



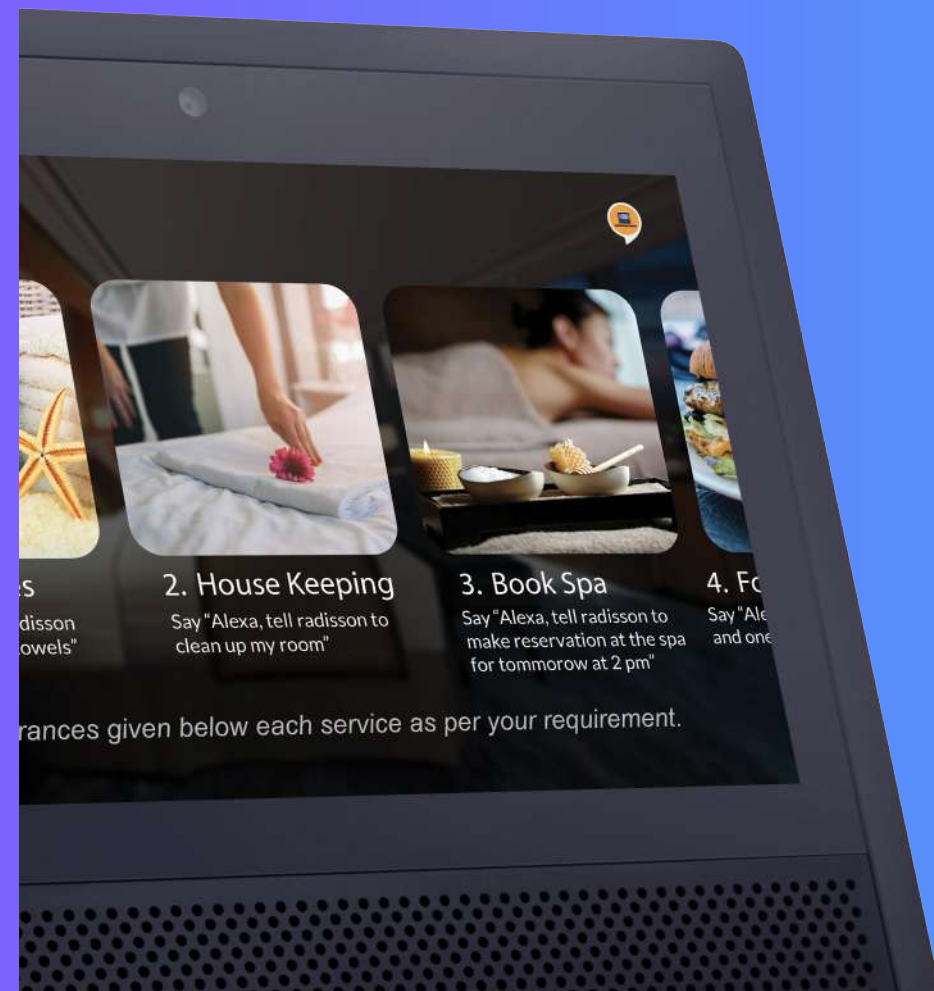
REDEFINING LUXURY HOTEL SERVICE WITH "VOICE"

HEY
“ALEXA”



Index

Overview	4
Alexa Ecosystem	5
Amenities	7
Order Food	9
Spa Booking	11
Valet Service	13
Checkout & Feedback	15
Admin Dashboard	17
At a glance	19
What's next!	21



3



GUEST **ROOM** CONNECT

A hands free experience for guests to order room service.

Alexa powered luxury hotel rooms, are the future of hospitality services.



Overview

Alexa Apps is a voice technology startup based out of Virginia in the US and Hyderabad in India. We build enterprise applications that are powered by Voice, leveraging AI bots like Alexa.

Alexa is a virtual private assistant designed to be capable of understanding our voice commands, and performing tasks thereby. It is an advanced speech to text recognition engine that is powered by Amazon's Artificial Intelligence algorithms.

One of the most difficult tasks for every Luxury hotel manager is to keep up with the incoming room service requests and making sure they are fulfilled with utmost care, consistency and speed.

Our Guest Room Connect product is an intelligent substitute for the conventional way of taking down Guest requests on a piece of paper or on the phone by an operator.

