



## Safeguarding the Guest Experience with Contactless Technology – Part 2

Thursday, September 10, 2020 2:00-3:15pm et  
#CHTALive



CARIBBEAN  
HOTEL & TOURISM  
ASSOCIATION

### Presenters

**Jeff Aguiar,**  
Director of Sales,  
Intelity



**Tim Butterworth,**  
Commercial Director,  
Crave Interactive



**Perle Flavien,**  
Director of Operations,  
Marigot Bay Resort & Marina



**Christus Gill,**  
IT Manager,  
Marigot Bay Resort & Marina



**Gareth Hughes,**  
Founder & Owner,  
Crave Interactive





Please post your questions via the Q&A box.  
Questions will be addressed at the end of the session.



The on-demand video recording of today's  
presentation will be distributed within 48 hours of  
the webinar. A copy of the presentation and any  
support materials can be found in the Members' Only  
portal.



This session is scheduled through 3:15PM ET.



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# CHTA Strategic Partners

amadeus

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*Attorneys At Law*

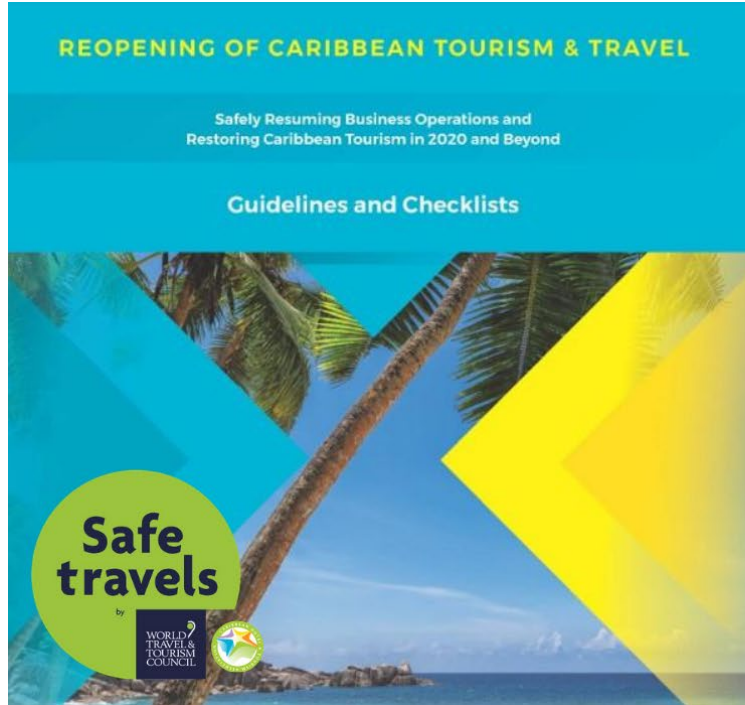
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# CHTA Key Member Resources

## Providing Reopening Resources to Help You Get Back to Business



## Health & Safety Guidelines & Checklists

For Reopening of Caribbean Tourism & Travel



Caribbean  
Public Health  
Agency

**CARPHA**



CARIBBEAN  
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ASSOCIATION



**GTRCMC**  
GLOBAL TOURISM RESILIENCE  
& CRISIS MANAGEMENT CENTRE



**OECOS**  
Organisation of Eastern Caribbean States

**Comprehensive Industry Health Safety Guidelines and Checklists –  
reviewed and endorsed by the Caribbean Public Health Agency (CARPHA)**

Available for Download at  
[www.caribbeanhotelandtourism.com](http://www.caribbeanhotelandtourism.com)



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# CHTA Key Member Resources

## Providing Reopening Resources to Help You Get Back to Business



**As a Safe Travels Ambassador, CHTA is authorized to issue the stamp to businesses that adopt the regional guidelines, the implementation of the Safe Travels protocols and sign CHTA's pledge to health safety**



**Recognition for your commitment to health safety, including listing in our website for CHTA Members**

Procedures and guidelines to receive recognition launching next week!



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# CHTA Key Member Resources

Providing Reopening Resources to Help  
You Get Back to Business



## **MEMBER EXCLUSIVE TRAVEL PROTECTION PLAN ADMINISTERED BY TRIP MATE**

1

**SIGN UP**



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2

**PROTECT**



3

**ENJOY**

[www.caribbeanhotelandtourism.com](http://www.caribbeanhotelandtourism.com)



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# CHTA Membership



Your membership helps us continue our work to safeguard the industry and build towards a strong recovery.

