

Guest Services Robot™



Guest Services Robot

Blue Pin's
Smart
Hotel
Solution



Our first product for Self Check-in/out: GSR™



ROBOT



LAPTOP MODEL



KIOSK



Guest Services Robot™



HK's 1ST Portable
All-in-One Self
Check-in system



Green-tech
Cost-effective



ONE-STOP hotel
guest 'self-
served' check-
in/out service



International
Inventions
Exhibition
award-winning
solution



the most important annual event in the world devoted exclusively to inventions



Silver Medal Award from
2021 Special Edition of
the Geneva International
Exhibition of Inventions





Objectives (S.M.A.R.T.)



SATISFACTION

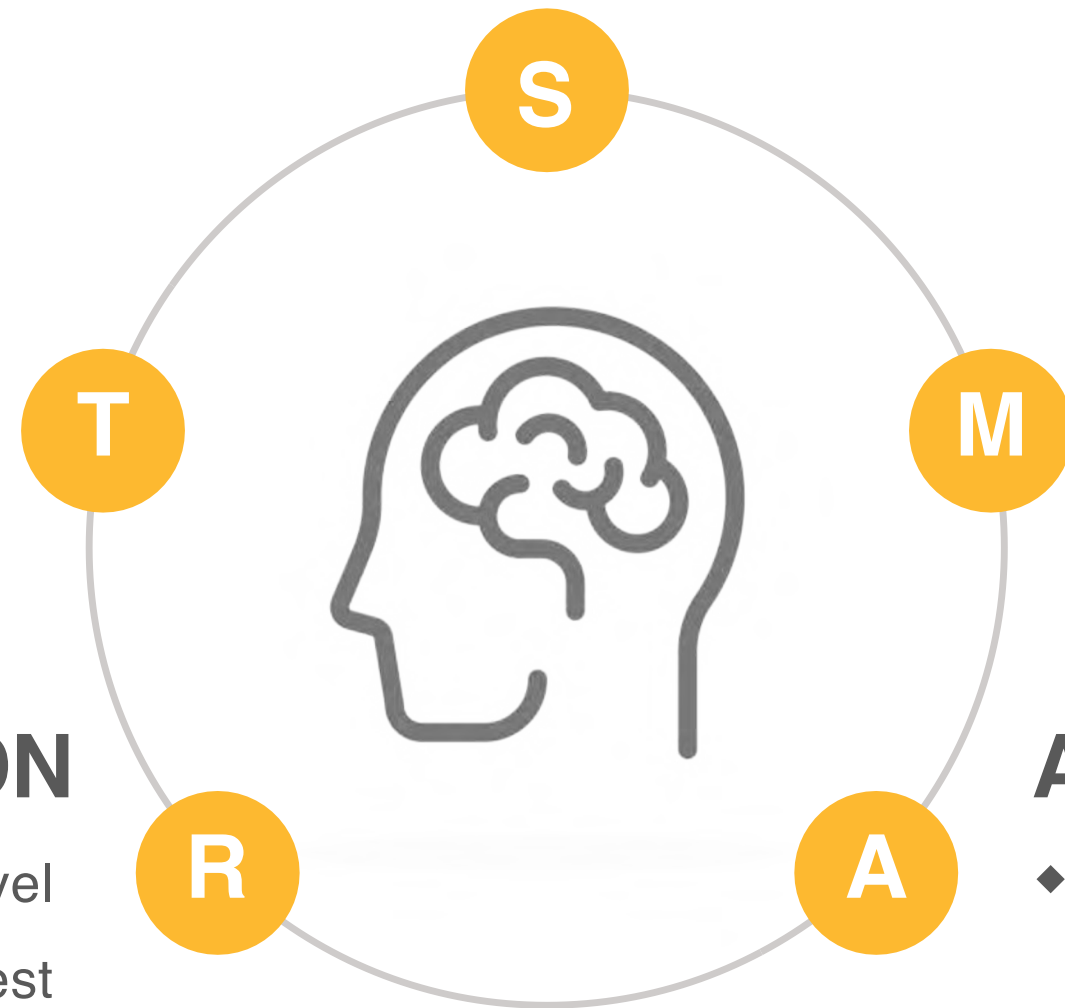
- ◆ Slim, Simple & Chill design
- ◆ Guests need not to wait for long queue during peak hour

TECHNOLOGY

- ◆ Innovative-tech robotic solution
- ◆ Certified Oracle Opera PMS partner

RELAXATION

- ◆ Reducing staff workload & stress level
- ◆ Providing “Room-is-ready” notification to Guest



MOBILITY

- ◆ Flexibility to provide service at different locations

ALTERNATIVE

- ◆ Interactive robot service as an alternative for guests and hotel management
- ◆ Reduce human-to-human interaction

