



Tray Away

Say Farewell To Dirty Room Service Trays

Negative First Impressions

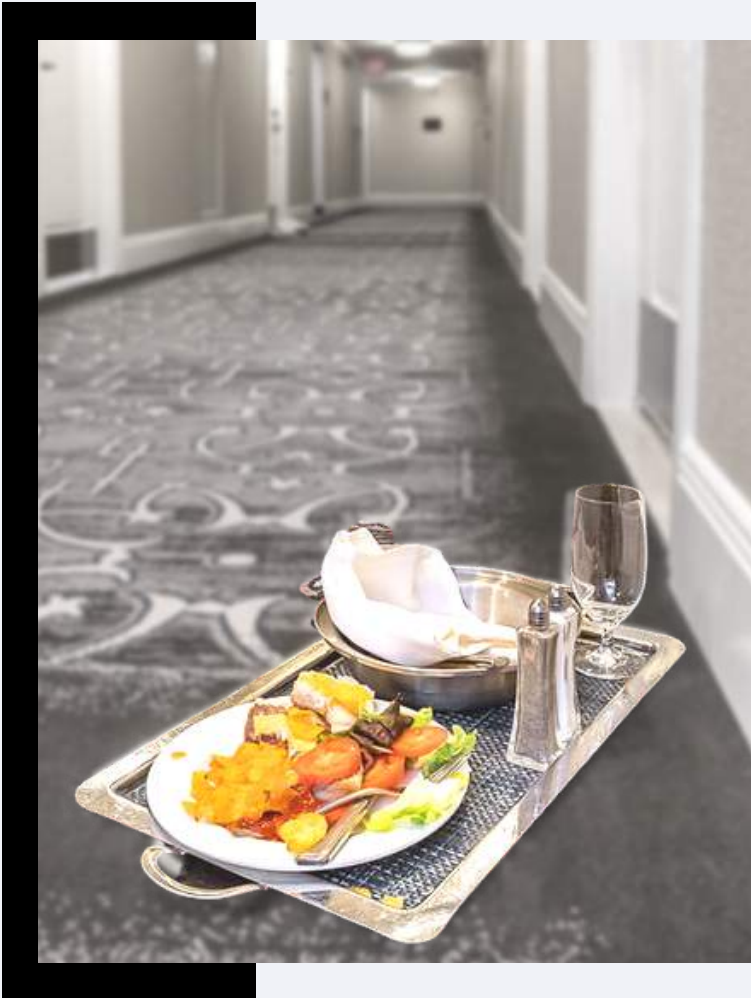


Impact Your Service Scores

- **External** (*TripAdvisor*)
- **Internal** (*Medallia*)
- **Industry Ratings** (*Forbes*)

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Root Causes



Outdated Procedures

- Paper tent cards prompting calls
- Manual pen and paper tracking
- Tedious Excel spreadsheets & white boards
- Miscommunication between shifts

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The Solution



TrayAway Tray Retrieval

- A TrayAway device is included with each delivery
- Guest clicks the device when ready for retrieval
- The staff is notified and a retrieval timer starts

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Custom Branded Tracking Devices



- Custom hotel branding
- Unique messaging
- Multiple languages *(if applicable)*
- Very small to easily fit on trays (2.5 x 2.5 in)

