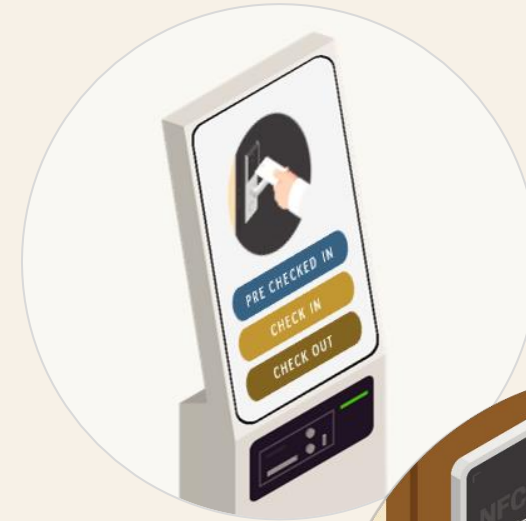




A GUIDE *for* HOTELS

Best Practices in Implementing Self Check-in Solutions

VERSION 1.0



About this Guide.

Best Practices in Implementing Self Check-in Solutions Version 1.0 is a guide developed for the hotel industry, to share best practices and human-centred design guidelines that enhance the end-to-end traveller experience of self check-in processes in hotels.

In 2019, the Singapore Tourism Board (STB) developed an E-Visitor Authentication System (EVA) to address regulatory requirements and automate identity verification and checks on visitor stay validity. EVA's integration with self check-in solutions reduces manual processes and time needed for hotel check-in, by streamlining the guest journey and backend processes.

Given the widespread adoption of self check-in solutions integrated with EVA amongst Singapore hotels, there are opportunities to implement best practices that would enhance the traveller experience, increase utilisation of the solutions, and help hotels maximise the productivity savings from the solution. Drawing from our insights gathered from the experience audits and engagements with different archetypes of hotels, we developed this guide to unpack the end-to-end experience of a traveller's self check-in journey through four key stages, and distilled design principles and tips to improve the experience.

Stages of the Traveller Journey:

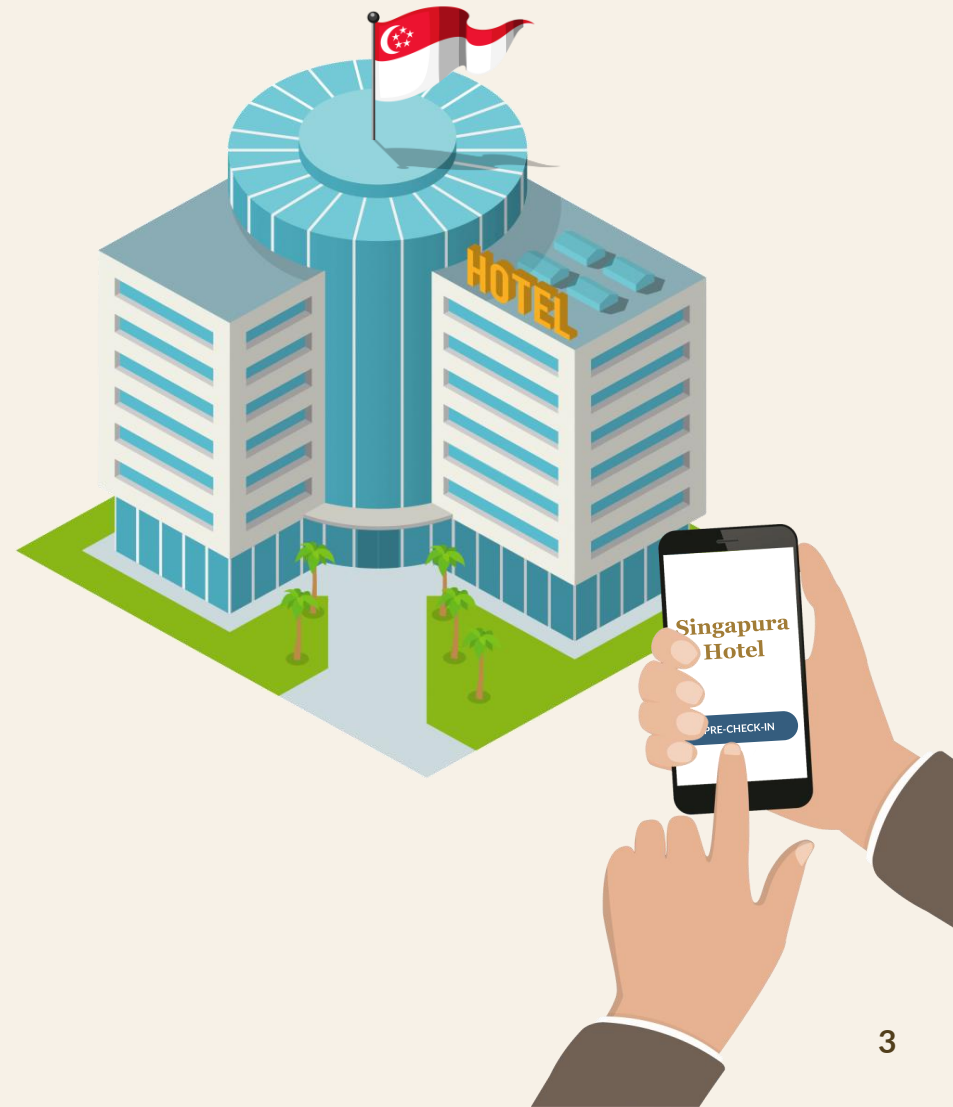
1. **Pre-Register** – motivate travellers to start self check-in;
2. **Receive Arrival Instructions** – assure travellers on their day of arrival;
3. **Arrive & Activate Key** – ensure a seamless and delightful arrival and self check-in experience at hotel; and
4. **Enter Room** - leave a delightful final impression to make self-check a special experience.

The envisioned journey illustrated in this guide is most applicable to hotels with or exploring mobile app or kiosk self check-in solutions with digital or physical keys. Even though the envisioned journey reflects an individual performing self check-in, the process would also be applicable to individuals sharing a room. As this is only Version 1.0 of the guide, STB will continue to refine the guide to include more scenarios (e.g. families with kids, travellers from different countries) for hotels to take note of when implementing self check-in solutions following further engagements and feedback from the industry.