➡ simplify workflow and enhance guest experience

➡ increase hotel competitiveness and brand image



Multi-functional + ALL-IN-ONE



PRE-ARRIVAL REGISTRATION



CHECK-IN



KEY PICK-UP



CHECK-OUT



Simple Process Multiple Functions

Hotel services at your fingertips, check-in
your hotel within minutes



A woman with long brown hair is sitting on a light blue sofa in a hotel room. She is wearing a white t-shirt and dark pants, and is looking down at a tablet computer she is holding. To her right, a person in a dark suit is standing, holding a black suitcase. The room has a light-colored wall with a framed abstract painting. There are two large, round, orange-colored pillows on the sofa. The overall atmosphere is calm and professional.

Pre-Arrival Registration & Check-in Process



Pre-Arrival Registration



Received
Invitation Email
/ WhatsApp

Name ✓
Address ✓
Contact Number ✓
.....

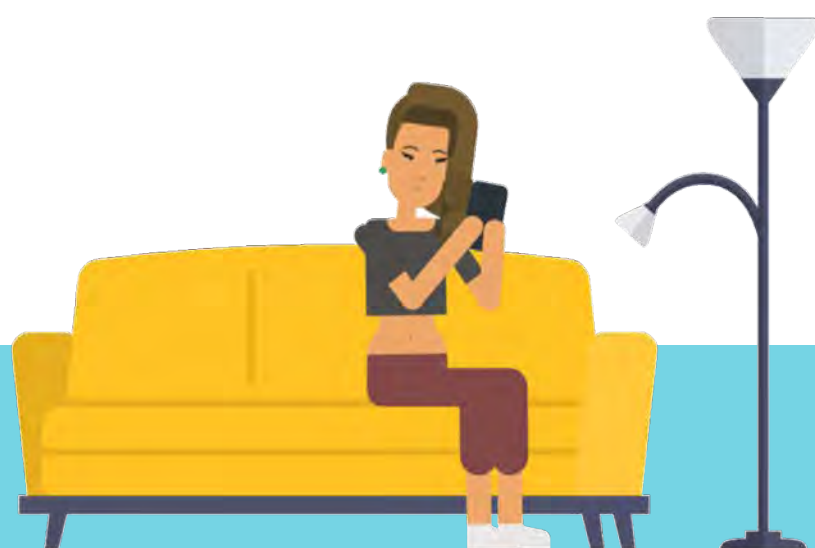
Pre-Register

Credit Card Number ✓
Expiry Date ✓
Security Code ✓
.....
Pre-arrival Registration
Completed

