ORACLE
Hospitality

2021 Mobility in Hospitality Benchmark

Japan Perspective

Stage in guest journey

Pre-arrival

63% Offer highly personalized pre-arrival guest communications.
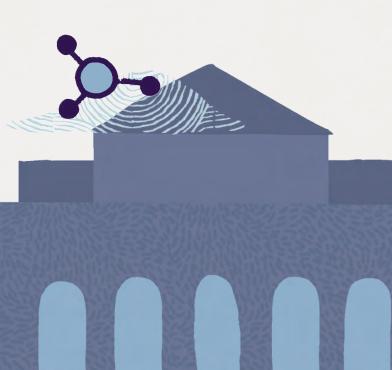
Engagement

66% Increase speed of service with the adoption of mobile applications.

Checkout

54% Allow guests to check out on their smartphone or a hotel kiosk.

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/** to get the full report