

2021 Mobility in Hospitality Benchmark

Australia Perspective



Stage in guest journey

Check-in

68% Allow guests to use their mobile devices to access rooms.

Engagement

87% Use mobile devices or tablets to improve guest engagement with staff.

Checkout

73% Offer mobile checkout to their guests.

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

