

2021 Mobility in Hospitality Benchmark

Mexico Perspective



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.

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