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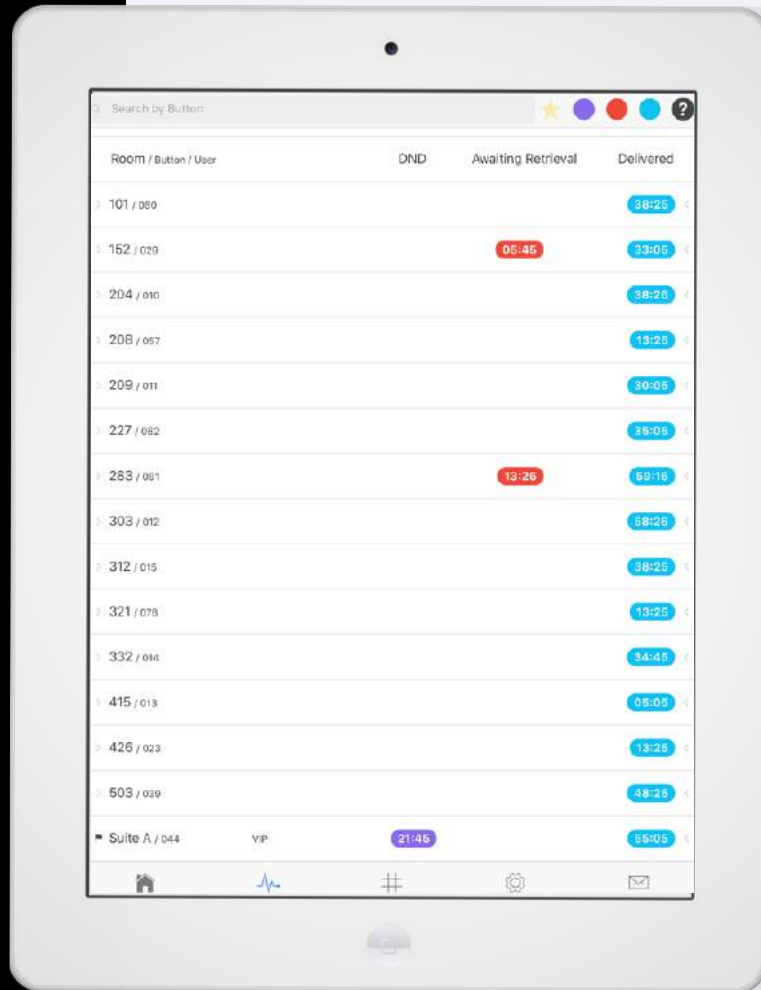
Wi-Fi & Cloud-Based Platform



- 83% of guests click for retrieval
- Internal staff may also click for retrieval
- Effective remote implementation & training
- Daily operational & tech support

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The Staff Experience



Always Know the Location of Every Tray

- User-friendly real-time software tracking
- Instant notifications for timely retrieval
- Enhanced operational visibility
- Increased staff efficiency

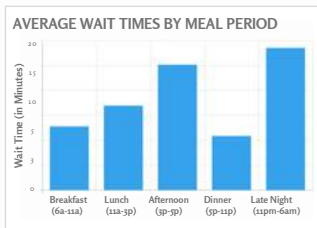
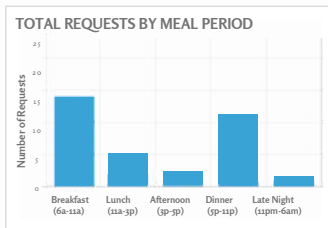
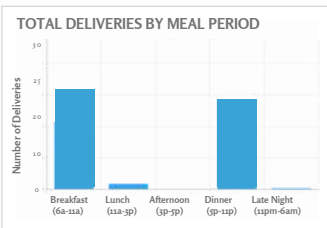
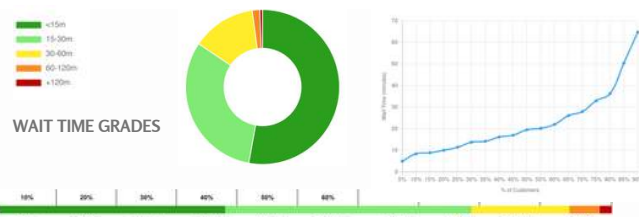
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Analytics & Accountability