Join the **#MyCHTA** community!  
Membership@CaribbeanHotelandTourism.com  
[www.caribbeanhotelandtourism.com](http://www.caribbeanhotelandtourism.com)



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at CROB at JMB at THOMAS

HMC&B  
HAMILTON, MILLER & BETHUNE  
Adventures in Time

# CHTA Live Upcoming Webinar

**Register Today!**  
**Thursday, Sept 17**  
**2:00 - 3:15PM ET**



**Building Back Business:**  
**Digital Media Strategies in the New Normal**



Bram van Berkel,  
Amadeus



Edward Lines,  
Google



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## Safeguarding the Guest Experience with Contactless Technology – Part 2

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## Safeguarding the Guest Experience with Contactless Technology

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THE GUEST EXPERIENCE WITH INTELITY

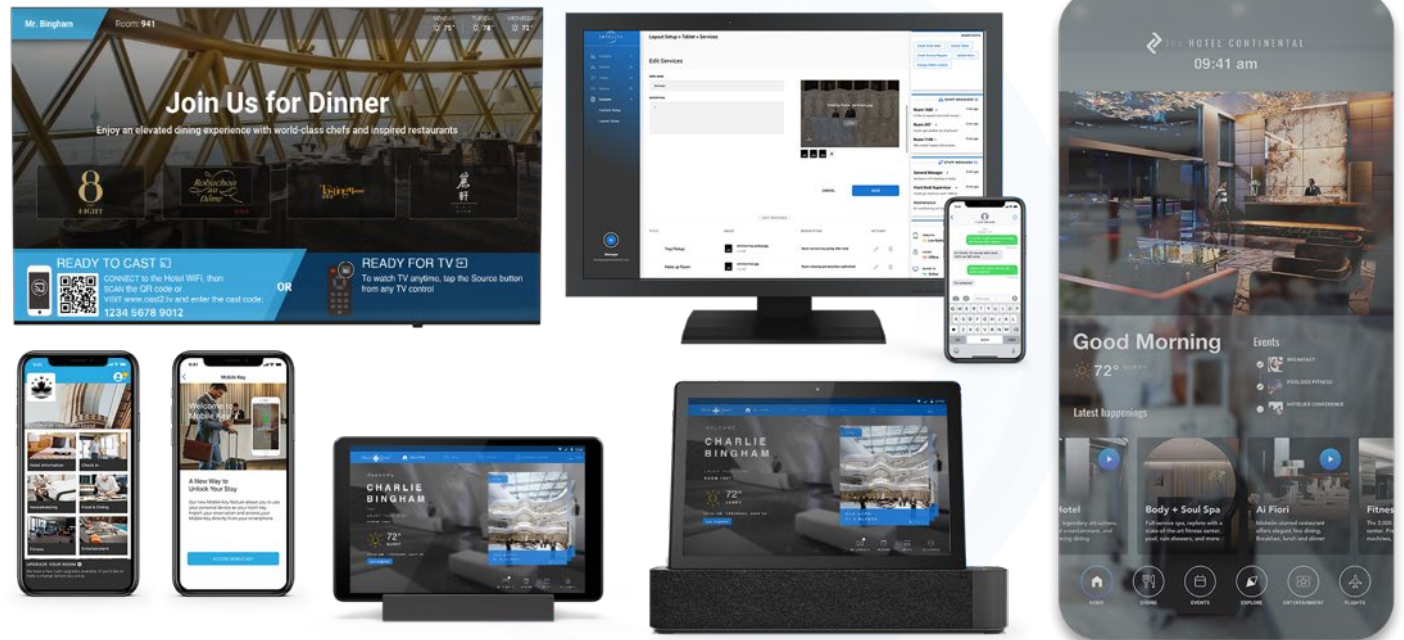


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# About INTELITY

INTELITY is the global provider of the most comprehensive guest experience and staff management platform in hospitality.

It features mobile, in-room, and public space solutions that provide a seamless guest journey.