Prepay Deposit

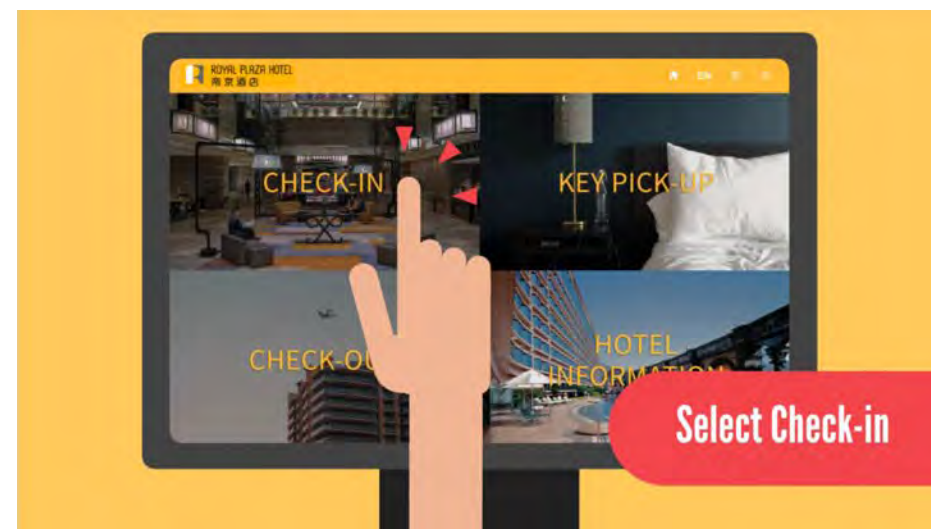


Check-in QR code





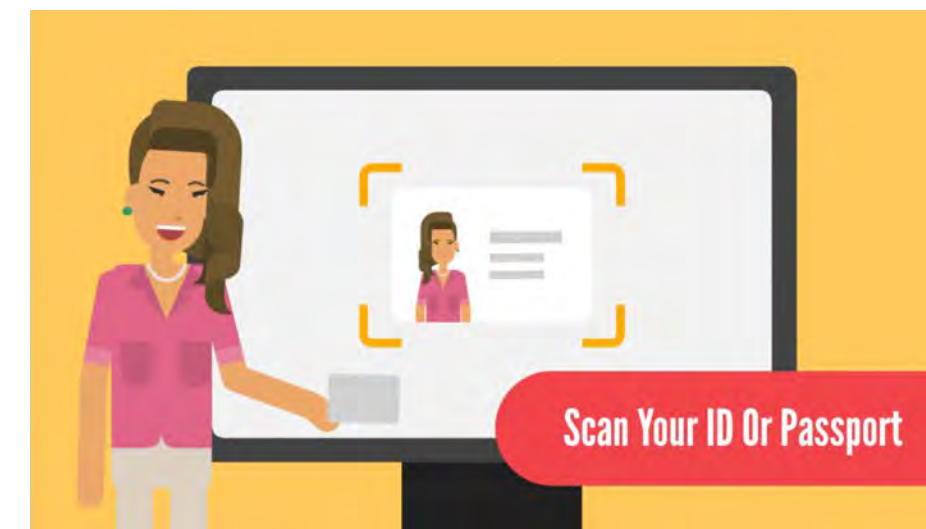
Check-in



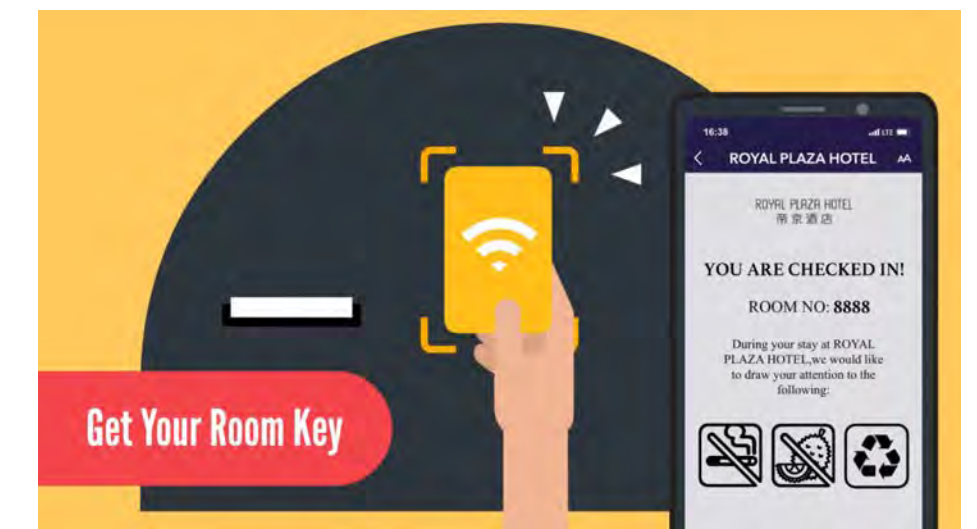
Check in via GSR



Scan QR Code

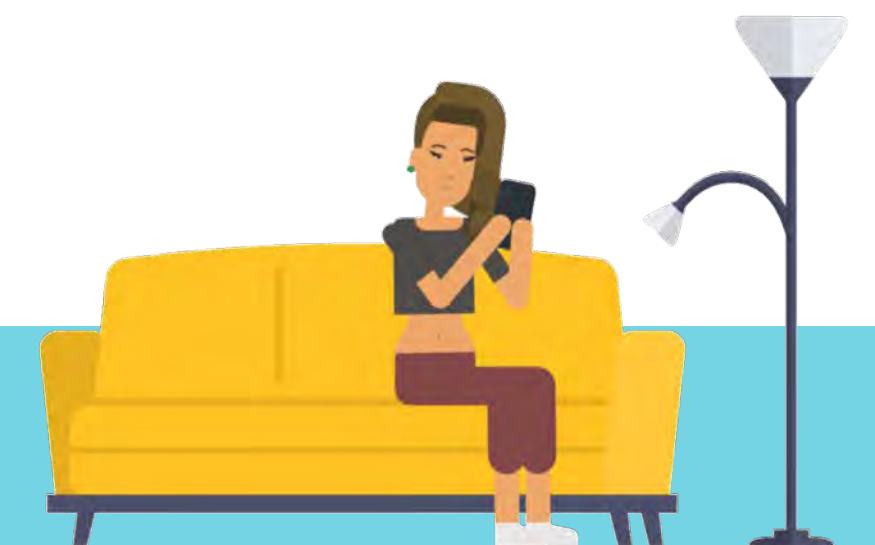


Scan ID / Passport
Provide E-Signature



Get room key

* The service is valid for both **direct booking** and **OTA booking**