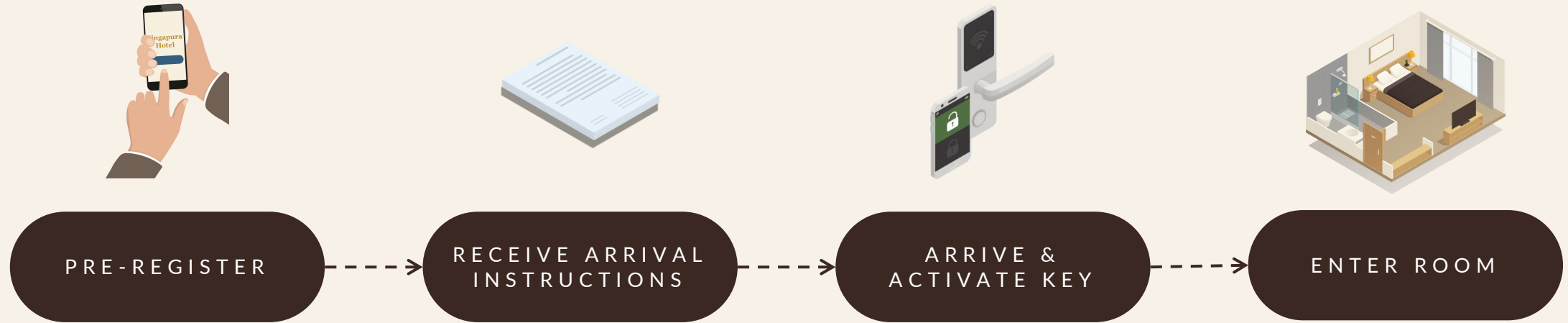


Meet Sam!

Sam will be attending a business conference in Singapore and has made a hotel booking at Singapura Hotel.



Follow Sam as he goes through our envisioned ideal hotel self check-in journey.



In Sam's journey, we will share design principles and tips for hotels to improve the self check-in experience, based on pain points we observed with hotels.

PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

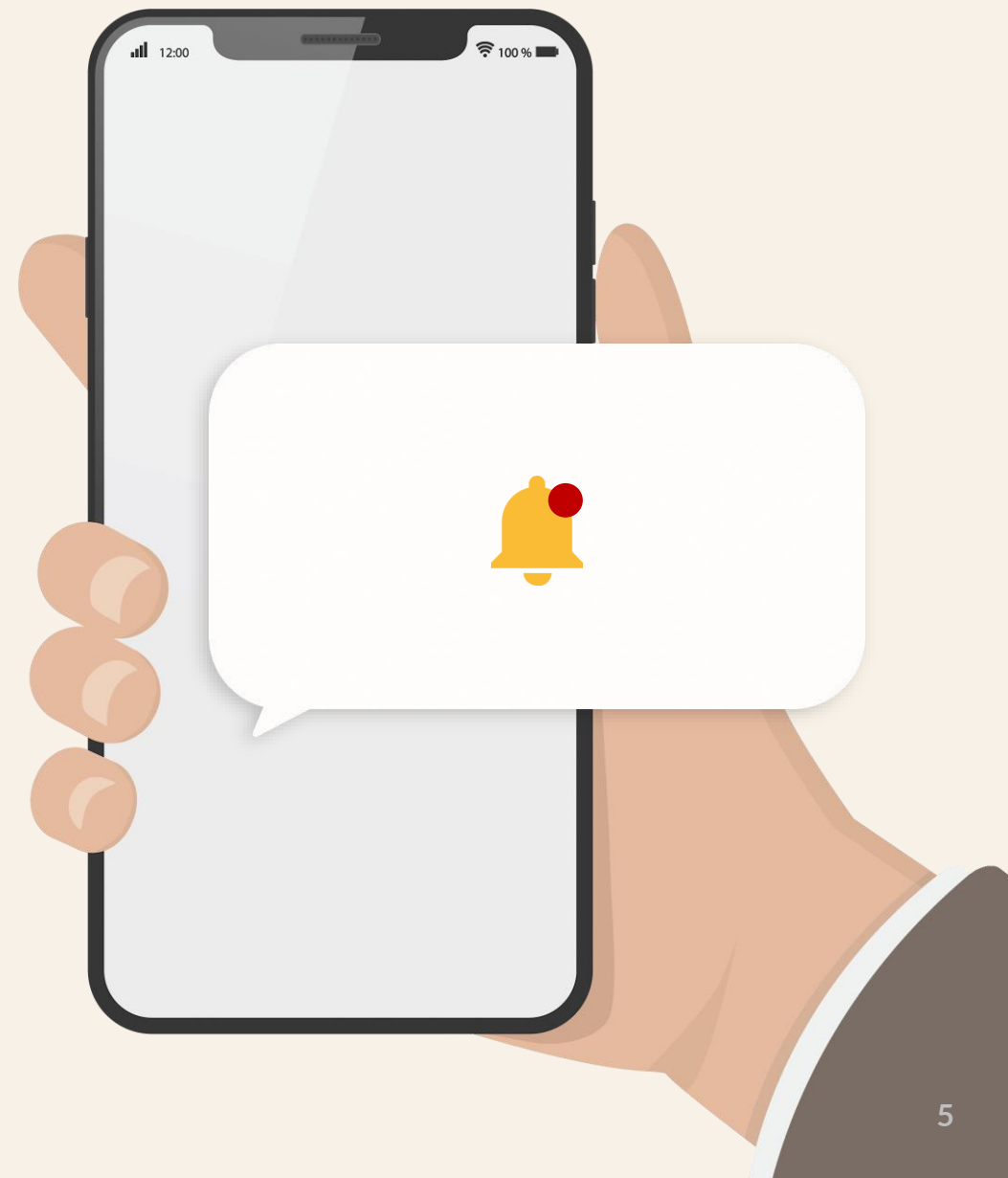
ARRIVE &
ACTIVATE KEY

ENTER ROOM



2 days before
Sam arrives in Singapore...

He receives a message from Singapura Hotel prompting him to complete pre-registration.



PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM

The message effectively conveys value

in a way that resonates with Sam and encourages him to take action. 👍



Dear Sam,

Thank you for booking your stay at Singapura Hotel.

Complete your pre check-in now to enjoy faster check-in upon arrival in the hotel. You will be able to collect your room key, skip the queue and head straight to your room without having to wait.

You will only need 5-8 minutes to complete pre check-in. To speed up the process, make sure you have your passport ready with you.

We can't wait to welcome you to Singapura Hotel.

PRE CHECK-IN HERE

PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM



DESIGN PRINCIPLE

Keep it meaningful.

Communicate the benefits of self check-in with tangible terms such as time savings and faster check-in, to inspire action.

Ensure messages are bite-sized and mobile-optimised.

WHY IT WORKS

- Avoiding vague explanations helps to make the benefits of self check-in tangible so travellers are motivated to act.
- Travellers are on the go - help reduce their cognitive load wherever possible.
- Short paragraphs with key information in bold/highlights make it easy for readers to scan.

Dear Sam,

Thank you for booking your stay at Singapura Hotel.

Complete your pre check-in now to enjoy **faster check-in upon arrival** in the hotel.

You will be able to collect your room key, **skip the queue and head straight to your room without having to wait.**

You will only need 5-8 minutes to complete pre check-in. To speed up the process, make sure you have your passport ready with you.

