



# *Tray Away*

## New Travel Trend

Guests are researching hotels offering full-service in-room dining prior to booking their hotel reservation.

Now more than ever, guests are longing for an exquisite meal prepared by an exceptional culinary team to enjoy in the safety of their hotel room.





# NEGATIVE FIRST IMPRESSIONS

## IMPACT YOUR SERVICE SCORES

External (*TripAdvisor*)

Internal (*Medallia*)

Industry Ratings (*Forbes Travel Guide*)

# THE ROOT CAUSES?

Outdated procedures

Paper tent cards prompting calls

Manual pen and paper tracking

Tedious Excel spreadsheets

Miscommunication between shifts



# *the Guest experience*

## **GUESTS LOVE TRAYAWAY**

Completes the in-room dining experience with easy tray retrieval

Creates a fun, interactive experience for every guest with the click of a button

Improves guest satisfaction by eliminating dirty trays from hallways

Provides a more-efficient avenue for housekeeping to send pickup requests

Increase service scores for in-room dining and overall hotel cleanliness

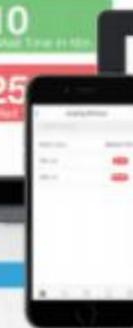
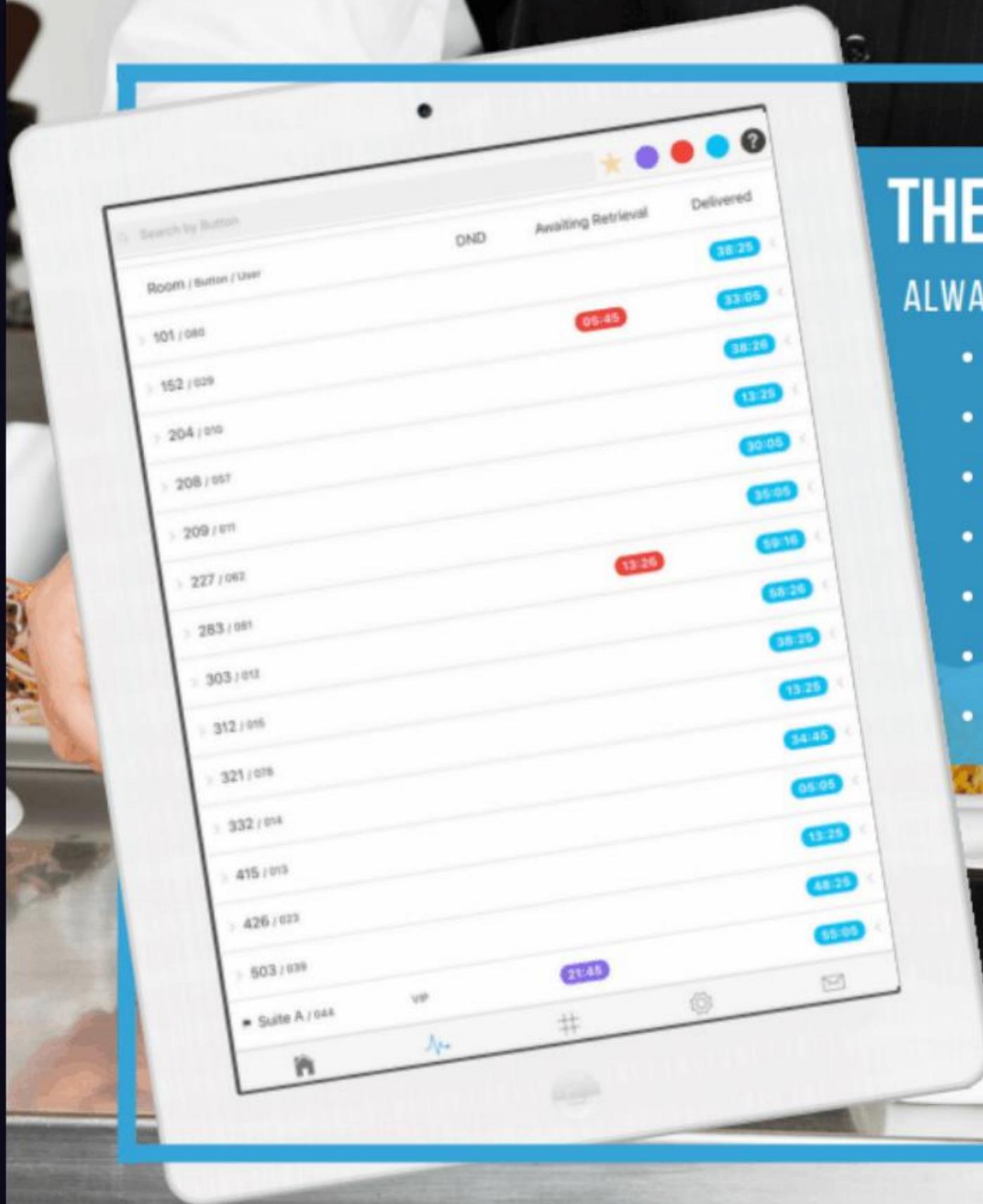