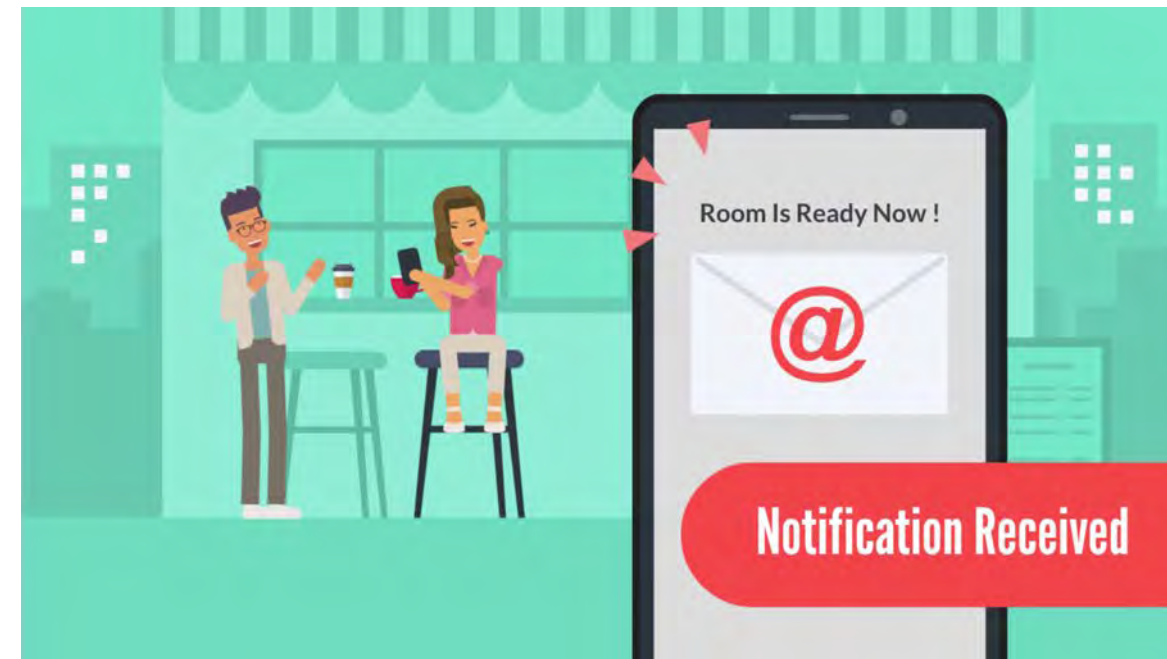


Key Pick-up





Key Pick-Up (Room is Ready)



Auto-Notification

- ◆ WhatsApp or WeChat
- ◆ Email

Guest phone

- ◆ Received Key Pick-up QR code

Arrived hotel

- ◆ Scan QR Code for Key Pick-Up



* Notify BO and housekeeper to prepare the room

* This Key Pick-up service is also available to the guests who checked in via front desk