We can't wait to welcome you to Singapura Hotel.

PRE CHECK-IN HERE

PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM



DESIGN PRINCIPLE

Use familiar terminology.

Prioritise language that makes the impact of an action clear to the traveller (e.g. instead of “pre-registration”, “pre check-in” conveys what the traveller is submitting their data for).

WHY IT WORKS

- Easy-to-understand terminology sets appropriate expectations and helps travellers appreciate the purpose of providing their information in advance.

Dear Sam,

Thank you for booking your stay at Singapura Hotel.

Complete your **pre check-in** now to enjoy faster check-in upon arrival in the hotel. You will be able to collect your room key, skip the queue and head straight to your room without having to wait.

You will only need 5-8 minutes to complete **pre check-in**. To speed up the process, make sure you have your passport ready with you.

We can't wait to welcome you to Singapura Hotel.

PRE CHECK-IN HERE

PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM



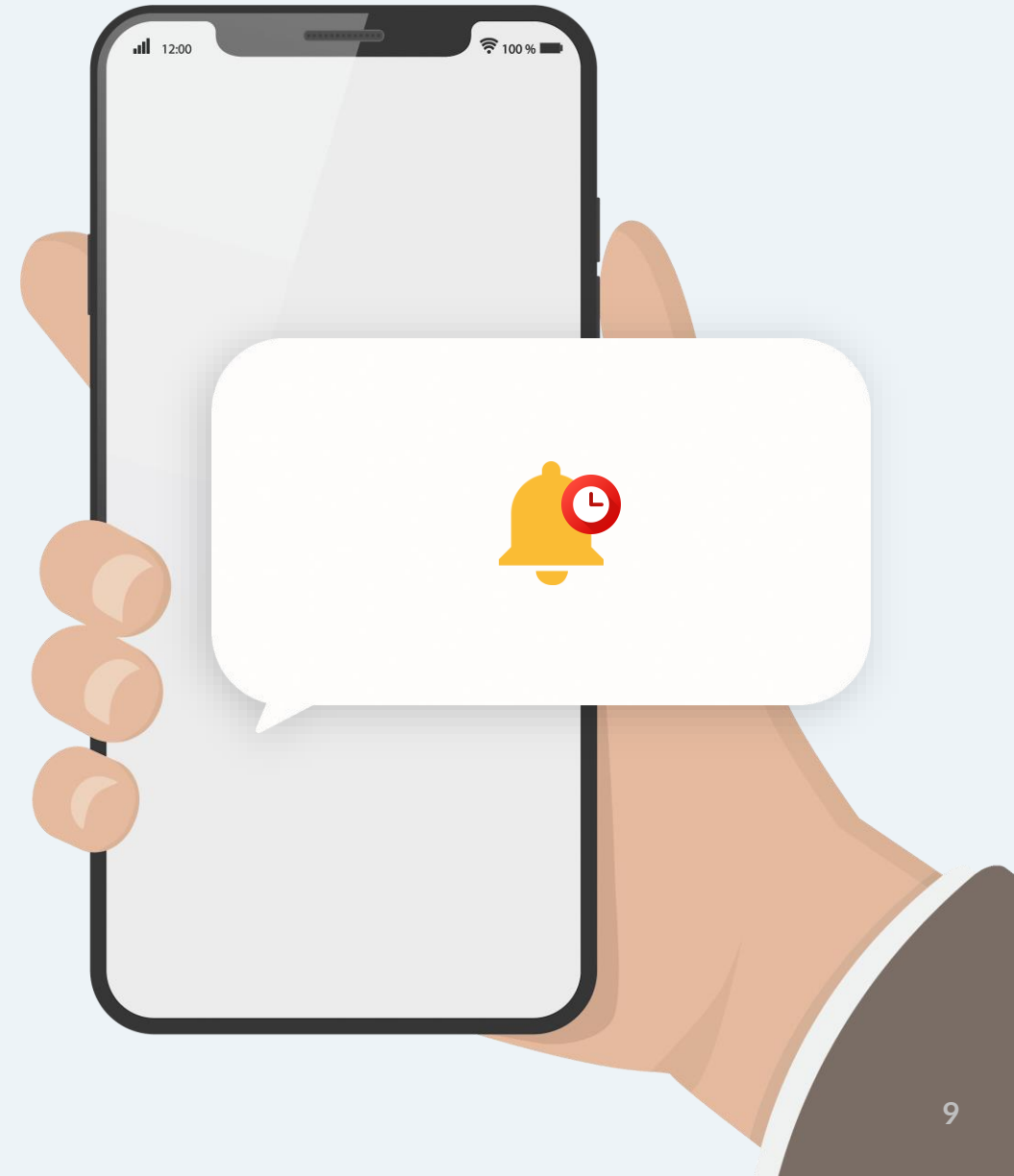
DESIGN PRINCIPLE

Prompt and nudge.

Send timely reminders that encourage travellers to complete pre check-in, using effective communication channels (e.g. email, WhatsApp, WeChat etc).

WHY IT WORKS

- Support travellers who may have been busy or interrupted previously.
- Not all travellers may check their emails when travelling, timely reminders can help them through the journey.



PRE-REGISTER

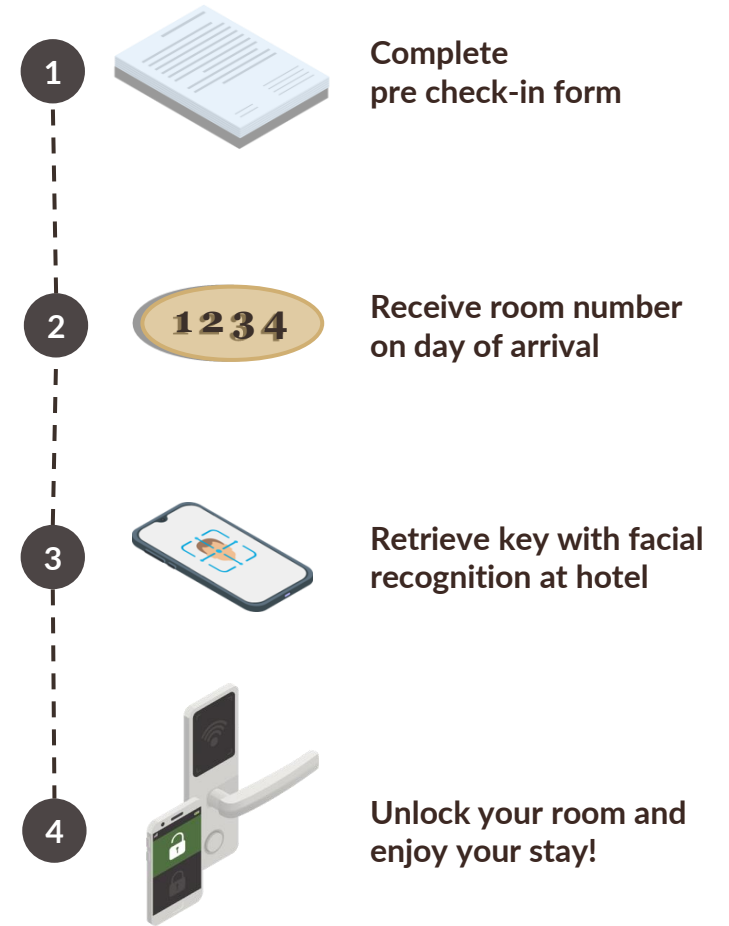
RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM

Sam continues to scroll down the message...

and sees an infographic that illustrates the simple step-by-step self check-in process.



PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM



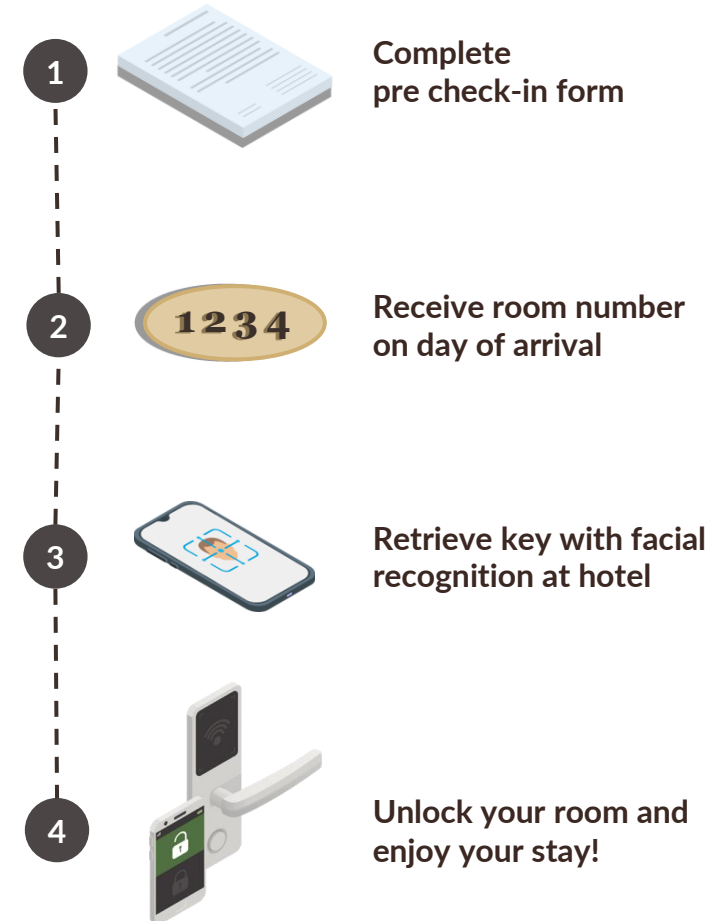
DESIGN PRINCIPLE

Break process into simple steps.

Give the traveller a simplified summary of the process, so that they can anticipate what will happen next. Keep infographic copy concise, with key information only.

WHY IT WORKS

- Visuals and clear copy make it easier for travellers to digest and retain information.



PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM



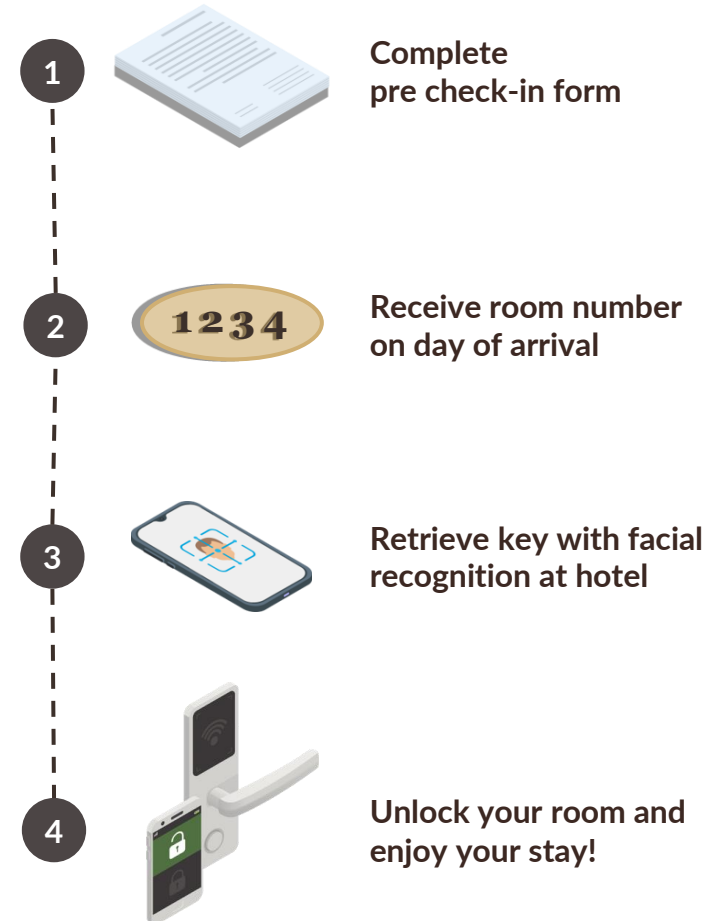
DESIGN PRINCIPLE

Provide preview of what's next.

Convey the self check-in process in a bite-sized way that feels manageable and achievable to travellers.

WHY IT WORKS

- Give travellers confidence that they are well-informed about the next steps in the process.
- Prevent confusion or surprises when they reach the next stage in the journey.
- Numbering helps travellers anticipate their journey, step by step.



PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM

Sam



*I'd better complete my pre check-in
to save time when I reach the hotel.*

PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM

Sam proceeds to complete his pre check-in form.

Sam anticipates that pre check-in will significantly reduce his waiting time when at the hotel.

Housekeeping

☒ Accept

Provide housekeeping service

☐ Decline

Do not provide housekeeping service

Special Requests

Please let us know if you have any special requests

e.g. extra pillows / extra towels

Payment

☒ Credit/Debit Card

☐ Alipay

☐ WeChat Pay

SAVE AS DRAFT

Estimated time to complete: 5-8 mins

Pre Check-in Form

Hi Sam! Let's get you checked in for your stay.

To pre check-in, you will need:

- Passport details
- Payment method (credit/ debit card)

Reservation Number: ABC12345678

Deluxe Room (1 Guest)



Check-in

Fri, 1 Mar at 15:00

Checkout

Sun, 3 Mar at 12:00

Arrival Time

Check-in at hotel begins at 3:00PM.