Alexa device installed in every room has the capacity to take down requests from the guests and delegate it to the respective department from the hotel administration seamlessly.

The power of Voice makes it so convenient for the guest, that he would never have to wait for someone to listen to his order. This product gives the capacity for the hotel to take note and process more than 1000+ requests at the same time.



What Alexa can do by default

“Alexa, how’s the weather today”



“Play the week’s top music hits”



“Can you please turn on the lights”



“Would you please make a call”



“Set a timer for an hour”



Capabilities that we added to Alexa



“Alexa, order extra towels”



“I would like to order tea”



“Please make a spa reservation”



“Prepare my checkout”

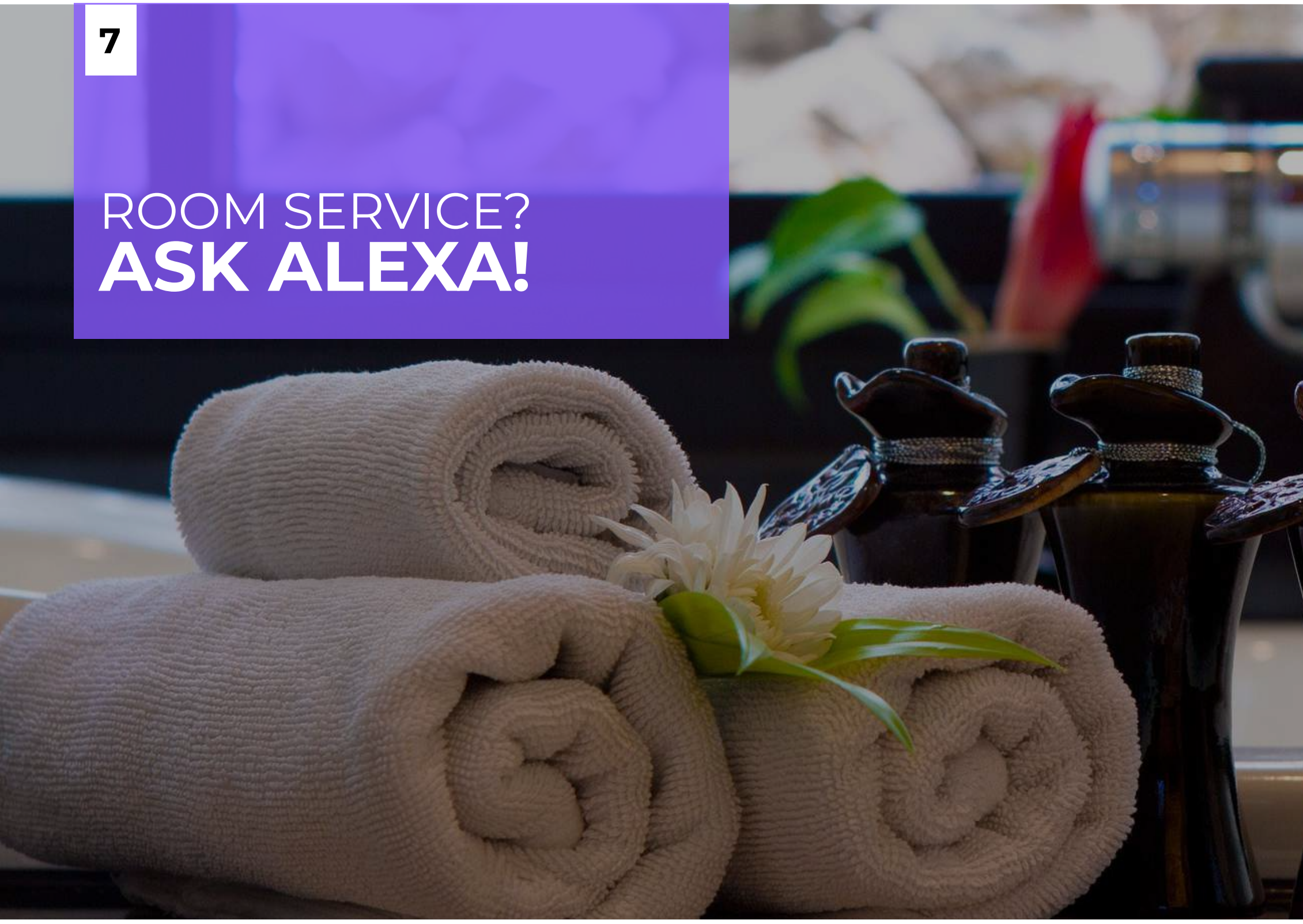


“Please get my car ready”

exa
ystem

7

ROOM SERVICE?
ASK ALEXA!



