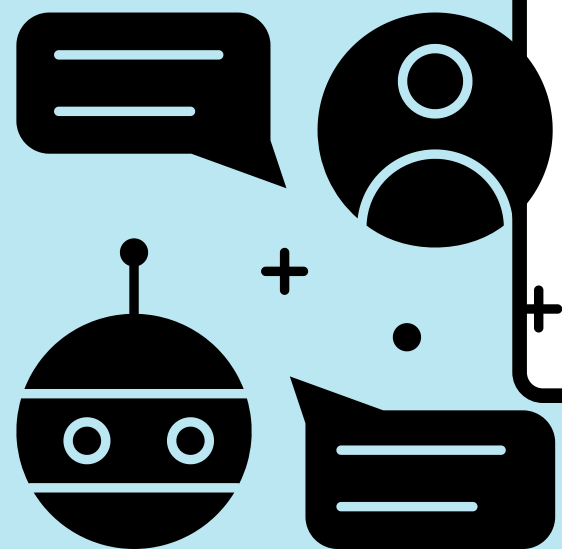
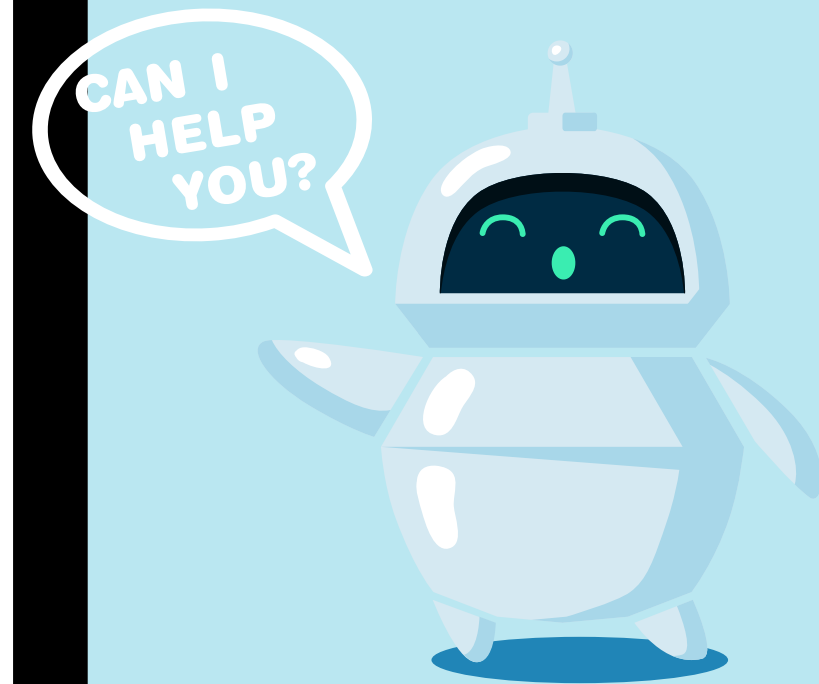


Digitalise Your Way Through

GET INFORMED



RPA CHAMPIONS

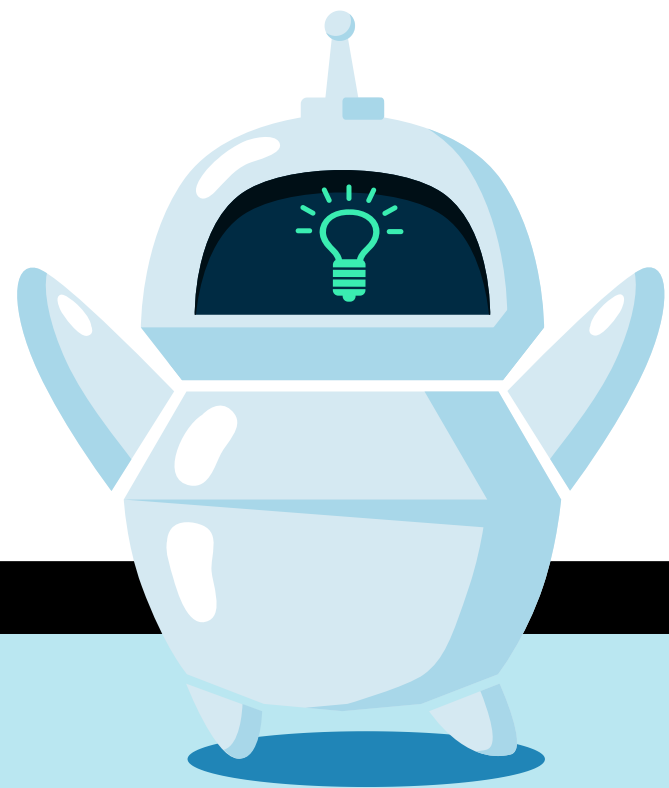
In this segment, we'll explore the exciting world of **Robotic Process Automation (RPA)** and how it can **revolutionize your hospitality business.**

RPA lets us use software to **automate tasks** merging efficiency with our industry's signature warmth.