# THE STAFF EXPERIENCE

ALWAYS KNOW LOCATION AND STATUS OF EVERY TRAY

- Software tracking of all trays
- Performance metrics
- Instant notifications for timely retrieval
- Intuitive dashboard
- Detailed reporting for staff accountability
- Enhanced operational efficiencies
- Nightly reports auto-emailed to management

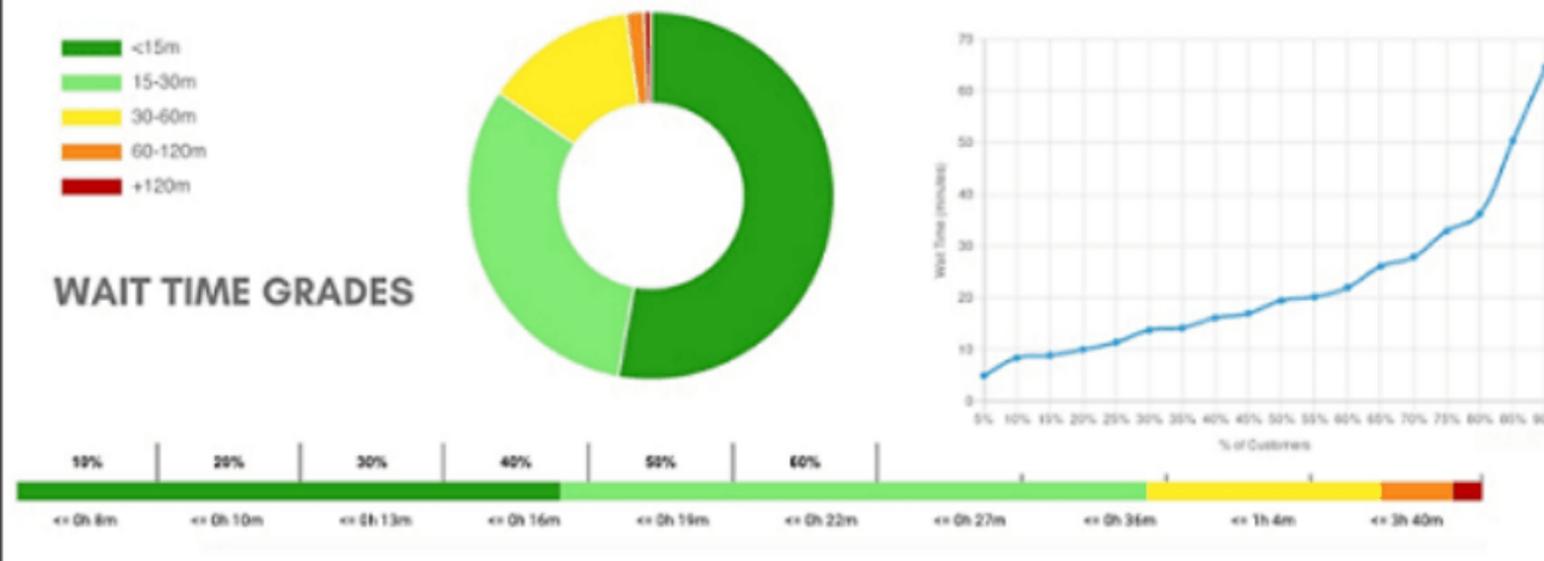


# SAMPLE ANALYTICS REPORT

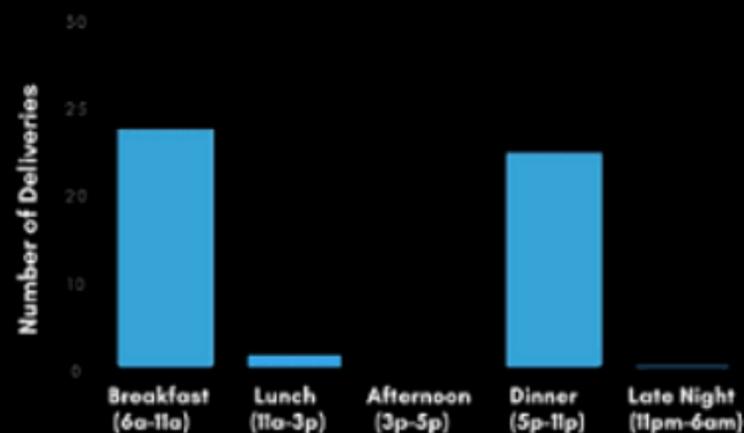
## DAILY SUMMARY

**35 Total Deliveries**

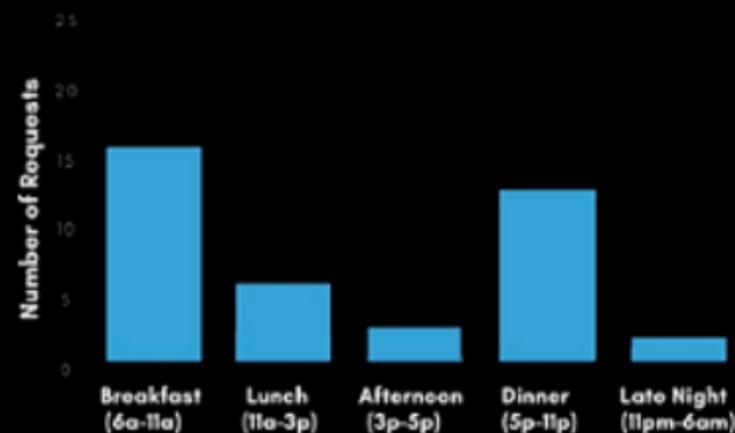
**Average Wait Time: 10 minutes**



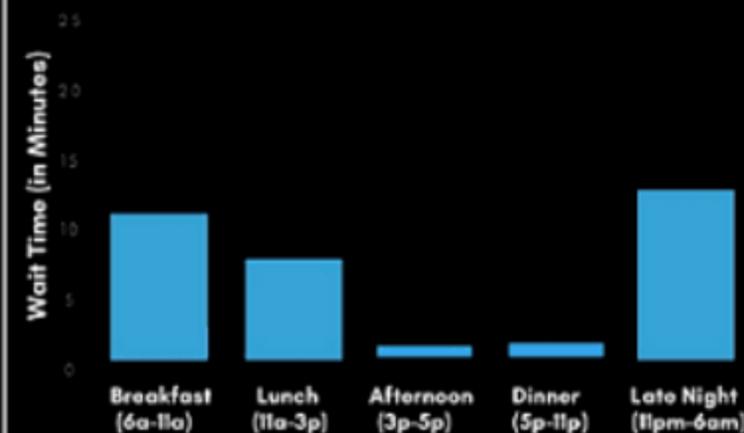
### TOTAL DELIVERIES BY MEAL PERIOD



### TOTAL REQUESTS BY MEAL PERIOD



### AVERAGE WAIT TIMES BY MEAL PERIOD



### DAILY ACTIVITY HISTORY

Room	Notes	Delivery	Pickup Request	Retrieved	Wait Time	Username
3745	VIP	7:45am	9:13am	9:22am	9 minutes	Taylor@hotel.com
1679	Trolley	7:57am	10:30am	10:42am	12 minutes	Jim@hotel.com
4233		8:22am	9:54am	10:10am	16 minutes	Taylor@hotel.com
Spa	Mrs. Smith	9:02am	10:20am	10:25am	5 minutes	Valentino@hotel.com

