

Improving Operational Efficiencies and Service Speed Ranks Top Priority for Hotels

In today's highly competitive hospitality industry, optimizing operations is more crucial than ever. Hotels worldwide are increasingly grappling with a trifecta of challenges: labor shortages, rising operational costs, and increasingly high guest expectations. Addressing these challenges effectively means finding new paths to enhance both the guest and staff experience, while increasing profitability.

Navigating universal challenges and global pressures

Persistent Staffing Shortfalls

Despite ongoing recovery efforts, **53% of hotel respondents** of a recent survey say they continue to operate at 25%-74% of pre-pandemic staffing.

Impacts on Service Levels

According to the survey, 70% of hotel managers have had to reduce or eliminate certain amenities or services due to staffing shortages.

Unprecedented Costs

Amid escalating financial pressures, hotels are facing record level tax and wage increases, which have surged from **\$118B in 2023 to \$123.4B in 2024**.

Elevated guest expectations

Cleanliness is a top priority, with **59% of guests** emphasizing the importance of pristine guestrooms.



How can you maximize guest satisfaction, staff efficiency, and profitability?

Introducing the future of Service Optimization – **Amadeus HotSOS® solutions**. To effectively navigate universal challenges and the global pressures, it's all about prioritizing your operational efficiency. The more streamlined your operations, the more opportunity you have to save time, money and make data-driven decisions to give your hotel the competitive edge needed in this demanding landscape.

*Based on a Deloitte survey of 6,600 guests across 25 brands

75%
of hotel guests return to places where they've had great experiences*



Hotels worldwide have achieved remarkable results using HotSOS Solutions



117M+

Processed over 117M service orders, demonstrating scale and efficiency



<3 Min

Responded to 70% of service orders in under 3 minutes, providing guests with exceptionally fast service.



30M+

Automated 30M+ service orders based on guest reservation attributes or add-ons, saving valuable staff time.



15M+

Prevented over 15M potential incidents, maintaining smooth hotel operations.



12K+

Saved 12K+ hours of staff time by preventing duplicated orders, optimizing workforce allocation.



141M+

Cleaned or serviced 141M+ guestrooms, maintaining high standards of cleanliness and comfort.



4.5M+

Performed more than 4.5M guestroom inspections to ensure the high expectations of guests are met.

* Data aggregated from global Amadeus HotSOS and HotSOS Housekeeping users over a 12-month period.

Improve your operational efficiency with Amadeus HotSOS Solutions.

With **Amadeus HotSOS Solutions**, you can:

- Optimize staffing** - Ensure efficient use of resources
- Maximize workflow** - Streamline processes for faster service
- Accelerate on-boarding** - With user-friendly interface
- Optimize equipment lifespan** - Maintain and protect assets
- Measure performance** - Track & improve operational metrics



52%
of hotel leaders said their top investment drivers are focused on increasing efficiencies.

"HotSOS is integral to the seamless operation of our business, and it has become indispensable in maintaining our high service level."

Jorine Heutink,
Executive Housekeeper of
Hotel Okura Amsterdam

Trusted by Hoteliers Worldwide

Backed by decades of industry expertise, our team of seasoned hospitality professionals supports hotels across 95 countries in enhancing efficiency and profitability, one immaculate room at a time.

Start optimizing your hotel operations today! [Click here](#) to learn more about how **Amadeus Service Optimization HotSOS solutions** can transform your operations.