

Improving staff facing tools and technology ranked 4th highest priority in 2020 versus 10th place a year earlier

Thriving hotels are investing in Amadeus Service Optimization and focusing on enhancing the staff experience



The hotel industry is fast-paced and full of challenges

Over **683k** hotel staff members around the world,

○ **25%** of them in housekeeping, used Amadeus Service Optimization Solutions in 2019

Amadeus Service Optimization Solutions made a world of difference to

Expedite and execute over **150m** service orders to reduce manual effort



- Save and repurpose over **7.9m** hours of time to complete other work
- Prevent over **\$90m** worth of potential guest service recoveries
- Increase online review scores by completing over **5.9m** guest room and staff service inspections
- Save over **2.5m** hours that would normally be used to recommunicate room-cleaning priorities
- Reduce room check-in wait times by up to **50%**
- Complete over **6m** preventative maintenance projects that improved building and asset integrity
- Expedite the cleaning of over **123m** rooms to improve room readiness

By leveraging Service Optimization's automation, collaboration and analytics tools, hotel leaders were able to save:

○ **\$131m** in maintenance efficiencies

○ **\$148m** in guest room and housekeeping efficiencies

○ **\$3.7m** in paper usage



USERS SEND APPROXIMATELY 380K MESSAGES EVERYDAY TO KEEP COMMUNICATION FLOWING SMOOTHLY

What does the annual Service Optimization value look like for a 150-room hotel?

Expedite and execute over **26k** service orders to reduce manual effort

Repurpose over **1,500** hours of time to complete other work like increasing your online review scores by completing over 1,000 guest room and staff service inspections

Complete over **1,000** preventative maintenance projects that improve building and asset integrity

Reduce room check-in wait times by up to **50%**

Prevent over **12k** worth of potential guest service recoveries



TOTAL ANNUAL VALUE OF AMADEUS SERVICE OPTIMIZATION SOLUTIONS:
GLOBAL SAVINGS: \$375M
PER GUEST ROOM: \$177

Hospitality is all about the human connection and that starts with your staff. Through Amadeus Service Optimization Solutions you can:



Enable your staff to anticipate, delight, and surprise guests.



Improve building integrity, service levels and productivity.



Remove friction created by manual communication and processes.