

Guesthouse Ten-roku

ten-roku guide v1.0

client design review



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Osaka, Japan

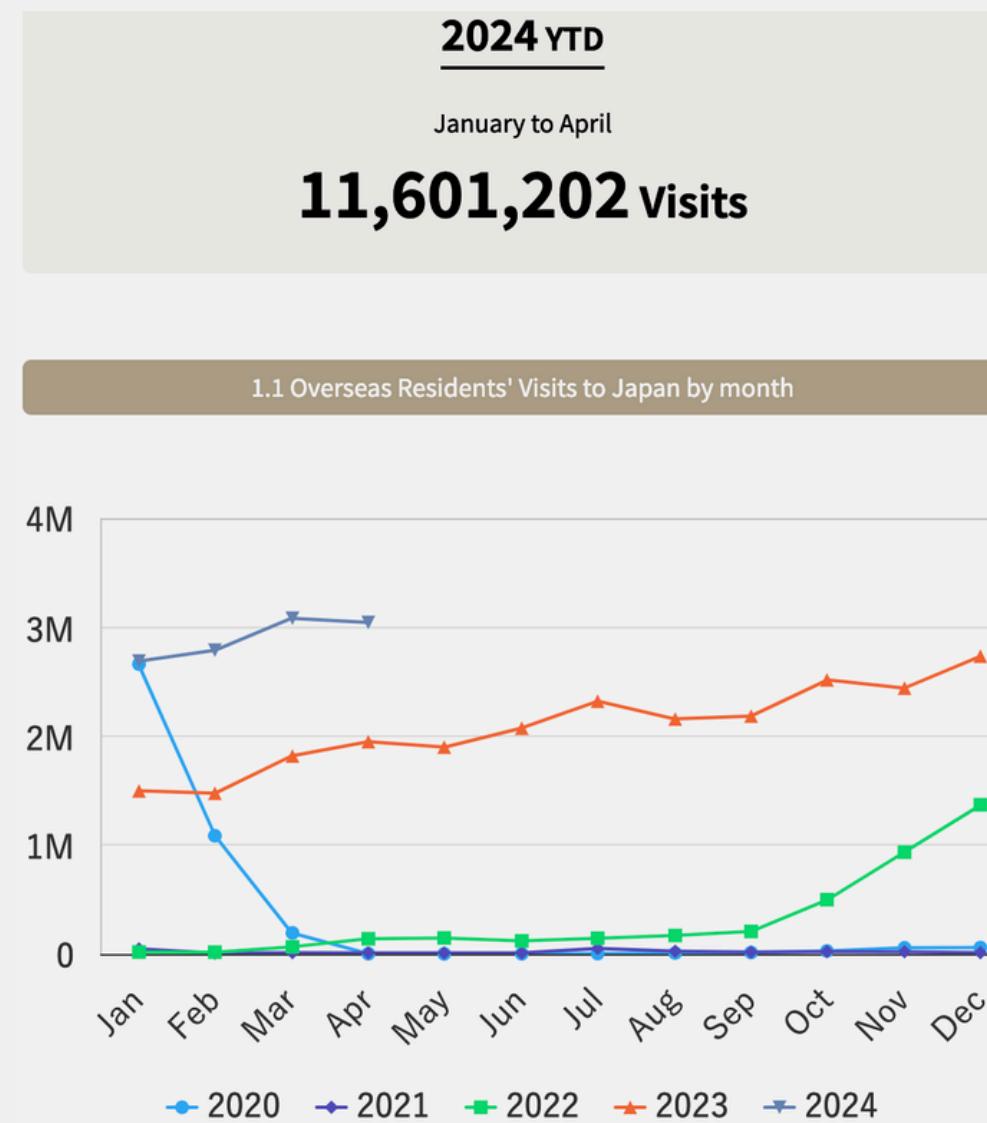
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context

Amidst a surging tourism scene in Japan, Ten-roku recently opened its second building, continuing its 9-year mission of providing a safe and cozy lodging space for female solo travelers and families at the heart of bustling Osaka.



source: tourism.jp & gh-ten6.com



challenges



Operations time & cost

Right now, it takes staff an average of 30 minutes to orient a new guest, which includes introducing facilities and rules in the traditional Japanese-style building and answering questions on nearby transit and recommendations for food and sightseeing.

