

Xerox® Workplace Kiosk and Hospitality

Most hotels and managed offices need to supply staff to manage business centers, helping customers with printing, scanning, faxing, and copying requirements, adding costs to the business. Xerox® Workplace Kiosk reduces those costs.

Xerox® Workplace Kiosk for guest and visitor use in hospitality centers



FOCUS STAFF TIME

The intuitive self-service Xerox® Workplace Kiosk helps visitors do all of their own printing, copying, scanning, and faxing – without any staff interaction, from the original document to the finished output.



ADDITIONAL PROFIT ENGINE FOR THE FACILITY

Xerox® Workplace Kiosk acts as a profit engine for the hotel, conference center, or managed office. You set the price for the service, and the customer is automatically charged when the work is delivered.



OFFER A BETTER CUSTOMER EXPERIENCE

Xerox® Workplace Kiosk posts charges directly to the customers credit/debit card, simplifying hotel bills and lowering check out times.



ENHANCE ON-SITE CONFIDENTIALITY

Documents that clients and visitors want to print/copy/fax/scan could contain sensitive information. Having self-sufficient customers doing work themselves on the Xerox® Workplace Kiosk increases data protection and security.

“Excuse, me, can you print this please?” is often heard when a customer needs to print something urgently. Xerox® Workplace Kiosk is self-sufficient and on-demand. Rather than the customer asking for help and needing to return later for the prints, Xerox® Workplace Kiosk produces the output when the customer needs it, without any help from staff.

HOSPITALITY INSIGHTS*



The average hotelier spends 33% of their revenue on staff-related labour costs alone



A five-minute wait at front-desk causes guest satisfaction to drop by 50%



41% of guests say it is important that they can engage with new features in hotels they are loyal to



CONSIDERATIONS

- What document services do your customers need? Adding fax and scanning services to any existing print and copy services gives your customers more flexibility for working away from the office.
- Xerox® Workplace Kiosk is self-service, meaning no additional staff time is needed to support customers.
- Often there is no opportunity to charge or even provide scanning services to customers. Xerox® Workplace Kiosk can generate new areas for revenue.
- Improve customer loyalty by offering unique services to customers.
- All billing is separate from room bills, reducing check out time and lowering bill queries.*

* Sources: HTrends 2018, Cornell University's Center for Hospitality 2018, and Angie Hospitality 2019.

For more details, please visit www.xerox.com/kiosk