

# 2021 Mobility in Hospitality Benchmark

United States Perspective



## Stage in guest journey



Stay

70%

Communicate with guests via mobile to limit contact with staff.



Engagement

67%

Improve staff interactions with guests by using mobile devices or tablets.



Checkout

70%

Facilitate mobile or kiosk checkout.

## Key global observations

Hospitality executives see mobility as a prime opportunity to trim costs and increase guest satisfaction.



The COVID-19 response accelerated the shift to mobility.



Mobility simplifies tasks for staff and enhances their work experience.



Owners and GMs may overestimate how effectively their properties use mobile technology.



## Want to learn more?

Visit [www.oracle.com/goto/mobility-report/](http://www.oracle.com/goto/mobility-report/) to get the full report

