

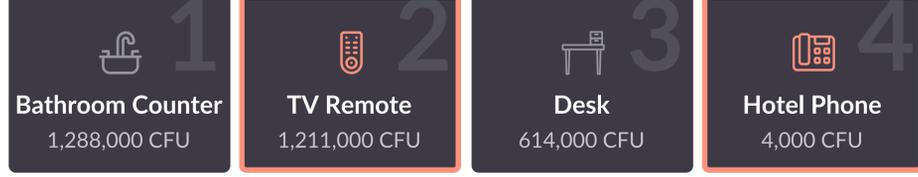


# 4 Major Challenges for Hoteliers during COVID-19 and how to solve them

## 1. Minimizing the risk of spreading viruses and bacteria in hotel rooms

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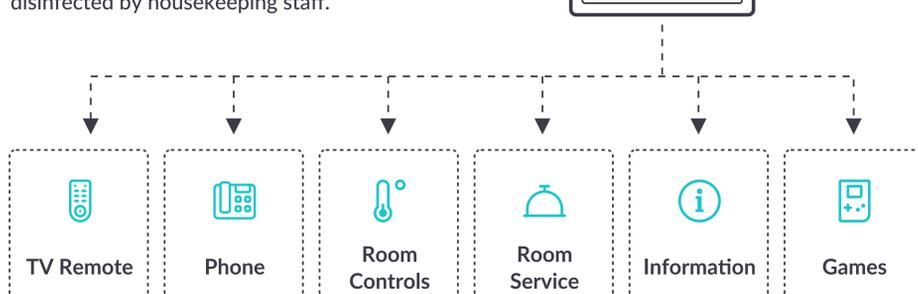
Top 4 Germ-infested Surfaces in Hotel Rooms



CFU= colony forming units [https:// www.travelmath.com/feature/hotel-hygiene-exposed/](https://www.travelmath.com/feature/hotel-hygiene-exposed/)

### SOLUTION

SuitePad combines various hotel room hardware and functionson one device which can be easily cleaned and disinfected by housekeeping staff.



## 2. Optimizing housekeeping to adhere to new regulations

Reducing contact points between staff and guests to lower the risk of infection.

Increase in cleaning time per room to ensure proper disinfection.

**SOLUTION**

SuitePad's Green Option gives guests the ability to forgo room cleaning; ordered from the comfort of their own room.

By forgoing room cleaning, the chance of transmission between housekeeping staff and guests is reduced.

With fewer rooms needing to be cleaned, staff can concentrate on quality of disinfection.

## 3. Offering breakfast and F&B services under social distancing regulations

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**No Buffets**

**Social Distancing Regulations**

**Revenue Loss**

**SOLUTION**

Optimize food and labor costs by adjusting the breakfast service you offer using packages guests can order via SuitePad directly from their rooms.

**Easy Ordering with SuitePad**

Guest places order incl. special comments

Team gets notification for new order

Team confirms the order through the backend

Order is prepared and delivered

## 4. Keep guests up-to-date with COVID-19 information and allow open communication with hotel staff

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Face-to-face communication is more difficult now as it puts staff at risk of infection. Communication is still vital for guest safety, a pleasant stay, and to increase guest loyalty.

**You can find hand sanitizer in all public areas around the hotel.**

**Using the sauna is only permitted via pre-booking.**

**SOLUTION**

**Push Messages**

Use push messages to inform your guests about upcoming events or available activities.

**Chat**

Use the chat function to seamlessly communicate with your guests without the need for personal interaction.

**Quick Feedback**

Ask your guests to give feedback through a short survey on their in-room SuitePad device.

## Interested in learning more?

Interested in learning more?

Get your hands on informative blog posts, case studies, and webinar recordings on how SuitePad can help you during the global pandemic.

[www.suitepad.de/en/suitepad-resources](http://www.suitepad.de/en/suitepad-resources)

