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Chexology Product Overview

How it works:

- Bellstaff quickly and easily associate guest reservations from ALICE to personal belongings, eliminating the need to write on a lengthy, single-use paper ticket. Guests continue on their way while the bellstaff scan reusable tags and store the luggage. Guests receive a branded and personalized text confirmation with their claim number serving as their digital claim ticket. No more need to hang onto a paper ticket.

Benefits:

- Always find and return the correct item
- Better tracking, data and communications
- Convenience and flexibility
- Improves guest experience
- Increases confidence, guest satisfaction and bellstaff tips
- No more lost claim tickets or searching for luggage at guest pick-up
- Reduces physical contact/contactless
- Speeds up luggage check-in, pick-up and the delivery process to better serve the guest and shortening the time and effort searching for luggage

Advantages and Features:

- **ECO-FRIENDLY** - Paperless luggage check technology eliminates single-use paper tickets. Chexology's tags are durable and reusable, reducing waste sent to landfills. Hotels save money, reduce their paper footprint and uphold more sustainable business practices.
- **TIME SAVINGS** - The turnkey check-in and check-out luggage process help guests and staff save time, improve efficiency and increase productivity. Wait times are cut down dramatically improving the guest experience, reducing line queues and helping to avoid service delays during "crunch" times from the first to the last point of guest contact.
- **SECURITY** - Concierge staff capture high-quality full-color images of guest belongings to ensure the correct personal items match the right guests. Items are safely stored in the luggage area until guests are ready for room delivery or pick-up. This also creates a safer environment for property left behind. Staff can easily match items and quickly return valuables to their owner.

- **STREAMLINE COMMUNICATIONS** – Guests can communicate with the bell desk directly through text or phone, based on their preferred mode of communication.
- **RESERVATION SYSTEM INTEGRATIONS** – Now featuring integration with ALICE, the leading hospitality operations and hotel management platform. Chexology is continually reviewing possible integrations with leading hospitality industry solutions to enable hoteliers to modernize their technology and continue elevating the guest experience.
- **OPTICAL CHARACTER RECOGNITION (OCR) TECHNOLOGY** - OCR pulls tag numbers and storage labels into the guest profile to track each item and its specific location.
- **BELLSTAFF INSPIRED FEATURES** – Includes a storage feature to assign items to different rooms, shelves and spaces making belongings easier to find. Action lists balance assigned tasks and streamline coordination between staff. Search to return offers quick searches for a guest profile with associated tag numbers and storage location to return belongings. One-touch return provides a quick swipe right to return and remove the items from storage inventory. Multi-Item tagging easily assigns the exact number of bags to a profile using a single tag.
- **COST SAVINGS** - Replacing expensive paper tickets, reducing lost items and increased business intelligence through data collection saves hotels up to a 40% cost reduction for luggage storage operations.
- **ANALYTICS** – An integrated measurement dashboard for faster, easier reporting. Daily and shift scorecards make it easy to view and analyze performance by staff members, monitor luggage volume and identify problems, issues or bottlenecks. Users can access pre-built reporting templates such as daily management and shift reports or create their own. Collect data on key trends in guest habits and staff performance to draw insights for data-driven decision making
- **UPSELLING/CROSS SELLING** – Ability to set up personalized messaging and text campaigns after luggage delivery offering timely promotions, discounts and communications to other hotel services, restaurants and products, driving more revenue.
- **TRAINING** – To make it easy for users to understand the technology and use it as part of their workflow, Chexology offers one-on-one onboarding for management and employees. Users can choose from written, video and in-person tutorials based on their learning style. In addition, training resources and how-to tutorials are within the technology itself.

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