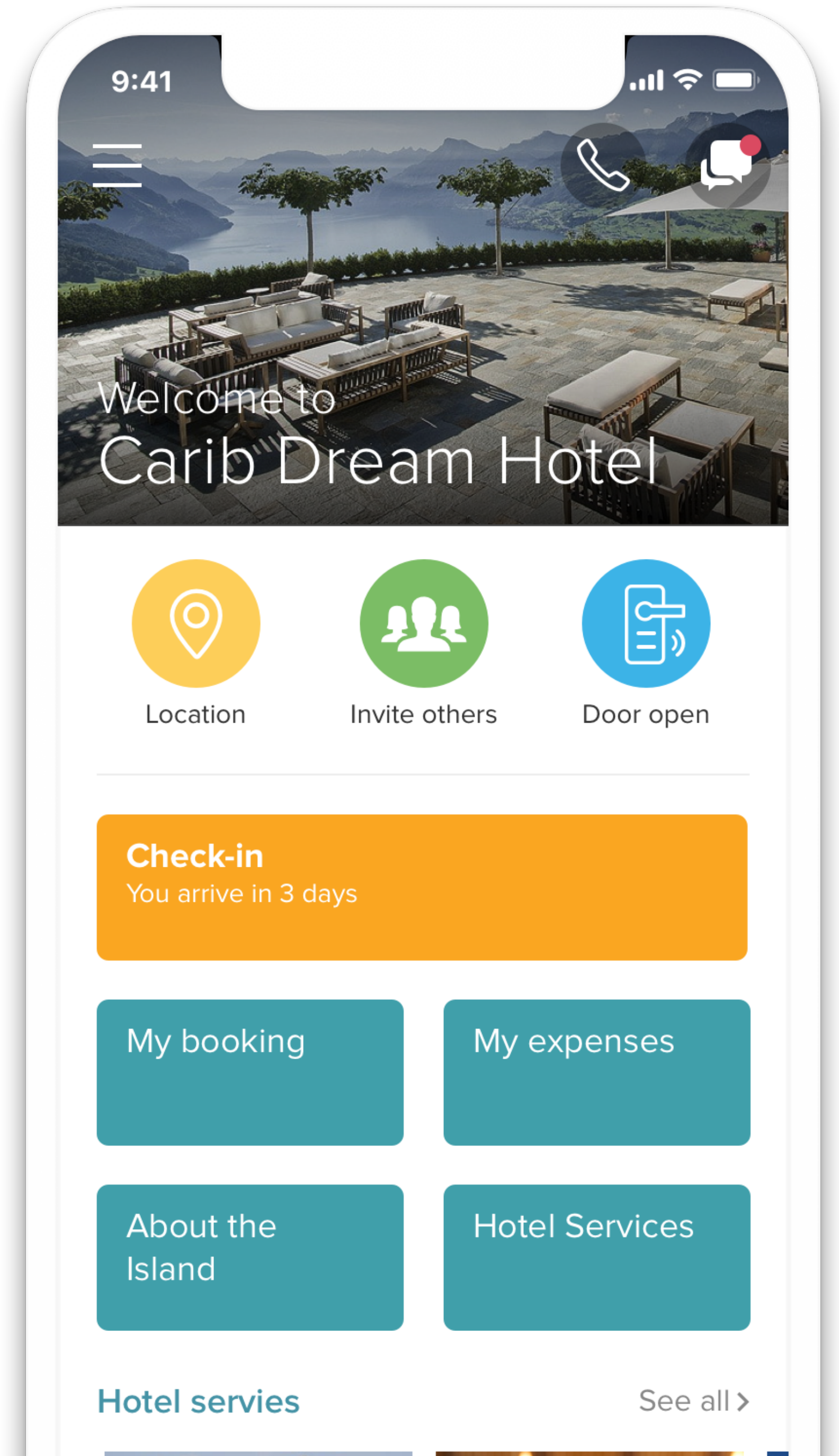


# Contactless Guest Experience in the age of mobile





**Guest Experience** is the interaction between the hotel and their **guest**. It's a blend of the hotel's communication, its physical space, the senses it might stimulate, the **emotions** it evokes; all of which are then measured against the **Guest expectations** across the memorable moments of contact.







