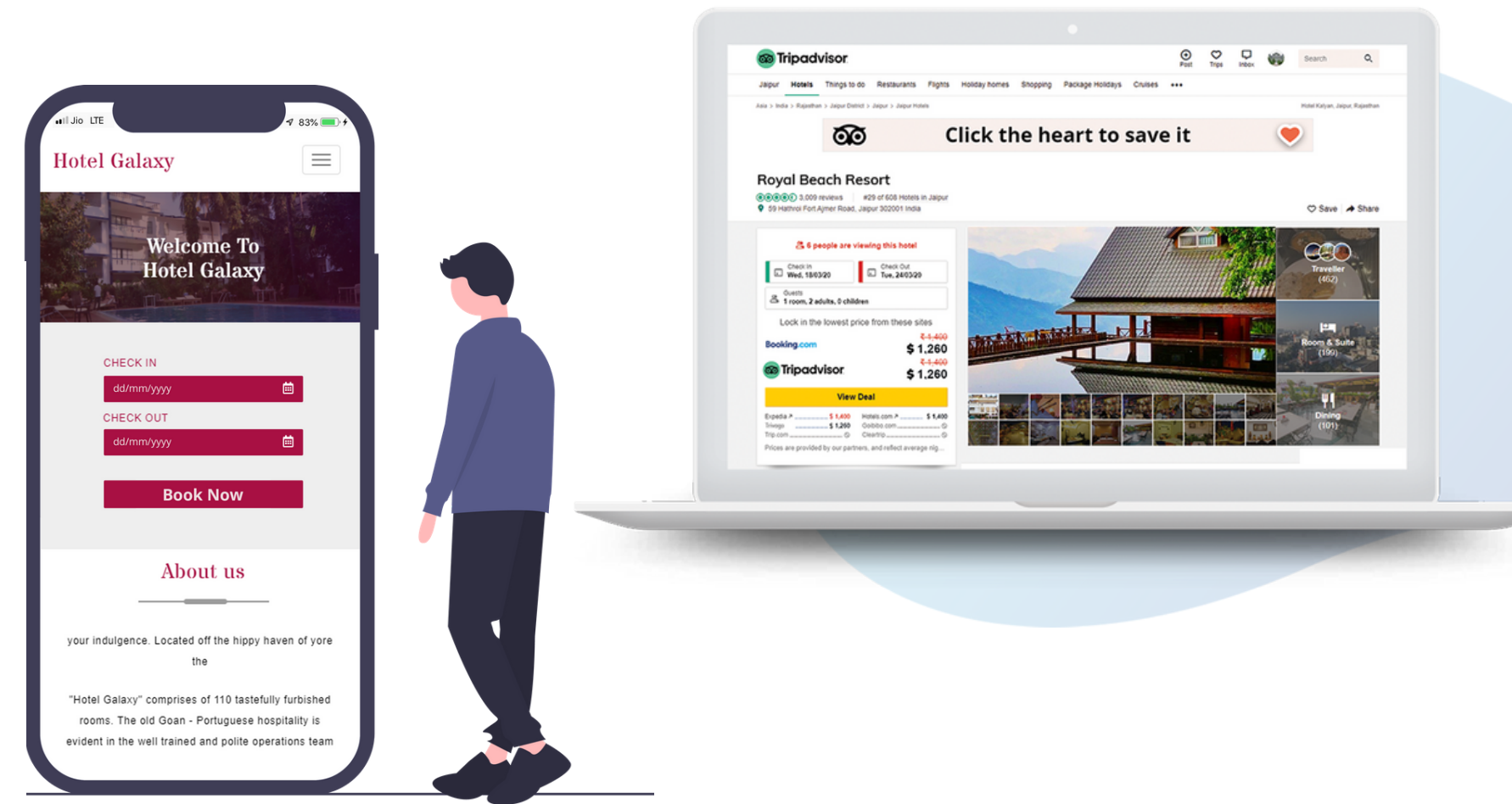
A laptop is shown in the background, displaying a hotel booking website. The website has a search bar at the top, a navigation menu, and a list of hotel options. The text 'Challenge:' is overlaid on the right side of the laptop screen. The background is a solid green color.

Challenge:

How would hotels **get bookings after this outbreak?**

Solution:

- Get listed on maximum OTAs.
- Integrate a booking engine with your website.
- Get connected with local travel agents.
- Avoid non-refundable, non-cancellable booking terms.



