

CONTACTLESS

HOTEL TECHNOLOGY



TrayAway

A woman in a dark business suit stands by a door, holding a card. In the foreground, a breakfast tray is set on a white tablecloth, featuring a pizza, a salad, a coffee cup, and a pitcher. The scene is set in a hotel room.

NEGATIVE FIRST IMPRESSIONS

IMPACT YOUR SERVICE SCORES

External (*TripAdvisor*)

Internal (*Medallia*)

Industry Ratings (*Forbes Travel Guide*)

THE ROOT CAUSES?

Outdated procedures

Paper tent cards prompting calls

Manual pen and paper tracking

Tedious Excel spreadsheets

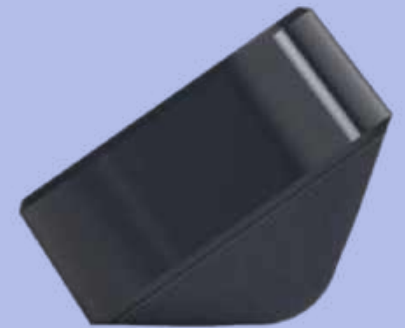
Miscommunication between shifts



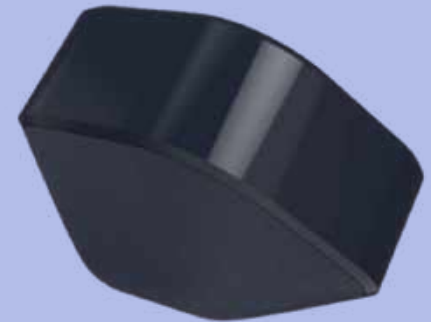
CUSTOMIZED CLICK DEVICES FOR CONTACTLESS RETRIEVAL



Side



Back



Guest Experience

GUESTS LOVE TRAYAWAY

Increase service scores for in-room dining, overall hotel cleanliness, and sanitation

Completes the in-room dining experience with easy tray retrieval

Creates a fun, interactive experience for every guest with the click of a button

Improves guest satisfaction by eliminating dirty trays from hallways

Provides a more-efficient avenue for housekeeping to send pickup requests



THE STAFF EXPERIENCE

ALWAYS KNOW LOCATION AND STATUS OF EVERY TRAY

- Software tracking of all trays
- Performance metrics
- Instant notifications for timely retrieval
- Intuitive dashboard
- Detailed reporting for staff accountability
- Enhanced operational efficiencies
- Nightly reports auto-emailed to management

Room / Button / User	DND	Awaiting Retrieval	Delivered
101 / 080		05:45	38:25
152 / 029			43:05
204 / 010			38:28
208 / 067			13:25
209 / 011			30:05
227 / 052		13:26	35:09
283 / 081			59:18
303 / 012			58:26
312 / 016			38:25
321 / 078			38:25
332 / 014			13:25
415 / 013			34:45
426 / 023			05:05
503 / 039			13:25
Suite A / 044			48:25
			55:05
			21:45



AFFORDABLE PRICING | EASY IMPLEMENTATION

Getting started is a breeze. Enjoy service improvements immediately.

PRICING

Simply provide an average of your daily deliveries for a custom quote.

Affordable for any hotel, from the boutique to the mega-resort.

Our system was designed with your hotel's operating budget in mind.

New market discount, trail blazer discount, fast-track discount and other incentives for dramatic price reductions.

ONBOARDING

Completely cellular and Cloud-based, allowing for easy remote implementation globally.

No complicated server installs or time-consuming property visits.

Devices are configured prior to shipping, so they are "click and go" upon arrival.

Ongoing technical and operational support, including resources and training opportunities for new hires.

FEATURED HOTELS & RESORTS

Archer Hotel Austin *TEXAS*
 Archer Hotel Napa Valley *CALIFORNIA*
 Balboa Bay Resort *CALIFORNIA*
 Biltmore Hotel Miami *FLORIDA*
 Boston Harbor Hotel *MASSACHUSETTS*
 Cadillac Hotel & Beach Club *FLORIDA*
 EAST, Miami *FLORIDA*
 Eden Roc Miami Beach *FLORIDA*
 Eldorado Resort Casino *NEVADA*
 Fairmont Austin *TEXAS*
 Fairmont Chateau Laurier *CANADA*
 Fairmont Grand Del Mar *CALIFORNIA*
 Fairmont Orchid *HAWAII*
 Fairmont Scottsdale *ARIZONA*
 Fairmont Southampton *BERMUDA*
 Gaylord Palms Resort *FLORIDA*
 Hilton Anatole *TEXAS*
 Hilton Grand Vacations Elara *NEVADA*
 Hilton Minneapolis *MINNESOTA*
 Hilton Palmer House *ILLINOIS*
 Hilton St. Charles Avenue *LOUISIANA*
 Hotel Atlante Plaza *BRAZIL*

