# altitude.

## Guest Experience
# Platform

# Meet Altitude's all-encompassing **guest experience platform.**

Altitude's Guest Experience Platform is a cloud-based, modular suite of solutions designed to help you create your digital guest experience.

Built from the ground up with guest experience, sustainability and operational efficiency front of mind, Altitude's Guest Experience Platform helps you place everything your guests and team need right in the palm of their hand.

Designed to support digital experiences suited to all types of guests, Altitude's platform caters to the tech savvy, those who prefer to check in with reception, properties who would like to support self-service, contactless and streamlined experiences.

Altitude's Guest Experience Platform is entirely modular. You can pick and choose which solutions suit your guests and team- you know your property best!  We are here to help you to easily implement technology without the fuss, without the cost and in no time at all.

www.altitudehq.com

# Why Altitude?

## We love what we do.

We have **real-life success** in bringing accommodation and technology together to create an ecosystem from the ground up. We truly believe in what we do and are endlessly excited about what we help operators achieve.

## Our solutions are modular.

This gives you the freedom to build your guest experience exactly as you picture it.

Add, remove, change, modify or mould our solutions to build your ideal guest experience and operations platform.

**Tell us what you want to achieve and we will help get you there.**

## We're ready when you are.

We have carefully developed both **plug and play and fully customised** solutions to suit all types of properties.

## We're thinking about the future.

Like you, we are always thinking about the **future of technology in accommodation** and how we can enhance every day experiences.

## Collaboration is key.

We **collaborate** with our customers to ensure our solutions are the best they can be and the best fit for your property.

# Benefits

### Easy to Use

All solutions are easy to use with intuitive design to help guide the user.

### Customisable

All apps are highly customisable, with simple to use web tools to configure look, feel and experience.

### Revenue Generating

Offer guests room service and hotel ordering, as well as options to upgrade and upsell, extras and more.

### Time-Saving

Altitude replaces manual processes with simple to use, smart automation.

### Contactless

Your team can assist guests from mobile devices, or guests can facilitate their stay from their mobile.

### Analytics

Turn insights into actions with usage and revenue tracking. Make decisions based on data.
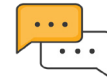
# Features

Online Check In and Check Out

Enable Mobile Keys

Guest Chat, Chatbot and Communication Hub

Guest Requests and Room Service

Operations including Housekeeping and more

Manage Payments and Billing

Property Compendium and Local Area Events

Guest Profile and Loyalty Management
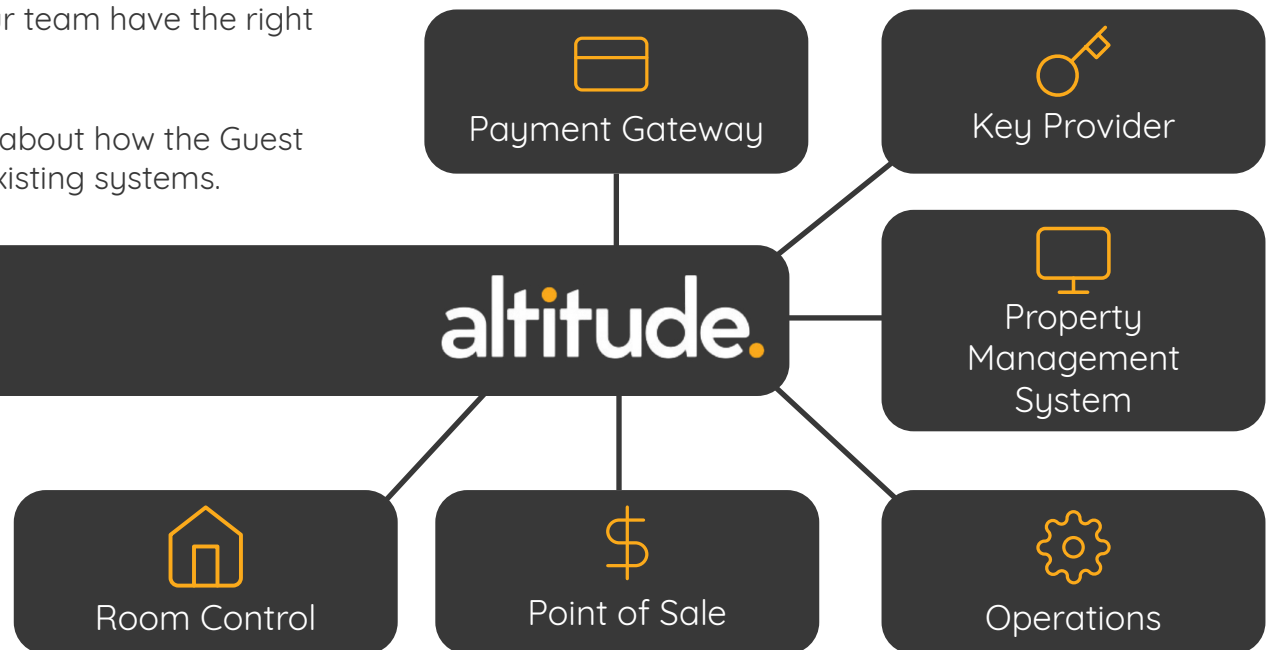
# How it works