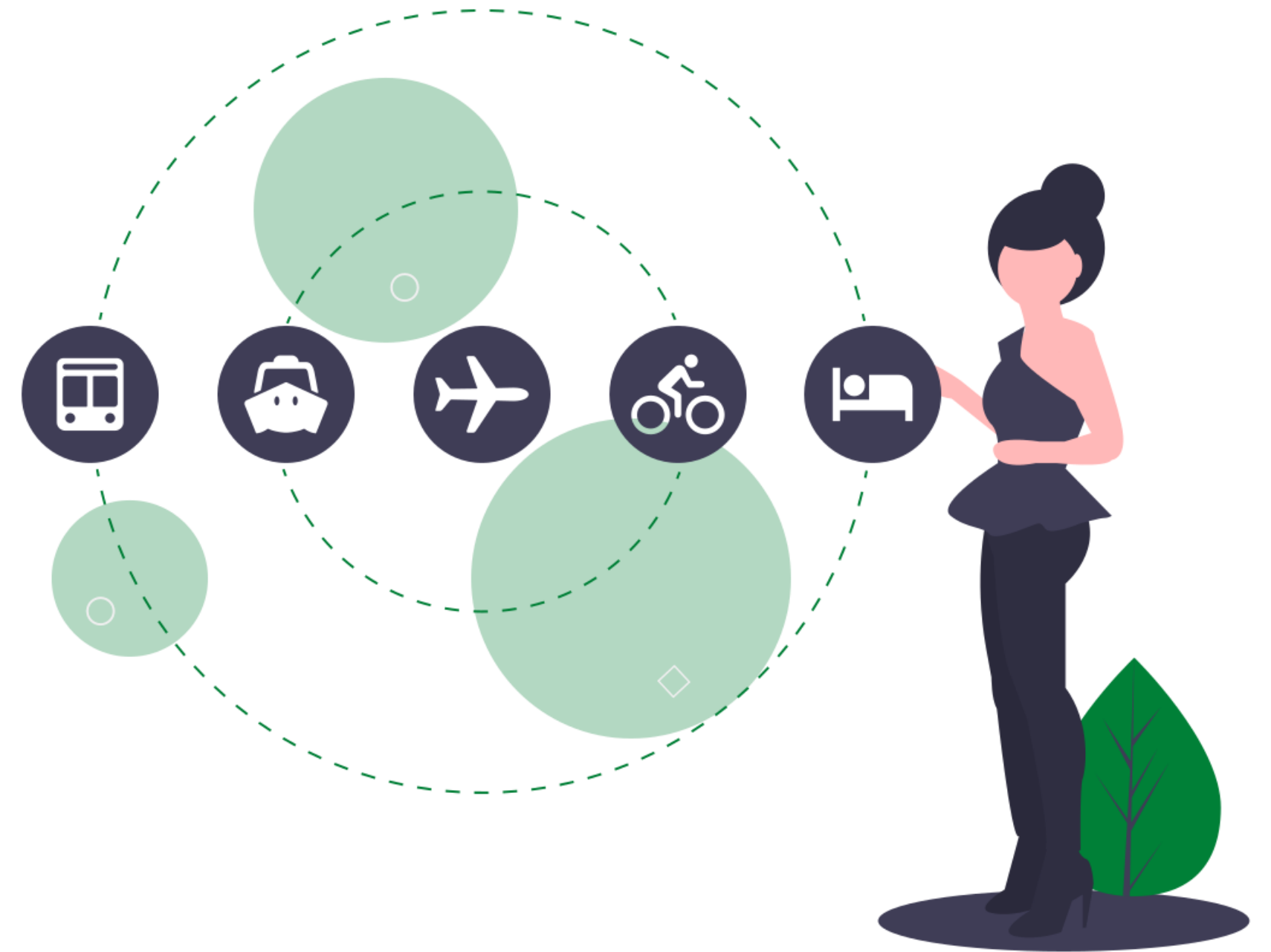


- Highlight your cleanliness and sanitization measures on
 - Your website
 - Social media handles
 - Marketing collaterals

A woman is sitting on a light-colored sofa in a modern living room. In front of her is a low wooden coffee table with several papers and a magazine on it. To the left, there is a potted plant. A large window in the background shows a view of a city street with buildings. The entire scene is overlaid with a semi-transparent green filter.

Properties would have to **start preparing** for guests before their arrival.