Hotel Emiliano Rio *BRAZIL*
 Hotel Emiliano Sao Paulo *BRAZIL*
 Hotel Providence *RHODE ISLAND*
 Hotel Unique *BRAZIL*
 Humphrey's Half Moon Inn *CALIFORNIA*
 InterContinental Miami *FLORIDA*
 JW Marriott Austin *TEXAS*
 JW Marriott Marco Island Beach Resort *FLORIDA*
 Le Bristol Paris *FRANCE*
 Loews Coronado Bay Resort *CALIFORNIA*
 Loews Miami Beach Hotel *FLORIDA*
 London West Hollywood *CALIFORNIA*
 Melia Nassau Beach *BAHAMAS*
 Miramar Hotel by Windsor *BRAZIL*
 Montage Deer Valley *UTAH*
 Montage Palmetto Bluff *SOUTH CAROLINA*
 Mountain Shadows Resort Scottsdale *ARIZONA*
 Ojai Valley Inn *CALIFORNIA*
 Palaciao Tangarai *BRAZIL*
 Pan Pacific Seattle *WASHINGTON*
 Rosewood Sand Hill *CALIFORNIA*
 Sun Peaks Grand Hotel *CANADA*

The Asbury Hotel *NEW JERSEY*
 The Breakers Palm Beach *FLORIDA*
 The Broadmoor *COLORADO*
 The Grand America Hotel *UTAH*
 The Ritz-Carlton Almaty *KAZAKHSTAN*
 The Ritz-Carlton Naples *FLORIDA*
 The Ritz-Carlton Dallas *TEXAS*
 The Ritz-Carlton Kapalua *HAWAII*
 The Ritz-Carlton Lake Tahoe *CALIFORNIA*
 The Ritz-Carlton New Orleans *LOUISIANA*
 The Ritz-Carlton Reserve Zadun *MEXICO*
 The St. Regis Aspen Resort *COLORADO*
 The St. Regis Washington, D.C. *WASHINGTON, D.C.*
 Tivoli Ecoresort Praia do Forte Bahia *BRAZIL*
 Tivoli Mofarrej Sao Paulo Hotel *BRAZIL*
 Unique Garden *BRAZIL*
 W Hotel New Orleans *LOUISIANA*
 Wailea Beach Resort Marriott *HAWAII*
 Waldorf Astoria Las Vegas *NEVADA*
 Waldorf Astoria The Roosevelt *LOUISIANA*
 Westin Jekyll Island *GEORGIA*
 Westin Verasa Napa Hotel *CALIFORNIA*

...and many more





WAILEA BEACH RESORT MARRIOTT

WAILEA, HAWAII

"TrayAway is a convenient tool that allows our customers to dine on their time. We are spread out over 23 acres of beautiful coastline with 7 different buildings. TrayAway allows our attendants to monitor and track trays that are ready for pick-up, thus saving valuable time. Finally, resort cleanliness is an important metric for us. TrayAway is a great way for me to spot-check the team to ensure that we are keeping the hallways clear of dirty dishes and used trays."

ERIC S. DUFF | DIRECTOR OF FOOD & BEVERAGE

Photo: Marriott

THE ST. REGIS ASPEN RESORT

ASPEN, COLORADO

"TrayAway has streamlined and in some ways revolutionized our room service experience. It puts agency into the hands of our guests, and lets our staff attend to their needs better than ever before. I would recommend the system to anyone looking to improve their room service tray collection (which is everyone!)."

CHRISTOPHER BECKER | DIRECTOR OF FOOD & BEVERAGE

Photo: Marriott





WALDORF ASTORIA LAS VEGAS

LAS VEGAS, NEVADA

"TrayAway has become a great companion to our In-Room Dining operation. The system not only allows us to swiftly retrieve our tables but our guests love the convenience of not having to call an operator. It also helps our team members stay on track with their pick-ups. A great solution overall!"

CHRISTOPHER PAGEAUD | DIRECTOR OF FOOD & BEVERAGE

Photo: Hilton

FAIRMONT AUSTIN

AUSTIN, TEXAS

"TrayAway has become a valuable tool that has allowed our teams to not only better serve the guest but provide a clear system of tracking and accountability. We are very pleased with both the system and service we have received from TrayAway."

MICHAEL A. RODRIGUEZ | ASST. DIRECTOR OF FOOD & BEVERAGE

Photo: Fairmont



Request Free Product Samples

1-800-506-6958

info@trayaway.com

www.trayaway.com

