
twinsoft

CASE STUDY

optimizing hotel operations

employees dishonesty & abuse of position



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Case Study: Employees dishonesty & abuse of position

While ago, we performed a survey,
to identify any hidden losses and check
the guest experience flow.



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Results were surprising. We found out that hotels suffered big loses of profits and guest satisfaction, because of dishonest employees, deceiving guests and none optimized operations.



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Simply put in numbers, the amount of money lost by a business was between **10000€** and **30000€** per unit each year depending on the size of the business.



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Because of employees dishonesty and none optimized operations, we noticed serious interruptions of the flow in the guest experience. Resulting in a guest satisfaction drop of **15% - 25%**.



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So we decided to dig deeper and track down the patterns that lead to profit loss and drop of guest satisfaction.



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Some common patterns we identified that resulted in profit loss are...



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- Employee charging an “all inclusive room” although the guest is not “all inclusive”, pocketing the cash payment.
- Employee charging “room charge” although the guest paid in cash, pocketing the payment.



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- Guest charged by “room charge” claims at checkout that he paid in cash (denial of charge).
- Employee charging normal when he should charge according to meal plans or guest level (repeater, vip)



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- Unattended access and blind spots, results to employee's friend or family consuming meals or drinks and charged to "all inclusive rooms".



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Some common patterns we identified that resulted bad guest experience are...



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- Guest denying a charge (rightfully or intentionally) causing a dispute which has negative impact on the business.
- Guest interrupted because family members (usually teen kids) need authorization to make an order.



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- Guest interrupted multiple times to sign or to take an action.
- Guest seated in a blind spot resulting in service delay.

Solutions

We want our software to go beyond
of just covering our clients needs.

We want our software to cover
needs that our clients don't realize
they exist.



Problems to solve

- 1. Mitigate the employees dishonesty and ability to cheat**
 - 2. Offer better guest experience. Minimize interruption**
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Case Study: Solutions

Problem 1 solution

Twinsoft software can use the door card as mean of guest identification and central point of reference.

This minimizes the ability of employee to abuse his/her position, or the guest to create a dispute.



Results

- Employees can't mischarge.
- Employees know that the auditing process is very detailed and strictly registered.
- Guests can't deny a Room Charge.
- Guests know that for a Room Charge a door card must be presented.



Results

- Promoting a cashless environment has many benefits both in terms of security and guest satisfaction.
- Employees can't use blind spots or unattained access to the premises in order to invite friends for "free drinks", because all actions require the door card



Problem 2 solution

In Twinsoft we study how our software is used by our clients and we continually improve and optimize to eliminate loss.



Problem 2 solution

Twinsoft software solutions help improve and optimize our clients guest's satisfaction, incorporating:

- Handheld devices
- Electronic signatures
- Table buttons
- Item blocking
- Electronic wallet
- NFC wristbands



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Case Study: Solutions

Problem 2 solution

Handheld devices

Twinsoft software solutions use handheld devices for the employees that are waiters. This improves efficiency of serving, eliminates waiting time and minimizes errors. Overall has great impact on guest satisfaction.



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Case Study: Solutions

Problem 2 solution

Electronic signatures

Twinsoft software uses electronic signatures directly on the handheld devices. Now the guest can sign once per receipt and update his/her order without extra hassle of signing each new addition to the order, just slip/touch the door key card.

The final receipt will automatically include all items ordered and his/her signature. This feature greatly improves the uninterrupted guest experience flow.



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Case Study: Solutions

Problem 2 solution

Table buttons

Twinsoft software solves the problem of areas that are out of sight.

Using smart table buttons waiters can be notified when they are needed and where. This optimizes the number of employees needed and doesn't waste time on pointless checks roundtrips.

Guest satisfaction is uninterrupted.



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Case Study: Solutions

Problem 2 solution

Item blocking

Twinsoft software has the ability to block unavailable or out of stock items. Combining a Twinsoft's state of the art inventory management system and smart functionalities now the waiter knows in real time on the handheld device, what items are available and can suggest alternatives in case of unavailability of an item. This functionality minimizes even more the wasted time and contributes extra points to guest satisfaction.



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Case Study: Solutions

Problem 2 solution

Electronic wallet

Twinsoft software can use door key cards as a proxy for credit.

Guests can “charge” their door key cards with predefine amount of money that is charged to the room and use it inside the premises of the business.

Faster transactions, minimized fraud risk, convenience for the guest.

All part of the ideal guest experience when using Twinsoft’s software solutions.



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Case Study: Solutions

Problem 2 solution

NFC wristbands

Twinsoft software is not limited to only door key cards. It can utilize all new technologies that use NFC connectivity. This offers a more flexible charging system. Now guests can use NFC wristband to place their orders without worrying about key cards. NFC wristbands offer a seamless experience with minimal interaction and can be used by family members.

One more optimization Twinsoft offers for the perfect guest experience

Conclusion

Twinsoft is a partner that helps you
future proof your business.



Twinsoft Software

Providing great guest experience and managing the finances is a task that involves a lot of people. Having control over a lot of people requires tremendous effort, but the truth is that great deal of the effort can be automated. Twinsoft has the perfect solutions for your needs and you can rest assure that Twinsoft will not just solve your problem but constantly optimize the solution.

THANK YOU