Collecting guest details from mobile guest portal

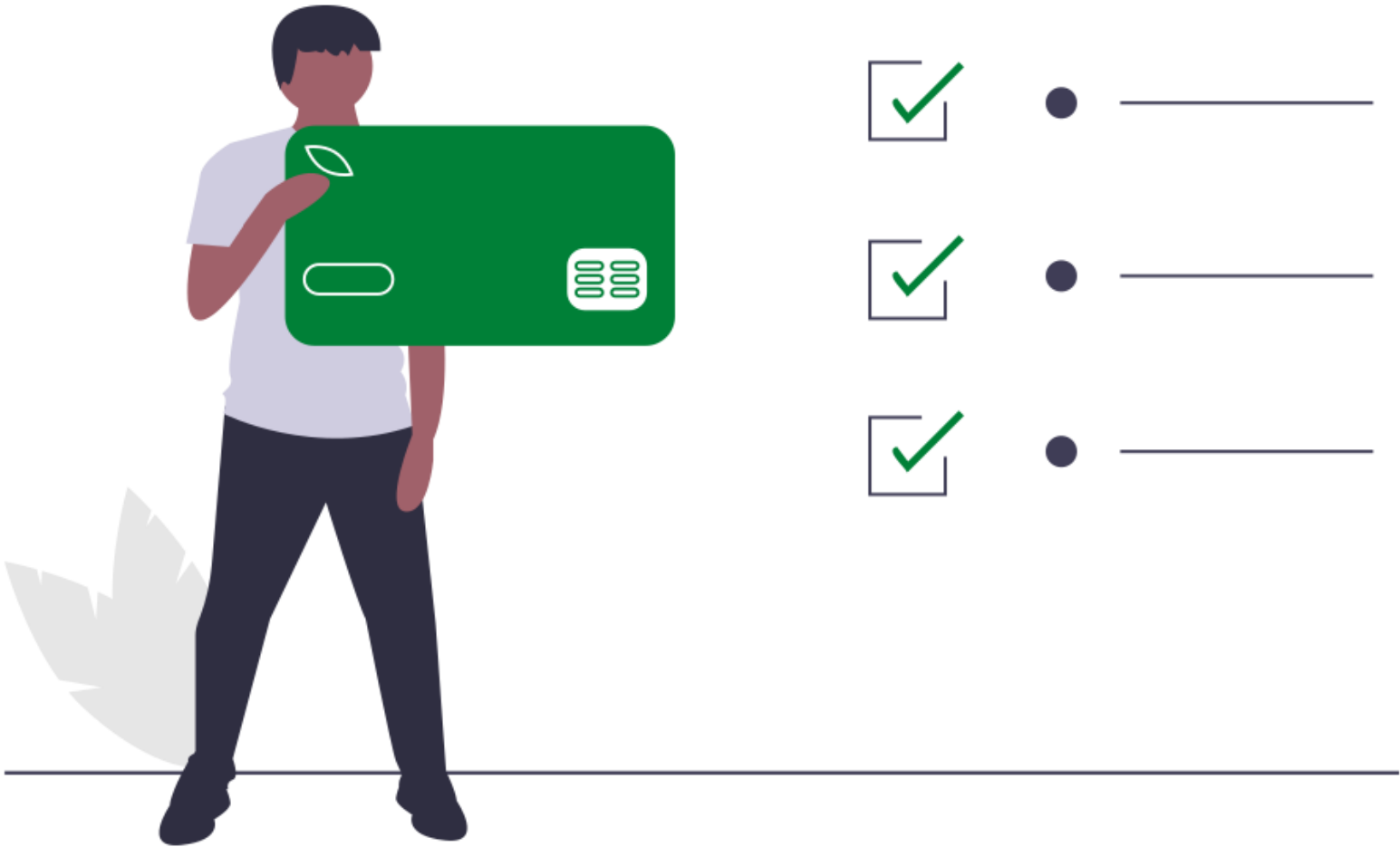




Have a guest portal. So that your guests can:

- Request for early check-in, pick-up facility and other amenities
- Upload ID proofs directly through portal

Provide online payment facility



Send pre-arrival emails:

- Suggest them an upgrade
- Send them necessary details like map, weather, current events, specialties, local destinations, and likewise





- Keep GR card ready with guest details
- Take signature on GR card through smartphones

How can hotels make guest arrivals contactless?