- **Contactless** guest experience  
**eliminates** human contact completely or  
**reduce** it to a necessary minimum.



# Benefits of Contactless Guest Experience

Safety

Automated workflows

Reduced Stress

Personalisation

Analytics

???



# Safety

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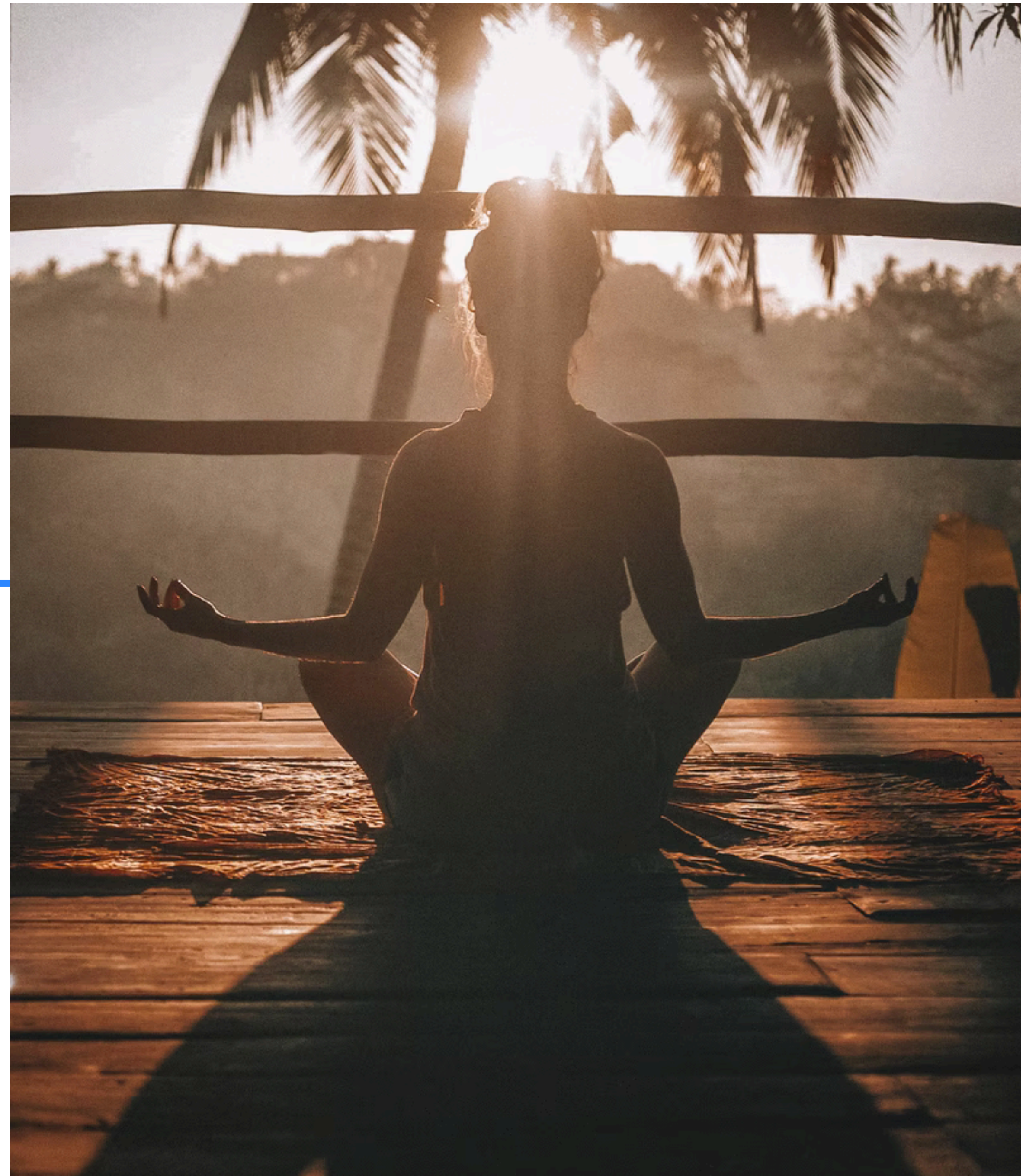
# Automated Workflows





# Reduced stress

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# Personalisation

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# Analytics





??????





