

Room service ordering tool & concept



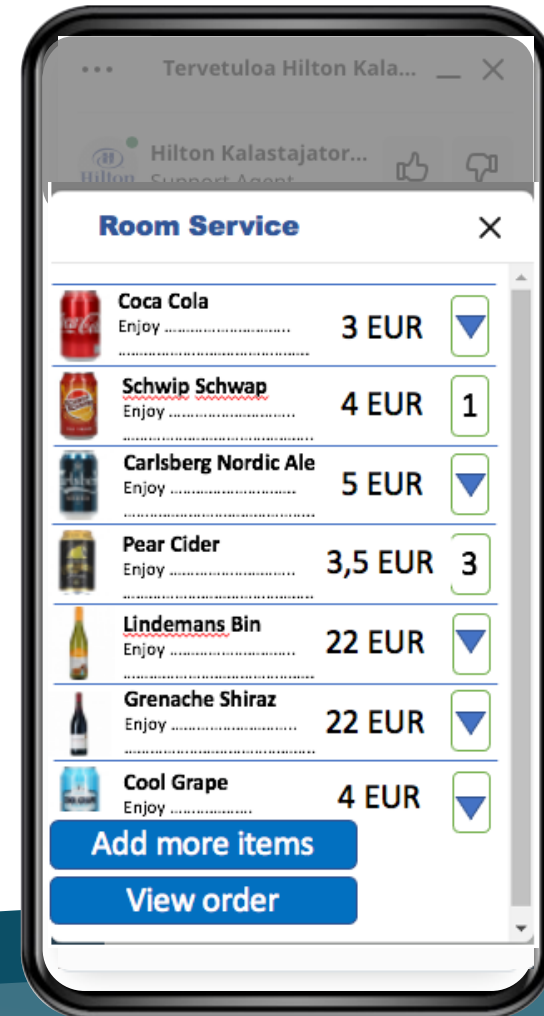
HOTELWAY

Basics of the Process

✓ **ENGAGEMENT:** Guest scans a QR- code in the room, or from a keycard holder etc. Can be also landing page of Wifi. Possibly also a button in the chat.

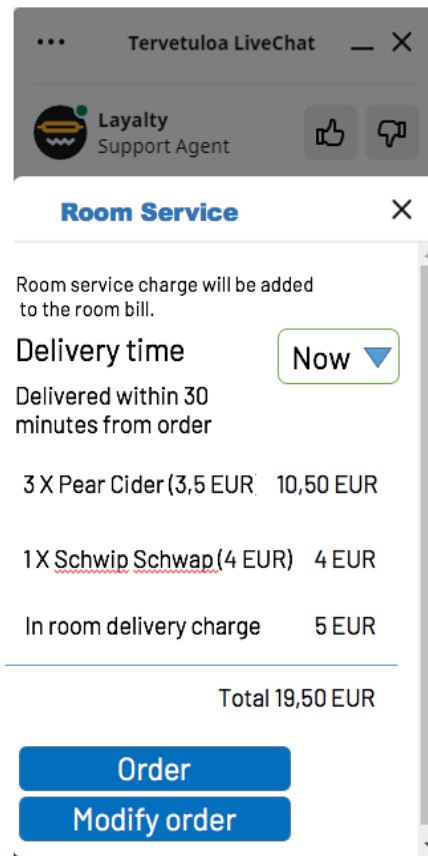
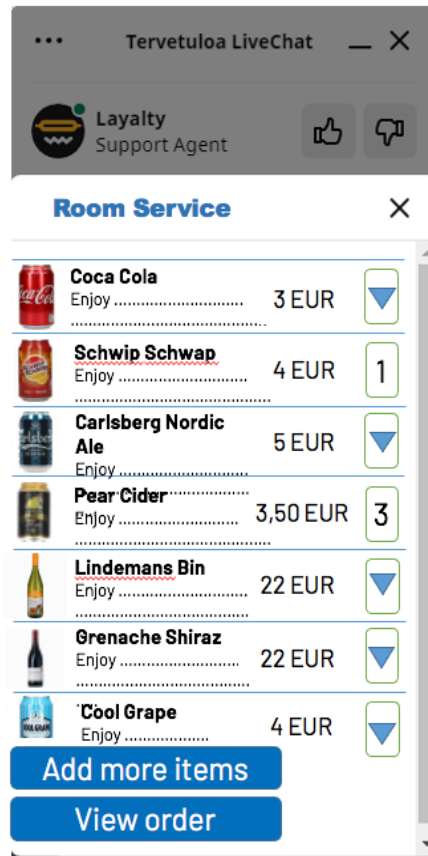
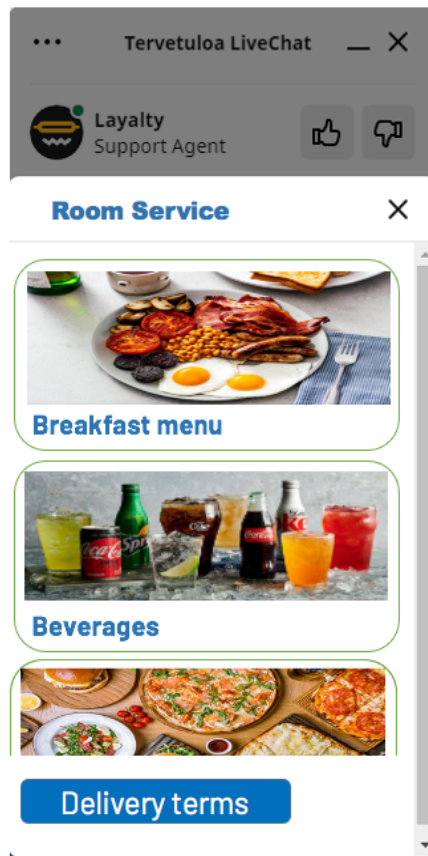
✓ **ORDERING:** Special app is part of the chat widget, where the guest can browse and order the room service items. The system also asks for room number and the guest's name for verification. (Can also ask other details, e.g. table number.)

✓ **ORDER PROCESS:** After the order, the system generates a SMS to the kitchen staff, who will prepare the order.



Room service ordering

No downloads, part of the chat. After the ordering, the kitchen staff will receive a SMS notification about the order and can proceed.







Guests can modify, or add requests to each item, and also to the delivery itself.

Supports info about the different payment methods, delivery times and take-away.

Can also have “Are you over 18” tick-box.

Topics to bear in mind / features

-  **Updating the system & menus:** At the moment, hotel staff will send the changed menu items to Hotelway via email, who will then update the system. Later on, Hotelway will develop a dashboard, where the hotel employees can do the updating themselves.
-  **Guest requests:** Guests are able give specific instructions for each food product (e.g. no mustard for burger), but also as for the whole order.
-  **Promotion:** If the chat is on Wifi landing page, we can also promote Room Service ordering (requires Premium-greeting).
-  **Tailored:** All questions, drop down menus, items etc. can be tailored to the customer's needs.