# The Breakers Palm Beach

## Labor Savings Case Study

Daily Labor Savings = 5 Hours

Annual Labor Savings = 1,825 Hours

### Hotel Industry:

#### Room Service Hourly Rates | Annual Savings

\$7/hr = \$14,500

\$9.5/hr = \$19,700

\$12/hr = \$25,000

# FEATURED HOTELS & RESORTS

Archer Hotel Austin *TEXAS*  
 Archer Hotel Napa Valley *CALIFORNIA*  
 Balboa Bay Resort *CALIFORNIA*  
 Biltmore Hotel Miami *FLORIDA*  
 Boston Harbor Hotel *MASSACHUSETTS*  
 Cadillac Hotel & Beach Club *FLORIDA*  
 EAST, Miami *FLORIDA*  
 Eden Roc Miami Beach *FLORIDA*  
 Eldorado Resort Casino *NEVADA*  
 Fairmont Austin *TEXAS*  
 Fairmont Chateau Laurier *CANADA*  
 Fairmont Grand Del Mar *CALIFORNIA*  
 Fairmont Orchid *HAWAII*  
 Fairmont Scottsdale *ARIZONA*  
 Fairmont Southampton *BERMUDA*  
 Gaylord Palms Resort *FLORIDA*  
 Hilton Anatole *TEXAS*  
 Hilton Grand Vacations Elara *NEVADA*  
 Hilton Minneapolis *MINNESOTA*  
 Hilton Palmer House *ILLINOIS*  
 Hilton St. Charles Avenue *LOUISIANA*  
 Hotel Atlante Plaza *BRAZIL*

