

HeliBar

How housekeeping teams can use the HeliBar Barcode Scanner to boost guest satisfaction.

Cleanliness is key to survival in the hotel business.

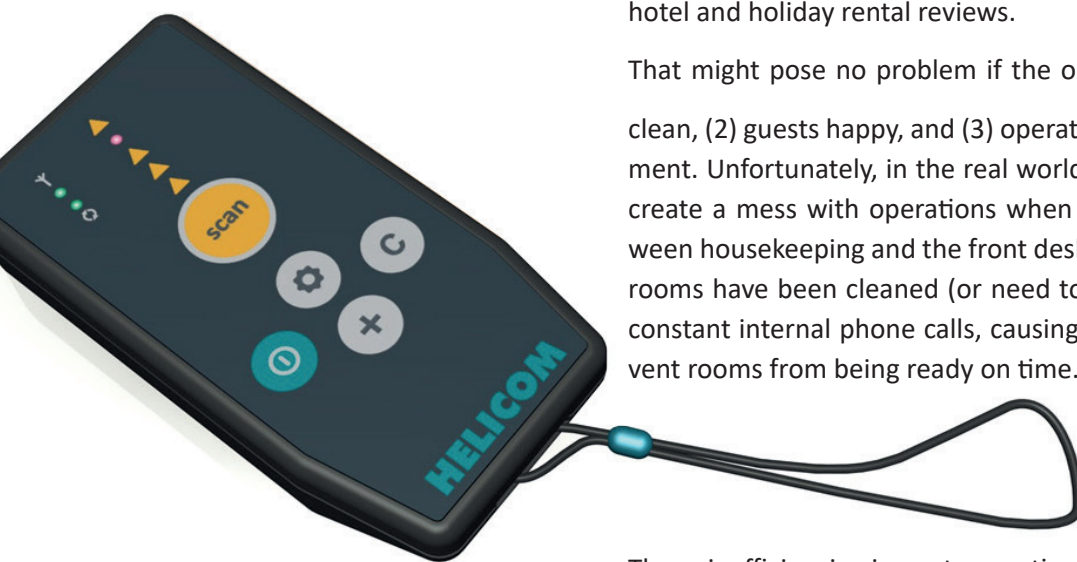
Nearly nine out of ten guests cite cleanliness as a major concern when selecting hotels: 84% of respondents to a Statista survey said hotel cleanliness is very important to them, and 86% told cleaning products brand CLR that cleanliness is the top criteria they look for when reading online hotel and holiday rental reviews.

That might pose no problem if the ongoing efforts to keep (1) rooms clean, (2) guests happy, and (3) operations smooth were in perfect alignment. Unfortunately, in the real world, cleaning work can inadvertently create a mess with operations when there's poor communication between housekeeping and the front desk. If there's confusion about which rooms have been cleaned (or need to be), hotel staff will need to field constant internal phone calls, causing unnecessary delays that can prevent rooms from being ready on time.

These inefficiencies impact operations, reducing guest satisfaction and loyalty.

When a guest checks into a hotel the front desk must determine if their room is ready. What typically happens is the person at reception needs to call or see somebody to know if the room is truly ready. But why is this simple piece of data not coming directly to the front desk in real-time, so receptionist can already see which rooms are cleaned?

That's where the HeliBar Barcode Scanner fits in.



Internal GPRS module
2G, optional UMTS / 3G

Optional internal GPS module

Protection Class IP65

Li-ion battery 1200 mAh (up
to 7h continuous scanning, or
up to 1 week standby)

How HeliBar works

When housekeeping enters a room, they scan the room with the Web-enabled barcode scanner. The user-friendly device is extremely simple to use: just hold the scanner up to a discreetly located barcode label in each room. Virtually no training is required to get started.

The device can provide user feedback by LED, vibration, and/or sound to verify the scan successfully transmitted.

Simultaneously, an internal SIM card transmits the data to the hotel's Property Management System (PMS) and booking systems, effortlessly and automatically. The systems will instantly show that cleaning procedures have begun inside the room.

Each organization can decide for itself how it wants the device to integrate into the PMS. Even better, no major changes are required to the hotel's current operation or systems. The device can simply "plug into" its current operational structure.

When housekeeping leaves the room, they scan again, showing the room has been completed.

As a result, the front desk can see an indicator of all rooms that are ready at any given time, ensuring guests need not wait longer than necessary to get into a clean room. Meanwhile, operational staff can monitor which rooms need cleaning and can re-prioritize as needed, while housekeeping can begin tracking cleaning metrics like time-to-clean.

The device is simple and straightforward to maintain. Updates and maintenance can typically be handled remotely over-the-air. The device is small and robust, with a lifespan and battery life of years.

By using HeliBar to transmit data in real time, housekeeping – and other teams like building management, logistics, facilities, maintenance, gardening, or more – can provide better service, generate better information, and ultimately lead to better customer reviews and ratings.

And it's as simple as two steps: scan once when they enter the room and again when they leave.

- Foster seamless communication between housekeeping, the front desk, and other departments.

- **Decrease confusion about which rooms are ready when.**

- Reduce paperwork and save time since data is logged automatically.

- **Reduce error rates associated with manual data entry.**

- Propagate real-time accurate room updates through the hotel's property management system.

- **Reduce internal phone calls.**

- Produce better internal data to track cleaning times and identify gaps in performance, workers, floor routes, or inventory.

- **Improve productivity by using that data to institute better operational processes.**

- Give supervisors flexibility to ensure changing needs are met (e.g., re-allocating housekeeping staff to rooms or wings that need higher priority attention).

- **Ensure rooms are always ready on time for guests.**

Technical Specifications

Housing material	ABS Plastic
Dimensions	110 x 56 x 25mm
Weight	128 g
Environment	0° C to 50° C



Contact us for a free, no-obligation consultation and proof of concept.

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