Have self-check-in kiosks





**Send room
allocation details
via emails or *SMS*
to speed-up
arrivals**

**Have digital keys
(Bluetooth enabled
key / Electronic key
cards)**

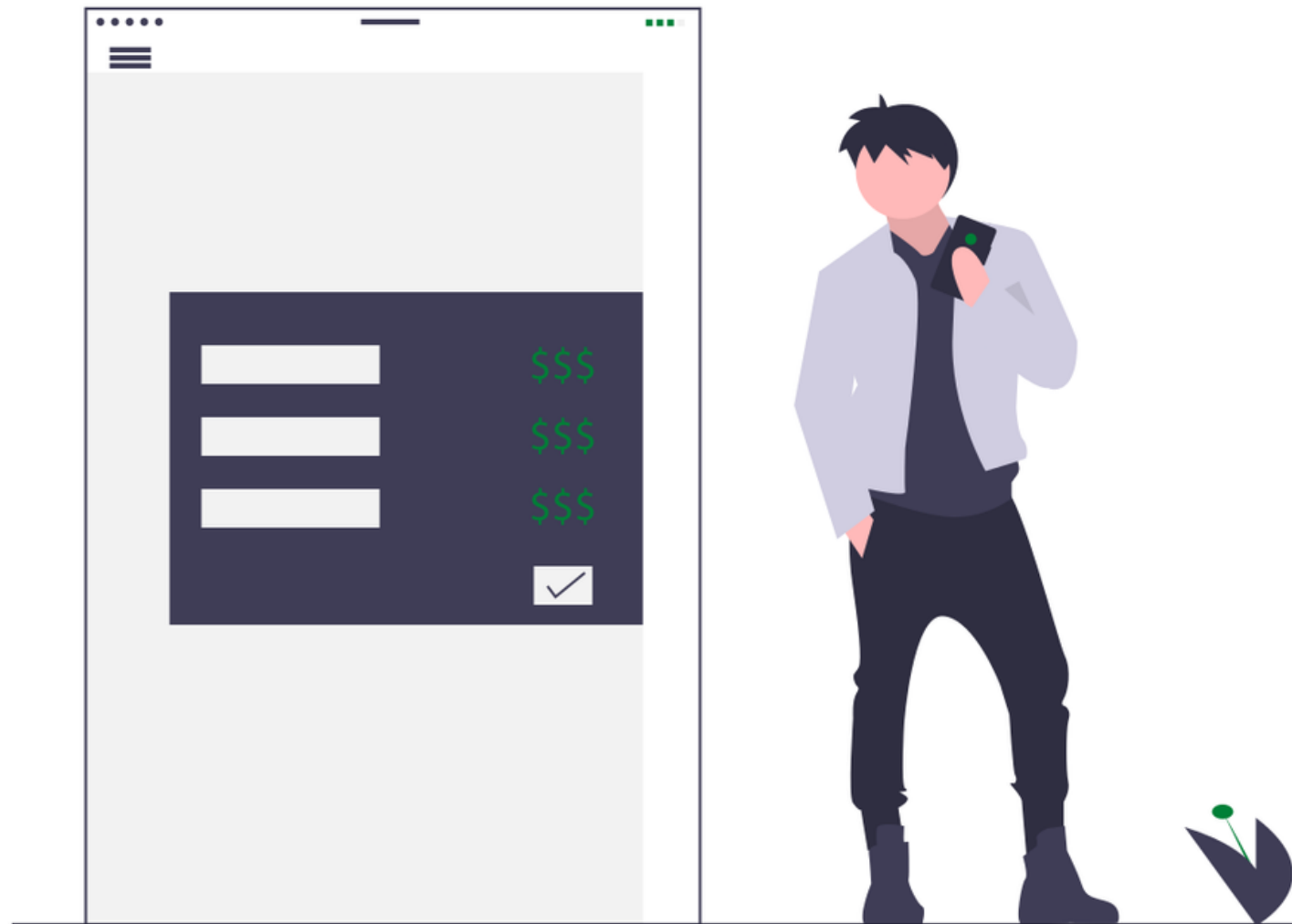




How can hotels make guest **stay**
contactless?

Let guests take these actions from the guest portal:

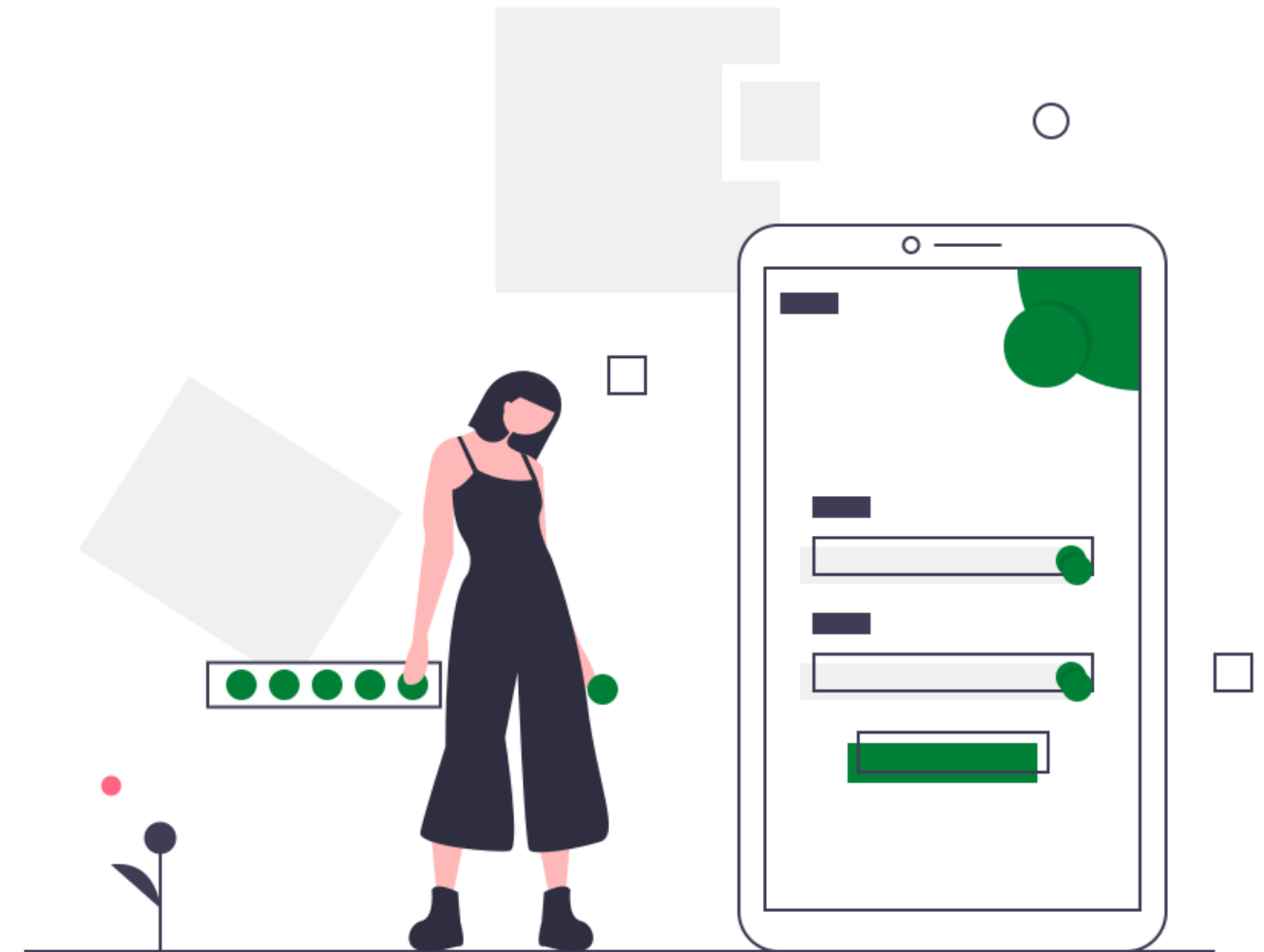
- Check bills
- Amend stay
- Request for services and extra amenities (housekeeping, laundry, room service, etc)