“ Alexa, get me some extra towels ”

“ Get me a couple of blankets ”

“ Send someone to fix my AC ”

“ What’s the WiFi password? ”

“ Please get my room cleaned ”

9

ORDER YOUR FOOD

Ordering food is one of the most frequently used hotel service by guests across the world.

Our software is equipped with an interactive design architecture to collect and process food orders to the hotel's room service department.

Alexa is capable of recognizing dishes from almost all cuisines across the globe.



FOOD ORDER

1



Lasooni Murg Tikka

2



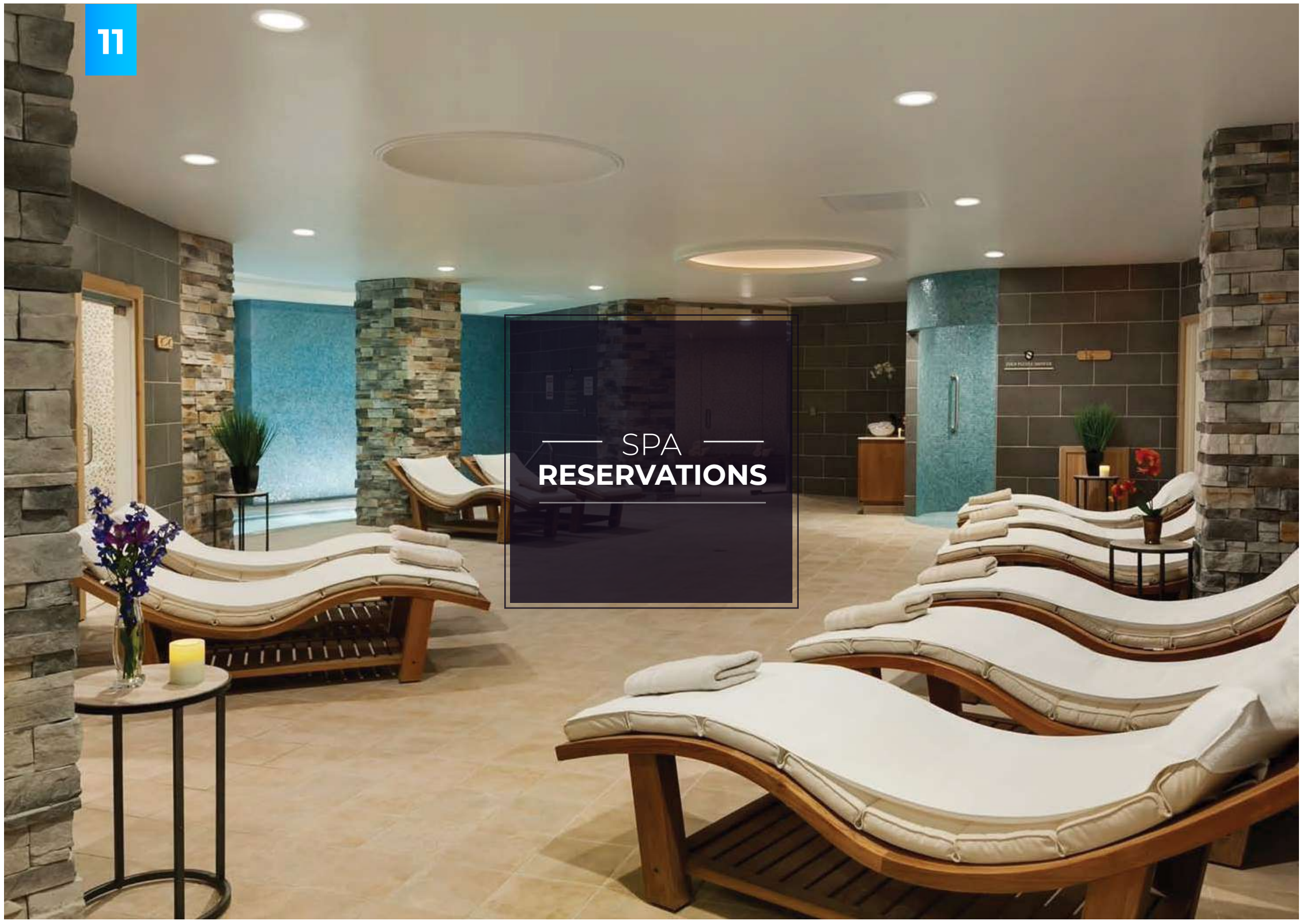
Pizza Margarita

3



Veg Manchurian

— SPA —
RESERVATIONS



POWER OF DIALOGUE TO COLLECT REQUIRED DATA



Alexa, make a spa reservation for tomorrow

Sure! At what time would you like it to be?

5 pm.

Your spa reservation is confirmed!





“ *Alexa, get my car ready!* ”

CONCIERGE AND VALET

Guests can request for valet or concierge right from their room, without calling the front desk.





ALEXA, PREPARE MY CHECKOUT

Checkout

16

Would you like to confirm your request for checkout ?

Feedback



1. Happy



2. Neutral



3. Sad

Feedback from Guests.

With just a couple of questions, our skill is capable of recording the feedback given by every guest and updating the hotel management in real time.

This hands free method, will decrease the amount of effort and time needed for a guest to provide feedback.

Thus, more guests readily provide feedback, which can be collected and used for Analytics to improve the hotel services.

