# Virdee Virtual Reception
A seamless end-to-end experience

Virdee technology provides a seamless, touchless, secure experience that assists guests throughout their stay. Starting with pre-check-in communications, guests have easy access to property upsells and amenities, increasing revenue. Self-service secure ID verification, payment collection, mobile key management, and key card issuance automate workflows and reduce stress on staff. Remote Assistance enables a front-desk-on-demand, letting your staff support guests from anywhere. Virdee software integrates with any PMS, lock, and payment system for fast rollouts.
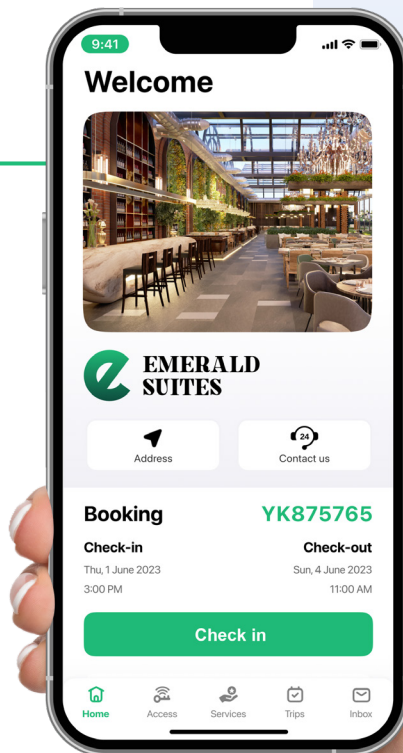
Improve staff efficiency
Automate everyday tasks and connect with guests from anywhere with Remote Assistance

Eliminate long check-in lines
Self-service check-in via app, web, and kiosk enables bypassing of the front desk

Increase guest loyalty
Capture missing guest data and grow loyalty and marketing signups with prompts during check-in

Grow profitability
Offsite vendors and fingertip access to amenities and upsells unlock new revenue streams

Decrease complexity
Integrate with any PMS, lock, and payment system and control everything from one dashboard

Reduce chargebacks and fraud
Secure identity verification ensures certainty of who is on property and provides accountability

Virdee solutions integrate with any hardware and software provider including

ASSA ABLOY Global Solutions · dormakaba · MIWA · Onity · SALTO · Elavon

FREEDOMPAY · SHIFT4 · stripe · Sabre · HotelKey

Cloudbeds · MEWS · infor · agilysys · ORACLE Validated Integration Oracle Hospitality

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The Virdee Guest Journey
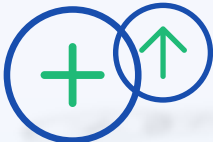
Pre-arrival communications

Virdee Identity

Payment

Loyalty signup

Room choice & upgrades

Scheduled arrival

Signature

Remote Assistance

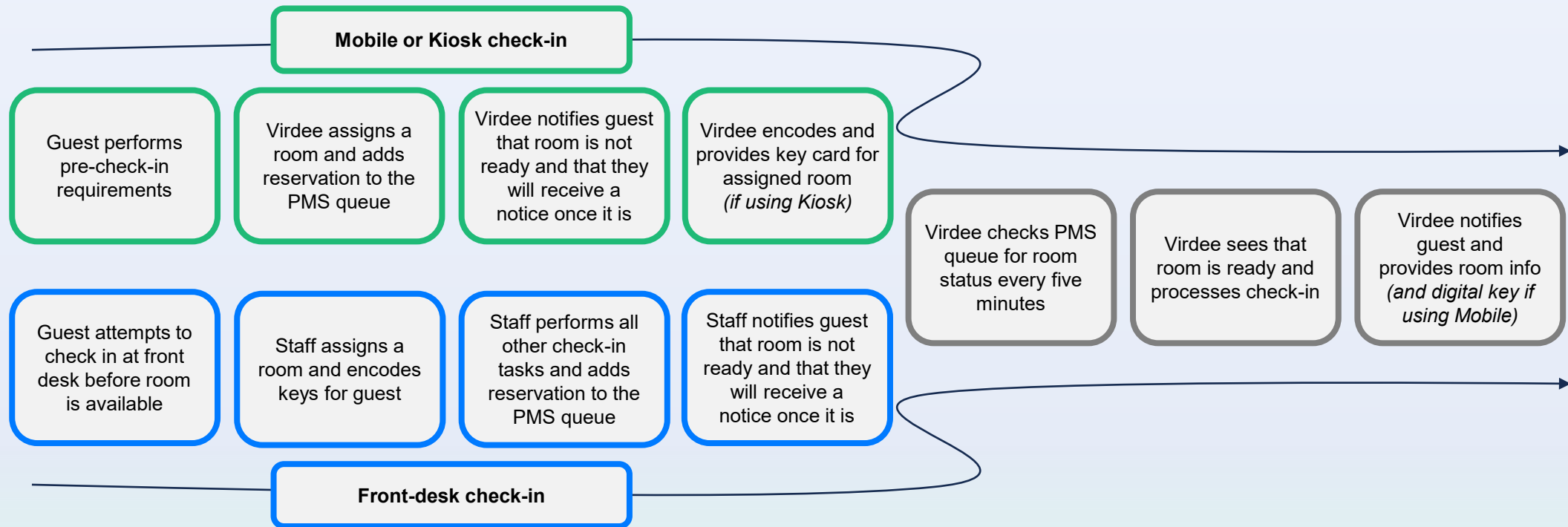Room-ready notification

Key issuance

Stay customization

Check-out

Room Ready Flow

Providing a better guest experience while alleviating front desk congestion

Mobile or Kiosk check-in

- Guest performs pre-check-in requirements
- Virdee assigns a room and adds reservation to the PMS queue
- Virdee notifies guest that room is not ready and that they will receive a notice once it is
- Virdee encodes and provides key card for assigned room *(if using Kiosk)*

- Virdee checks PMS queue for room status every five minutes
- Virdee sees that room is ready and processes check-in
- Virdee notifies guest and provides room info *(and digital key if using Mobile)*

- Guest attempts to check in at front desk before room is available
- Staff assigns a room and encodes keys for guest
- Staff performs all other check-in tasks and adds reservation to the PMS queue
- Staff notifies guest that room is not ready and that they will receive a notice once it is

Front-desk check-in

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Improve your efficiency and service levels with Virdee

Virdee Virtual Reception improves guest satisfaction by enabling smaller teams to work more efficiently and make more impactful guest experiences at any type of property.

Any staffing model

- **Fully staff-less model**
  - A hyper-modern, fully digital hotel
  - 100% self-service guest experience
- **Bridge the worker gap**
  - Shortages due to budgetary reasons or difficulties finding the right staff
  - Take pressure off existing staff and increase guest satisfaction
- **Staff augmentation**
  - Free up time for more personal interactions with guests
  - Remove the burden of data entry and increase staff efficiency

Any property type

- **Select service**
  - Easy check-in and check-out
  - Give guests a self-service option
- **Full service**
  - All amenities shown directly in the app for easy upsells and upgrades
  - Technology becomes an additional service for your guests
- **Luxury**
  - Staff has the time to meet and greet guests face-to-face, help with check-in
  - Improve guest engagement through personalized touchpoints

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