Hospitality executives see mobility as a prime opportunity to trim costs and increase guest satisfaction. The COVID-19 response accelerated the shift to mobility.

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**Key global observations**

- Hospitality executives see mobility as a prime opportunity to trim costs and increase guest satisfaction.
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**Stage in guest journey**

- **Pre-arrival**
  - 83% Offer highly personalized pre-arrival guest communications.

- **Engagement**
  - 83% Improve staff interactions with guests by using mobile devices or tablets.

- **Food and beverage**
  - 84% Use mobile devices to engage guests, generate orders, and process payments in their restaurants.

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