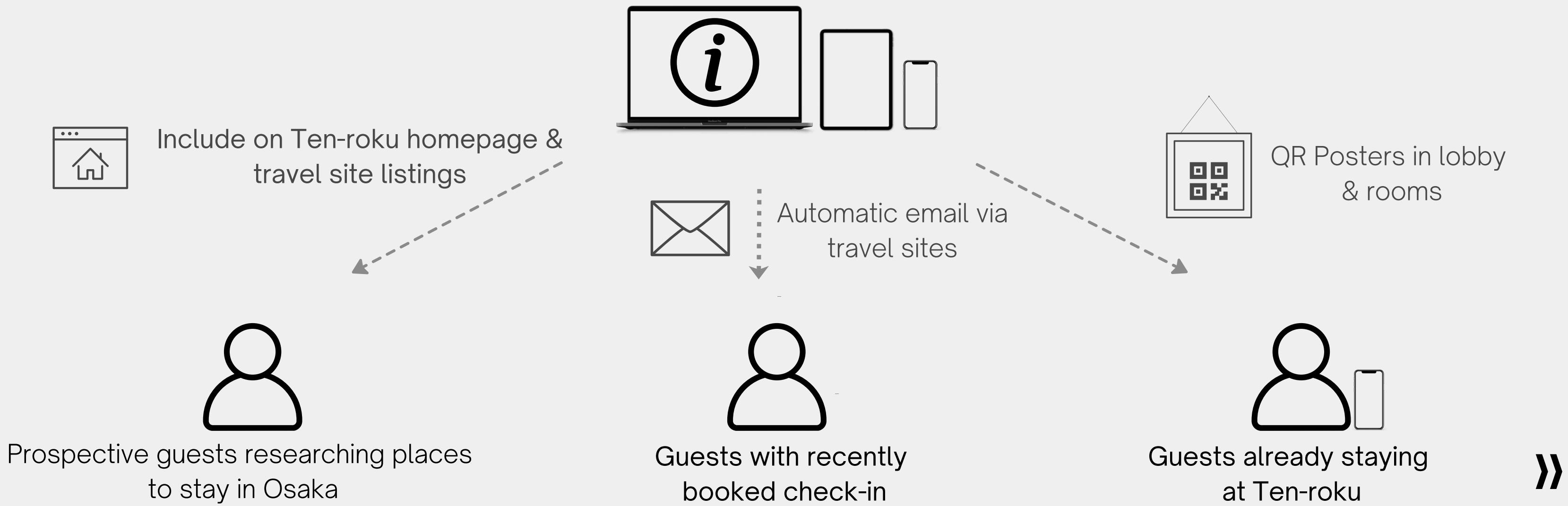
While the business deeply values face-time with guests, staff often have to accommodate guests arriving outside check-in time—late at night or during cleaning. Guests sometimes have questions when staff is attending to another building and unavailable to immediately assist them.

Cost, language barrier, demand for flexibility, and a general labor shortage in Japan have made hiring additional staff challenging.



proposed solution

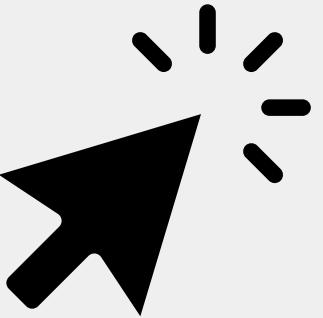
An **interactive digital house guide** accessible via direct link and QR-code, providing prospective and new-arriving guests on-demand information to enjoy a smooth stay.



Guesthouse Ten-roku

demo (PC)

Click to access a preview
version of the guide.



»

Guesthouse Ten-roku

demo (mobile)

Use a phone camera to scan the QR code
and experience the guide on mobile.



Mockup of physical QR poster.

»