ADMIN DASHBOARD

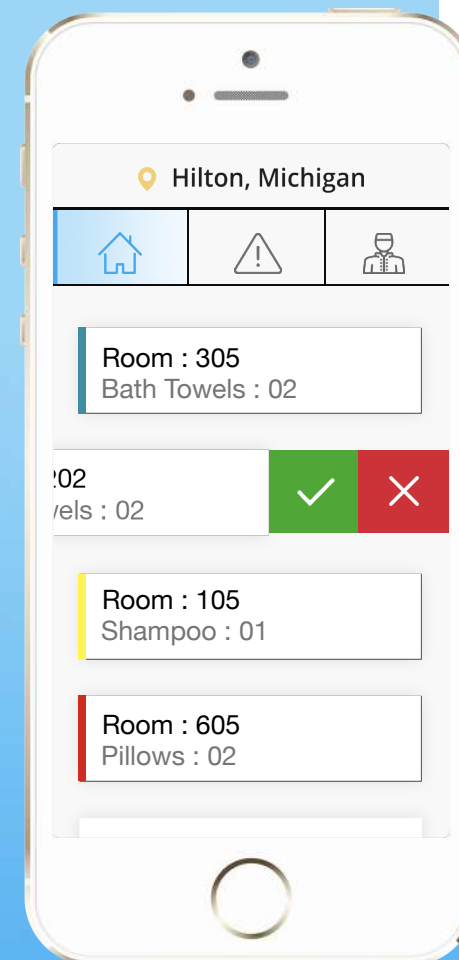
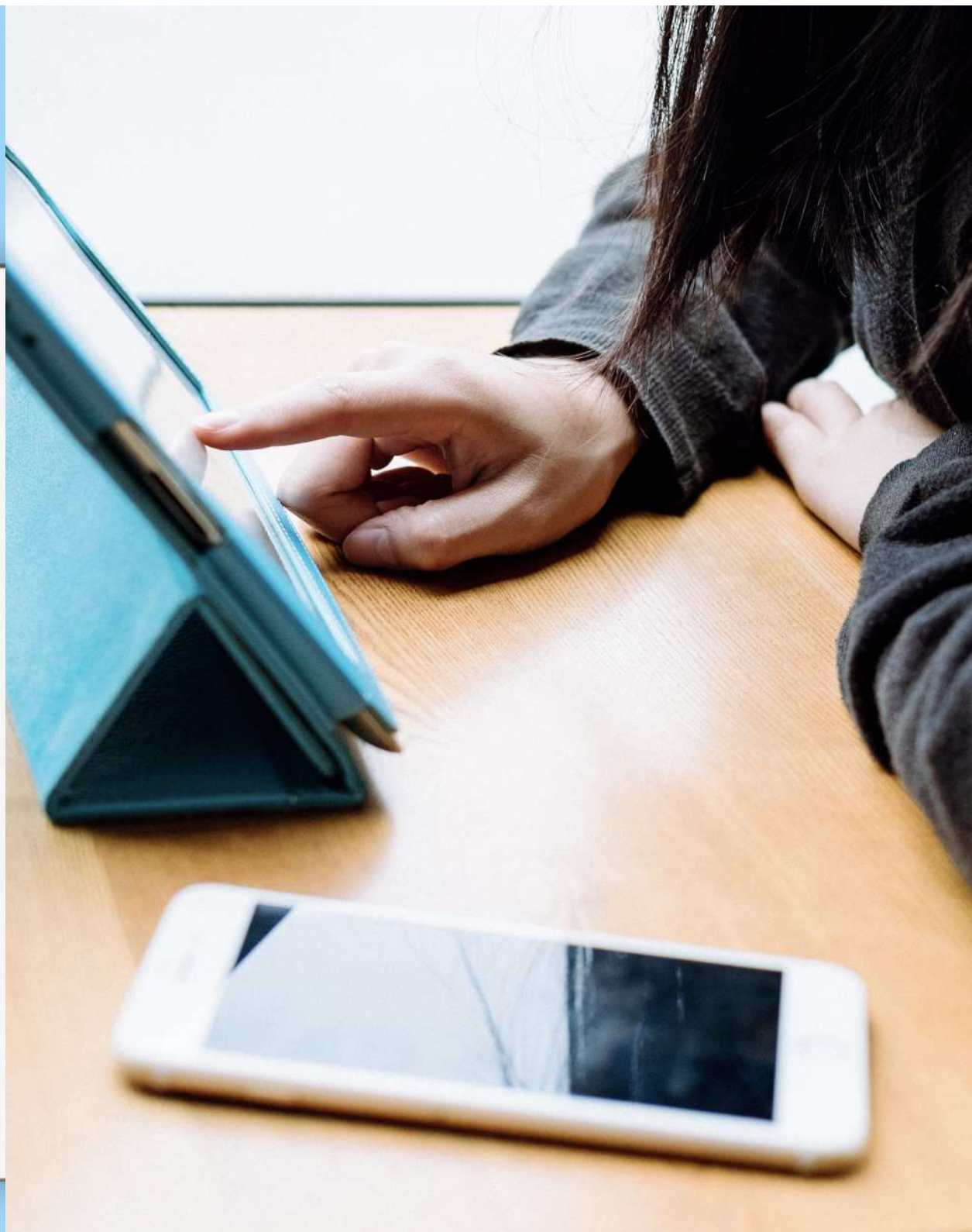
All the requests made by guests in their rooms are populated in real time, on the admin dashboard of the respective department like front desk or restaurant or housekeeping based on the type of request.

The Hotel administration can manage their users by assigning permissions to view and act on those guest requests, that are relevant to their respective departments.

The admin has the option to update the ETA for a request to be fulfilled. This enables Alexa to answer any guest who wants to know the status of his request.

The screenshot displays the Hilton Michigan Admin Dashboard. On the left, a sidebar shows the user profile for Peter Smith (DSF 095T) and a navigation menu with options: HOME, FRONT DESK, HOUSEKEEPING (1), RESTAURANT (1), CONCIERGE, SPA (1), VALET, and LOGOUT. The main content area features a search bar, a '+ Check In' button, and a filter menu with 'ALL', 'PENDING' (3), 'ASSIGNED', and 'COMPLETED'. Below this is a table of pending requests:

Guest Details	Request	Time Elapsed	Status
Room No: 301 Basant Sharma	Bath Towel: 2	🕒 5 Mins	🟡 Pending
Room No: 205 Shizuka Minamoto	Food Order	🕒 15 Mins	🟡 Pending
Room No: 202 Peter Parker	Spa Reservation	🕒 20 Mins	🟡 Pending



The Runner App

Every guest request generated, can be assigned by the admin to a specific runner manually or enable auto assign, to automate it.

