

SuitePad can help hoteliers overcome 6 major issues caused by COVID-19

1 Guest room safety

Guests are at risk of contracting coronavirus in their hotel rooms

2 Risk during interaction

Close interaction between guests and staff puts both at risk of infection

3 Information gap

It can be difficult to inform guests of new hygiene procedures in hotels

4 F&B revenue loss

F&B revenues are decreasing dramatically as guests are less willing to dine in public

5 Breakfast dining

Hotels are unable to offer breakfast buffets for guests due to new social distancing regulations

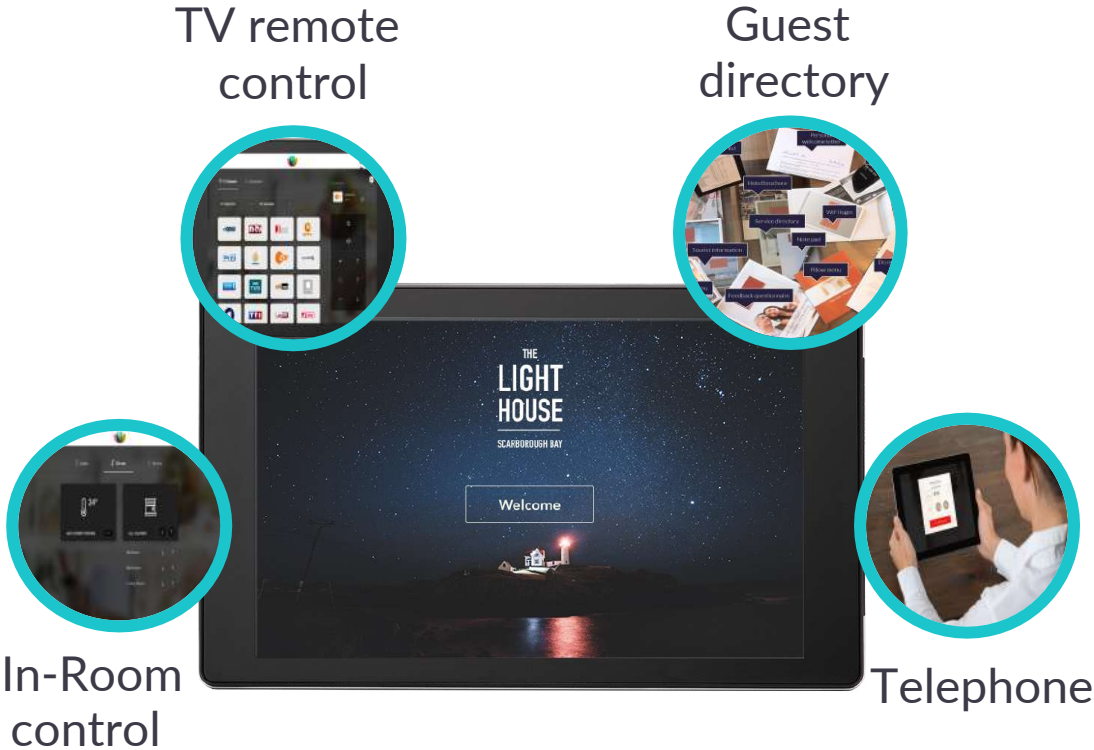
6 Housekeeping contact

Housekeeping staff are at risk of being infected and infecting guests

Hotel guests are at risk of contracting COVID-19 in their rooms because of the number of difficult-to-clean high-touch items. SuitePad unifies various services on one device which can be easily disinfected, reducing the risks for both guests and housekeeping.



The lifetime of viruses on surfaces is up to 3 days



SuitePads are quick and easy to disinfect

Close interaction between guests and staff puts both at risk of infection. SuitePad offers a digital communication solution, reducing the need for close contact and lowering the risk of infection for both guests and staff.

SuitePad provides a complete service—there's no need for guests to come to the front desk.

- ✓ Concierge recommendations
- ✓ Check-out information
- ✓ Food and beverage orders
- ✓ Transportation
- ✓ Spa bookings