Digital Key

Use Digital Key to unlock your room

What is Digital Key? [i](#)

PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM



DESIGN PRINCIPLE

Offer thoughtful guidance.

Include estimated form completion time, pre-empt documents travellers will need on hand and provide pre-filled form fields wherever possible.

WHY IT WORKS

- Realistic time estimates help travellers decide to start self check-in.
- Prevent users from dropping off due to lack of documents/payment methods on hand.
- Pre-filled form fields help travellers avoid filling in the same information repeatedly.

OTHER IDEAS



What if travellers could save form drafts, come back to continue it later, and set a reminder to complete their pre-registration on time?

⌚ Estimated time to complete: 5-8 mins

Pre Check-in Form

Hi Sam! Let's get you checked in for you stay.

To pre check-in, you will need:

- Passport details
- Payment method (credit/ debit card)

Reservation Number: ABC12345678

Deluxe Room (1 Guest)



Check-in

Fri, 1 Mar at 15:00

Checkout

Sun, 3 Mar at 11:00

SAVE AS DRAFT

SUBMIT

PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM



DESIGN PRINCIPLE

Make it special.

Offer travellers the option to add in special requests to enhance their overall stay/experience.

WHY IT WORKS

- Encourage travellers to make special requests ahead of arrival instead of doing so at hotel premises.
- Give hotels lead time to respond to special requests.
- Opportunity to delight the traveller, and enhance their experience of self check-in.

Housekeeping

☒ Accept

Provide housekeeping services everyday during my stay.

☐ Decline

Do not provide housekeeping services during my stay.

Special Requests

Please let us know if you have specific requests

e.g. extra pillows / extra toiletries

Payment

☒ Credit/Debit Card



☐ Alipay



☐ WeChat Pay



SAVE AS DRAFT

SUBMIT

PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM

The option to pre check-in resonates with Sam's priorities to save time and be efficient.

Sam submits his pre check-in form and proceeds with his day with peace of mind.



That pre check-in was quite fast and easy!

PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM



On the day of arrival

Sam receives a message from Singapura Hotel to welcome him and inform him that the room is being prepared and what to expect next.

Dear Sam,

Greetings from Singapura Hotel! We are excited to welcome you today.

Your room is currently being prepared with care. We will notify you as soon as it's ready. Once your room number is assigned, simply open the hotel app to scan your face to unlock your digital key and head straight to your room.

Looking forward to hosting you soon!

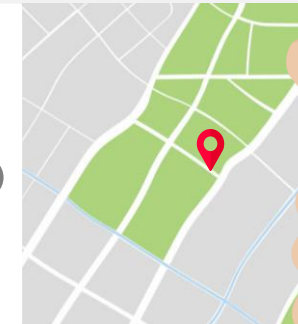
Directions

1 Merlion Road
Singapore 123456

GET DIRECTIONS →

Contact Details

+65-1234-5678



PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM



DESIGN PRINCIPLE

Provide timely assurance.

On the day of arrival, let travellers know that the hotel is ready to welcome them and include thoughtful touches throughout.

WHY IT WORKS

- Provide travellers with the assurance that everything is ready, for peace of mind.
- Including thoughtful touches makes travellers feel prioritised and important.

OTHER IDEAS



What if hotels can provide travellers with their room numbers in advance when the room is ready before they arrive on-premise?

Dear Sam,

Greetings from Singapura Hotel! We are excited to **welcome you today.**

Your room is currently being prepared with care. We will notify you as soon as it's ready. Once your room number is assigned, **simply open the hotel app to scan your face to unlock your digital key** and head straight to your room.

Looking forward to hosting you soon!

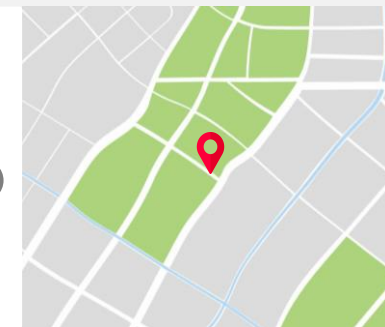
Directions

1 Merlion Road
Singapore 123456

GET DIRECTIONS →

Contact Details

+65-1234-5678



PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM



DESIGN PRINCIPLE

Anticipate next steps.

Equip travellers with what they need for a smooth arrival at the hotel. Recap self check-in process with clear and easy next steps, and essential information.

WHY IT WORKS

- Highlight/recap essential information to travellers on their day of arrival as this is when they need it the most.
- Provide contact information and directions to the hotel property to ensure seamless navigation and minimise confusion or delays.
- Pre-empt travellers so they can confidently follow-through without uncertainty and without hotel staff's assistance.

Dear Sam,

Greetings from Singapura Hotel! We are excited to welcome you today.

Your room is currently being prepared with care. We will notify you as soon as it's ready. Once your room number is assigned, **simply open the hotel app to scan your face to unlock your digital key** and head straight to your room.

Looking forward to hosting you soon!

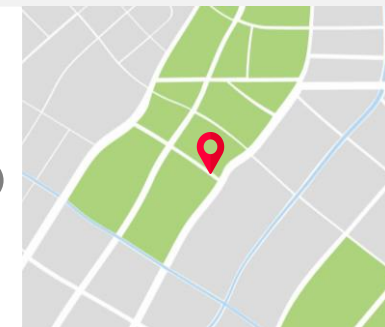
Directions

1 Merlion Road
Singapore 123456

GET DIRECTIONS →

Contact Details

+65-1234-5678



When the room is ready...

Sam receives a notification from the hotel, **informing him of his room number***, accompanied by clear visuals summarising the next steps to complete self check-in onsite.

** We understand that not all hotels will be able/ready to provide room numbers to travellers until they are on-site for greater room allocation flexibility. This step has been included as part of our ideal scenario and hotels may choose not to adopt this step.*



MOBILE SELF CHECK-IN
for DIGITAL KEY

Your room is ready. Your room number is:

1234

Here's what you need to do when at hotel premises:

1. Launch hotel web/app
2. Connect to hotel's Wi-Fi or enable geolocation on mobile
3. Scan your face to unlock your digital key
4. Head straight to your room

[OPEN HOTEL APP](#)

Enjoy your stay at Singapura Hotel!

Tips for Facial Recognition



Remove glasses/
mask/ cap and look
directly into camera.



Maintain an arm's
length from the
camera



Maintain a neutral
expression.



KIOSK SELF CHECK-IN
for PHYSICAL KEY

Your room is ready. Your room number is:

1234

Here's what you need to do when at hotel premises:



1. Head to the Express Check-In kiosks at the hotel lobby, to the left of the front desks.

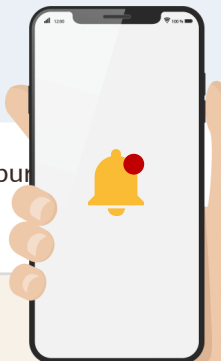


2. Follow on-screen instructions to scan your face and activate physical key.



3. Head straight to your room.

Enjoy your stay at Singapura



PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM



DESIGN PRINCIPLE

Empower to self-serve.

