

Tray Away



New Travel Trend

Now more than ever, guests are longing for an exquisite meal prepared by an exceptional culinary team to enjoy in the safety of their 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Outdated procedures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



the Guest experience

GUESTS LOVE TRAYAWAY

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

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





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

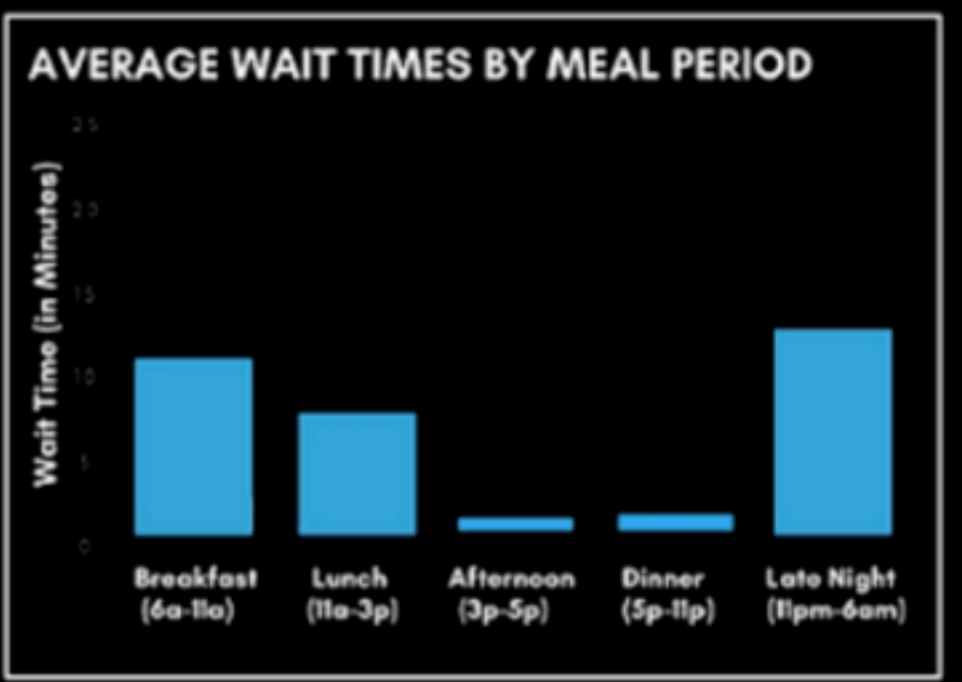
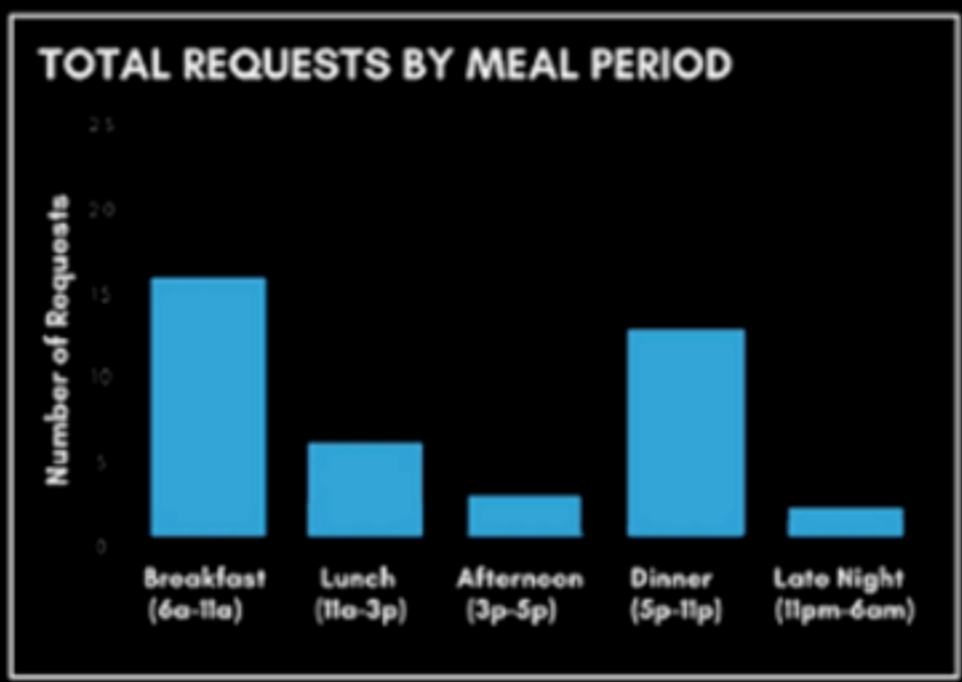
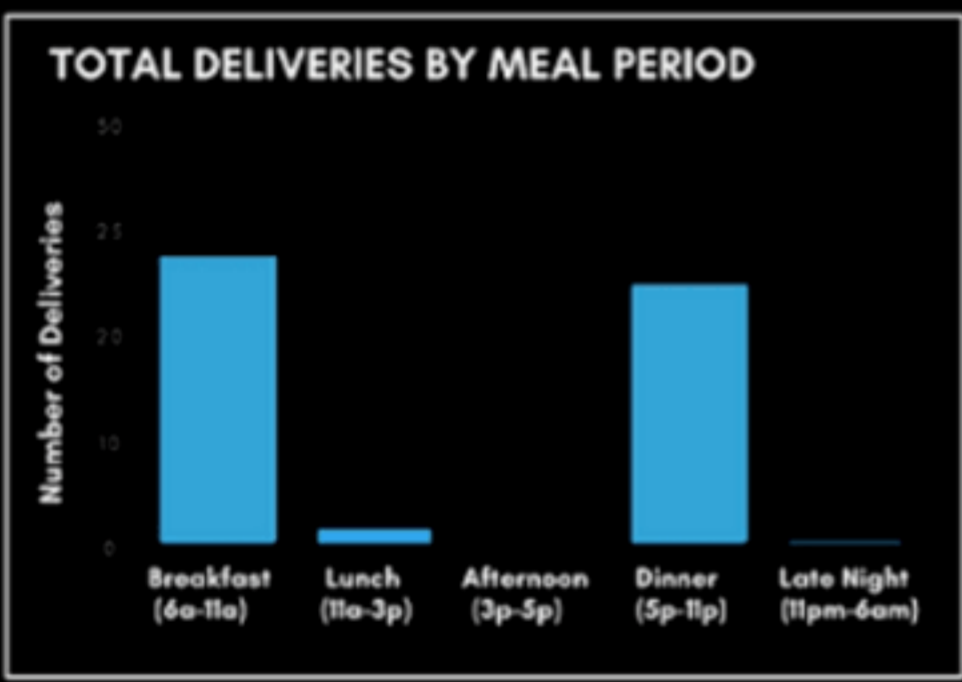
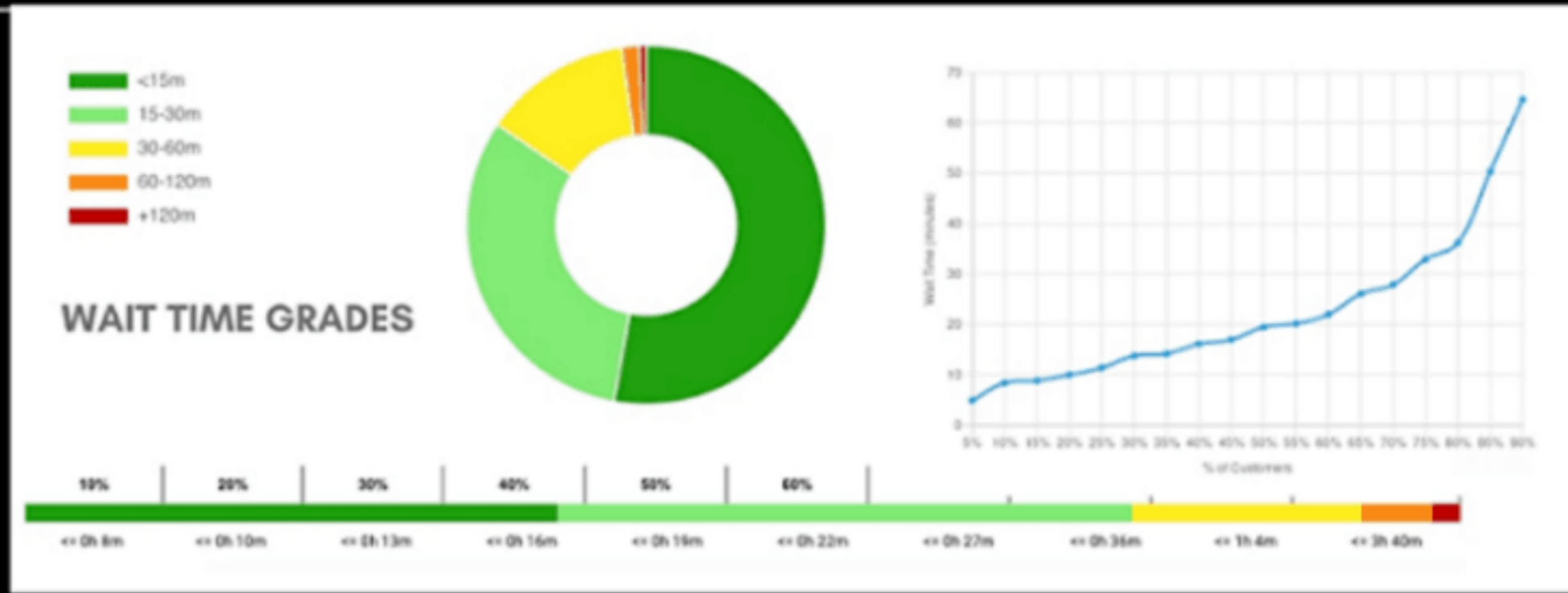