# What our **guests** say?

#1

**“Millennials 70% more likely to book a hotel with tech amenities like keyless entry, mobile payments, Smart TVs”**

#2

**“74% would use a hotel app if their favourite hotel had one”**

#3

**“62% would be likely or very likely to check-in to a hotel via an app”**

**#1: pwc.com**

*Hospitality going Digital - 2019 Apr*

**#2, #3: businessinsider.com**

*New Research Identifies the Technology That Hotel Guests Really Want*



# Examples of Contactless Guest Experience

Check-in and Check-out

Keyless Room Entry

Digital Concierge

Instant Feedback

Service booking

Housekeeping integration

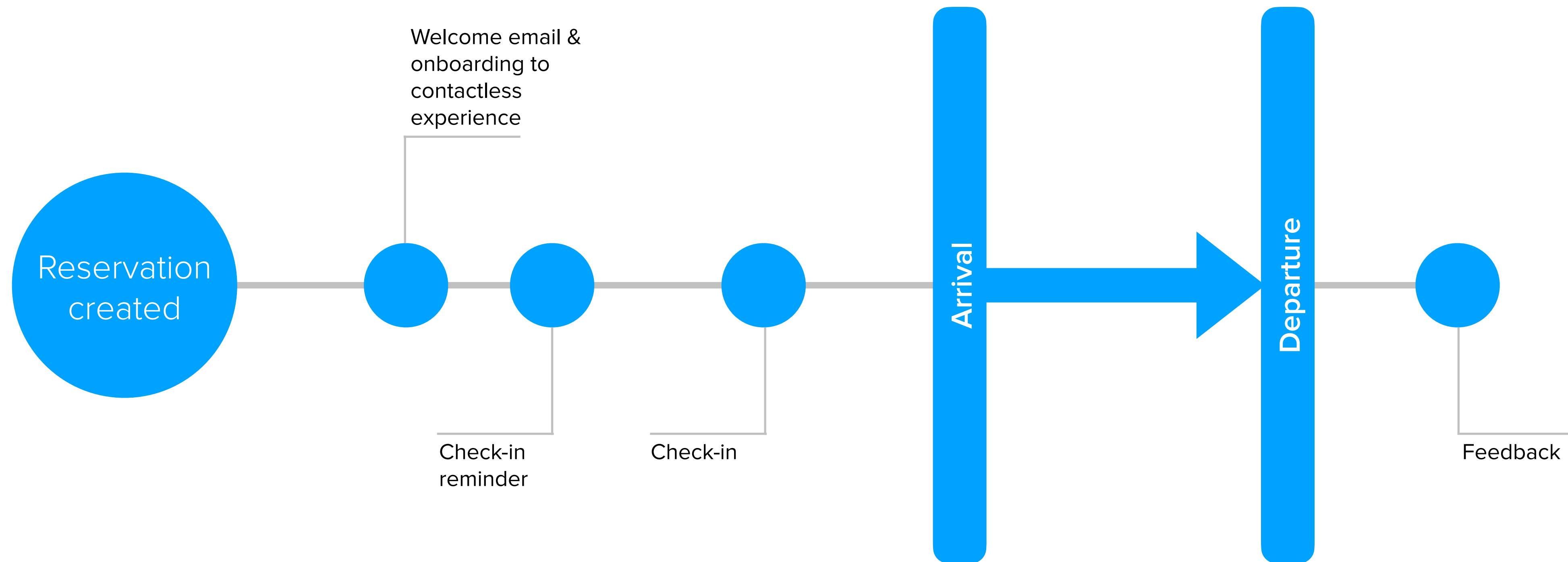
Contactless Payment

