



Using Technology to Bear THE WEIGHT OF OPERATIONS IN HOTELS WITH LOW STAFF IN THE POST-COVID SEASON



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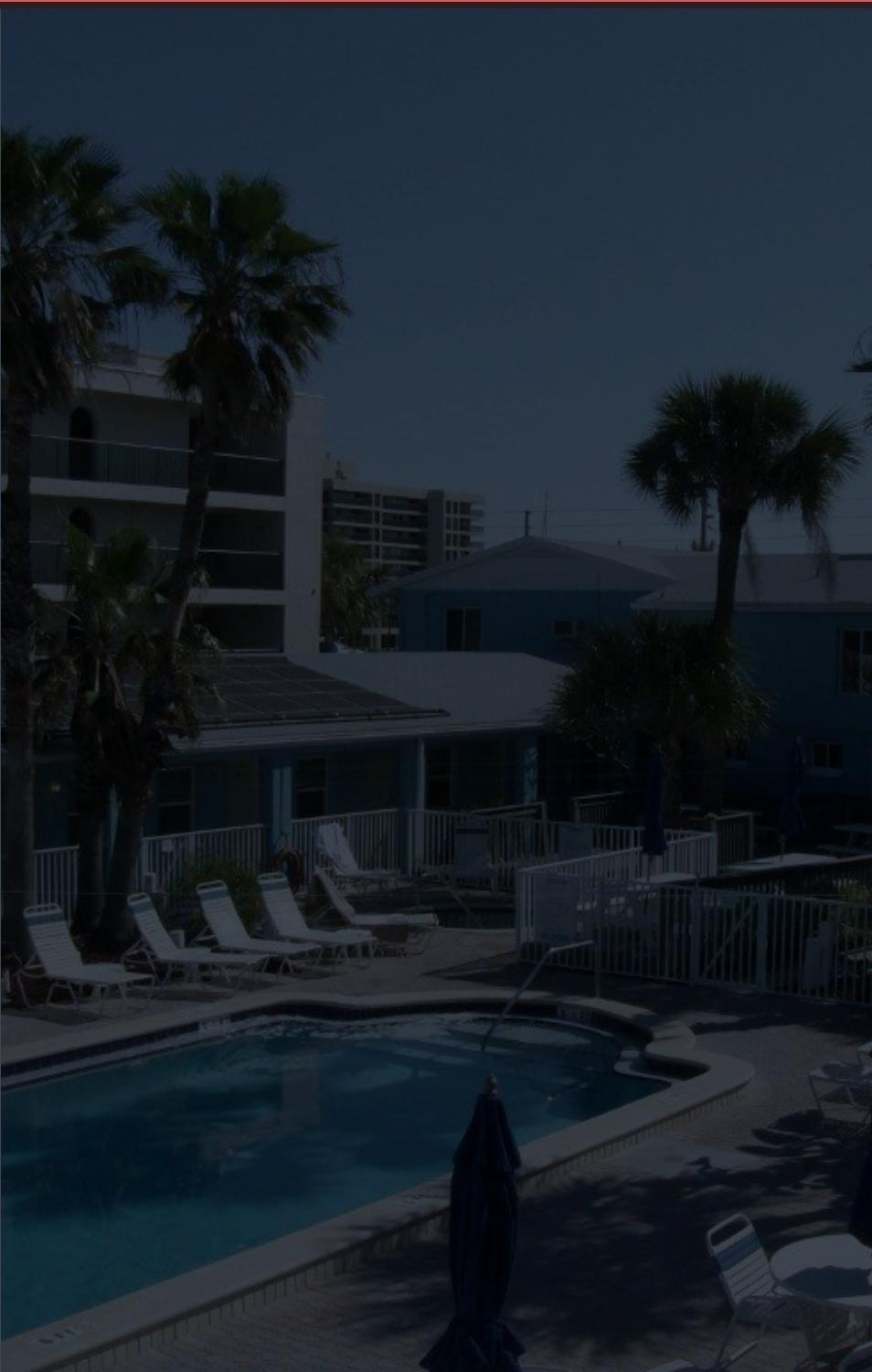


THE RISING NEED TO WEAVE TECHNOLOGY INTO HOTEL OPERATIONS

The accommodation business is established in a high-contact, visitor driven experience given by a mindful staff. While this sort of administration may never be substituted, the resulting requirement for low-contact arrangements and self-service experience at the moment is undeniable. The current limitations set up because of the COVID-19 circumstances are hitting eateries particularly hard, with an increasing number of hotels compelled to keep their cafés or bars unfilled. Covid-19 is going to change customer inclinations and truly open up new open doors for innovation in the hospitality industry. Contactless interactions will be the new benchmark.