Automated Nightly Analytics Summary | Emailed To Your Inbox

DAILY SUMMARY

35 Total Deliveries

Average Wait Time: **10 minutes**



DAILY ACTIVITY HISTORY

Room	Notes	Delivery	Pickup Request	Retrieved	Wait Time	Username
3745	VIP	7:45am	9:13am	9:22am	9 minutes	Taylor@hotel.com
1679	Trolley	7:57am	10:30am	10:42am	12 minutes	Jim@hotel.com
4233		8:22am	9:54am	10:10am	16 minutes	Taylor@hotel.com
Spa	Mrs. Smith	9:02am	10:20am	10:25am	5 minutes	Valentino@hotel.com

The Breakers Palm Beach

Labor Savings Case Study

Daily Labor Savings = 5 Hours

Annual Labor Savings = 1,825 Hours

Hotel Industry:

Room Service Hourly Rates | Annual Savings

\$7/hr = \$14,500

\$9.5/hr = \$19,700

\$12/hr = \$25,000

FEATURED HOTELS & RESORTS

Archer Hotel Austin	TEXAS	JW Marriott Bonnet Creek	FLORIDA	Santa Monica Proper Hotel	CALIFORNIA
Archer Hotel Napa Valley	CALIFORNIA	JW Marriott Los Cabos Beach Resort	MEXICO	San Ysidro Ranch	CALIFORNIA
Aria Resort Las Vegas	NEVADA	JW Marriott Marco Island	FLORIDA	St. Julien Hotel & Spa	COLORADO
Beach Palace	MEXICO	Le Bristol Paris	FRANCE	St. Regis Aspen Resort	COLORADO
Big Cedar Lodge	MISSOURI	Loews Miami Beach Hotel	FLORIDA	St. Regis Washington, D.C.	WASHINGTON, D.C.
Boston Harbor Hotel	MASSACHUSETTS	London West Hollywood	CALIFORNIA	TAJ Jumeirah Lake Towers Dubai	UAE
Cadillac Hotel & Beach Club	FLORIDA	Mandarin Oriental	WASHINGTON D.C.	The Adolphus Hotel, Dallas	TEXAS
Cozumel Palace	MEXICO	Marina Bay Sands Singapore	SOUTH KOREA	The Breakers Palm Beach	FLORIDA
Cupertino Hotel, Silicon Valley	CALIFORNIA	Montage Deer Valley	UTAH	The Broadmoor	COLORADO
Crowne Plaza Dubai Marina	UAE	Montage Healdsburg	CALIFORNIA	The Grand America Hotel	UTAH
Eden Roc Miami Beach	FLORIDA	Montage Palmetto Bluff	SOUTH CAROLINA	The Little Nell	COLORADO
Enchantment Resort	ARIZONA	Moon Palace	JAMAICA	Venetian Resort Las Vegas	NEVADA
Fairmont Austin	TEXAS	Mountain Shadows Resort	ARIZONA	Viceroy Chicago	ILLINOIS
Fairmont Century Plaza	CALIFORNIA	Playacar Palace	MEXICO	Viceroy Los Cabos	MEXICO
Fairmont Chateau Whistler	CANADA	Ritz-Carlton Almaty	KAZAKHSTAN	W Philadelphia	PENNSYLVANIA
Fairmont Claremont Club & Spa	CALIFORNIA	Ritz-Carlton Half Moon Bay	CALIFORNIA	Wailea Beach Resort Marriott	HAWAII
Fairmont Grand Del Mar	CALIFORNIA	Ritz-Carlton Herzliya	ISRAEL	Waldorf Astoria Arizona Biltmore	ARIZONA
Fairmont Kea Lani	HAWAII	Ritz-Carlton Kapalua	HAWAII	Waldorf Astoria Las Vegas	NEVADA
Fairmont Orchid	HAWAII	Ritz-Carlton Lake Tahoe	CALIFORNIA	Waldorf Astoria Park City	UTAH
Fairmont Scottsdale Princess	ARIZONA	Ritz-Carlton New Orleans	LOUISIANA	Waldorf Astoria The Roosevelt	LOUISIANA
Hilton St. Charles Avenue	LOUISIANA	Riyadh Marriot Hotel	SAUDI ARABIA	Westin Verasa Napa Hotel	CALIFORNIA
InterContinental Sanctuary Grove	AUSTRALIA	Rosewood Sand Hill	CALIFORNIA	Windsor Court Hotel	LOUISIANA



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



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