The Guest Experience Platform **integrates directly** with solutions throughout your property to **update information in real-time** and **enable streamlined** back-of-house operations.

Depending on your existing technology, two way integration between Altitude and your other solutions allows you to expertly craft your technology ecosystem.

This ecosystem can deliver your guest experience and back of house automation, where both guests and your team have the right information at the right time.

Feel free to contact the Altitude team to learn about how the Guest Experience Platform can integrate with your existing systems.

Payment Gateway

Key Provider

altitude.

Property Management System

Room Control

Point of Sale

Operations

# Guest Experience

## Guest App

Altitude's Guest App gives your guests **flexibility** and **freedom** to **personalise** their stay at your property with **powerful guest experience features**.

booking — pre-arrival — arrival — during stay — departure — post stay

The Guest App is a **fully customisable**, **downloadable or web-based app** that reflects your brand in both look and feel with intuitive and easy to update features.

| | |
|---|---|
| → Online check in and check out | 🔔 Push notifications for alerts and announcements |
| 🔑 Enable mobile keys | 👥 Loyalty and guest preference management |
| ✎ Fully customisable branding and content | $ Simple payment methods and billing management |
| 📷 Upload and verify identification | 🗄 Minibar requests and declaration |
| 🛒 Guest requests and room service | 💬 Live chat, chatbot, real-time feedback and surveys |