Hotel Emiliano Rio *BRAZIL*  
 Hotel Emiliano Sao Paulo *BRAZIL*  
 Hotel Providence *RHODE ISLAND*  
 Hotel Unique *BRAZIL*  
 Humphrey's Half Moon Inn *CALIFORNIA*  
 InterContinental Miami *FLORIDA*  
 JW Marriott Austin *TEXAS*  
 JW Marriott Marco Island Beach Resort *FLORIDA*  
 Le Bristol Paris *FRANCE*  
 Loews Coronado Bay Resort *CALIFORNIA*  
 Loews Miami Beach Hotel *FLORIDA*  
 London West Hollywood *CALIFORNIA*  
 Melia Nassau Beach *BAHAMAS*  
 Miramar Hotel by Windsor *BRAZIL*  
 Montage Deer Valley *UTAH*  
 Montage Palmetto Bluff *SOUTH CAROLINA*  
 Mountain Shadows Resort Scottsdale *ARIZONA*  
 Ojai Valley Inn *CALIFORNIA*  
 Palaicio Tangarai *BRAZIL*  
 Pan Pacific Seattle *WASHINGTON*  
 Rosewood Sand Hill *CALIFORNIA*  
 Sun Peaks Grand Hotel *CANADA*

The Asbury Hotel *NEW JERSEY*  
 The Breakers Palm Beach *FLORIDA*  
 The Broadmoor *COLORADO*  
 The Grand America Hotel *UTAH*  
 The Ritz-Carlton Almaty *KAZAKHSTAN*  
 The Ritz-Carlton Naples *FLORIDA*  
 The Ritz-Carlton Dallas *TEXAS*  
 The Ritz-Carlton Kapalua *HAWAII*  
 The Ritz-Carlton Lake Tahoe *CALIFORNIA*  
 The Ritz-Carlton New Orleans *LOUISIANA*  
 The Ritz-Carlton Reserve Zadun *MEXICO*  
 The St. Regis Aspen Resort *COLORADO*  
 The St. Regis Washington, D.C. *WASHINGTON, D.C.*  
 Tivoli Ecoresort Praia do Forte Bahia *BRAZIL*  
 Tivoli Mofarrej Sao Paulo Hotel *BRAZIL*  
 Unique Garden *BRAZIL*  
 W Hotel New Orleans *LOUISIANA*  
 Wailea Beach Resort Marriott *HAWAII*  
 Waldorf Astoria Las Vegas *NEVADA*  
 Waldorf Astoria The Roosevelt *LOUISIANA*  
 Westin Jekyll Island *GEORGIA*  
 Westin Verasa Napa Hotel *CALIFORNIA*

...and many more





# WAILEA BEACH RESORT MARRIOTT

WAILEA, HAWAII

"TrayAway is a convenient tool that allows our customers to dine on their time. We are spread out over 23 acres of beautiful coastline with 7 different buildings. TrayAway allows our attendants to monitor and track trays that are ready for pick-up, thus saving valuable time. Finally, resort cleanliness is an important metric for us. TrayAway is a great way for me to spot-check the team to ensure that we are keeping the hallways clear of dirty dishes and used trays."

**ERIC S. DUFF | DIRECTOR OF FOOD & BEVERAGE**

*Photo: Marriott*

# THE ST. REGIS ASPEN RESORT

ASPEN, COLORADO

"TrayAway has streamlined and in some ways revolutionized our room service experience. It puts agency into the hands of our guests, and lets our staff attend to their needs better than ever before. I would recommend the system to anyone looking to improve their room service tray collection (which is everyone!)."

**CHRISTOPHER BECKER | DIRECTOR OF FOOD & BEVERAGE**

*Photo: Marriott*





# WALDORF ASTORIA LAS VEGAS

LAS VEGAS, NEVADA

"TrayAway has become a great companion to our In-Room Dining operation. The system not only allows us to swiftly retrieve our tables but our guests love the convenience of not having to call an operator. It also helps our team members stay on track with their pick-ups. A great solution overall!"

