

SCENARIO - HOSPITALITY

John is a busy executive with a heavy travel schedule, mainly related to business. He travels to many parts of the world and he selects hotels going through relevant web sites. He prefers room reservation through hotel web site and most of the time, he reserves the room direct. However, for some destinations, John prefers using widely used booking engines such as booking.com and Agoda, as they provide user reviews. As the selection criteria, John looks for free WiFi with reasonable room rates, before he makes the decision on the hotel.

John came across centraSERV APP, which is connected to all hotels that guarantee free WiFi as well as to all standard booking engines that he uses. Since the APP registration holds John's current information, form filling is not necessary with centraSERV APP as it fills all static information automatically when making reservations. The confirmation received from the hotel or the booking engine is stored in the APP, which eliminates the need for a paper to be carried with him. It is also convenient when filling immigration forms at the destination Airport which requires local address with telephone numbers which John could view easily on the APP.

When John reaches the hotel, he opens the APP and selects the destination and the APP informs the Reception that John has arrived. This process eliminates the need for filling another set of forms for Check-In process as the Receptionist will be able to check-in John with just a greeting and a push of a button. As soon as he is checked-in, APP informs John with the Room Number he is checked in to and also connects him to complimentary WiFi. It also allows John to purchase premium WiFi if he wishes to do so by just selecting Premium WiFi tab on the APP.

Within a couple of minutes after arriving at the hotel, John reaches his room and the APP opens the door for him, without having to swipe a magnetic card or use a room key. When John enters the room, the room temperature is set to his liking and the window drapes are drawn to suit the time of the day and the selections John made under similar conditions in hotel room he has stayed in. He is able to adjust the lighting and switch on the TV as well as select the channels using the APP.

John browses through the hotel information as well as Room Service menus using the APP and orders room service by selecting the food and beverages of his liking. APP books the order immediately and informs John the expected delivery schedule. John could also view his room bill to see that the right amounts are charged to his bill as well as the total so far, using the APP, while relaxing at the pool side. All his messages are delivered to the APP instantly, even when John is not in the hotel so he gets to know if someone is running late for his next meeting.

When John is ready to check-out, he uses the APP to inform the reception and what time to collect his bags. He walks to the reception and the APP informs the cashier that John is ready to check-out and the hard copy of the bill is ready for John's signature. Hotel informs John that they are in the process of implementing mobile wallet facility and assures John that he will not be required to swipe the credit card to settle his bill, when he visits the hotel next time.

Ordered by the APP, his favorite vehicle sent by Uber is ready to take John to the airport.