estimated impact

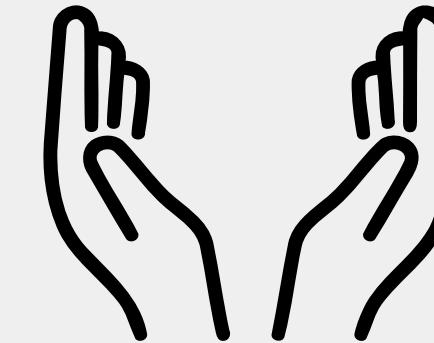
700+
hours

freed per year*



2,800,000+¥

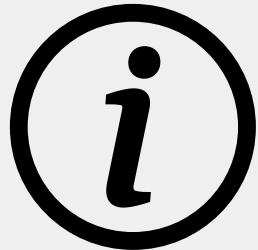
hiring cost saved per year*



2 hrs/day * 350 days

2000 ¥/hr * 4 hrs * 350 days

note



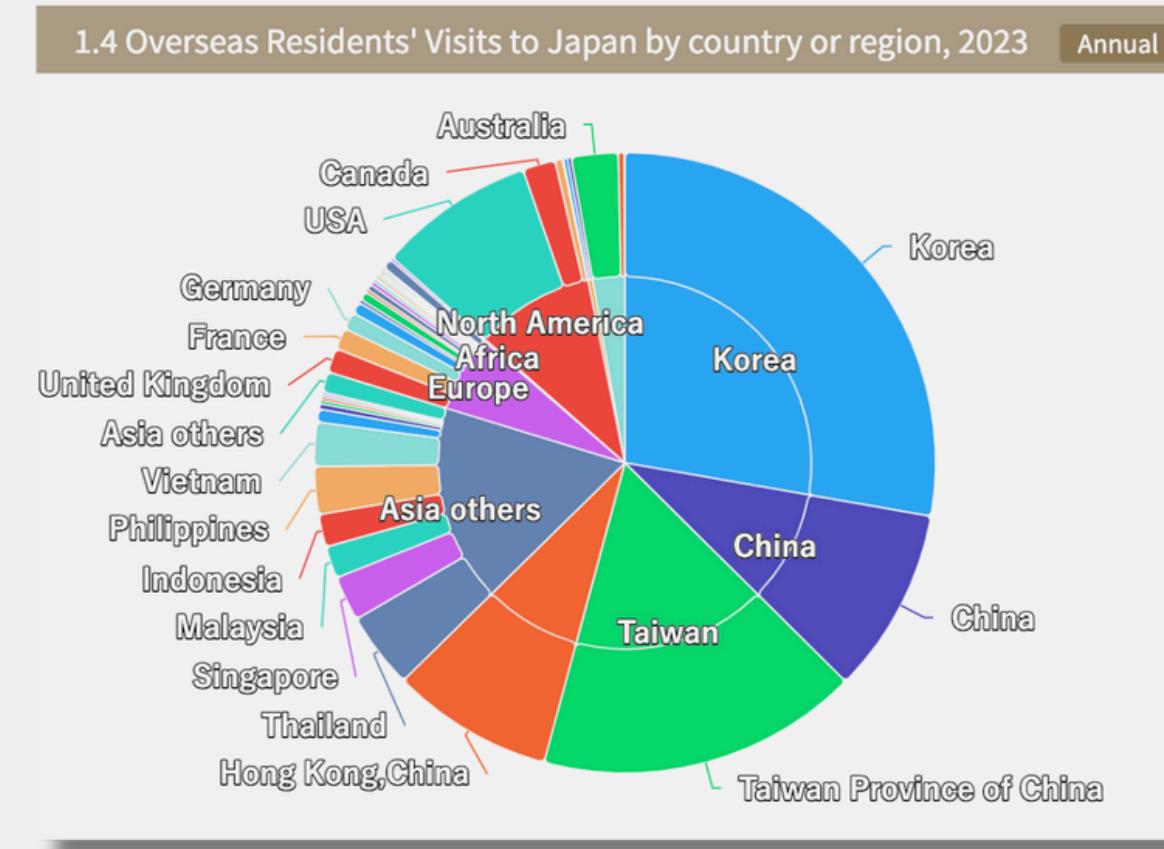
Password door lock access

For safety purposes, the guide does not include instructions for the guesthouse door lock. I recommend sending them as a separate document for guests shortly before their arrival date.

Additional building (Hanare)

The current guide covers instructions for the main Ten-roku site. If you're satisfied with this design and want me to create one for Hanare, I'm happy to discuss it further.

potential extensions



Multilingual versions

While many of Ten-roku's guests use English, over 50% are Korean and Chinese speakers who may find a guide in their native language more helpful.

Ten-roku local guide

In line with Ten-roku's commitment to its local community, a dedicated interactive guest guide to local small businesses can further establish the guesthouse as a hub supporting the vitality of the Tenjinbashisuji-Rokuchome neighborhood.



Guesthouse Ten-roku

thank you

**Looking forward to feedbacks & future collaborations.
Cheers!**

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