| 📖 Property compendium, local events and guest information | 🔧 Log in-room maintenance, lost property and more |
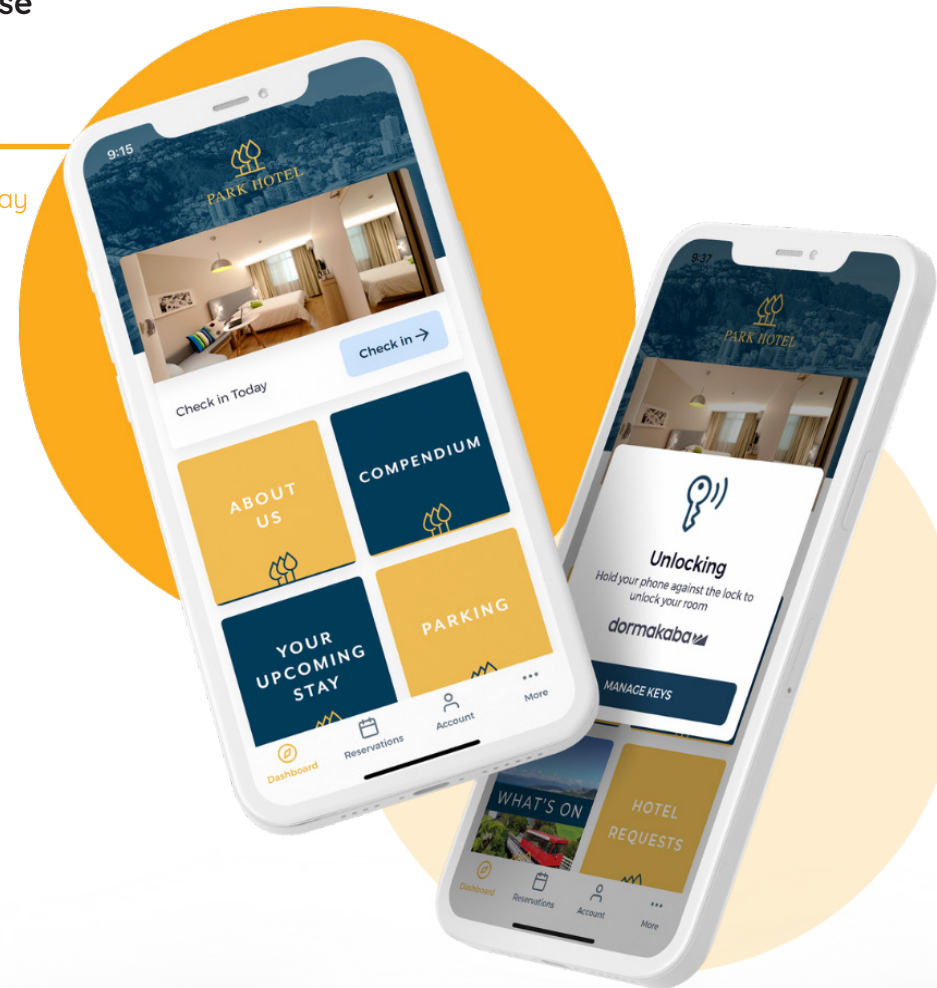
# Guest Experience

## Self-Service Kiosk

Enjoy **automated** and **streamlined self-service** at your property with Altitude's Self-Service Kiosk.

This **extensively integrated** and **versatile** kiosk gives your team the extra pair of hands they need after hours or when times get busy, or can man the desk if you opt for a self-service reception.

Designed as a **modular solution**, the kiosk works in unison with Altitude's Guest Mobile App, Guest Web Portal, or as a stand-alone solution.

**booking** — **pre-arrival** — **arrival** — **during stay** — **departure** — **post stay**

- Streamlined arrival and departure
- Fully customisable branding and content
- Simple payment methods and billing management
- Offer upgrades, upsells and extras
- Minibar declaration

- Loyalty and guest preference management
- QR code scanning and Key Pick up
- Upload and verify identification as required by the property
- Complete real-time feedback and surveys

**PARK HOTEL**
SINCE 1991

CHECK IN   PICKUP KEY   CHECK OUT

# Guest Experience

## In-Room App

Offer guests instant access to your property's amenities while removing paper from rooms, all from a tablet.

Altitude's In-Room App works as a stand-alone solution or as part of the Altitude Guest Experience platform.

Our easy to use content management system allows you to fully customise and update your app in real-time.