**CHRISTOPHER PAGEAUD | DIRECTOR OF FOOD & BEVERAGE**

*Photo: Hilton*

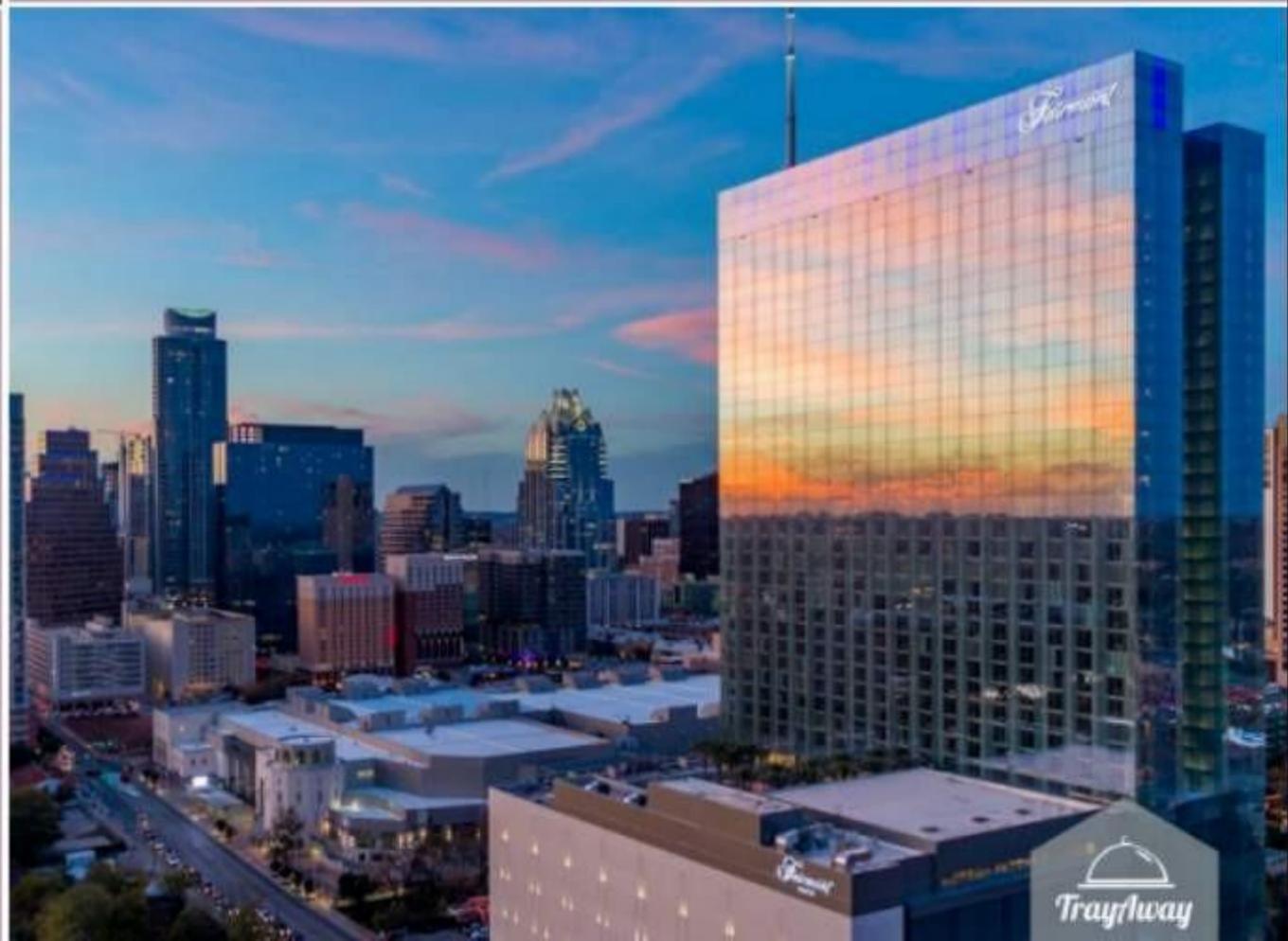
# FAIRMONT AUSTIN

AUSTIN, TEXAS

"TrayAway has become a valuable tool that has allowed our teams to not only better serve the guest but provide a clear system of tracking and accountability. We are very pleased with both the system and service we have received from TrayAway."

**MICHAEL A. RODRIGUEZ | ASST. DIRECTOR OF FOOD & BEVERAGE**

*Photo: Fairmont*



Thank you

*Tray Away*



**CADD**  
**EMIRATES**