The **Guest Services** Series

Self-Service Technologies to Enhance the Hotel Guest Experience

When arriving at a hotel, the check-in process is essential to a guest's first impression and can set the tone for their overall experience. KIOSK Information Systems, in partnership with an industry-leading hospitality industry software partner, is introducing a modern and intuitive platform to automate guest check-in and check-out. It provides guests with a streamlined self-service option, while reducing critical staffing gaps for hotel operators.

The Guest Services Kiosk Solution can fully integrate with a property's PMS system enabling hotel operators to easily enhance their omnichannel guest experience with on-premise self-service capability. As part of this integration, automated identity verification, payment acceptance, and loyalty program lookup are among the available features that operators can provide for optimal front desk amenities paired with greater operational efficiency.

Key Benefits Include

- Increased guest satisfaction with lower wait times and greater convenience tied to check-in and check-out transactions
- Secure, PCI compliant payment transactions
- 24/7 access to guest services including meal purchases, extra room keys, and on-demand check-out folio
- Health safeguard with autonomous check-in and check-out, eliminating need for person-to-person contact
- Permanent automation platform to alleviate ongoing hospitality labor shortages common among hotel operators

As each traveler has navigated their trip to the hotel, they have likely interacted with multiple self-service platforms along the way (ATM, airline check-in, restaurant ordering, car rental, etc.). Self-service has become an integral mainstay in travel and hospitality services. Automated hotel guest services are a natural extension in this overall trend, providing the means for guests to drive their own best experience.

See reverse side for a full listing of models and dimensions

"As we read through the hundreds of comments we received in the survey, we were struck to see a clear consensus emerge that fundamental labor issues were simmering in hospitality – well before the pandemic caused them to boil over."

Filip Boyen, CEO of Forbes Travel Guide commenting on the 2022 Guide Survey

The Guest Services kiosk can be combined with comprehensive KIOSK Solution Services, which includes turnkey site survey, installation, spare parts stocking & warranty, and field technician services. Equally important Managed Service elements include advanced payment security management and KIOSK-led proactive remote monitoring. KIOSK IT professionals receive and act on real-time IoT alerts tied to system connectivity, software functionality, and component-level health and functionality. KIOSK services provide a 98.5% uptime SLA, ensuring your hotel properties are fully operational day and night.

With extensive experience in the hospitality industry, KIOSK and industry partners help fulfill the need for automation without compromising on the guest experience.

The **Guest Services** Series: **Models and Dimensions**

Base Model Includes
- Platform enclosure metals
- Posiflex MK3000 PC, I3 processor, 8GB DDR4 RAM, 4port USB hub, 128GB SSD
- Posiflex 21.5" PCAP display
- Thales Gemalto IBS AT10K OEM Document Reader
- Sankyo SCTOMO-0130 Card Dispenser with RFID Reader, 200 card capacity

Optional Components
- Camera
- Microphone
- LED component indicator lighting, RGB programmable
- WiFi board and antennae
- Storm ADA navigation keypad

Counter-mount Configuration

Dimensions
- 30.3" High
- 18" Wide at Base Plate
- 17.9" Deep at Base Plate

Pedastal Configuration

Dimensions
- 60.2" High
- 18" Wide at Base Plate
- 19" Deep at Base Plate

*ADA compliance of counter-mount configuration will be determined by height of counter placement.