

# Hotel service, visible and available at a touch

Screon connects guests, hotel teams and hotel offers through an in-room tablet, staff interfaces and a mobile channel.

GUEST EXPERIENCE • HOTEL OPERATIONS • ADDITIONAL REVENUE



## 01 · THE PROBLEM TODAY

### Too many steps between the guest and the service

#### 📞 SERVICE REQUESTS

##### Guests call Reception

Requests are passed manually between departments.

#### 📄 HOTEL INFORMATION

##### Printed materials go out of date

Menus and directories need constant updates.

#### ⭐ HOTEL OFFERS

##### SPA, dining and experiences get missed

Guests don't always see what the hotel offers.

Guest → Call / Ask → Reception → Manual handoff → Department

More manual handoffs mean more waiting, more staff workload and more opportunities to lose a request.

## 02 · HOW SCREON WORKS

### One request. The right team. A visible result.



#### ⚡ 1-2 taps

Guest sends a request in seconds.

#### 📍 Automatic routing

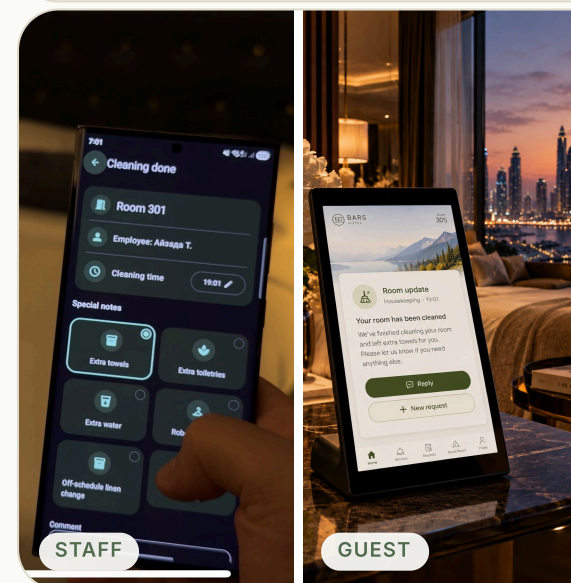
Goes directly to the configured department.

#### 👤 Clear ownership

A staff member is assigned to every task.

#### 📶 Live status

Waiting In Progress Completed



## 03 · PROACTIVE ROOM UPDATES

### The hotel doesn't just respond — it takes the initiative

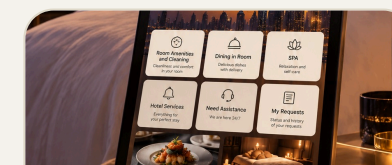
After cleaning or another service, staff send a predefined update to the guest — even without a request.

- 1 **Staff completes the service** — selects a predefined update.
- 2 **Guest sees what was done** "Your room has been cleaned. Extra towels were left for you."
- 3 **Guest can respond immediately** — reply or create a new request.

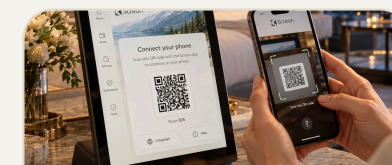
**Screon makes the hotel's attention visible.**

## 04 · MORE THAN AN IN-ROOM TABLET

### One guest experience across multiple touchpoints



**IN-ROOM TABLET**  
Ready on arrival  
No app download required.



**GUEST PHONE**  
Continue on the phone  
Scan the QR code to use hotel services anywhere.



**HOTEL APP**  
Optional integration  
Screon services inside the hotel's existing app.

Mobile access and integrations depend on the agreed project scope and hotel systems.

#### 👤 For the guest

- ✓ Fast access to services
- ✓ Live request status
- ✓ Hotel information in one place
- ✓ Easy response to hotel offers

#### 🏢 For the hotel

- ✓ Fewer manual handoffs
- ✓ Clear task ownership
- ✓ Centralized content management
- ✓ **An always-on channel for SPA, dining and hotel offers**

#### Start with a pilot

**10–20 rooms · 30 days**

- ✓ Hotel branding
- ✓ Initial services configured
- ✓ Scale after results
- ✓ Staff onboarding
- ✓ Usage & response metrics

Pilot scope, success criteria and commercial terms are agreed before launch.



**See Screon in action**  
Book a demo →