

# Hotel Guests and Self-Service

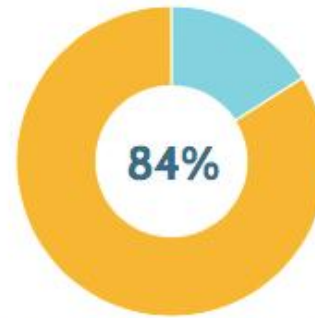
With over 2 billion smartphone users around the world, there's no question that mobile technology has become a norm in our day-to-day lives. What do hotel guests think about mobile technology and self-service?



## Hotel Guests Show Strong Preference for Convenience of Technology and Self-Service



Prefer Tech-Enabled Lobbies

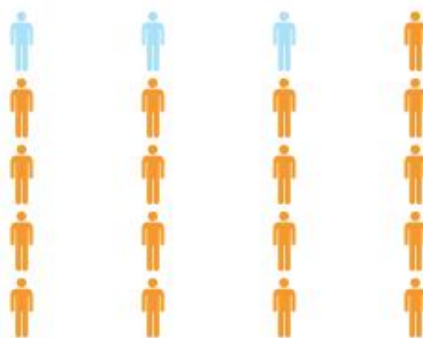


Prefer Mobile Check-in and Check-out



60% of respondents are more likely to choose a hotel that allows guests to check-in and open doors with a smartphone

76% of travelers have checked-in using a self-service station at an airport or hotel and would do so again to avoid waiting in line



85% of hotel guests use online service requests for room service and housekeeping, when offered