Check-out

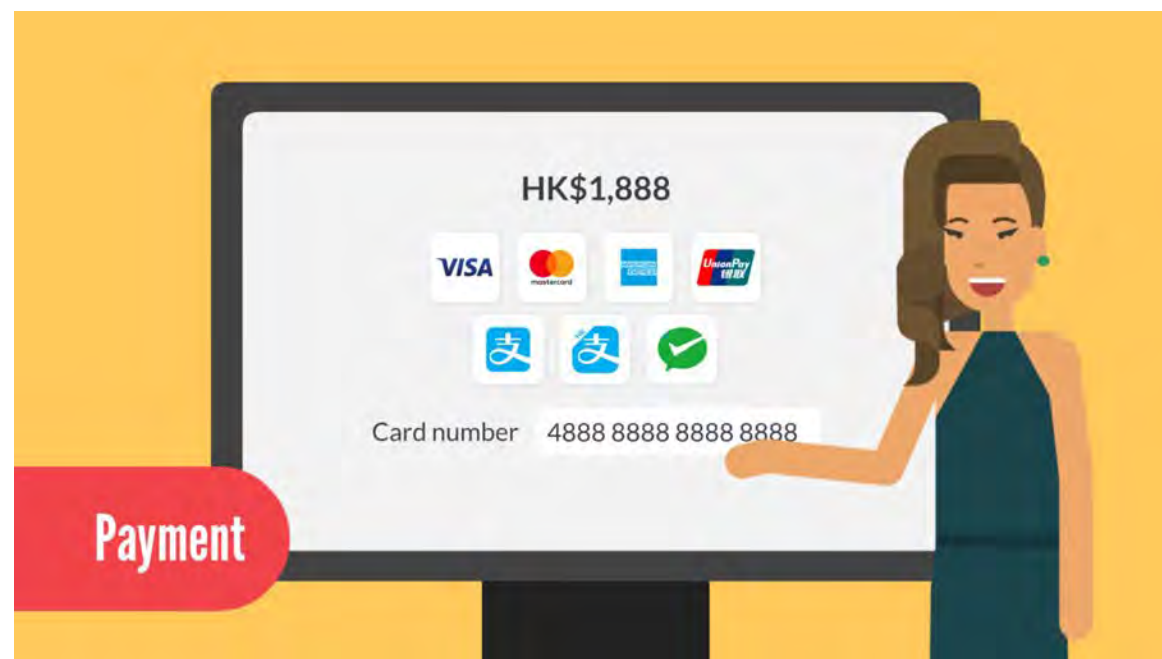




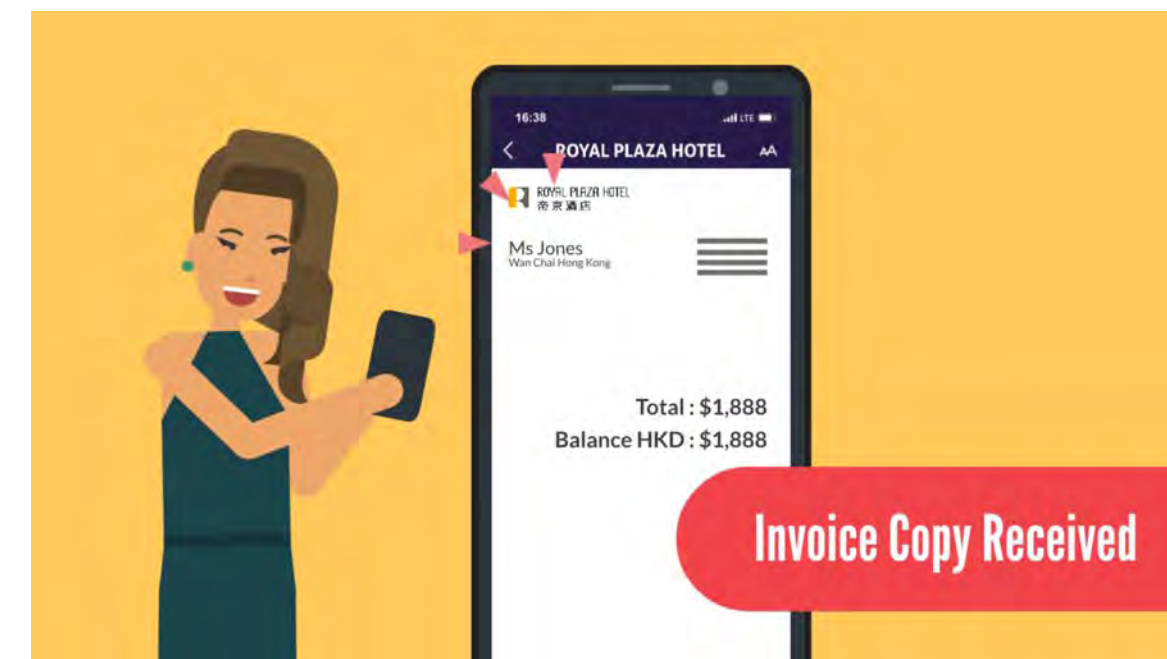
Check-out



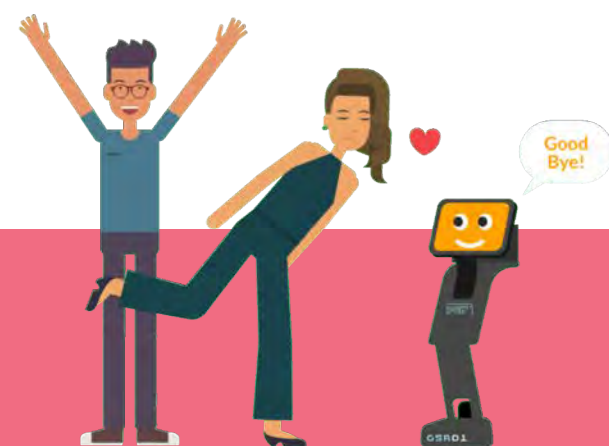
Scan Room Key



