

HOTEL RESERVATION AND MANAGEMENT KIOSK

MODEL: HT-141-A5

Enhance the guest experience and operational efficiency by reducing wait time and improving service availability. This smart terminal allows hotel guests to check-in, manage their reservations, and access a range of hotel information and services at their own convenience. Hotels can triage traffic and offer an alternative check-in experience especially for VIP or regular patrons.



SUITABLE FOR

Hospitality



PAIN POINTS

- Inconvenience of long queues and wait times for reception services
- Inconsistent service quality
- Better manage manpower and workloads
- Security of customer details and safety of reception staff

KEY BENEFITS

- ✓ Reduce guest wait time and reception staff workload
- ✓ Increased availability of services and information
- ✓ Improve operational efficiency
- ✓ Hotel digitalisation without high cost of IT infrastructure or staff

Customer self-service

- Reservation management
- Payment and invoice management
- Room check-in and checkout with room key card issuance
- Face and ID verification
- Vending and amenity booking

Hotel reception backend

- Reservation management
- Room management
- Room key card management
- Checkout and deposit management

Hotel operations backend

- Reservation management
- Facilities and amenities management
- Services upselling and advertising
- Settlement management

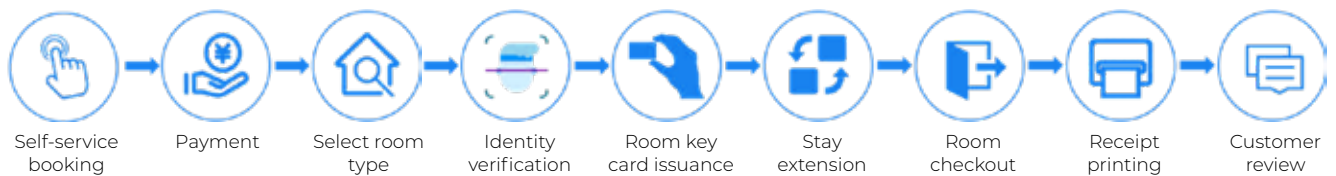
CUSTOMER SELF-SERVICE FEATURES

The integrated booking system allows hotel guests to experience a seamless process from booking rooms on their mobile phones to checking in at the hotel through the self-service kiosk. Without waiting in long queues at the reception, customers can conveniently check in, manage their reservations, and access hotel services anytime of the day.

FEATURES FOR HOTEL CUSTOMERS

- Seamless reservation management from mobile booking to kiosk check-in
- Online payment and invoice management
- Self-service room check-in, stay extension and checkout process
- Instant room key card issuance and post-stay collection
- Secure face and ID verification
- VIP and member services
- Booking of hotel facilities and amenities
- Vending for products and necessities
- Microsite for hotel information and partner merchant promotions
- Customer service chat

USER FLOW



HOTEL RECEPTION FEATURES

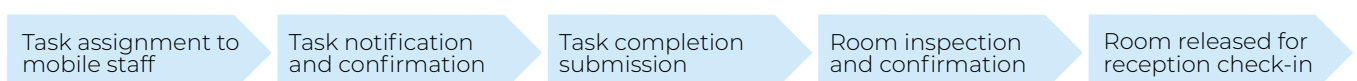
Lighten manual and repetitive workload of the reception staff by diverging traffic to the self-service kiosks. The digital operations system allows quick access of data relating to membership information, hotel room status, and facilities booking for faster, more efficient customer service.

FEATURES FOR HOTEL RECEPTION STAFF

- Room and reservation management
- Room key card management
- Instant room status monitoring for room allocation
- VIP members differentiation
- Member management
- Checkout and deposit management