Reiterate key information that travellers need to take note of when they arrive at the hotel, so they are not caught by surprise later.

WHY IT WORKS

- Clear instructions help travellers feel confident and empowered, reducing any anxiety or uncertainty they may have about the self check-in process.
- Visuals help support quick comprehension of how to perform self check-in.



MOBILE SELF CHECK-IN for DIGITAL KEY

Your room is ready. Your room number is:

1234

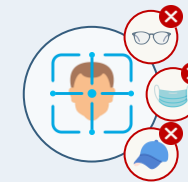
Here's what you need to do when at hotel premises:

1. Launch hotel web/app
2. Connect to hotel's Wi-Fi or enable geolocation on mobile
3. Scan your face to unlock your digital key
4. Head straight to your room

OPEN HOTEL APP

Enjoy your stay at Singapura Hotel!

Tips for Facial Recognition



Remove glasses/
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Maintain an arm's
length from the
camera



Maintain a neutral
expression.

PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM



DESIGN PRINCIPLE

Visuals for clarity.

A picture speaks a thousand words, especially when on the go. Use visuals to pre-empt travellers on key things to look out for upon arrival, such as the location of the kiosks and other common self check-in queries.

WHY IT WORKS

- Anticipate key needs and concerns, so travellers can reference instructions for support.
- Visuals and concise instructions help travellers to retain information better.



KIOSK SELF CHECK-IN for PHYSICAL KEY

Your room is ready. Your room number is:

1234

Here's what you need to do when at hotel premises:



1. Head to the Express Check-In kiosks at the hotel lobby, to the left of the front desks.



2. Follow on-screen instructions to scan your face and activate physical key.



3. Head straight to your room.

Enjoy your stay at Singapura Hotel!



FRONT DESK EXPRESS CHECK-IN for PHYSICAL KEY



Skip the queue and head straight to the Express Check-In front desk.

PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM

**Feeling assured and well-informed
about what he should do when at the
hotel...**

Sam continues with his travel journey.



*Now I know what to do
when at the hotel!*

PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM

Upon arrival at hotel



Sam is warmly welcomed by the first hotel staff he interacts with...

and the staff directs Sam to complete self check-in.



Sam



Hotel Staff

*Welcome! Head this way to
perform self check-in!*

**DESIGN PRINCIPLE**

Train all staff to guide.

It is crucial for all staff, especially staff who are the first touchpoint with onsite travellers (e.g. bellman), to be equipped with knowledge of self check-in and its next steps. Staff will need to be able to guide travellers to the various self check-in modes (kiosk, mobile app).

WHY IT WORKS

- Travellers tend to feel lost upon arrival at hotel, hence the importance for all staff to be trained with SOPs to recall the self check-in instructions.
- Help build confidence for travellers to follow-through on their own without heading straight to the front desk to seek assistance to check-in.



PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM



MOBILE SELF CHECK-IN
for DIGITAL KEY

Sam proceeds to launch the hotel app to perform facial recognition and activate his digital key.

There are options for Sam to watch guided step-by-step tutorials if he is stuck.



PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM



KIOSK SELF CHECK-IN
for PHYSICAL KEY

Sam walks up and checks-in at the kiosk to receive a physical key, since he knows where to locate it.

The kiosk interface is intuitive and easy-to-use, and there are options for Sam to follow illustrated guides and ask for staff assistance if needed.



PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM



DESIGN PRINCIPLE

Clear and intuitive flows.

Ensure seamless and easy-to-use screens with clear call-to-action (CTA) buttons and troubleshooting tips. Remember to also test and validate flows with users.

WHY IT WORKS

- Intuitive flows with clear CTAs help travellers proceed with confidence, and complete self check-in independently.
- Enable travellers to troubleshoot for themselves if they get stuck.

OTHER IDEAS



Can we introduce celebratory animated transitions between sections on mobile/kiosk screens, to enhance the overall user experience and add a delightful touch?