INTERACTIVE COMMUNICATION OPTIONS



QUICK FEEDBACK &
SURVEYS



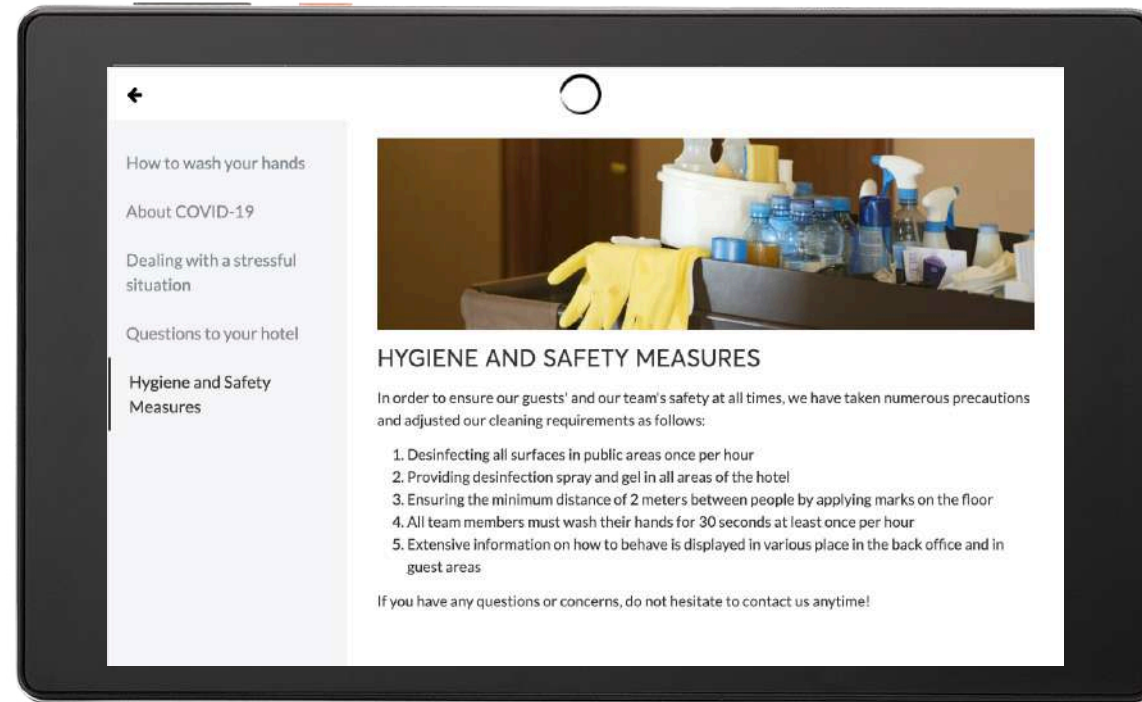
CHAT



PUSH-MESSAGES

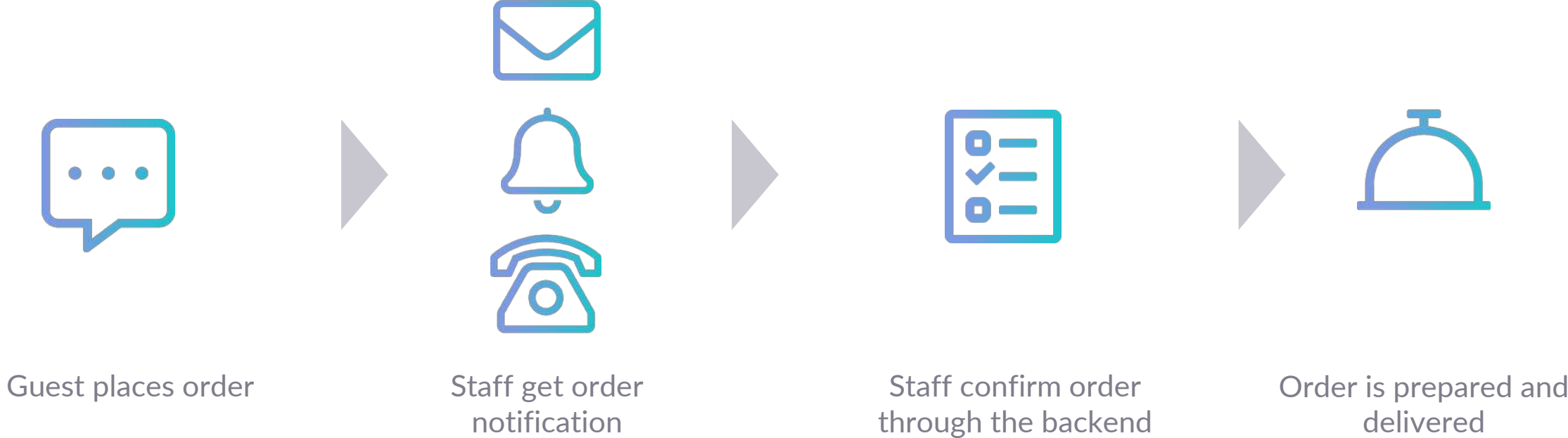
It's can be difficult to inform guests about new hygiene rules and regulations in hotels – with SuitePad's intuitive backend, everything can be uploaded and updated in just a few clicks