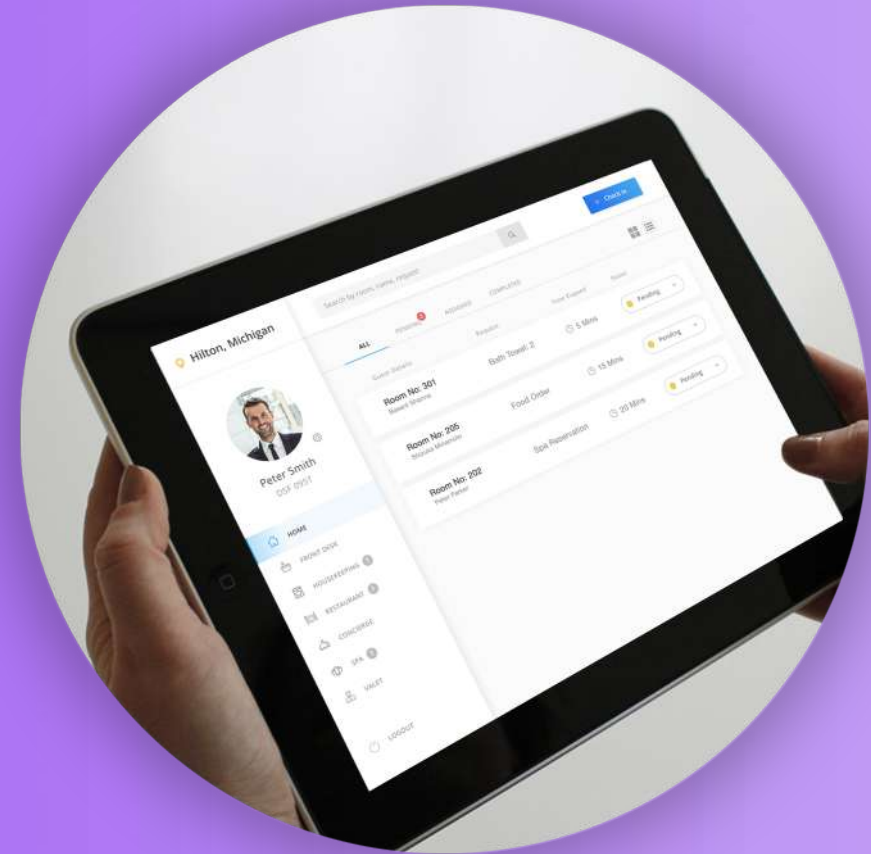
The runner can either accept the request or reject. After fulfilling the request, the runner can mark it as completed.

If he doesn't perform any action, the request is escalated in the form of a notification to his superior.