booking — pre-arrival — arrival — during stay — departure — post stay

Guest requests and room service

Fully customisable branding and content

Chat with guests in real-time with live chat

Log in-room maintenance, lost property and more

Property compendium

Loyalty and guest preference management

Offer complementary items, upsells and extras

Local events and attractions

Complete real-time feedback and surveys

4:03 PM   Tue 10 Jan

PARK HOTEL

**Good evening**

Your Wifi Password

Chat with Us

**Enhance your stay**

ROOM SERVICE

HOTEL REQUESTS

CAFE & BAR

THREE TREES RESTAURANT

WHAT'S ON

CONCIERGE
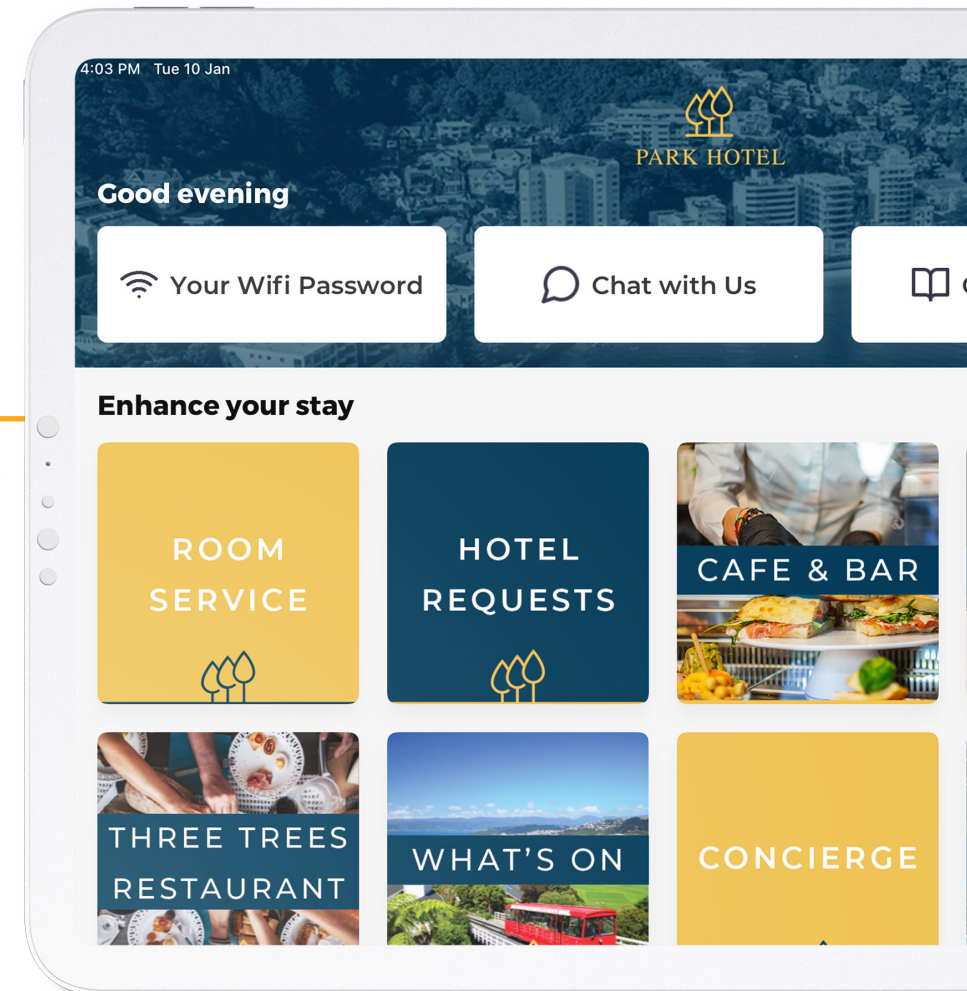
# Guest Experience

## Express App

For guests who would like to check-in and out with assistance from a staff member, **replace paper registration cards** in your reception and make the most of Altitude's Express App, a **streamlined digital registration and departure card.**