Make online Payment /
Scan pay



Receive e-Invoice



* Notify housekeeper to prepare the room

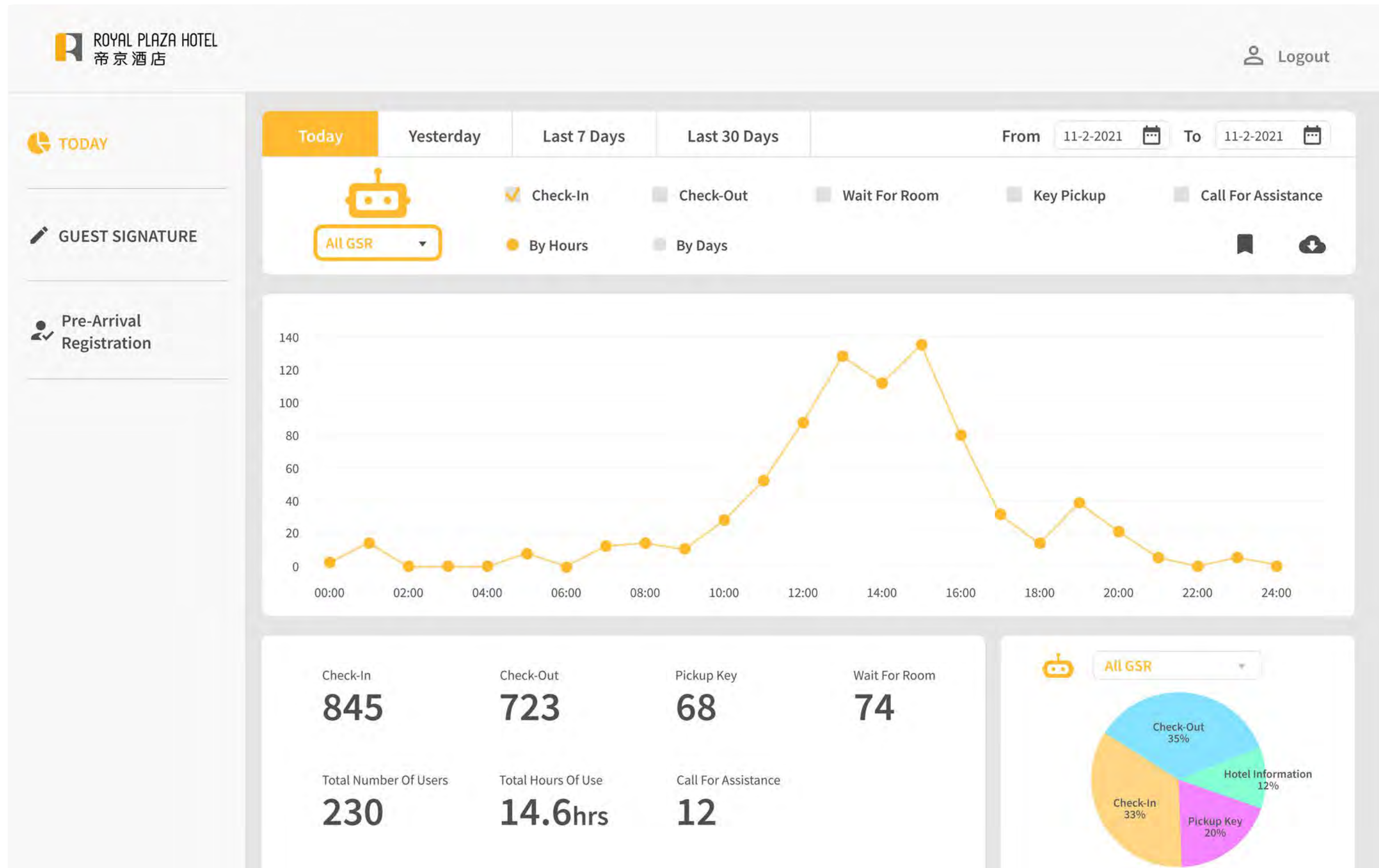
Easy Monitor & Management