Provide staff with PMS mobile app to:

- Check reservations
- Respond to guests' queries
- Assign, track and manage housekeeping

While maintaining social distancing.

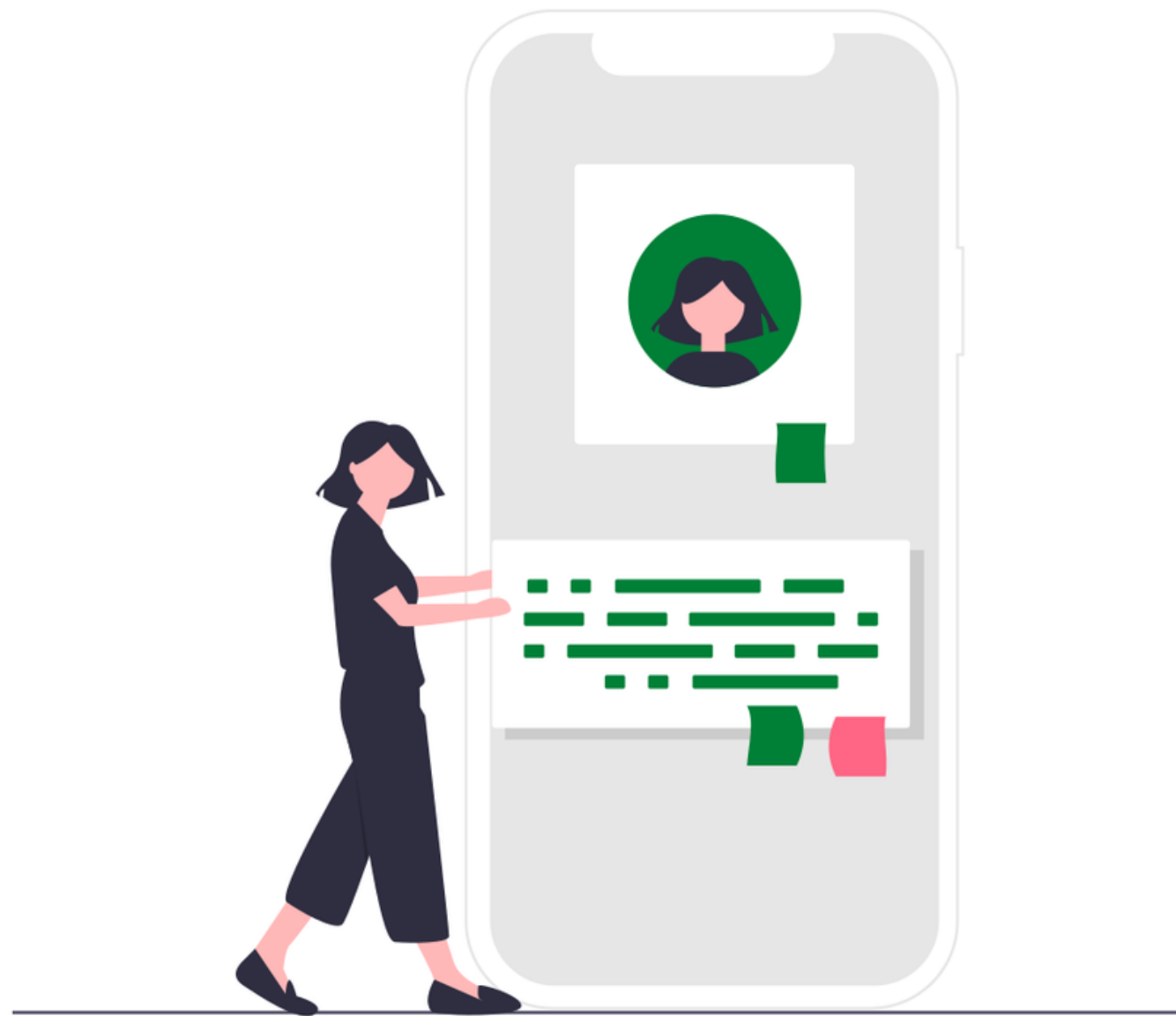




- Send updates on emails or the portal for services, offers, events at the property

The background is a blurred photograph of a hotel lobby. In the center, a male staff member in a dark uniform stands behind a reception desk, interacting with a guest. The desk has a sign that says "CHECK-IN". To the left, there are large windows and a sign that says "JANUARY". To the right, there is a large whiteboard with some diagrams or maps. The overall scene is dimly lit, with a green tint overlaid on the entire image.

**How can hotels make guest
departure contactless?**



- Provide self check-out service
- Let them request for drop-off and late check-out from the guest portal