NIGHTLY EMAIL

45 Total Deliveries

Average Wait Time: 10 minutes

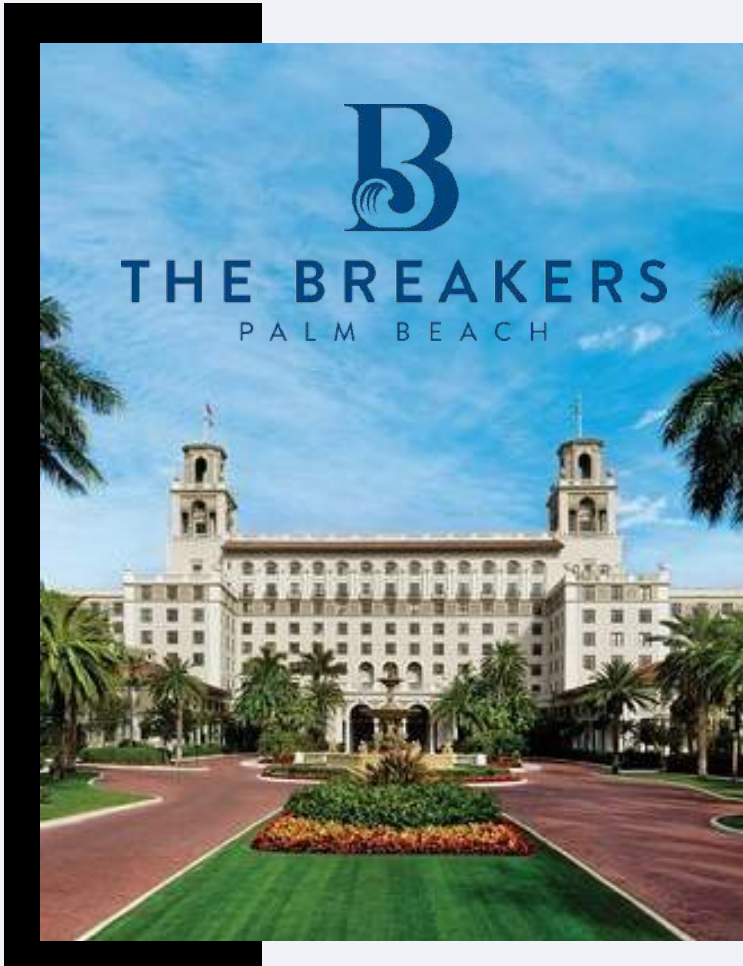


DAILY ACTIVITY HISTORY

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

- Receive a nightly analytics email
- Summary of daily shift performance
- Breakdown of each room delivery

Case Study



- Annual labor savings: 1,825 hours (5 hours/day)
- Industry hourly rates (\$7.25 - \$15.00)
- Potential savings of \$13,000 - \$27,000 / year

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Featured Hotels and Resorts

Archer Hotel Austin **TEXAS**
 Archer Hotel Napa Valley **CALIFORNIA**
 Aria Resort Las Vegas **NEVADA**
 Beach Palace **MEXICO**
 Beverly Hilton **CALIFORNIA**
 Boston Harbor Hotel **MASSACHUSETTS**
 Cadillac Hotel & Beach Club **FLORIDA**
 Conrad Nashville **TENNESEE**
 Conrad Los Angeles **CALIFORNIA**
 Cozumel Palace **MEXICO**
 Crowne Plaza Dubai Marina **UAE**
 Eden Roc Miami Beach **FLORIDA**
 Enchantment Resort **ARIZONA**
 Estancia La Jolla **CALIFORNIA**
 Fairmont Austin **TEXAS**
 Fairmont Century Plaza **CALIFORNIA**
 Fairmont Chateau Whistler **CANADA**
 Fairmont Claremont Club & Spa **CALIFORNIA**
 Fairmont Grand Del Mar **CALIFORNIA**
 Fairmont Kea Lani **HAWAII**
 Fairmont Orchid **HAWAII**
 Fairmont Scottsdale Princess **ARIZONA**
 Hyatt Ziva Riviera Cancun **MEXICO**