A fundamental piece of that innovative plan is to guarantee your small staff that your organization is protected and that you are doing all you can to limit their danger to disease exposure. How your team communicates with visitors and their attention to client support is possibly going to turn out to be very significant in the coming years.

With a small safe staff, your next objective is your valuable clients. Visitor certainty will be vital as you spread the news about the entirety of the things you are going to actualize to protect them and to streamline safe hotel operations. That certainty will develop with compelling messages, yet that message should be supported by genuine and steady progress for a long time. Hotels will be expected to adjust their standard working methods and adequate preparation of their staff.



First and foremost the customer service is awesome. they are all so nice and very helpful. they strive hard to answer the questions in a timely manner. sometimes there is a whole team working on my issue so its done faster. The program itself is simple and really easy to understand (once you have done it a couple times). It has saved me loads of time as i am able to load items all at once instead of one at a time. Its very fast and syncs within seconds for real time availability.

The emails sent by the channel manager are spot on and very quickly sent from actual booking time to email transmission. this helps in keeping my real time availability up to date. I manage/maintain 8 properties on this channel manager and its a breeze. Admin is a piece of cake as well, i also love that you can add as many users as you want, customize their capabilities and send notifications to as many emails as you want as well. All in all the program is wonderful and so affordable. Its perfect for a big corporation or the smallest of properties. A++ in my book.

**TRISH L.**

Reservation Manager

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THE MOST IDEAL CONTACTLESS HOTEL OPERATIONS FOR HOTELS WITH LOW STAFF



1. CONTACTLESS HOTEL CHECK-IN & CHECK-OUT

During their hotel stay, customers can use the contactless app to manage bills and look at the charges posted in room accounts so that they can make a digital payment from within the application themselves without downloading the app. During their stay, the app will manage their vacation and provide all essential information like billing, deposits, and other charges. The system will ensure customer makes online payment before checkout and alert both guest and users, these will help hotels cut down on staff.

A self-service website allows your clients to correct their staying times and even cancel their bookings. This option lets your visitors keep up social distance and complete their registration from home or while in transit to your hotel, thus lessening their holding up time at the check-in zones.

It also notifies your desk staff about these alterations, helping you to take prompt actions. Empowering visitors to control their stays from their cell phones will turn into the new hotel industry standard.

2. CONTACTLESS ORDER AND PAY

This feature gives administrators a sheltered, and contactless alternative for physical encounters while providing customer service, overseeing work expenses, and guarding their staff. Contactless Order and Pay intend to ease customers' fear of having a meal outdoors, putting the authority of meal requests and payment in the client's pockets.

This "bring-your-own-phone" approach assists administrators with disposing of the use of physical menus and the handling of charge cards and money. Contactless order and pay services provide a digital solution to see the menu, request and take care of the bill.



3. FOOD DELIVERY SYSTEMS

As increasingly more places to eat around the nation are being advised to reduce their clients' interactions, numerous eateries will work exclusively to fulfill takeout desires. Food isn't probably going to be a wellspring of the disease since the foodservice industry plays it safe to evade contamination. Still, the drop-off choice can help decrease the danger of contamination from persons interacting. Hotels are presently offering clients a "Leave at my doorway" alternative so clients can constrain contact if they're under isolation. Apart from this, they're also teaching personal safety rules that incorporate giving compensation to sick staff, to urge them to isolate if essential.

4. MOBILE KEYS

New hotel clients can utilize their cell phone as a room key, giving them more command over their stay and enabling them to practice social distancing. Using Radio Frequency Identification (RFID) innovation, the phone is just positioned near the lock as opposed to inserting a card or swiping at the door. Mobile access also improves productivity since workers don't need to replace a lost room key since it is on the visitor's phone.