ID Scan & Validation

Chat



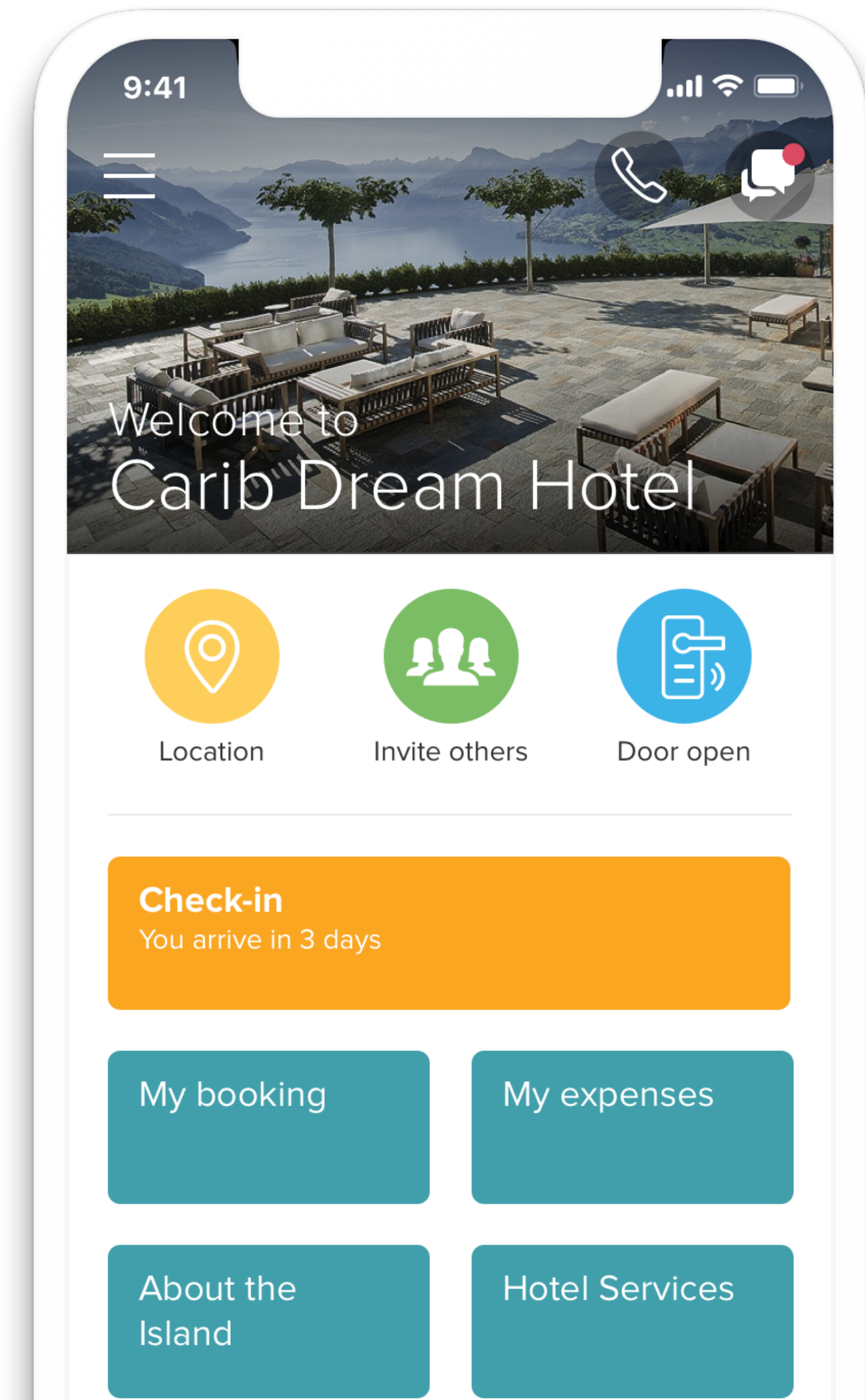
# Guest experience starts **even before arrival** and ends **after departure**





# Why choose **GuestAdvisor** from SabeeApp?

- Seamless **integration** to SabeeApp PMS
- Available in **multiple languages**
- **Kiosk** and **Mobile** applications
- **100% paperless** administration
- **GDPR compliant**





# Highlights of GuestAdvisor functionality

Automated Check-in  
and Check-out

Keyless Room Entry

Concierge  
recommendations

Reservations and account  
overview

Instant feedback

Cross-sell  
additional services

Offline mode

Housekeeping  
integration



Thank you  
for your attention!