ROOM MANAGEMENT USER FLOW

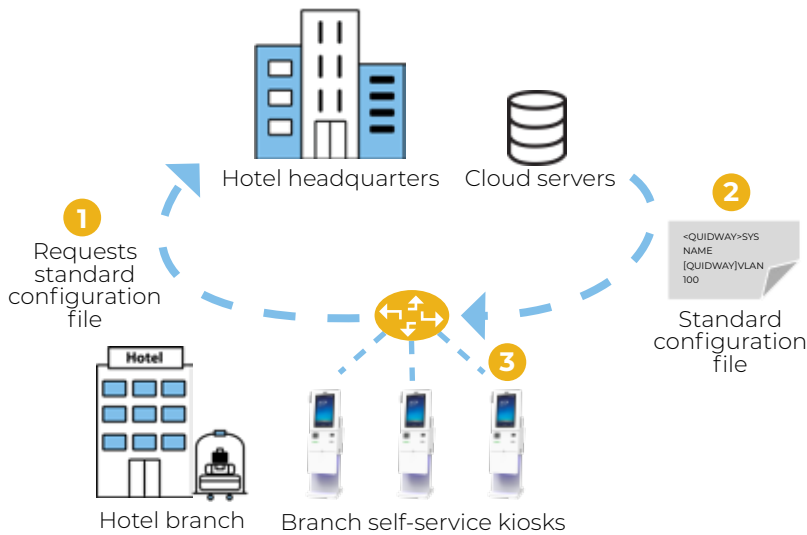
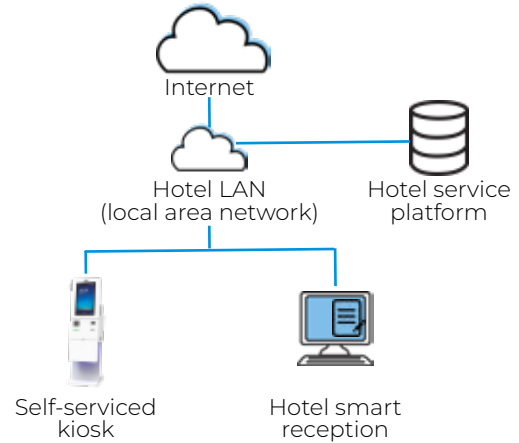


HOTEL OPERATIONS MANAGEMENT

The network-based system is synchronised between the headquarters and hotel branches, allowing staff to have quick access to customer and hotel data, greatly improving operational efficiency without the need to change existing hardware, management systems, or IT infrastructure. It can be customised for any industry with the need for self-serviced booking and access control.

FEATURES FOR HOTEL MANAGEMENT

- Unified services network configuration to synchronise data between headquarter and hotel branches
- Data-based operations management connecting digital management platforms with the hotel's PMS system, self-service kiosks, mobile terminals, and staff terminals
- Coordinates and manages activities between customers, reception, cleaning staff, and more
- Report management and analytics on rooms, tasks and staff
- Marketing management including advertisement placement and partner merchant promotions



KEY BENEFITS FOR HOTEL MANAGEMENT

- Enhance guest experience
- Ease workloads of operational staff
- Seamless connection to a range of hardware
- Reduces configuration time and maintenance costs

REPORTING



MANAGEMENT REPORTS

- Organisation statistics
- Personnel statistics
- Operational logs
- System status
- Monitoring



FINANCIAL REPORTS

- Cost analysis
- Reconciliation results



TRANSACTION REPORTS

- Daily / monthly/ yearly trading reports
- Consumer transaction
- Recharge transaction
- Abnormal transaction statistics



SALES/MARKETING REPORTS

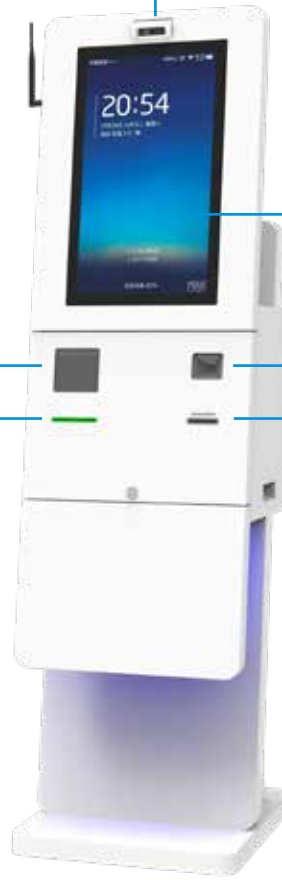
- Product sales
- Top 100 products
- Customer analytics
- Points analytics

ACE301 SPECIFICATIONS

Dual Facial Verification Camera

ID Card Contactless Reader

Receipt Printer
Thermal Printer, Paper Width: 80mm



21.5" Touch Screen Monitor

QR-Code Reader
Max. Operating Distance: 10mm

Output Card Slot

Features	Description
Dimensions	460mm (width) x 460mm (depth) x 1680mm (height)
Weight	80kg
Card Hopper	100 cards, supports card recycling
Facial Verification	2 megapixel dual camera
Contactless Reader	ISO 14443 standard, supports ID cards
QR Code Scanner	Supports barcodes and QR codes
Receipt Printer	Thermal printer
Basic Configuration	Windows 10 PC, 21.5 inch multi-touch screen, support LAN/wifi/4G/bluetooth connection

About Goldpac

Goldpac is a subsidiary of Goldpac Group which was established in 1993 and listed on the Hong Kong stock exchange. For over three decades, Goldpac has maintained its leading position as a fintech pioneer, providing intelligent and secure payment solutions to over 1,000 large and medium-sized organisations across 30 countries and regions. It is one of the largest suppliers of smart payment solutions in the world.

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