

# 2021 Mobility in Hospitality Benchmark

## Germany Perspective



## Stage in guest journey



### Pre-arrival

62%

Offer highly personalized pre-arrival guest communications.



### Engagement

73%

Allow guests to interact with staff via their mobile devices to improve their stay experience.



### Food and beverage

70%

Facilitate mobile ordering and room service.

## 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 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

