Rethink customer experience

Breakfast Entitlement Matching Solution

The Technology

NEC transforms the way staff interact with guests when it comes to breakfast entitlement matching. In simply 2 steps.

In pre-pandemic days, guests had to wait in-line while breakfast entitlements were being verified manually, including processing vouchers exchanges and loyalty points redemptions. Such inefficiencies affect the tracking of breakfast consumption, create delays, hinder the implementation of timely business strategies and ultimately result in unhappy guests.

With NEC's technologies, hotels can identify guests' breakfast entitlements instantly by their faces or through scanning the QR codes issued to their mobile phones. This improves efficiency and customer satisfaction. It also enhances the guest's privacy (as the room number and name are not revealed to the others in the queue). Besides, data can be automatically updated in the system for staff to track the active usage of the entitlements and restaurant's closing figures.

Face/QR
Code Matching

How It Works

Enrolment (face/QR code) during guest's check-in

Face/QR code matching when guest enters restaurant

Staff instantly knows guest & his/her entitlement from system

System connects seamless to **Oracle Opera PMS** to verify guests' breakfast entitlements.

Solution is scalable and runs on an established **UNIVERGE Integration Platform** (UIP) which is a workflow engine middleware that ties disparate systems together to function as one system, providing an end-to-end solution to real customer problems.

The Benefits

Three ways of identification - face, QR code and room number. If a guest does not like to be enrolled with a face, he/she can choose to use QR code. And if guest does not want the mobile phone option, the traditional way of using his/her room number is always possible.

No. of guests

6am 7am 8am 9am 10am

Actively track data like breakfast entitlement usage, number of guests and restaurant's closing tally; including the option of export these data to CSV file.

Talk to us about your needs today. Contact us at +65 6273 8333 or SED_marketing@nec.com.sg.

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