

Hotel Check-in Efficiency

A hotel based in Riyadh has noticed guests unsatisfied with their experience related to the check-in log since it is a season when this specific hotel gets crowded. Therefore, the hotel management conducted a survey to understand the reasons for the dissatisfaction. The outcome of the survey had multiple reasons, with the lengthy check-in process as the main cause. The hotel has reached out to you to analyze the check-in process and identify opportunities for meeting the check-in duration target by improving efficiency and enhancing guests' experience. The hotel has 3 check-in receptionists for 15 rooms who currently take longer than the desired ideal check-in time of 15 minutes, which takes place from 1:00 PM – 2:00 PM.

This study aims to investigate the underlying causes for the disparity in check-in times and propose strategies to streamline the process, reduce wait times, and enhance overall customer satisfaction.

The hotel does not have the time and experience to focus on improving this branch, and they want your group to work within 4 hours to come up with a proposal to do the following:

- 1- Clear problem definition & key issues.
- 2- Suggest a list of initiatives (solutions) with prioritization of the solutions.
- 3- Key enablers that will support implementation.
- 4- High-level implementation plan for 6 months to implement the initiatives.

Leveraging as possible the available information and trying to build a rationale for each solution (if there are any data assumptions needed, please make them clear with rationale in your presentation).

As you will be needing some data, the hotel has provided some data that might help you during your analysis. So kindly find below the relevant data, as this is all the data available from the hotel.

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Samples for actual timing to serve guests: minutes/employee.

Rooms Check-in						
# Guest	Employee	Time to Check in	Date	Day	Guest Nationality	Purpose of visit
1	Abdullah	27	12/5/2023	Sunday	Saudi	Business
2	Amal	21	12/5/2023	Sunday	Foreign	Vacation
3	Hosam	14	12/5/2023	Sunday	Saudi	Vacation
4	Hosam	14	12/5/2023	Sunday	Foreign	Vacation
5	Hosam	15	12/5/2023	Sunday	Foreign	Business
6	Abdullah	27	12/5/2023	Sunday	Foreign	Business
7	Amal	20	12/5/2023	Sunday	Saudi	Business
8	Hosam	15	12/5/2023	Sunday	Saudi	Vacation
9	Amal	19	12/5/2023	Sunday	Saudi	Vacation
10	Amal	19	12/5/2023	Sunday	Saudi	Business
11	Hosam	14	12/5/2023	Sunday	Foreign	Vacation
12	Abdullah	27	12/5/2023	Sunday	Foreign	Vacation
13	Hosam	15	12/5/2023	Sunday	Saudi	Business
14	Amal	20	12/5/2023	Sunday	Saudi	Vacation
15	Abdullah	27	12/5/2023	Sunday	Foreign	Business
16	Abdullah	24	12/6/2023	Monday	Saudi	Vacation
17	Amal	20	12/6/2023	Monday	Saudi	Business
18	Hosam	14	12/6/2023	Monday	Foreign	Business
19	Hosam	15	12/6/2023	Monday	Foreign	Vacation
20	Hosam	14	12/6/2023	Monday	Saudi	Vacation
21	Abdullah	24	12/6/2023	Monday	Saudi	Vacation
22	Amal	19	12/6/2023	Monday	Saudi	Vacation
23	Hosam	15	12/6/2023	Monday	Foreign	Business
24	Amal	21	12/6/2023	Monday	Saudi	Business
25	Amal	21	12/6/2023	Monday	Saudi	Business
26	Hosam	14	12/6/2023	Monday	Saudi	Vacation
27	Abdullah	27	12/6/2023	Monday	Foreign	Vacation
28	Amal	22	12/6/2023	Monday	Foreign	Vacation
29	Amal	23	12/6/2023	Monday	Foreign	Business
30	Amal	21	12/6/2023	Monday	Foreign	Vacation

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Ideal Guest/Service Check-in Time

One customer check-in = 1 Guest/15 min

Employees Training Database

employee	Training			Language		Years of Experience
	Module 1	Module 2	Module 3	Arabic	English	
Abduallah	Yes	No	No	Native	Beginner	3
Amal	Yes	Yes	No	Native	Intermediate	2
Hosam	Yes	Yes	Yes	Native	Fluent	2

Main considerations:

1. Be well prepared and reflect a professional appearance.
2. Show a structured thought process.
3. Maintain confidence and control.
4. Be able to communicate your thoughts clearly.
5. Client-facing communication. Heavier focus is put here on that. Make sure you are ready to defend challenge/manage client emotions and behaviors in the interview.
6. The panel interviewers will act as a client throughout your presentation.
7. Try to make it a short presentation (top-down communication), we recommend the presentation not to exceed 10 slides, and any additional slides can be added to the appendixes.
8. Presentation language can be in English or Arabic.

The approach to the solution is more important than the final solution.

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