Transparency is key to reducing people's uncertainty and hesitation



...and will help to win their trust and loyalty in the long term

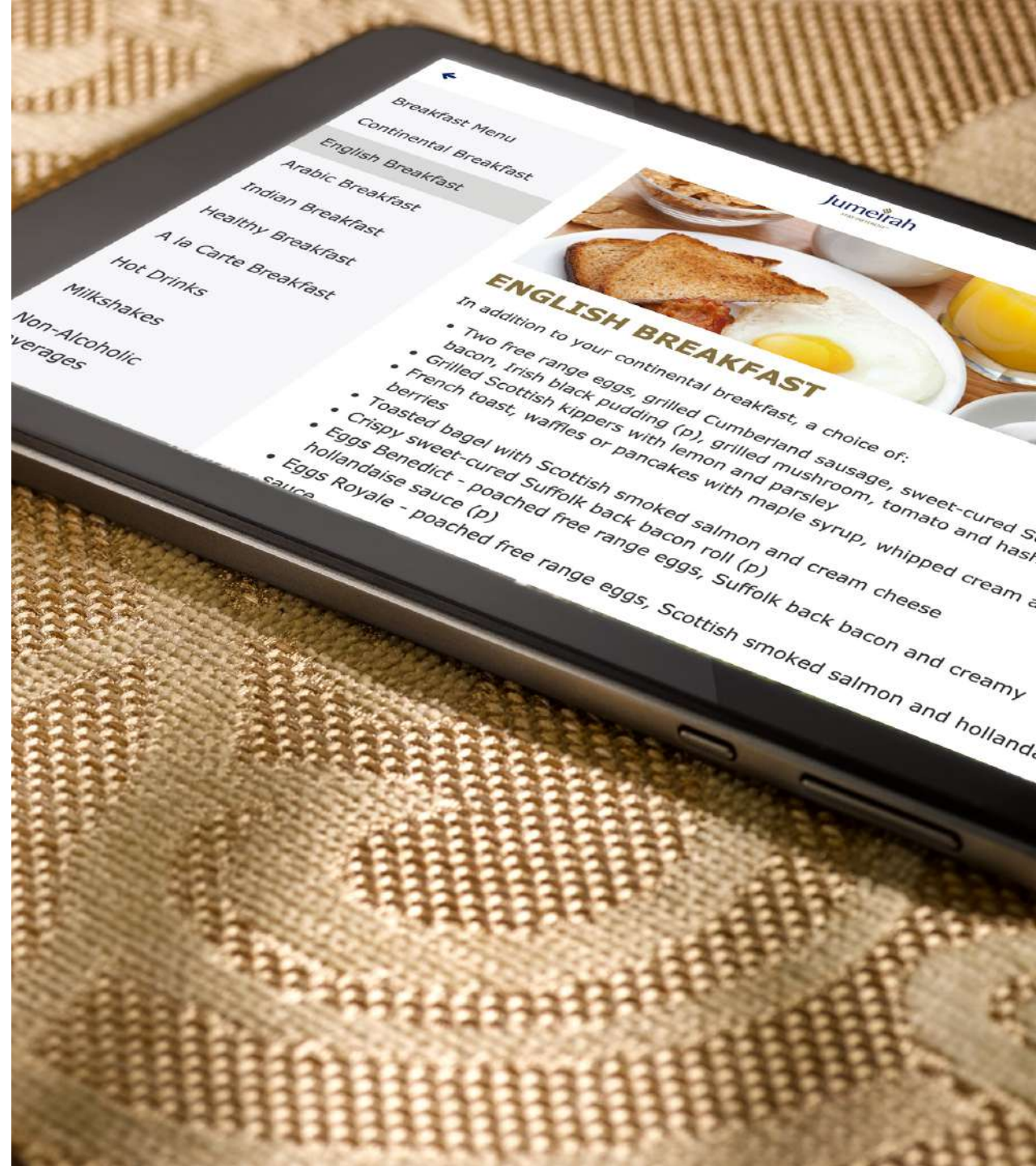
F&B revenues are decreasing as guests worry about dining in public – SuitePad allows you to provide an end-to-end room service booking process for guests, helping them dine in safety while you generate increased revenue.



SIMPLE, EFFICIENT, CONTACTLESS

Unable to offer breakfast buffets due to social distancing regulations? Create breakfast packages that guests can order via their SuitePads

- ✓ Create à la carte packages that guests can pre-order for the following morning.
- ✓ Optimize your food and labor costs.
- ✓ Provide breakfast options that guests can enjoy in the restaurant or their own room.



Housekeeping staff are at risk of being infected and infecting others – implement SuitePad's Green Option to reduce the risk of contagion between staff and guests

HOUSEKEEPING CHALLENGES

1. Reducing contact points between staff and guests to lower the risk of infection for both
2. The increase in cleaning time per room demands that operational processes be adjusted and optimized



HOW THE GREEN OPTION HELPS SOLVE THESE CHALLENGES:

1. By forgoing room cleaning, the chance of contagion between housekeeping staff and guests is reduced
2. With fewer rooms needing to be cleaned, staff can concentrate on quality of disinfection