- Send invoices on emails
- Let guests settle invoice through online payments

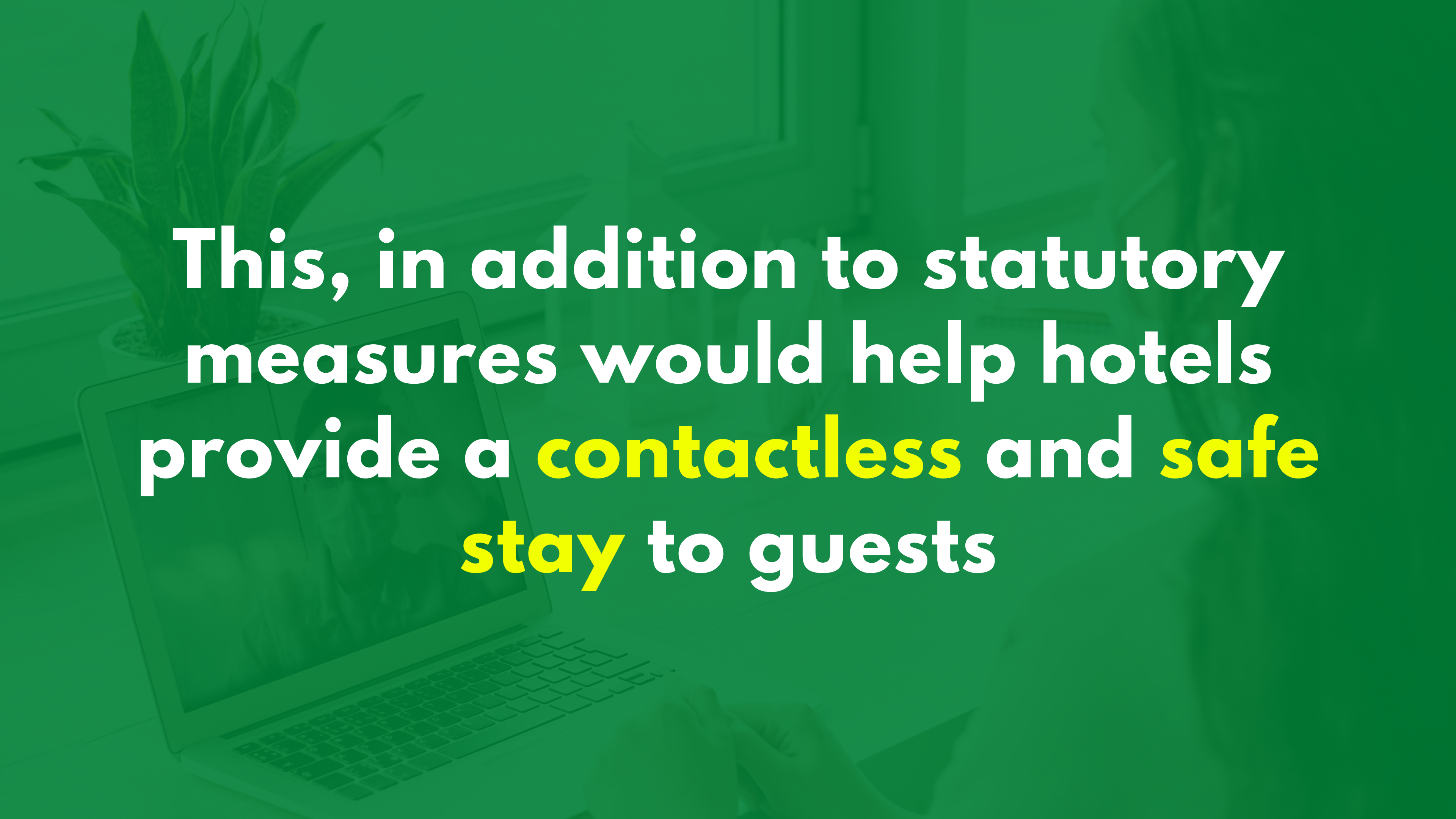




**After departure,
hotels can..**



- Send emails to collect reviews (feedback).
- Send promotional emails to stay in touch with your guests.

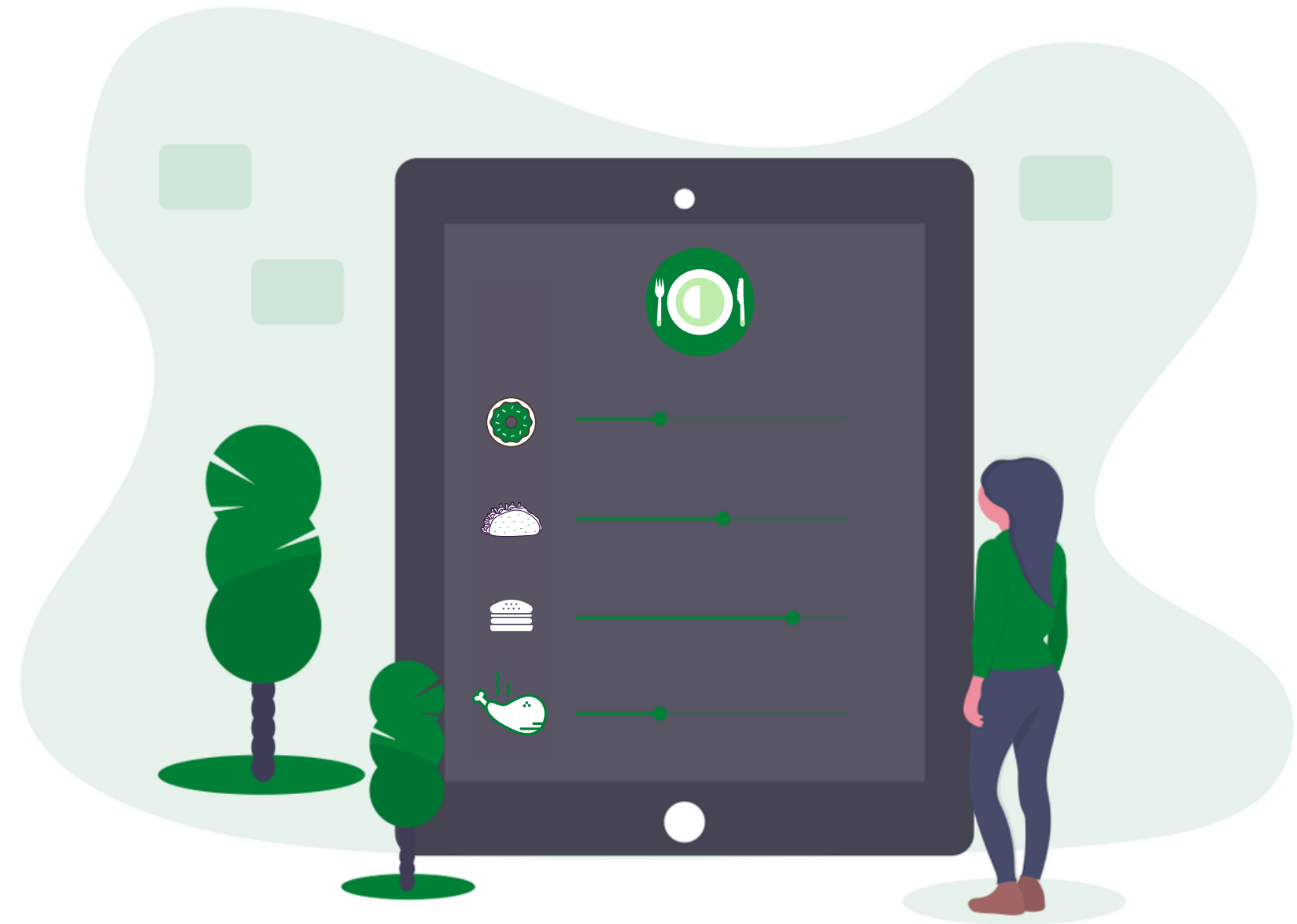


**This, in addition to statutory
measures would help hotels
provide a **contactless** and **safe**
stay to guests**



Even **restaurants** would have to
provide a minimal to **no contact**
service

- Discard paper-based traditional menus
- Provide tablet-based or QR code based menus