KIOSK SELF CHECK-IN
for PHYSICAL KEY



Sam



MOBILE SELF CHECK-IN
for DIGITAL KEY





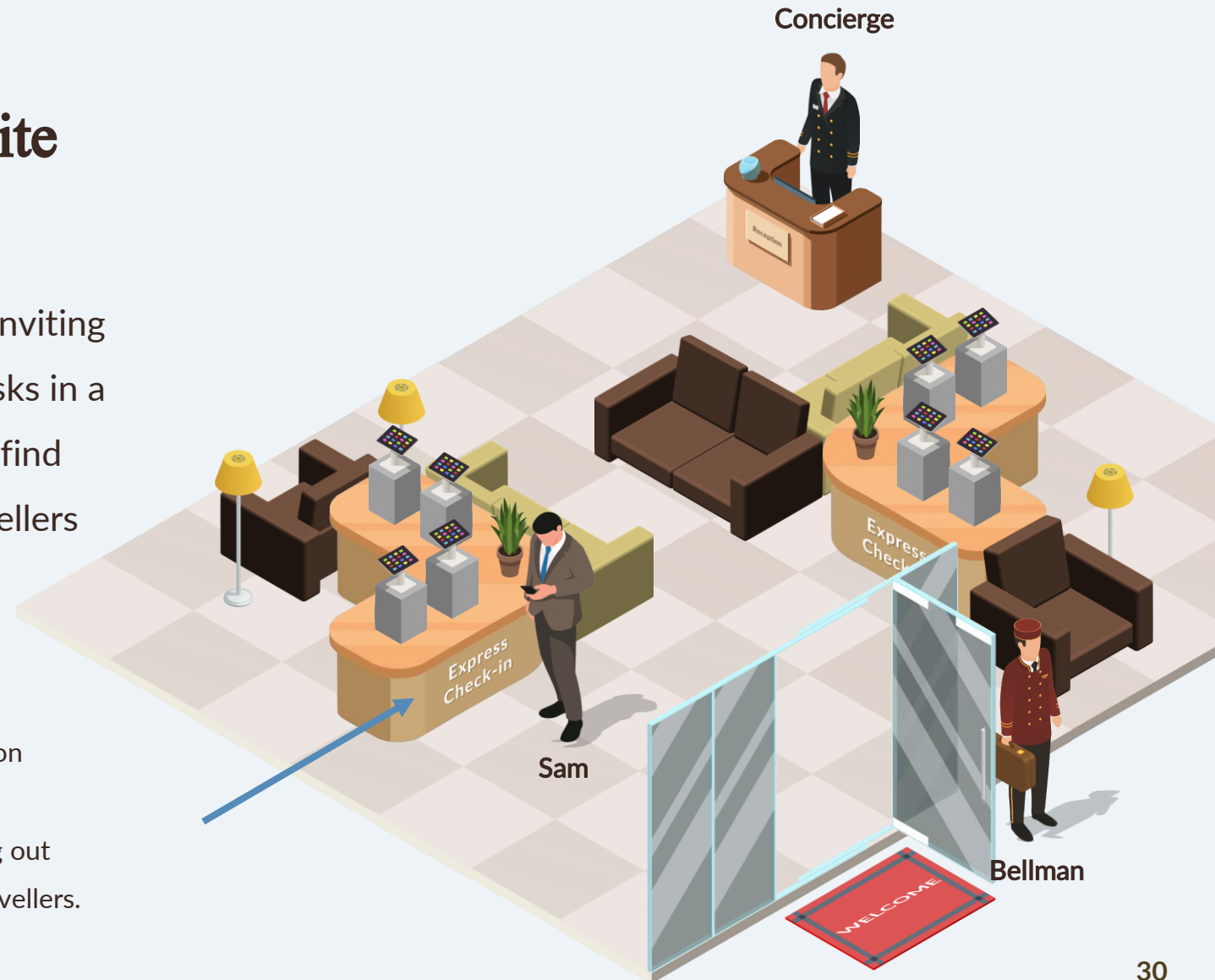
DESIGN PRINCIPLE

Design environmental cues that invite self check-in.

Ensure that the hotel lobby design is welcoming and inviting for self check-in. For example, place self check-in kiosks in a prominent and highly visible location for travellers to find easily, and provide comfortable seating areas for travellers to perform self check-in on mobile independently.

WHY IT WORKS

- Clear environmental cues help travellers spot kiosks immediately upon entering the hotel.
- Provide additional help to travellers to locate kiosks, such as marking out express check-in lanes, and training staff to reinforce message to travellers.



PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM



Sam enters the room.

He finds a little welcome surprise from the hotel to thank him for performing self check-in.



PRE-REGISTER

RECEIVE ARRIVAL
INSTRUCTIONS

ARRIVE &
ACTIVATE KEY

ENTER ROOM



DESIGN PRINCIPLE

Moment of delight.

Provide travellers with a welcome surprise that ends their self check-in on a positive note.

WHY IT WORKS

- Travellers tend to remember the end of an experience most strongly.
- A positive final impression helps encourage travellers to use self check-in for their future stays, and to spread the good word of self check-in to their friends and family.



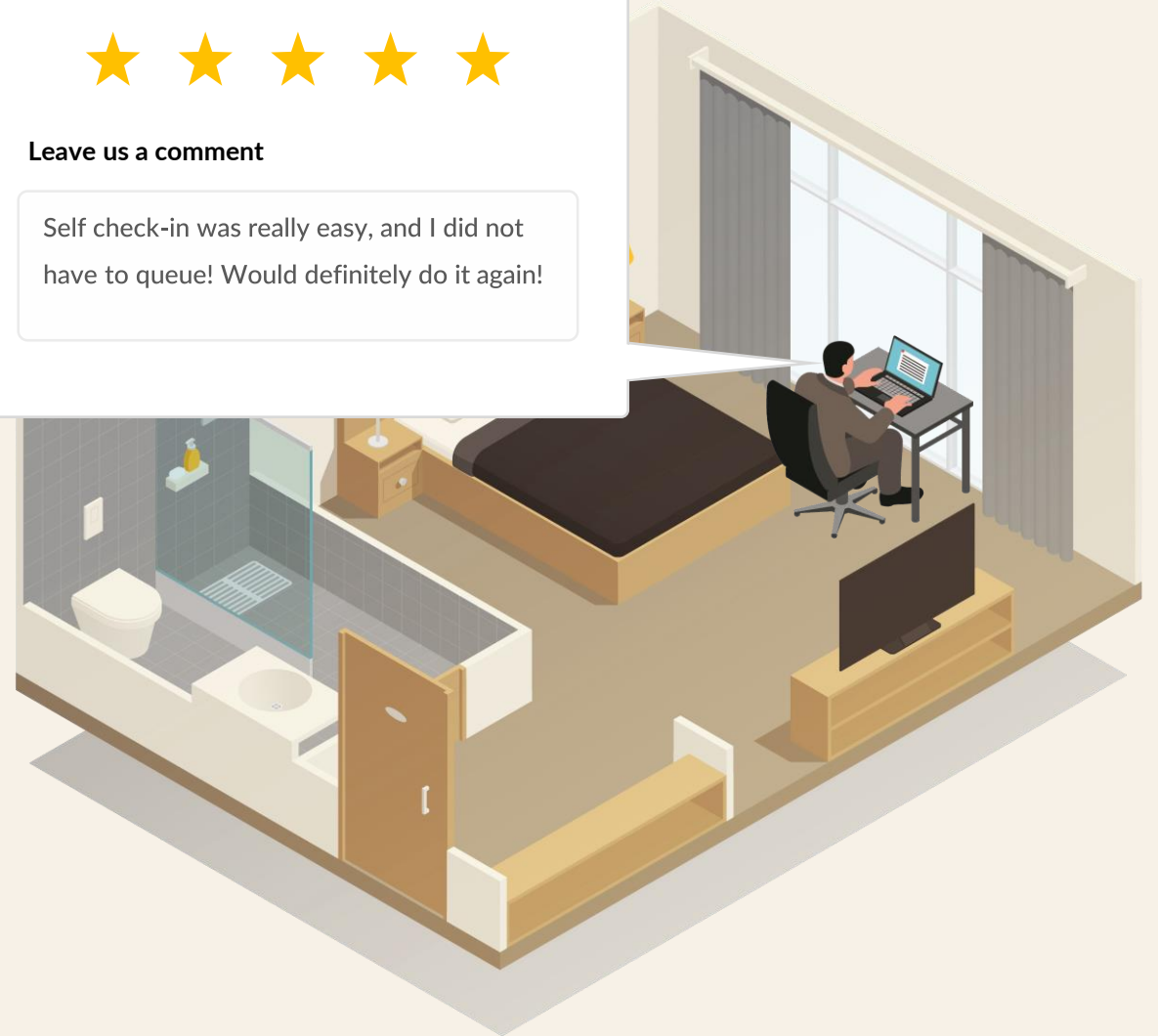
Sam is happy as the self check-in process was easy and helped him save time as he did not have to queue!

How was your experience?



Leave us a comment

Self check-in was really easy, and I did not have to queue! Would definitely do it again!