FIRSTLY, THE OPPORTUNITIES



- 01** **Accurate Transactions** which minimize errors in billing and reservations.
- 02** **Swift Check-ins & Bookings** by speedy automated processes that ensure guests don't wait.
- 03** **24/7 Assistance by Chatbots** who cater guest inquiries, ensuring they're never left unattended.



NOW, THE CHALLENGES



01

Maintenance and Monitoring because Bots, like all tech, need regular check-ups.

02

Training and Onboarding because new tech requires our teams to adapt and learn.

03

Balancing Tech with Touch which implies automation should enhance, not overshadow, the human connection.



FINALLY, LET'S BUST SOME MYTHS!



It's a luxury only for big hotels

01 RPA is scalable. Every establishment, big or small, can benefit from it.

02 **Too technical for hospitality**
It's designed to be user-friendly. With training, it integrates seamlessly into our operations.

RPA removes the personal touch

03 RPA is here to handle routine tasks, allowing us more time for personalized guest interaction.

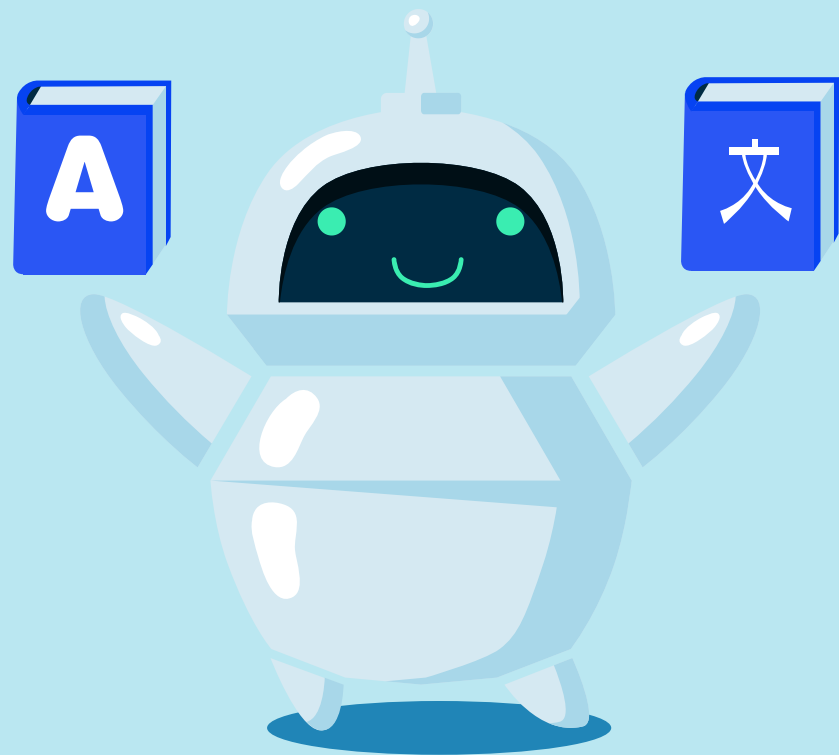


RPA-SUITABLE PROCESSES FOR YOUR ESTABLISHMENT ?

Let's think of how to integrate RPA in your
business idea

01 Reservation Management

by Streamlining bookings, modifications, and cancellations.



**HERE ARE
SOME PRIME
CANDIDATES
FOR
AUTOMATION**



02 Feedback Analytics

to automatically collate and analyze guest feedback.