- Allow limited seatings on one table
- Keep a distance of at least 6 ft. between tables
- Do NOT allow mass gatherings in banquets

- Take orders via tablet-based systems (discarding pen & paper method)
- Install a KDS in your kitchen to have minimal interaction among staff
- Try using disposable plates, glasses, spoons





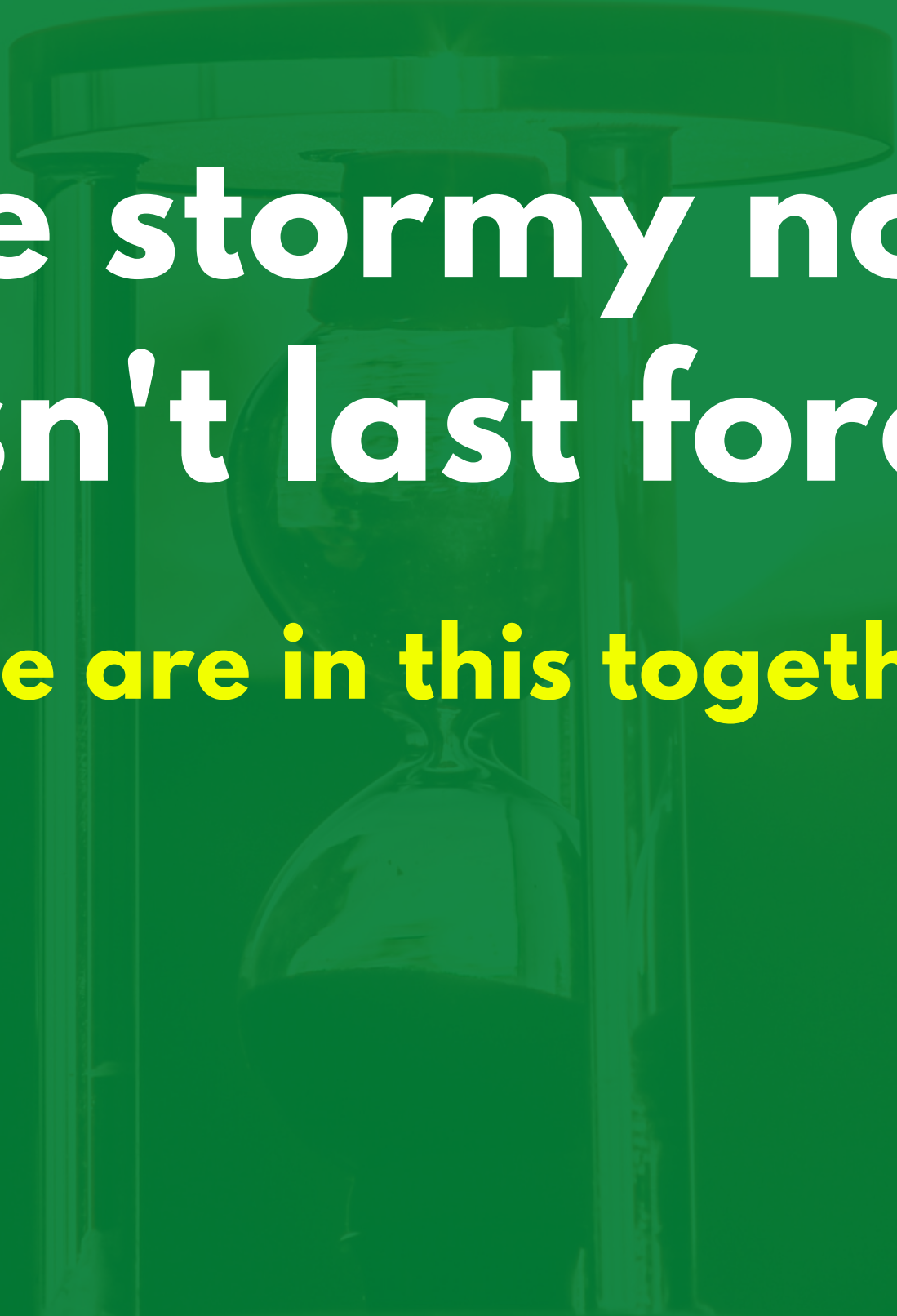
- Don't encourage long waiting queues outside your restaurant
- Manage waiting time optimally to ensure proper services



For India

Aarogya Setu App

- Have staff and guests download the AarogyaSetu app in their phones.
- Have your staff take the survey in AarogyaSetu app every day.
- Display the results on your website and social media every day.



**"It might be stormy now, but rain
doesn't last forever"**

We are in this together!

By



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.....

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