

Scenario: Value added service (VAS)

A foreign customer wants to order a train ticket but he/she doesn't know how to buy.

What to do in general?

Go to the reception and ask for help.

What if the customer isn't in the hotel? (make a call)

What if the customer cannot speak the local language? (send a text message?)

Pay for the service.

Does this can benefit the hotel directly?

(Most hotel do this service for free, except the payment for tickets.)

Are the receptionists willing to do this?

(If they cannot earn more money by doing this, the answer probably is NO.)

More requirements.

What if the requirements are different? (wash clothes, midnight snacks, taxi?)

What if there are many requests? (Who and how to track them?)

What to do with Hotel Sky?

Create a order on computer or cellphone.

No matter where the customer is, make things easier.

It doesn't matter that customers don't know the language.(can be translated.)

Benefits from the service.

The hotel charges little fee, which is automatically recorded in the bill.

(various service provided and the fee is little percentage.)

Staffs are willing to do this since the work will be traced and get more salary.

Further benefits.

The hotel can improve their service and attract customers.

Every work can be traced to improve working efficiency.

Design and implement

