CHTA Live: The Resilience Series -
"Safeguarding the Guest Experience with Contactless Technology – Part 2"
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Questions:

- Does this integrate with CloudBeds PMS & WebRezPro PMS?

INTELITY: Yes, we currently do have WebRezPro. We do not have CloudBeds, but we are happy to investigate to see what it would take to develope it and provide you a timeline.

- For a family resort , intelity seems hard, how would that work when there are like a family of 5 checking into a suite.

INTELITY: We have the ability to share the digital key to multiple devices.

- Can this service be accommodated to a Bed & Breakfast 1-5 rooms

INTELITY: We do have some small properties, but there is a minimum monthly, which most will not be cost effective.

Crave: Unfortunately, it is unlikely that a very small bed and breakfast would find any platform cost effective.

- How to guard against human rights contraventions eg people smuggling etc etc if guests don't present at the front desk for check-in ? Due diligence ? Liability ?

INTELITY: As part of the check in process, guests are required to take a photo of a government issued ID, along with a selfie. We have a partner that runs an algorithm to confirm the government issued ID is authentic, by ensuring that the ID has all the correct physical security features. For example: Water makes, correct fonts, spacing ect. You do still have the option if you chose to have guest show an ID before proceeding to their rooms.

- If the QR code is placed in rooms can guests also use the appless to book excursions as well?

Crave: Yes of course. That's one of the great advantages of AppLess. You can bring through external websites and book directly, potentially earning money as you go through affiliate income.

- What are the app-less capabilities of report generating, primarily from a Food and Beverage standpoint.

Crave: As Gareth mentioned, the system can automatically generate daily reports at set times reporting on the items sold. We will also train your team at installation how to access the reporting module, so you can pick and choose what you want to report on, and over what time period. It's very flexible. Reports then can be downloaded and viewed in Excel. To receive a demonstration of the reporting module, please contact us.

- With Crave in a restaurant would each table need a different QR code in order for the drinks to arrive at the right table and do you have to pay per QR code or per restaurant?

Crave: You can do either. If you choose to have one QR code, the guest will need to enter the table number (which is normally printed next to the QR code) when they place the order. If you choose to have individual QR codes then the order will automatically include the table number so the guest does not have to complete it.

- How are their fees structured (Month or year?) Does it vary by content or size of resort?

INTELITY: We recognize that initial setup costs can be costly. As a result we spread the costs associated with setup, content creation and over the initial term which is typically 36 months. This allows clients to get up and running with simple 3 Month advance payment upfront, which we then give back in the final three months of the term, months: 34, 35, and 36

Crave: The Crave platform normally includes a setup fee, plus a license fee per room per month. For a personal quotation for your property, please contact us.

- Is the crave app managed on property by operating team to make changes to menus/ designs etc; or would it have to be managed by your team ?

Crave: Yes, absolutely. We have a really easy tool to allow the operating team to make changes, hide items, add new pictures, change the menu etc. We will train you at time of installation and we are always there to help if you.

- Can the reports be easily customized by the hotel/restaurants without having to go through Crave?

Crave: Yes, the system will automatically generate daily reports at set times reporting on the items sold. We will also train you at installation on how to access the platform, so you can pick and choose what you would like to report on, and over what time period. It's very versatile. Reports are downloaded and viewed in Excel.

- Can this system be used for both direct booking and tour operator booking?

INTELITY: Yes, absolutely. We can do both, we can also include things like loyalty programs.

Crave: Yes of course. That's one of the great advantages of AppLess. You can bring through direct booking or tour operator websites and book directly.

- A big issue in F&B is food cost control. This often includes recipe management. How do these systems facilitate that end of things?

INTELITY: Recipe Management is not a feature of the Intelity platform.

Crave: Recipe management is not a feature of the Crave platform

- Are there any issues when it comes to Samsung devices and the QR code? I've used QR codes before that does not work on Samsung devices

Crave: QR codes are embedded in the camera of Android phones with versions 8, 9 & 10, this covers the vast majority of Android users today. Apple phone camera since iOS 11 read QR codes automatically, this accounts for 98% of iPhones in circulation.

- In regards to all inclusive hotels will information from all services whether F&B spa or tour services will this be added to the express checkout so that there is effective contactless booking and checking out?

INTELITY: YES, we can have all those charges charged to the guest folio.

- How do both systems integrate with an e-mail based CRM system like Revinate?

INTELITY: Yes, as I shared during the webinar we currently have integrations to CRM's so we would be able to add Revinate, provided they have an API.

Crave: With AppLess that's easy as a QR code is just a URL in disguise. You can add links in your email using Revinate, taking your guests to content at the Hotel prior to the stay, even talk to you using video. If you would like more information on how this would work at your hotel, please contact us.

- What about privacy questions? How hackable is this, can we add security layers to this or do you provide security information. Where do the reports download from, our servers or from the cloud?

INTELITY: All communications are secured via https and TLS and access to the key server is via an authenticated API. Please contact me if you need additional information.

Crave: Crave platform is GDPR complaint. If you would like to receive a document on our platform security - please contact us for this information. The platform is cloud based, and the reporting module is accessed via a secure browser.

- Is it possible to start working with them with limited amenities to get started and add more amenities later on?

Intelity: Yes absolutely. That's the great part about Intelity. You can start with just one of our offerings, yet further proof your investment, by knowing that when the time comes we have any of our other offerings.

Crave: Yes of Course. We have a fabulous low cost "starter" product that will deliver just the room directory and room service. When you are ready to expand, additional content can be added at a later date.

- It sounds like each department would have to update their systems, housekeeping for pillows and tour desk for trips. Do all these people have access to the backend? Who administers?

INTELITY: Because we also do a lot of business with Brands, our solution can be segmented into into different groups, all with different permissions and user accounts.

Crave: We will set up your property completely for the time of installation, we will then train as many members of your team as you require how to update the content and make changes. It's your own choice who will make the updates, but we always recommend that a "champion" in the hotel guides the team to ensure consistency. Each department can have a different login too.

- Is there a recurring price to switch over to contactless technology to ensure the 24 hour assistance or is it just a software that is purchased and the company offers assistance as part of the package? Also, to make the switch how much does it cost roughly in the F&B area?

INTELITY: Yes, there is a recurring cost to our platform. However, to keep our platform cost effective, we roll all costs into the contract term which is typically 36 months. This allows for smaller upfront costs and ongoing monthly.

Crave: There is a recurring price as we are providing the property with a platform and ongoing service. Please contact Crave for more detailed pricing information for your property. info@crave-emenu.com

- Question to Gareth, do you have to actually come on site at the property to implement this system or are the codes sent to for properties to implement themselves?

Crave: All our sites are installed remotely, for both in-room tablets and AppLess. We have a team of expert project managers that will work with you, gather your content, and issue you with the QR codes so you can decide how you want to print them yourself. The QR codes will never change but the content displayed can be updated at any time.

- Is GDPR Complaint?

INTELITY: Yes, we are GDPR and CCPA compliant.

Crave: Yes - The Crave platform is GDPR compliant. If any personal information is requested, the guest will need to accept the terms and conditions, or "opt in" / "opt-out" as required by law.