ORACLE Hospitality

2021 Mobility in Hospitality Benchmark

United States Perspective



Stage in guest journey

Stay

Communicate with guests via mobile to limit contact with staff.

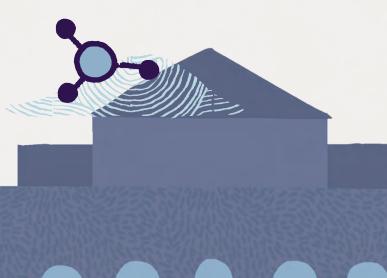


Engagement

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



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/ to get the full report







