

Automated self-check-in/out

Streamline your check-in/out processes to improve guest experience

Guests have 'fluid expectations', they expect the same mobile and on-demand experience from hotels as they get from other industries. For instance, they expect to be able to check-in before arrival on their devices just like they do with airlines. Guestline has partnered with ChicoStay to provide a two-way API interface between Guestline PMS and ChicoStay. This will enable guests to check-in/out themselves as well as automating the hotel's operational processes.

The Challenge

Managing hundreds of guests arriving and leaving daily at the same time can challenge business operations

The Solution

Enable guest self-check-in/out before arrival and integrate with front desk processes

- **Delight Guests**

Guests can be autonomous and mobile by checking-in before/upon arrival on their device or tablet at the lobby and check-out themselves on departure without having to wait in line at reception.

- **Save Staff Time**

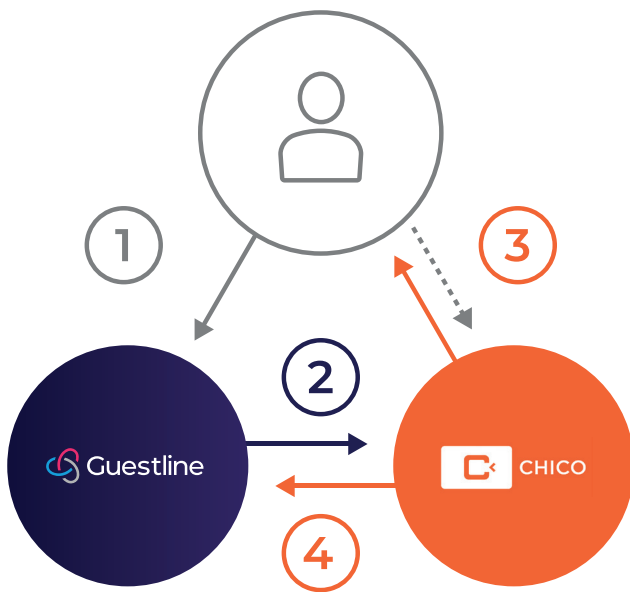
As check-in/out processes are transferred to the guests, the front desk team skills and resources can be optimised elsewhere to look after guests and enhance their experience.



“ The ChicoStay mobile solution truly simplifies the guest arrival and departure process creating value for guests as well as staff on a daily basis ”

Oliver Schreiber - MD, Best Western Plus Atrium Hotel

How it works



- 1. Reservation & Guest Profile**
Front Desk or Reservation team creates/ edits a reservation in the PMS which is linked to a guest profile
- 2. Shared Data**
ChicoStay retrieves guest profile, reservation, pre-calculated charges and guest folio from Guestline PMS under GDPR compliance
- 3. Check-in/out Comms**
ChicoStay automatically sends emails and/or SMS to guests to check-in/out on their devices and to print room key card upon arrival
- 4. Updated Data**
Real-time update of the guest folio and room status in the Guestline PMS