HOTEL SMART GUEST CHECK-IN TRANSFORMS THE GUEST EXPERIENCE
MAKE A GREAT FIRST IMPRESSION

Whether a guest is checking in for business or pleasure, you want to make their every experience a pleasant and frictionless one... from the time they walk in the door until the time they walk out. With NEC’s Smart Guest Check-In software solution, you can streamline your check in and check out process which makes the guests’ first and last interaction on your property easy and seamless.

SMART GUEST CHECK-IN SOLUTION

Smart Guest Check-In solution provides an easy-to-use, automated, self-service interface that walks a guest through the check in/check out process. This self-service application enables a guest to walk up to a kiosk, verify their identity through facial recognition and Government issued ID authentication, pull up their reservation information, add a payment option if needed, encode their room key cards and receive their room assignment.

When a guest is ready to check out, this same self-service software enables them to simply enter their room number and check in date, review their bill, and request either a printed receipt or have it conveniently emailed to them. It’s as simple and quick as that.

The interface is fully customizable with your property’s logo and images along with selection of languages. You are also able to select which functionality of the software that you want to include in your check in/check out process. The software seamlessly integrates with Property Management Systems (PMS) to immediately alert staff when a room has been assigned and when the guest has officially checked out.

SEAMLESS INTEGRATIONS

With the utilization of NEC’s UNIVERGE Integration Platform (UIP), the Smart Guest Check-In solution can seamlessly interconnect with your back-office systems to function as one complete end-to-end solution. UIP can connect any application/data source and enables comprehensive Application programming Interface (API) management.

TRANSFORM YOUR GUEST EXPERIENCE

When a guest engages with Smart Guest Check-In, here are some of the steps and easy to use screens they will go through to check in:
AT A GLANCE

> Transforms the guest experience – intuitive, easy-to-use automated interface that walks a guest through check in/check out step by step
> Speeds up the check in/check out process...no more waiting in lines
> Guests can choose their language of choice
> Utilizes NEC’s UNIVERGE Integration Platform to integrate easily with a property’s PMS system as well as facial recognition software, touch screen display, camera, Passport/ID reader, credit card payment device and door key encoder
> Identification verification through facial recognition and Passport/ID reader for added security – supports Know Your Customer (KYC) policies
> Accepts credit card payments if required when attached to an appropriate payment terminal
> Provides guest with room number and encodes key cards through a door key encoder device when attached
> Seamlessly checks guests out - provides them with details of their bill and an option to print or have it emailed to them
> Frees up front desk staff to service other guests – enhances staff productivity and focuses attention on guest experience
> Fully customizable interface including changes to background, logos and color schemes

TRANSFORMS THE GUEST EXPERIENCE
INTUITIVE, EASY-TO-USE AUTOMATED INTERFACE THAT WALKS A GUEST THROUGH CHECK IN/CHECK OUT STEP BY STEP
SMART GUEST CHECK-IN

GUEST CHECK IN

To enhance the guest experience, the “Home” screen for the Smart Guest Check-In provides multiple options for customization:

- Choose language options to display and the order in which they appear
- Add a custom logo
- Easily change background images and color scheme
- Show or hide the information footer
- Turn on “Early arrival” feature allowing guests to partially check in before allowed check in time
Customize the privacy policy statement and/or link to the hotel's general privacy policy.
SMART GUEST CHECK-IN

GUEST CHECK IN

- Booking Details offer reservation review
- Select the number of guests that will be staying
- Option to add or update the credit card on the folio
- Pick from a list of additional services to purchase prior to check in
GUEST CHECK IN

With integrated dispenser or manual encoder the guest is instructed how to create their key card(s)

> Guest can be provided their room number by text message, email or a printed message
> Wi-Fi details included with welcome message
Check out offers the opportunity for guest to review invoice and incidentals.

Key cards can be dropped in a standard drop box or re-inserted into the room card dispenser.

Check out completes billing immediately and shows a zero balance.

Confirmation is provided by Email, text message or printed at front desk.
DETAILED REPORTS

Smart Guest Check-In offers detailed reports that can be run to give you a precise view of usage statistics. The Kiosk Position report contains statistics such as check ins and check outs and the Cashier Report provides you with a complete payment transaction history.

Position Detail Report

Cashier Report
OVER $29 BILLION REVENUE

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GLOBAL 100

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107,000 TEAM MEMBERS WORLDWIDE

75 MILLION GLOBAL USERS

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