Monitor and Manage GSRs fleet at your fingertips





Overall Dashboard with Robot Usage Analytics



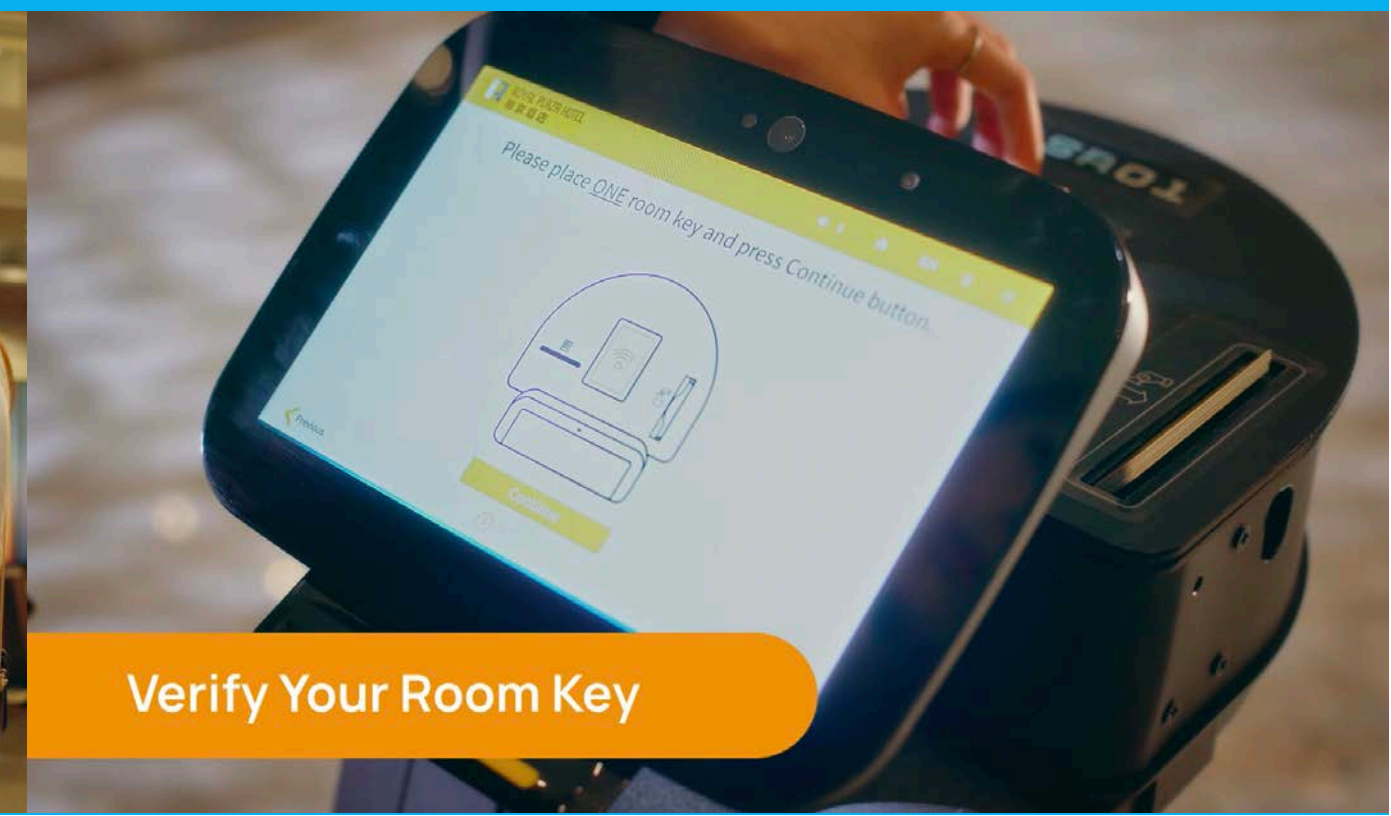
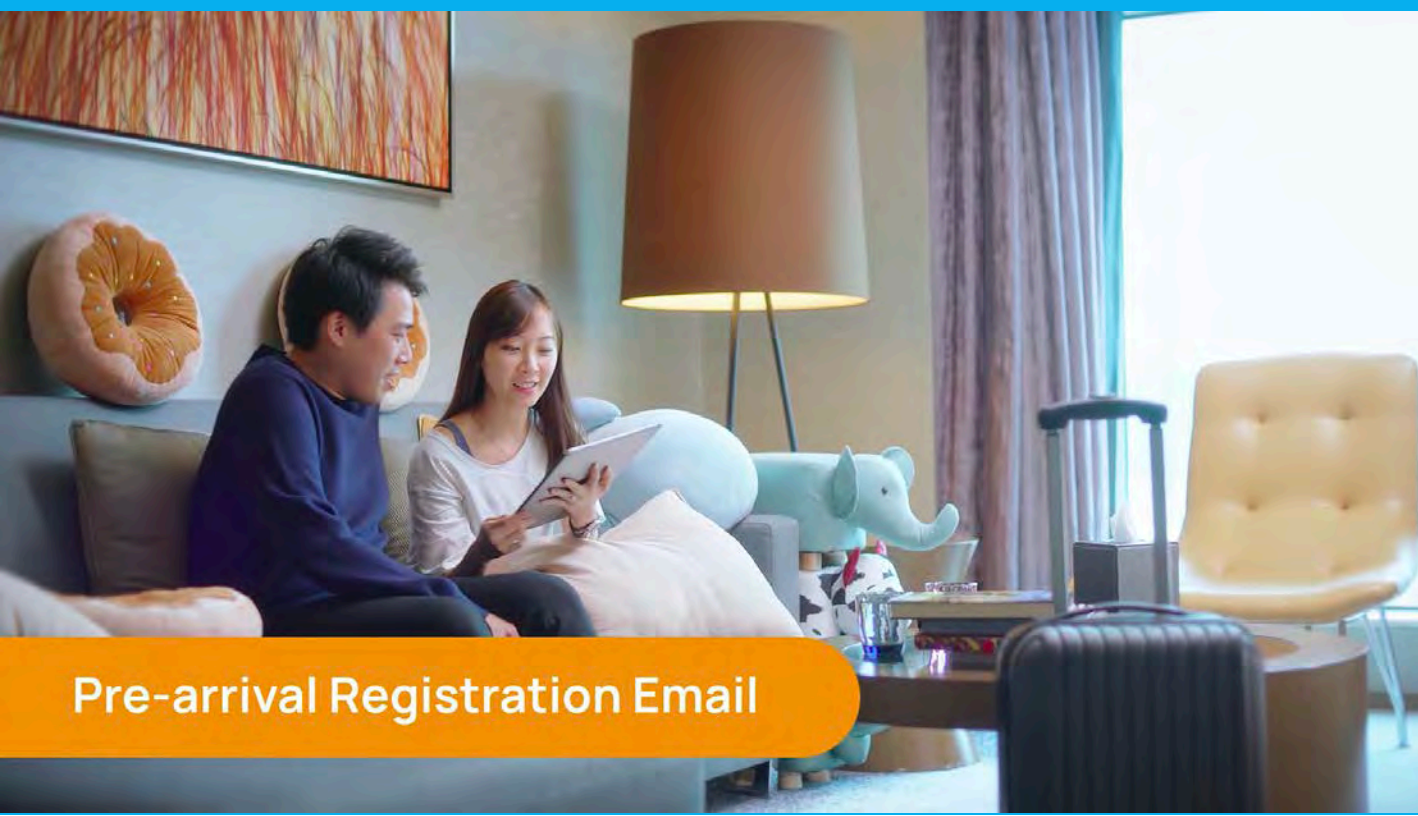


