



# Oracle Hospitality OPERA Cloud Mobile Guest Experience Feature Set

Oracle Hospitality Mobile Guest Experience is a guest-facing web application designed for smartphones. Guests can pre-register their arrival with the registration process commencing with an email sent to eligible guests from 4 up to 48 hours prior to arrival.

## PRE-ARRIVAL GUEST ENGAGEMENT

The pre-arrival email contains a secure URL to initiate the pre-registration, including the following features:

- Validate reservation summary and booking policies.
- Specify arrival and departure time.
- View and update guests address and phone number.
- Enter last name and first name of accompanying guests (including children).
- View and consent to terms & conditions and privacy regulations.

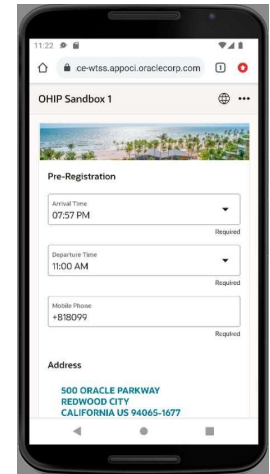


- Receive a confirmation of the preregistration.
- Get in touch with your property through a Contact Us page.

## BENEFITS FOR GUESTS

OPERA Cloud Mobile Guest Experience helps you reduce guest waiting time upon arrival. Housekeeping can prioritize the order of rooms based on guest arrival times – ensuring that each room is ready when the guest arrives. It can also reduce the amount of time a guest spends at the front desk, resulting in a faster check-in experience. Since the guest provides accurate address information and accepts terms and conditions details during pre-registration, there’s no need to do these actions onsite. Additionally, the guest can validate reservation and booking policies before arrival and the hotel can share important arrival information.

However, a mobile solution is about more than just efficiency, it’s about making each guest feel at home in your hotel. Communicating with guests with a pre-arrival email is a great way to make them feel welcomed. And since they have less administrative tasks, front desk agents can have more personal engagement upon arrival. You are also making it easier for guests to contact your hotel with a Contact Us page. Note, OPERA Cloud Mobile Guest Experience does not require a download from an app store.



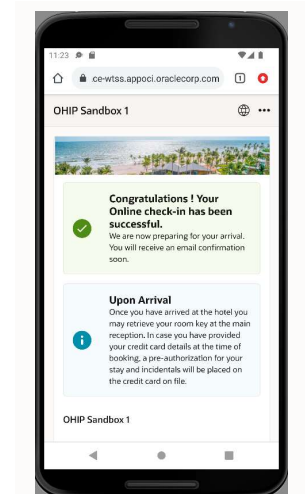
## BENEFITS FOR HOTELS

The hotel gains efficiencies in housekeeping by reporting on guest arrival and departure times and prioritizing rooms based on those times. The front desk can enjoy an expedited check-in process since the administrative tasks were completed by the guest in advance of their arrival.

There is also a cost savings, as the mobile app is included with your OPERA Cloud subscription. This app is easy to configure and can be done by you in-house. But if you want assistance, Oracle Consulting services is available to you.

## BEST PRACTICES

- **Set arrival time as a mandatory field.** This will allow housekeeping to prioritize the room and make it available at the time the guest arrives.
- **Set departure time as a mandatory field.** Departure time will be printed on housekeeping reports allowing more efficient planning.
- **Provide clear and precise arrival instructions on the confirmation page and in the confirmation email.** Ensure guests understand additional steps needed before getting to their room. This communication also provides the opportunity to promote hotel facilities, such as spa or F&B services.
- **Monitor pre-registered reservations.** Be prepared for the guest before they arrive.
- **Prepare for guest arrival (allocate a room, prioritize housekeeping for room, based on arrival time, prepare key).** Preparation results to faster check-in and a better guest experience.



## CONNECT WITH US

For more information about Oracle Hospitality OPERA Cloud Mobile Guest Experience and its related products, visit [oracle.com/hospitality](https://oracle.com/hospitality) or call +1.800.ORACLE1 to speak to an Oracle representative.

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