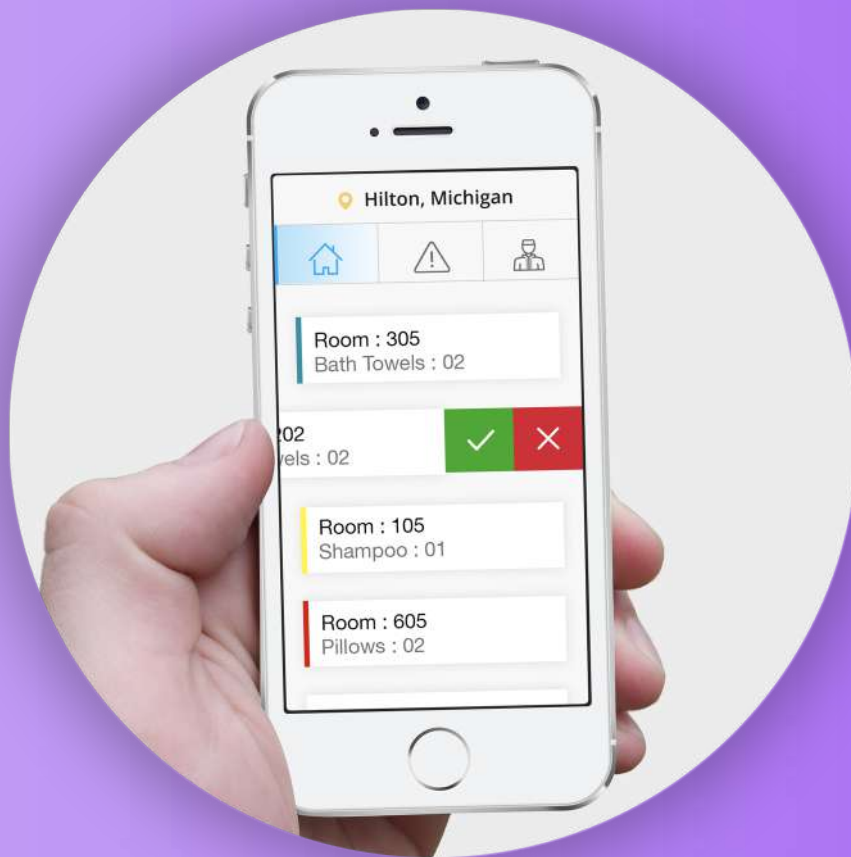
AT A GLANCE



Guest places an order on Alexa



Admin receives the request on his dashboard



The task to fulfill the request is sent to the corresponding hotel staff



Staff fulfills the request and marks it as completed on the app

WHAT'S NEXT

SMART ROOM

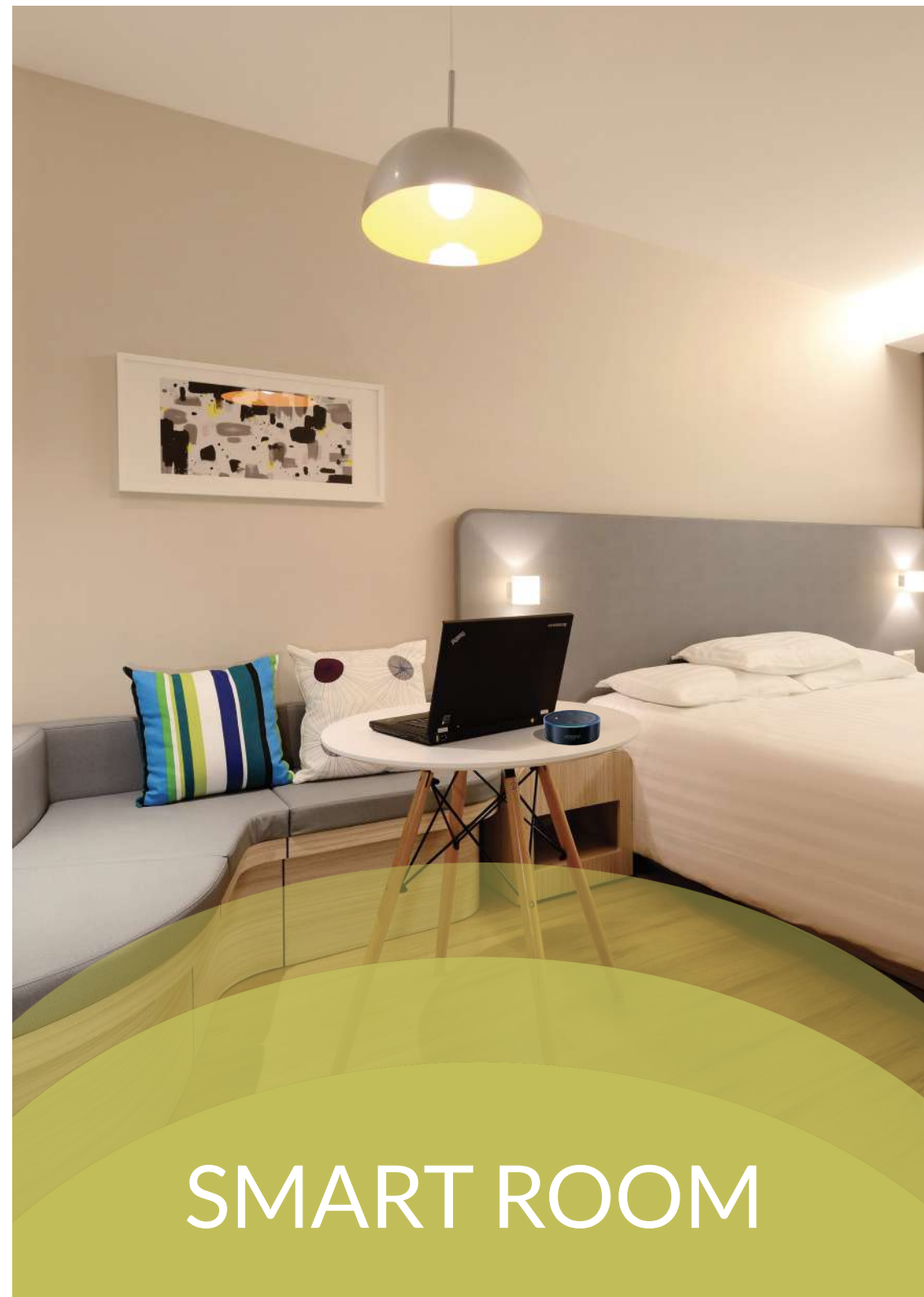
Control the appliances in your room with Voice Commands. Integration of Alexa with IoT devices inside the hotel room.

