



*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.





A woman in a dark blue business suit and white shirt is standing in a hotel room. She is holding a silver suitcase handle in her right hand and a white card in her left hand, which she is about to insert into a door lock. In the foreground, a breakfast tray is set on a white-clothed table. The tray includes a plate of pizza, a plate of fruit and vegetables, a silver pitcher, a glass, a bowl with a white cup, and a folded white napkin. The background is a light-colored wall with a door.

# 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Outdated procedures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







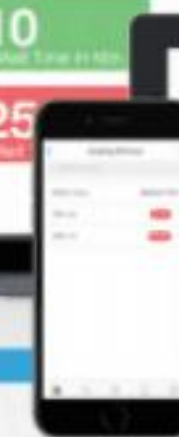


# THE STAFF EXPERIENCE

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

Room / Button / User	DND	Awaiting Retrieval	Delivered
101 / 088		06:45	38:29
152 / 029			33:05
204 / 010			38:28
208 / 057			13:29
209 / 011			30:05
227 / 062		13:26	35:05
283 / 081			59:18
303 / 012			08:26
312 / 016			38:28
321 / 018			13:29
332 / 014			34:45
415 / 013			05:05
426 / 023			13:29
503 / 039			48:29
Suite A / 044		21:45	55:05

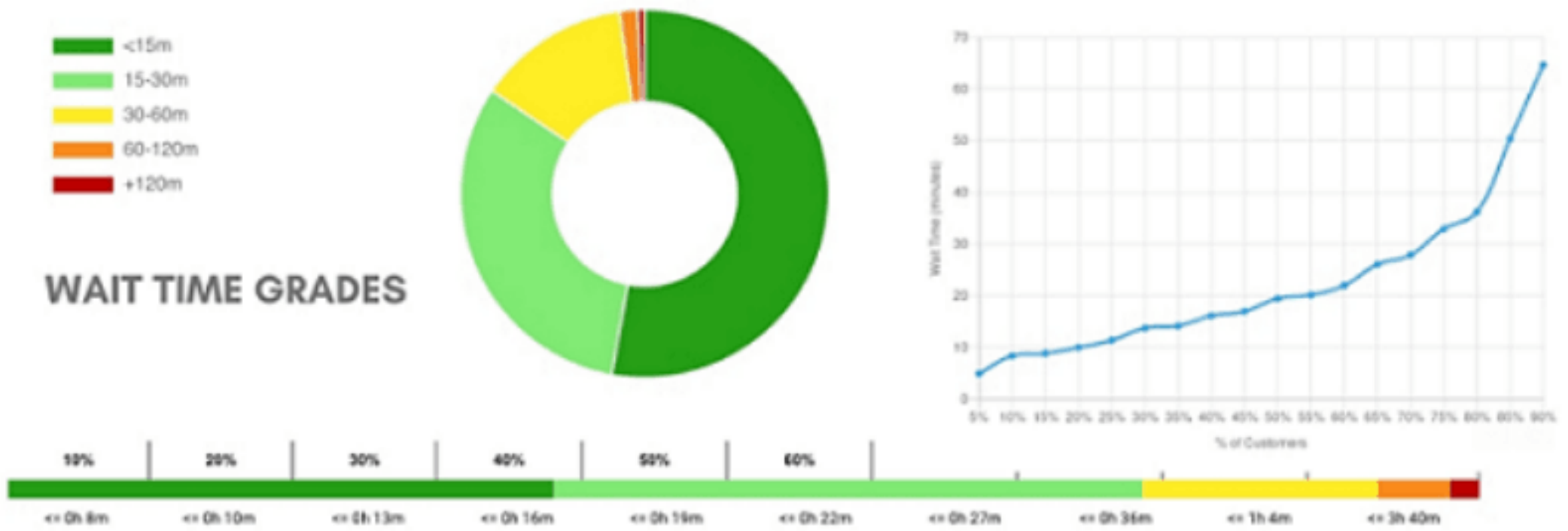




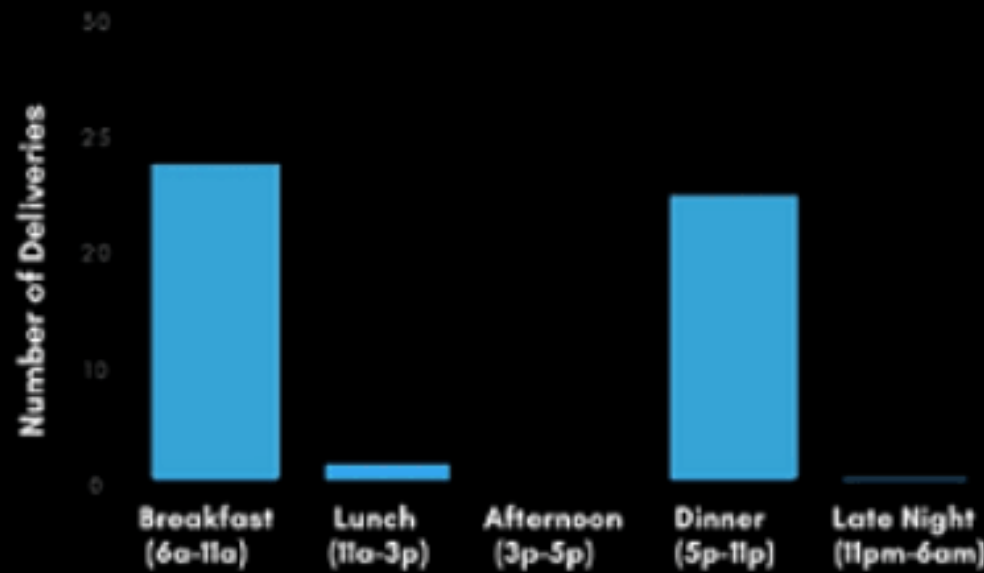
SAMPLE ANALYTICS REPORT

DAILY SUMMARY

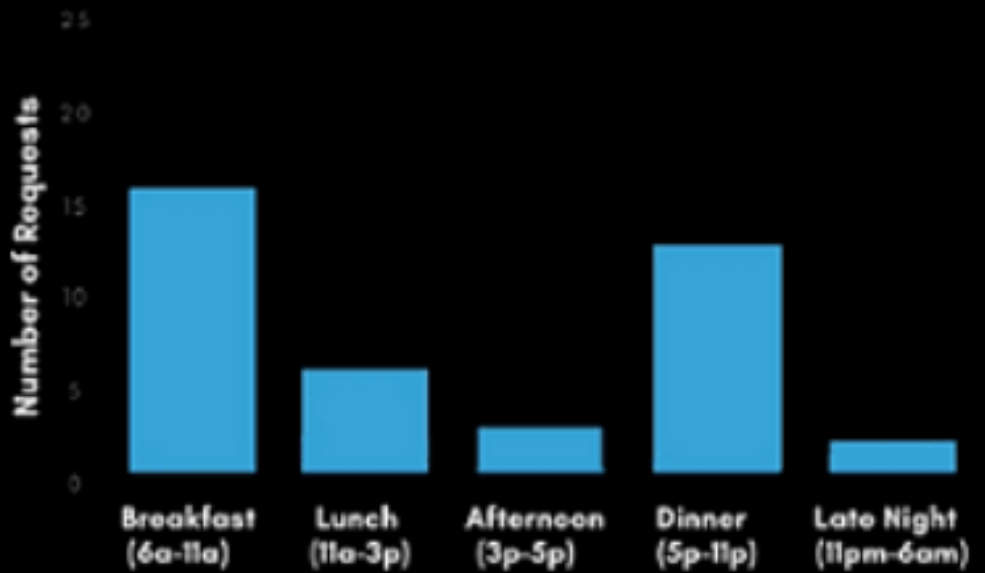
**35 Total Deliveries**  
*Average Wait Time: 10 minutes*



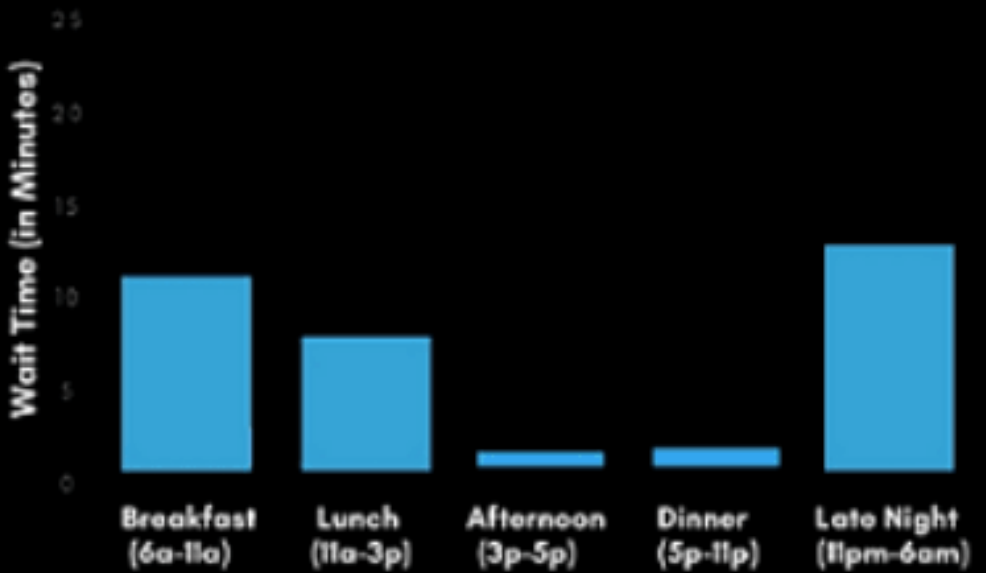
TOTAL DELIVERIES BY MEAL PERIOD



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**