# Guest Engagement from Anywhere

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*Mobile Check-In & Mobile Key*



*Housekeeping & Other Service Requests*



*Dining Menus, Mobile Food & Beverage*



*Event Information & Scheduling*



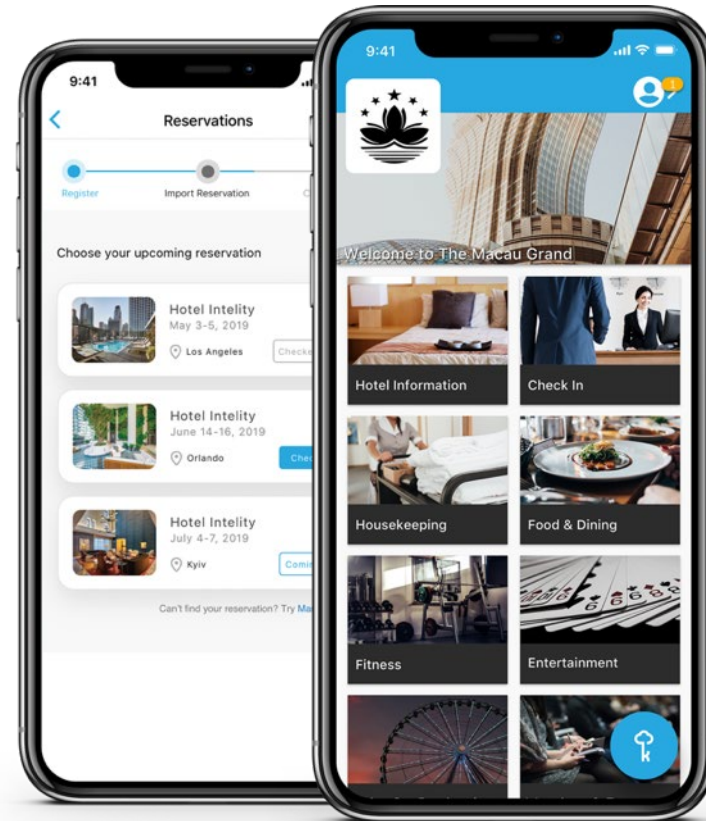
*Upselling & Incremental Revenue Opportunities*



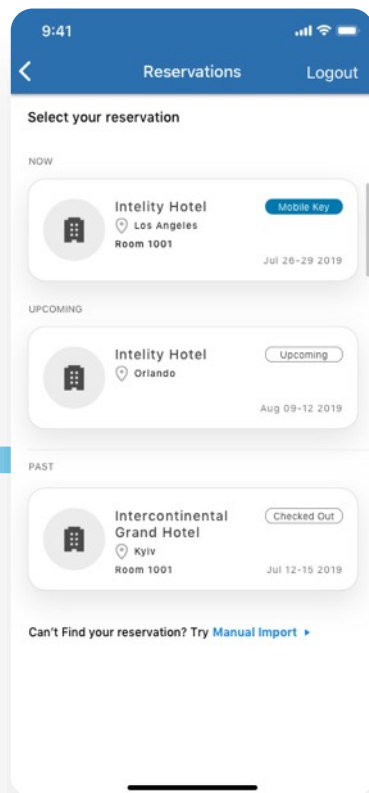
*Messaging & Guest Feedback*



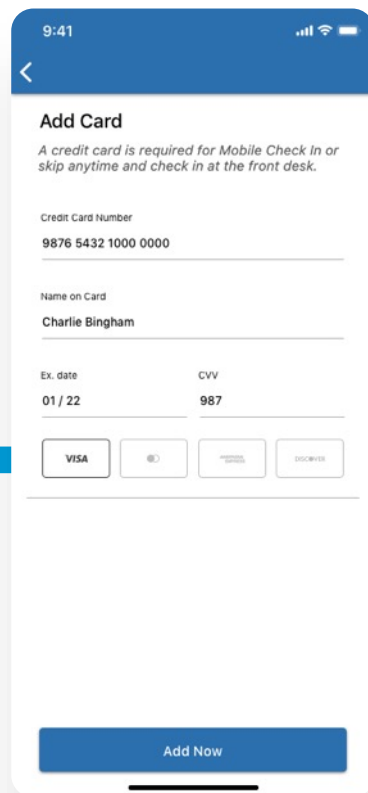
*Part of an Omnichannel Marketing Platform*