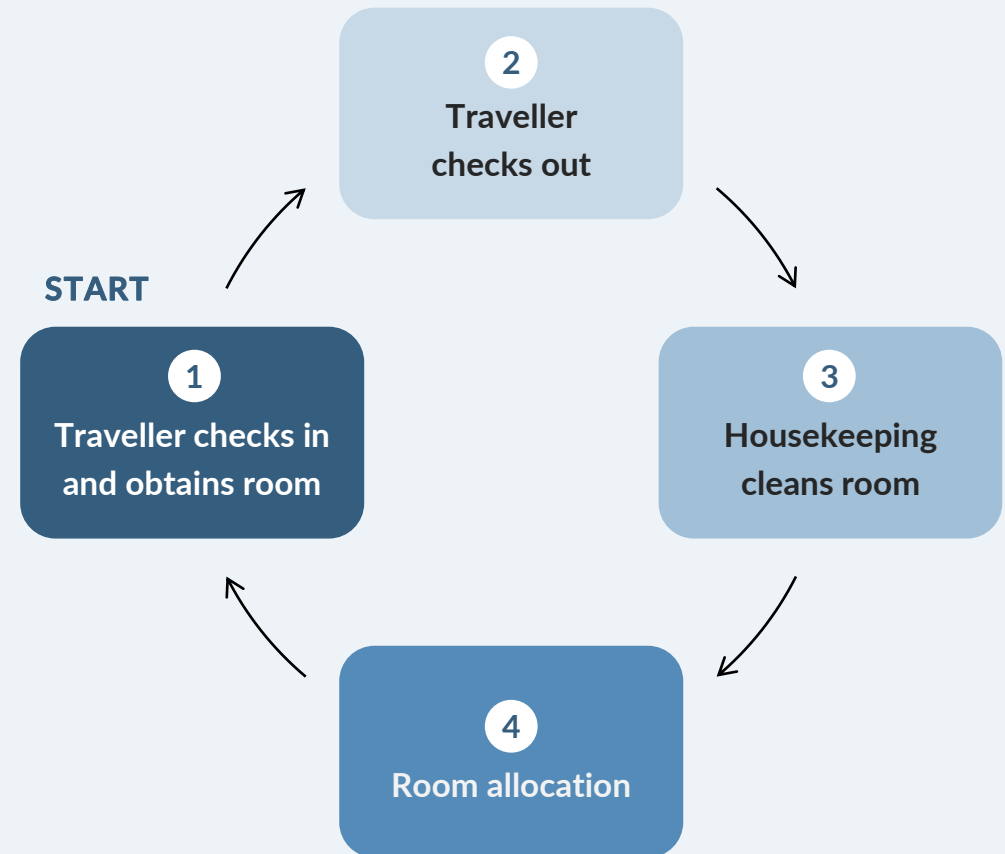


Incorporate mindset of systematic design by considering the complete traveller journey.

Ensure closer tech integration in the various systems (e.g. PMS, housekeeping) so that housekeeping and room allocation are activated in line with traveller movements.

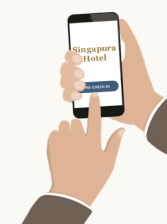





WHY IT WORKS

- Optimise productivity through better prioritisation of rooms



Best Practices in Implementing Self Check-in Solutions

VERSION 1.0

TRAVELLER'S JOURNEY	PRE-REGISTER <div>→</div>		RECEIVE ARRIVAL INSTRUCTIONS <div>→</div>		ARRIVE & ACTIVATE KEY <div>→</div>	ENTER ROOM
HOW MIGHT WE...	How can we motivate travellers to start self check-in ?		How can we assure travellers on their day of arrival?		How can we ensure a seamless and delightful arrival and self check-in experience at hotel?	How can we leave a delightful final impression to make self check-in a special experience?
IMPLEMENTATION of BEST PRACTICES	<div>1</div> <div></div> <div>Email to Motivate Pre-Registration</div>	<div>2</div> <div></div> <div>Pre-Registration Form</div>	<div>3</div> <div></div> <div>First Message on Day of Arrival</div>	<div>4</div> <div></div> <div>Second Message on Day of Arrival</div>	<div>5</div> <div></div> <div>Lobby Experience During Arrival</div>	<div>6</div> <div></div> <div>In-Room Experience</div>
DESIGN PRINCIPLES	<p>Keep it meaningful. Communicate the benefits of self check-in with tangible terms such as time savings and faster check-in, to inspire action. Ensure messages are bite-sized and mobile-optimised.</p> <p>Use familiar terminology. Prioritise language that makes the impact of an action clear to the traveller (e.g. instead of “pre-registration”, "pre check-in” conveys what the traveller is submitting their data for).</p> <p>Prompt and nudge. Send timely reminders that encourage travellers to complete pre check-in, using effective communication channels (e.g. email, WhatsApp, WeChat etc).</p> <p>Break process into simple steps. Give the traveller a simplified summary of the process, so that they can anticipate what will happen next. Keep infographic copy concise, with key information only.</p> <p>Provide preview of what's next. Convey the self check-in process in a bite-sized way that feels manageable and achievable to travellers.</p>	<p>Offer thoughtful guidance. Include estimated form completion time, pre-empt documents travellers will need on hand and provide pre-filled form fields wherever possible.</p> <p>Make it special. Offer travellers the option to add in special requests to enhance their overall stay/experience.</p>	<p>Provide timely assurance. On the day of arrival, let travellers know that the hotel is ready to welcome them and include thoughtful touches throughout.</p> <p>Anticipate next steps. Equip travellers with what they need for a smooth arrival at the hotel. Recap self check-in process with clear and easy next steps, and essential information.</p>	<p>Empower to self-serve. Reiterate key information that travellers need to take note of when they arrive at the hotel, so they are not caught by surprise later.</p> <p>Visuals for clarity. A picture speaks a thousand words, especially when on the go. Use visuals to pre-empt travellers on key things to look out for upon arrival, such as the location of the kiosks and other common self-check-in queries.</p>	<p>Train all staff to guide. It is crucial for all staff, especially staff who are the first touchpoint with onsite travellers (e.g. bellman), to be equipped with knowledge of self check-in and its next steps. Staff will need to be able to guide travellers to the various self check-in modes (kiosk, mobile app).</p> <p>Clear and intuitive flows. Ensure seamless and easy-to-use screens with clear call-to-action (CTA) buttons and troubleshooting tips. Remember to also test and validate flows with users.</p> <p>Design environmental cues that invite self check-in. Ensure that the hotel lobby is welcoming and inviting for self check-in. For example, place self-check-in kiosks in a prominent and highly visible location for travellers to find easily, and provide comfortable seating areas for travellers to perform self check-in on mobile independently.</p>	<p>Moment of delight. Provide travellers with a welcome surprise that ends their self check-in on a positive note.</p> <p>Incorporate mindset of systematic design by considering the complete traveller journey. Ensure closer tech integration in the various systems (e.g. PMS, housekeeping) so that housekeeping and room allocation are activated in line with traveller movements.</p>

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