InterContinental Hayman Island **AUSTRALIA**
 InterContinental Sanctuary Grove **AUSTRALIA**
 JW Marriott Bonnet Creek **FLORIDA**
 JW Marriott Los Cabos Beach Resort **MEXICO**
 JW Marriott Marco Island **FLORIDA**
 Le Bristol Paris **FRANCE**
 Loews Miami Beach Hotel **FLORIDA**
 London West Hollywood **CALIFORNIA**
 Mandarin Oriental **WASHINGTON D.C.**
 Marina Bay Sands **SINGAPORE**
 Montage Deer Valley **UTAH**
 Montage Healdsburg **CALIFORNIA**
 Montage Palmetto Bluff **SOUTH CAROLINA**
 Moon Palace **JAMAICA**
 Mountain Shadows Resort **ARIZONA**
 Pendry Chicago **ILLINOIS**
 Raffles the Palm Dubai **UAE**
 Ritz-Carlton Almaty **KAZAKHSTAN**
 Ritz-Carlton Half Moon Bay **CALIFORNIA**
 Ritz-Carlton Herzliya **ISRAEL**
 Ritz-Carlton Kapalua **HAWAII**
 Ritz-Carlton Lake Tahoe **CALIFORNIA**
 Ritz-Carlton New Orleans **LOUISIANA**

Riyadh Marriot Hotel **SAUDI ARABIA**
 Rosewood Sand Hill **CALIFORNIA**
 Sofitel Bogotá Victoria Regia **COLUMBIA**
 Skirvin Hilton Oklahoma City **OKLAHOMA**
 St. Julien Hotel & Spa **COLORADO**
 St. Regis Aspen Resort **COLORADO**
 St. Regis Washington, D.C. **WASHINGTON, D.C.**
 TAJ Jumeirah Lake Towers Dubai **UAE**
 The Breakers Palm Beach **FLORIDA**
 The Broadmoor **COLORADO**
 The Little Nell **COLORADO**
 Venetian Resort Las Vegas **NEVADA**
 Viceroy Chicago **ILLINOIS**
 Viceroy Los Cabos **MEXICO**
 W Philadelphia **PENNSYLVANIA**
 Wailea Beach Resort Marriott **HAWAII**
 Waldorf Astoria Arizona Biltmore **ARIZONA**
 Waldorf Astoria Las Vegas **NEVADA**
 Waldorf Astoria Park City **UTAH**
 Waldorf Astoria The Roosevelt **LOUISIANA**
 Waldorf Astoria Monarch Beach **CALIFORNIA**
 Westin Verasa Napa Hotel **CALIFORNIA**
 Windsor Court Hotel **LOUISIANA**

Client Testimonial



Wailea Beach Resort Marriott

ERIC S. DUFF | DIRECTOR OF FOOD & BEVERAGE

"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. 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."

The St. Regis Aspen Resort

CHRISTOPHER BECKER | DIRECTOR OF FOOD & BEVERAGE

"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!)."



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Client Testimonial



Waldorf Astoria Las Vegas

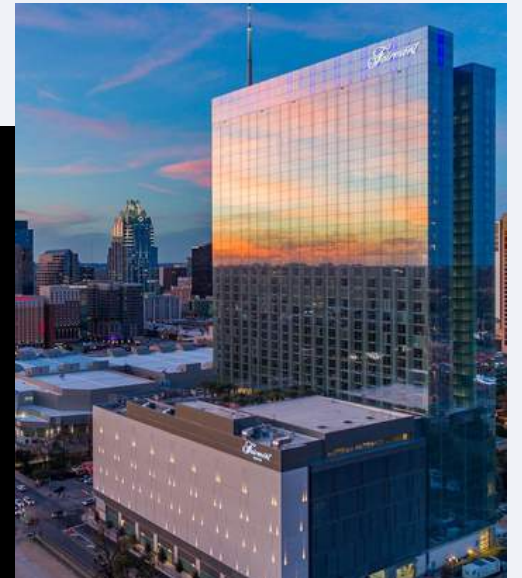
CHRISTOPHER PAGEAUD | DIRECTOR OF FOOD & BEVERAGE

"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!"

Fairmont Austin

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

"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."



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Contact Us

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