Feature Specifics of GSR



- Pre-Arrival Registration
- Check-in service
 - Health declaration form (HDF)
 - Scanning ID document
 - Online deposit payment
 - E-Signature
 - Room information to guest's WhatsApp* / WeChat / Email
(authenticated WhatsApp Business account with green badge)*
 - Issue of room keys

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Feature Specifics



- **Key Pick Up**
 - Notification to BO / Housekeeper to prepare the room
 - “Room is ready” instant notification to guest
 - Extended to the guest who checked in via front desk
- **Check-out service**
 - Online balance payment via Credit Card / Alipay / WeChat Pay
 - Scan pay via contactless payment - Apple Pay, payWave, PayPass...
 - Instant notification to housekeeper
- **‘Call for assistance’**
- **Marketing promotion of hotel products**
- **GSR mobility providing service anywhere**
(e.g. in room check-in for VIP)
- **Interactive songs for special occasion**
(e.g. Birthday, New Year etc.)
- **Remote positioning and monitoring of GSRs**





Feedback from hotel



1 Paperless & Environmental Friendly
• Paperless

2 Control labour flow
• Avoid over-crowding situation & queue time

3 Portable Check-in & out Service
• Flexible way

4 Reduce workload
• Saves call time between FO and HSKP
• Guest info interfaces to Opera automatically

5 Avoid Human Error
• All information are input by guest directly



Feedback from hotel guests



- 1 Auto Remind Message for check-in is friendly**
 - Reminder message for key pick up is friendly

- 2 Shorten Check In Process**
 - Pre-arrival registration in advance

- 3 Control labour flow**
 - Avoid overcrowding situation and queue time

- 4 Speed Up Check Out Time**
 - Settle the guest expenses automatically

- 5 Secure & Privacy**
 - Verify & deliver information to guest mobile



Guests comments from different websites



10/8/21

出發之前已經有email check in，

省時快捷....



27/6/21

員工十分友善，另外多謝酒店選中我，讓

我可以用robot check in，快捷方便。





Guests comments from different websites



21/8/21

舒適、方便、服務好、

電子**check out**快！



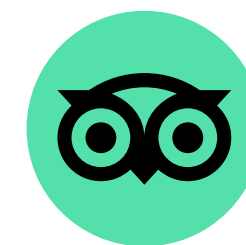
Hotels.com™

23/6/21

...new self-served check-in service...**just took few mins** to complete the check-in process and I got the room keys right away. Excellent! Keep up the good work!

21/8/21

...退房方面能夠用退房機器人來進行退房**蠻方便**....



Tripadvisor



Guests comments from different websites



1/7/21

酒店夠多人入住，輪侯需時，幸好check out有自助形式，
節省了不少時間

6/7/21

....智能服務辦理退房
十分方便

12/7/21

現在網上check in **快很多**，
房間可以提早給我

12/8/21

不管是check in
或者 check out
都有智能設施
節省時間

15/8/21

.....登記過程都
好快可以自助
登記....







blue pin

Thank You



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A Dream Team makes the Dream Work.