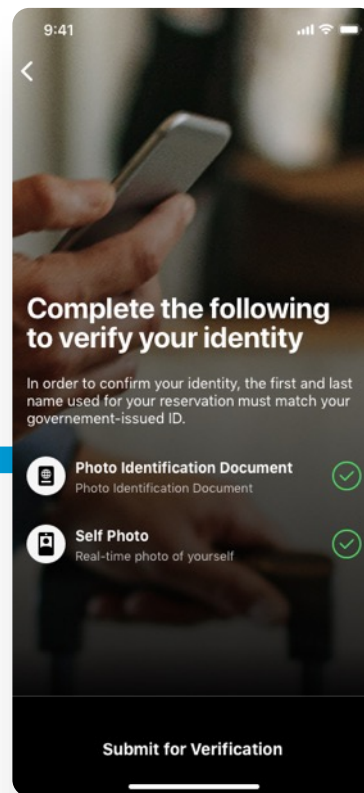
- *Native Mobile Apps*
- *Web-Based HTML*
- *Single Property*
- *Multi-Property*
- *Enterprise Brand*
- *Fully Custom*
- *Mobile SDK*



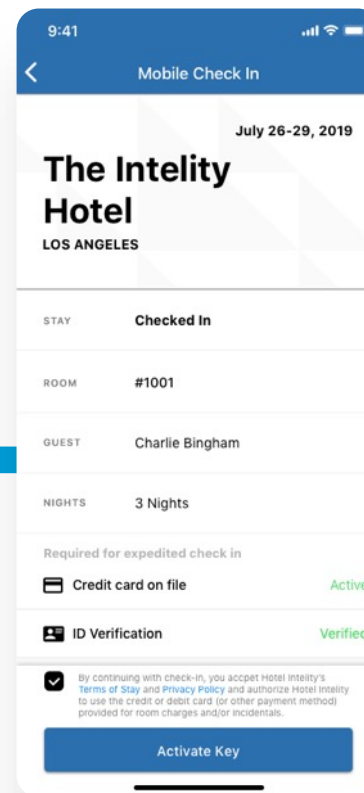
Import Reservation



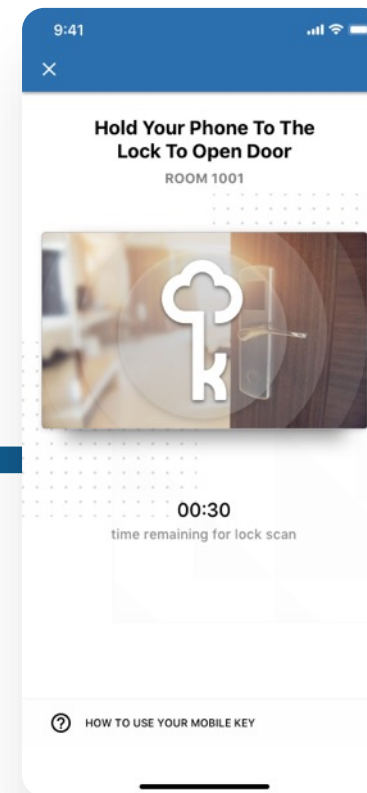
Verify Payment



Match ID



Checked In



Access Mobile Key

# Mobile Key: *Simple & Secure*

Provide guests with a contactless and secure solution to access their rooms and public areas.

- *Eliminate plastic keys*
- *Limit guest and staff contact*
- *Reduce front desk congestion*



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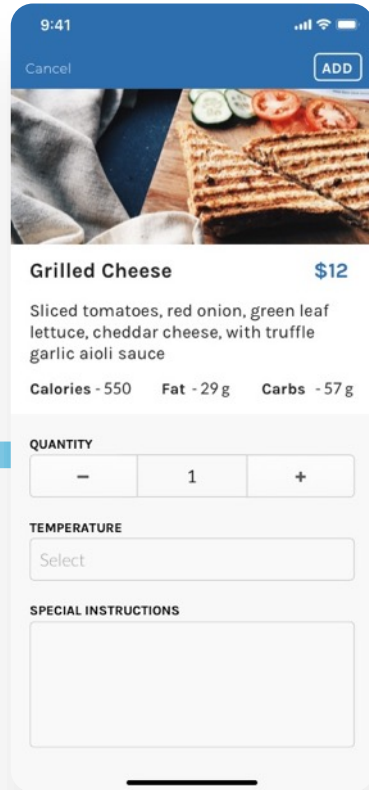