booking → pre-arrival → arrival → during stay → departure → post stay

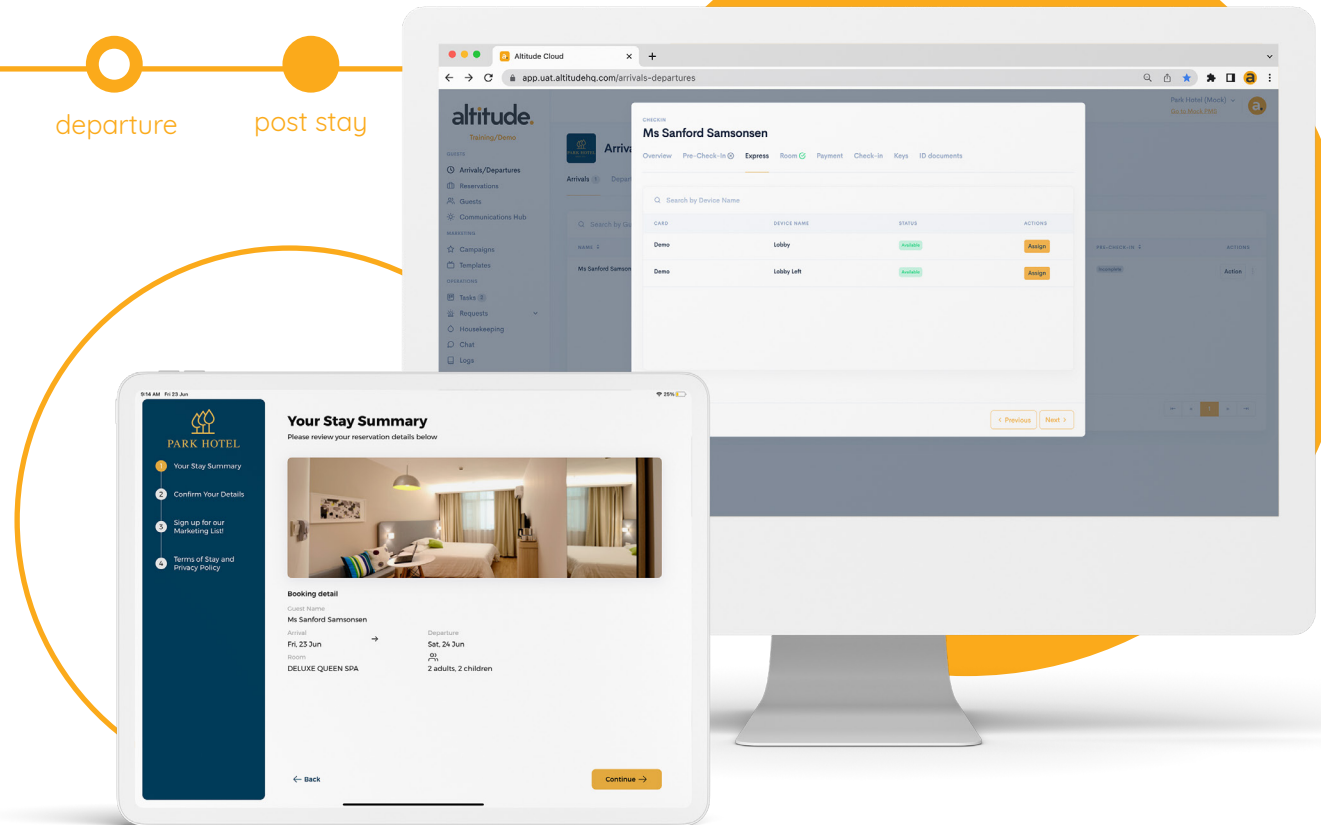✎ Capture digital signatures

✉ Marketing opt-in

👍 Complete real-time feedback and surveys

→] Cast arrival registration card

→] Cast bill for guest to review

✎ Fully customisable branding

# Operations

## Altitude Cloud and Admin App

Scheduled and requested maintenance

Guest Preferences, Requests and Loyalty

Dashboard, Staff Logs and Courier Logs

Marketing Campaigns

Content Management

Intuitive user interfaces allow easy customisation of your guest experience

## Just like your guests, your team need mobile solutions.

Incident Register
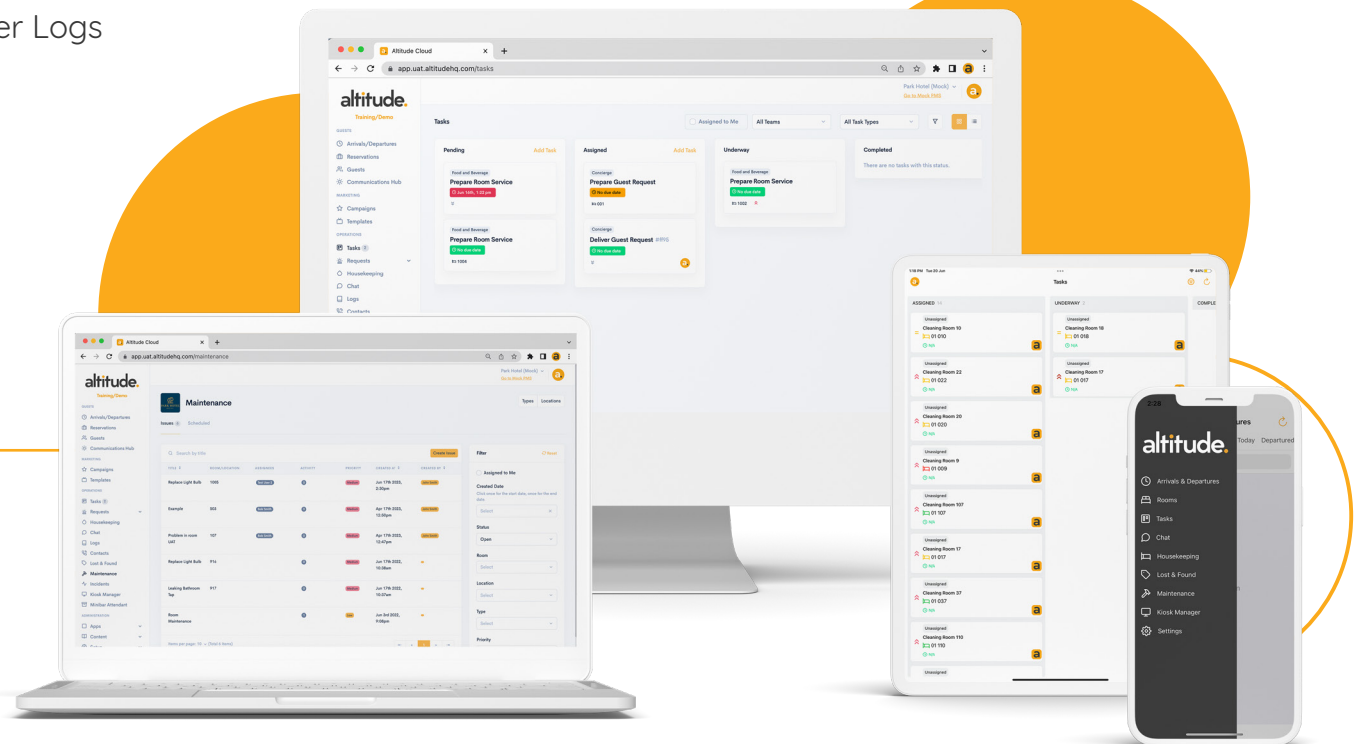
Lost property

Housekeeping

Altitude Task Manager

Kiosk Manager

Minibar Manager and more

# altitude.

## Thank you for taking the time to read our Guest Experience Platform overview.

We love to see properties reach their full potential with the support of technology. We are passionate about helping operators and their teams create memorable experiences for guests, all while enjoying efficient back of house operations through automation.

We develop modular guest experience technology which is easy to use, implement and manage - that's why we call our solutions building blocks for smarter accommodation.

If you would like to learn more about Altitude or take a deep dive into our guest experience platform, get in touch with us by visiting www.altitudehq.com, or emailing hello@altitudehq.com.

We would love to hear your feedback on the work we do and work with you to find the right solution for your property.

Thank you again and we look forward to working with you!

- Altitude Team

*Park Hotel is a fictional property, developed by the Altitude team for demonstration and marketing purposes.