5. ROBOT WAITERS

Food administration is another territory where the utilization of robots will probably grow due to health concerns. Large and small hotels are all learning how they use robots to expand social distancing and decrease the number of staff that need to come to work.



6. CONTACTLESS VALET ARRANGEMENTS

Valet is the most fundamental piece of any luxurious or a lesser rated hotel to facilitate the visitors' stay. Most of them have overhauled their whole procedure by smoothing them out to give the best protection to their visitors. Visitor vehicles can be automatically sanitized.

7. VIRTUAL TOURS

You can use virtual experiences to flaunt your hotel and your offices. Visitors will recognize what's in store and will be bound to book with certainty dependent on that information.

Virtual visits will permit you to distinguish your services at an economic time when reservations are more critical than they have ever been. Virtual tours work best if your premises can be flaunted well, with decent space, ambient light, well-designed offices, and so forth. These tours can be a helpful strategy for all types of hotels, whether classy or budget hotels, since your visitors will be keen on observing what a perfect and clean place you have.



8. CONTACT TRACING OF VISITORS AND STAFF

Lodgings are probably going to perform body temperature screenings and keep an eye on its staff and visitors dependent on their introduction to the infection and travel history. Use QR Code contactless check-in, where the user can look at the hotel's health declaration to guide their whole stay. Apart from that, you can have QR codes for proper health declaration.

Based on QR, housekeeping can do tracing by pointing out which staff is allocated to which room. Housekeeping can have sanitation checklists to ensure all safety guidelines are followed for guest safety, the system can help close rooms for a few hours to ensure the room gets adequate ventilation. Therefore, room allocation is done depending on sanitation timings. Hotel heads can follow their visitors and staff with an excellent computer dashboard to monitor healthy versus sick staff and visitors.

The hotel can encourage visitors to self-isolate at their rooms or prescribe them to the nearest test center or isolation place.

What's more, having QR Codes or NFC labels can enable visitors to see when the spot was last cleaned and be straightforward with their health and cleanliness procedures. Hotels can even connect the QR Code to a video that shows visitors how the hotel is sterilized.

Conclusion

CONCLUSION

The hospitality industry can't overlook the job of innovation and mechanization for long. It needs to robotize its procedures to lessen operation costs for the sake of survival in an already crashing economy. With the vast majority of the front-end administrations going contactless, cafés and hotels would not require such huge numbers of clients confronting the staff physically. Now, like never before, there's a need for the hotel industry to use technology that will meet the many clientele needs and adjust to a modified global marketplace. Helping hotel administrators coordinate newer service arrangements is essential to quicken development and hotel operations.



I am able to attract and improve revenues because of complete automation and integrated e-distribution. The system is able to create accurate forecasts which result in us being able to better manage guest expectations. I strongly recommend mycloud to hotels that work across different platforms and multiple locations

MOSES BARNABAS GENERAL MANAGER | XVA ART HOTEL





ABOUT MYCLOUD HOSPITALITY

mycloud was developed by Prologic First, an independent, private company with over a decade and a half's experience delivering end to end technology solutions to the hospitality industry across the UK, Asia, Africa and the Middle East. One of the biggest barriers to adoption and usage that legacy systems face is the license and implementation cost which can run into thousands of pounds and is a big deterrent for hotels in adopting new technology. Looking at the current trend in technology in the hospitality sector, cloud computing is considered to be the biggest disruptive technology and changer. We provide you with an easy to learn, state of the art integrated solution for your hotel management needs as well as providing an online presence at a much lower cost. In fact, mycloud may very well be at a lower cost than the cost of maintaining your legacy systems when you also take into account the loss of revenue due to errors and inefficiencies to which legacy systems are prone.

mycloud Hospitality provides cutting-edge integrated solutions for all aspects of hotel management, including revenue management solutions. Our services are reliable as well as cost-friendly.

Contact us today to find out how to boost your hotel business through cloud technology solutions!

Schedule a Hotel PMS Demo

(Our online demo takes about 30-60 minutes and you would need a desktop or laptop with microphone, speakers and Internet connectivity. Time shown here is in EST (Eastern Standard Time, -5:00 GMT)