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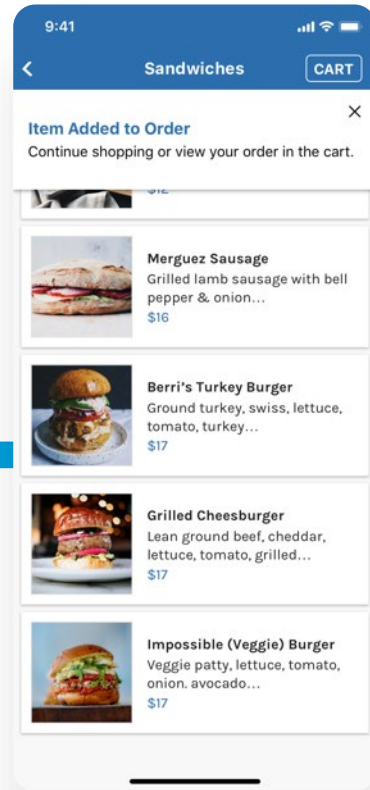
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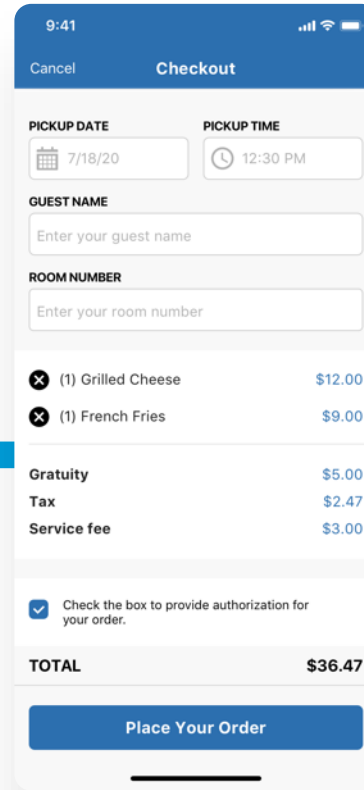
Unity