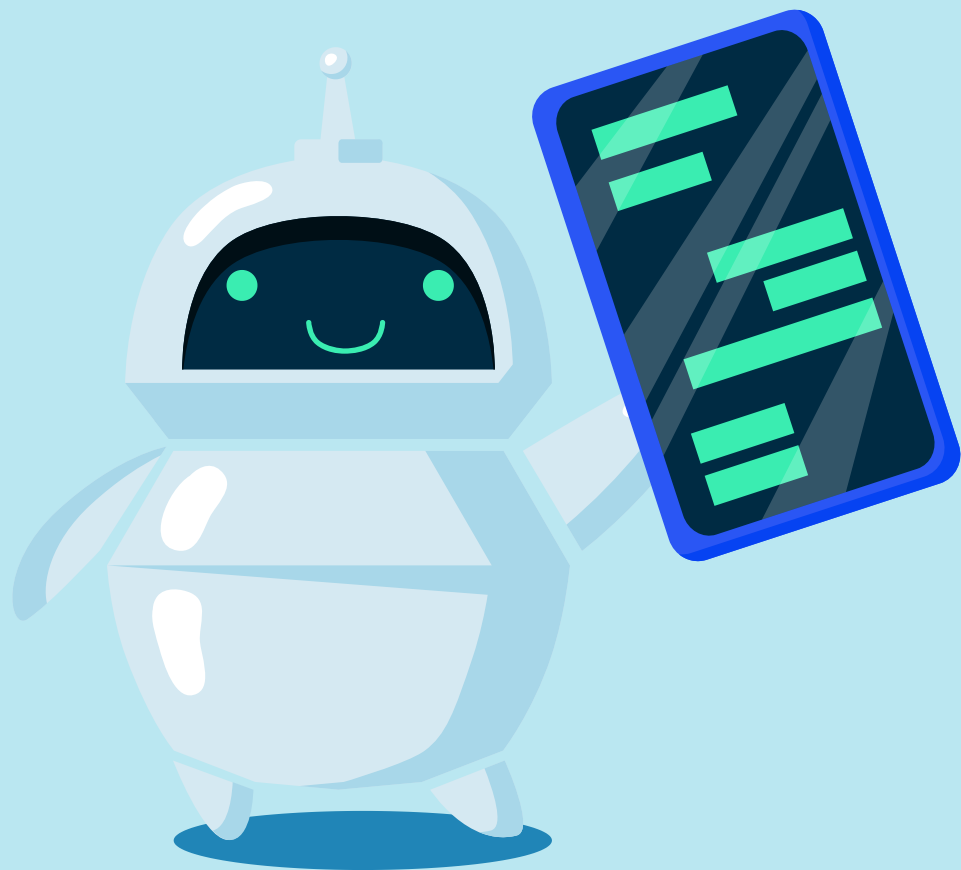


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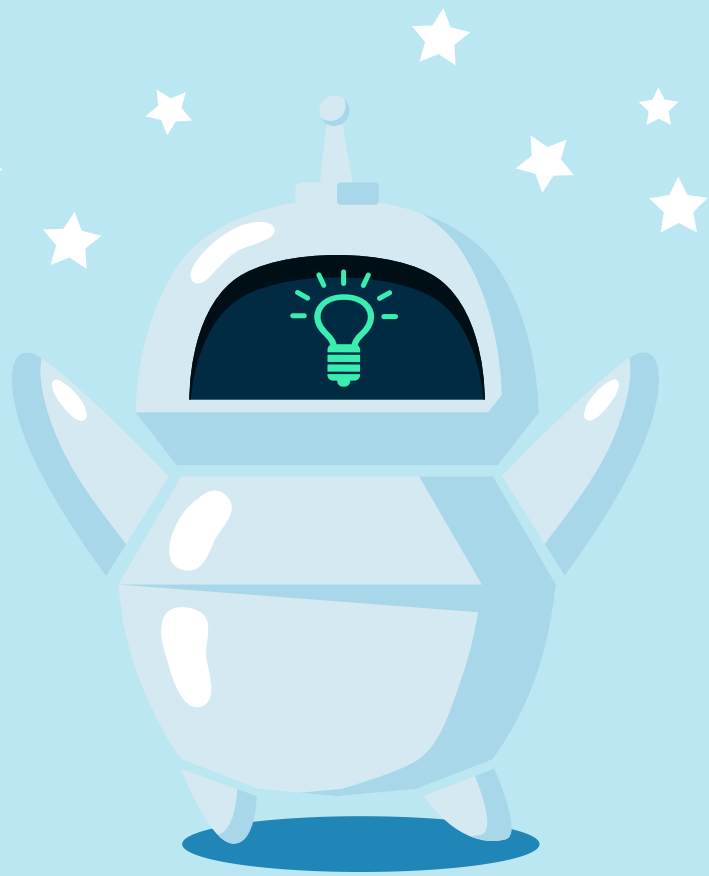
03 Inventory Oversight

to manage supplies efficiently, from linens to ingredients.



**HERE ARE
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REMEMBER!

RPA in hospitality isn't about sidelining humans. It's about magnifying our efficiency so we can focus on what we do best – **creating unforgettable guest experiences.**

RPA is like having your **very own team of virtual assistants**, working tirelessly to handle **repetitive tasks and processes!** Choosing the **right processes** for automation is **key**. Look for **tasks** that are **rule-based, repetitive, and time-consuming.**

NOW, IT'S TIME FOR A THOUGHT-PROVOKING MOMENT!

How could you implement RPA in your own hospitality business idea?

Consider the tasks that are taking up too much of your valuable time. Let RPA be the solution.