LOBBY SOLUTIONS

Alexa booths in the hotel lobbies will help guests enquire about the directions inside the hotel, what events are happening around and other general information.

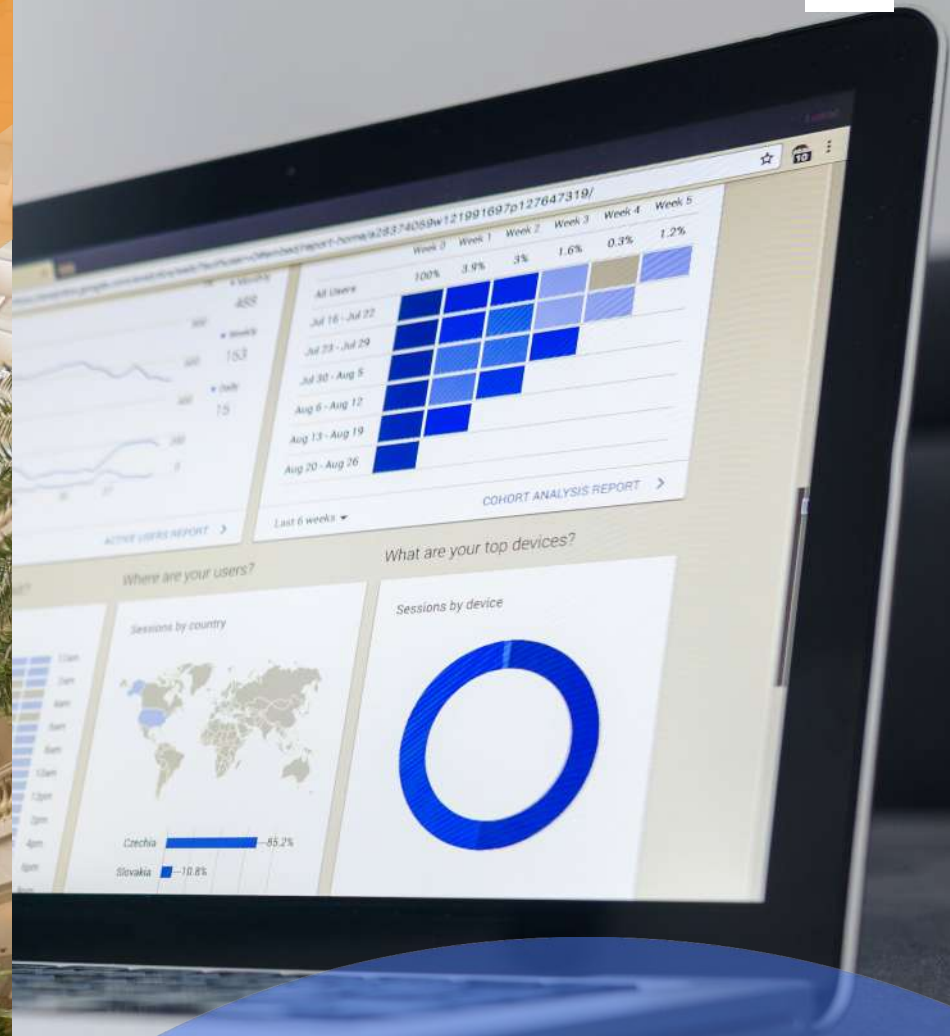
ANALYTICS

Data points like the average time taken to fulfill a housekeeping request or food order, and the comparison of hotel performance over time will be invaluable to make themselves more efficient.



SMART ROOM

LOBBY SOLUTIONS



ANALYTICS



WE ARE LISTENING

CONTACT US

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