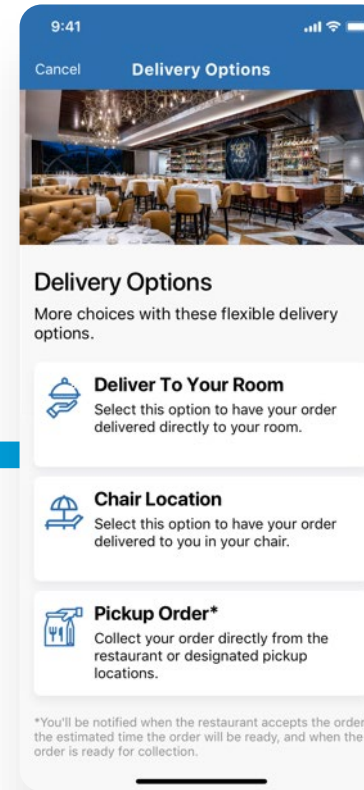
Select Item



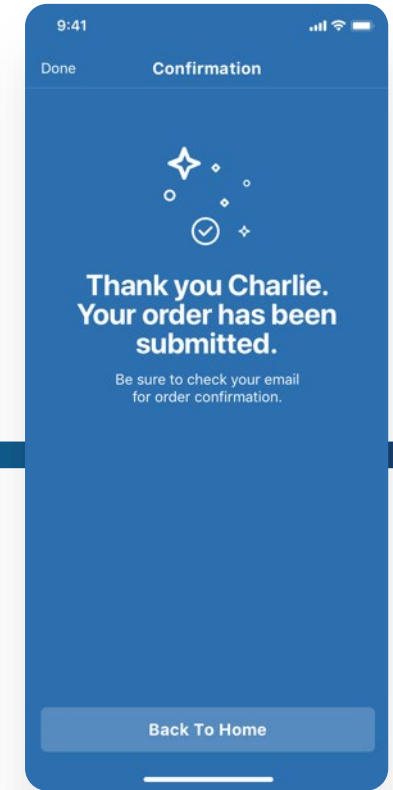
Additional Items & Upsell



Check Out



Delivery Method



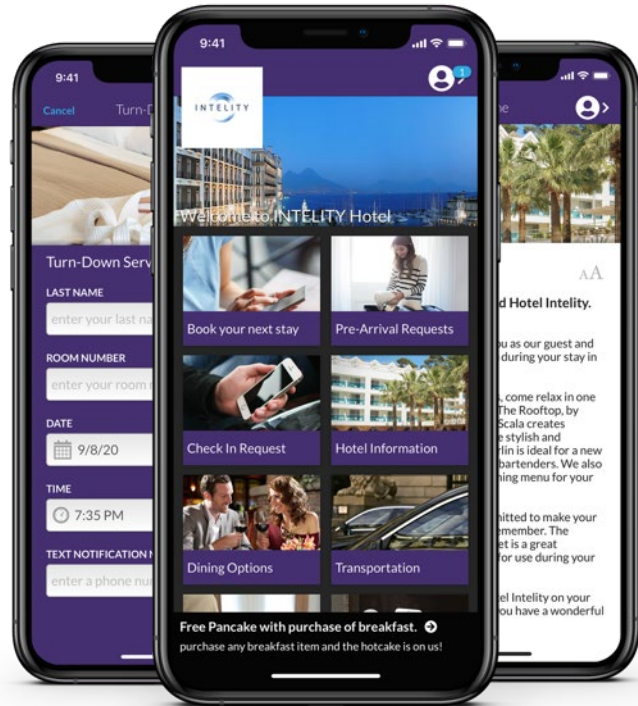
Success & Confirmation



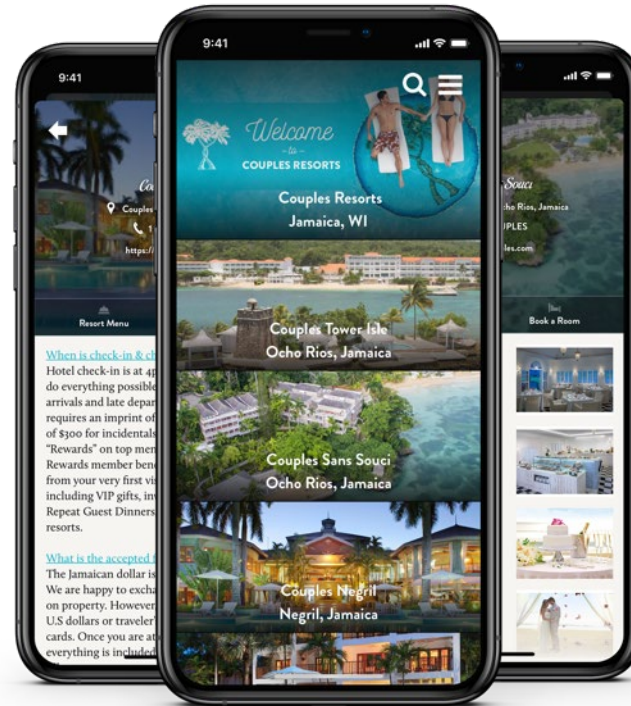
# Integrations to Leverage Existing Systems

Friction-free integrations across industry-leading providers of PMS, POS, room controls, booking, and service apps ensures a truly contactless experience for guests without disrupting your current tech stack

# For More Examples:



**Individual Property Example**  
*INTELITY's Demo App*



**Brand App Example**  
*Couples Resorts*



**Custom Build Example**  
*Hard Rock*

# Contact Information

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## General Inquiries

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Crave Interactive  
- Specialists in Resort Hotels

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GARETH HUGHES – CEO & FOUNDER

TIM BUTTERWORTH – CHIEF COMMERCIAL OFFICER



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# Crave - Experts in Resort Guest Experiences

- 400 million guest interactions per year
- Clients include ARIA, Baha Mar, AMResorts & many independent properties
- Clients across the Caribbean
- In-Room Tablets & AppLess Mobile
- Superior Guest Experience
- Solid, Reliable & Secure

Baha Mar Resort  
Bahamas



COMO Parrot Cay  
Turks & Caicos



**SUGAR BEACH**  
A VICEROY RESORT • ST. LUCIA

  
*Grand Wailea*  
MAUI  
A WALDORF ASTORIA RESORT

  
**CATALINA**  
ISLAND COMPANY

  
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NICK TROUBETZKOY'S  
**ANSE CHASTANET**  
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RESORT®

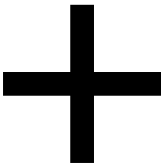
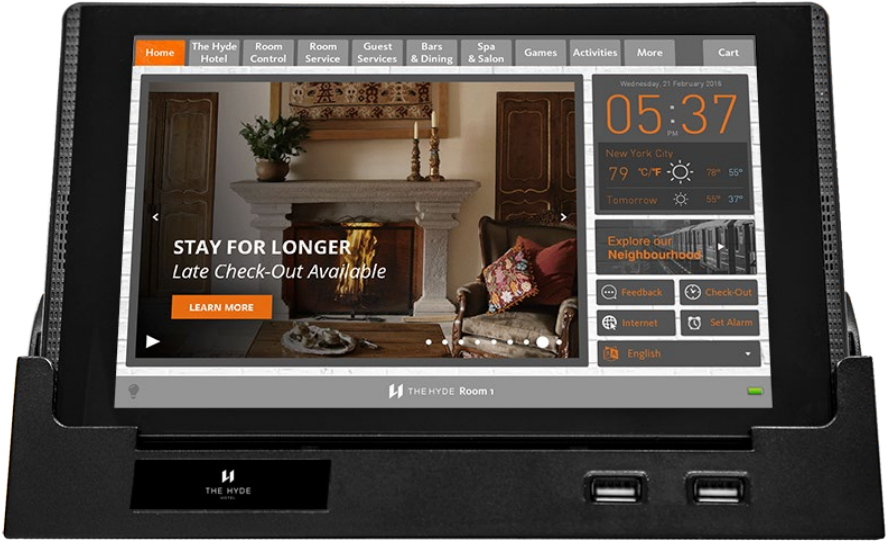
  
**Lagarta Lodge**  
NOSARA, COSTA RICA

# Our Solutions



## AppLess Mobile

### Crave Tablets



Try AppLess for Yourself



# Point Camera to Scan

---



# Try AppLess for Yourself



- ✓ Easy to Deploy
  - ✓ Uses Guest's own device
  - ✓ Frictionless
  - ✓ No App to download
  - ✓ Hardware Not Required
- 





## Customized for the Guest Journey

Before & During Stay

In the Room

Concierge & Tours

In the Bar

On the Beach





























Private Cabana

Night Club

# Endless Possibilities

Crave's In-Room tablets & AppLess are perfect solution for hotels of any size

---

- |  |   |  |   |
|--|---|--|---|
|  <b>Digital Directory</b>          |  <b>Smart Guest Messaging</b>    |  News & Weather               |  POS & PMS Integrations    |
|  <b>Multilingual</b>              |  View Bill & Express Checkout    |  Local City & Jogging Guides  |  <b>Multi-Currency</b>     |
|  <b>Concierge &amp; Tours</b>     |  <b>In-room Dining Ordering</b>  |  Group & Conference Offerings |  Apps & Games              |
|  <b>Video Communication</b>       |  Housekeeping Requests           |  Secured Web Browsing         |  Loyalty Program Access    |
|  <b>F&amp;B Ordering</b>          |  Restaurant Reservations         |  Bedside Alarm                |  <b>Travel Information</b> |
|  <b>Daily Activity Schedule</b> |  Hotel Facilities Integrations |  Late Check Out             |  TV & Room Controls      |
|  Dynamic Pricing                 |  Spa Services                  |  Salon Services             |  And Many more!          |

# Main Benefits of Crave

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- ✓ Great Guest Experience
- ✓ Customized to your Brand
- ✓ Services Relevant to Guest Journey
- ✓ Easy Deployment
- ✓ Improves your bottom line



# Contact Information

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Sandy Murray - *Senior Sales Executive*

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[+1 219-617-7276](tel:+12196177276)

[crave-emenu.com](http://crave-emenu.com)

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**Thank You for Attending!**

**Get in Touch!**

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