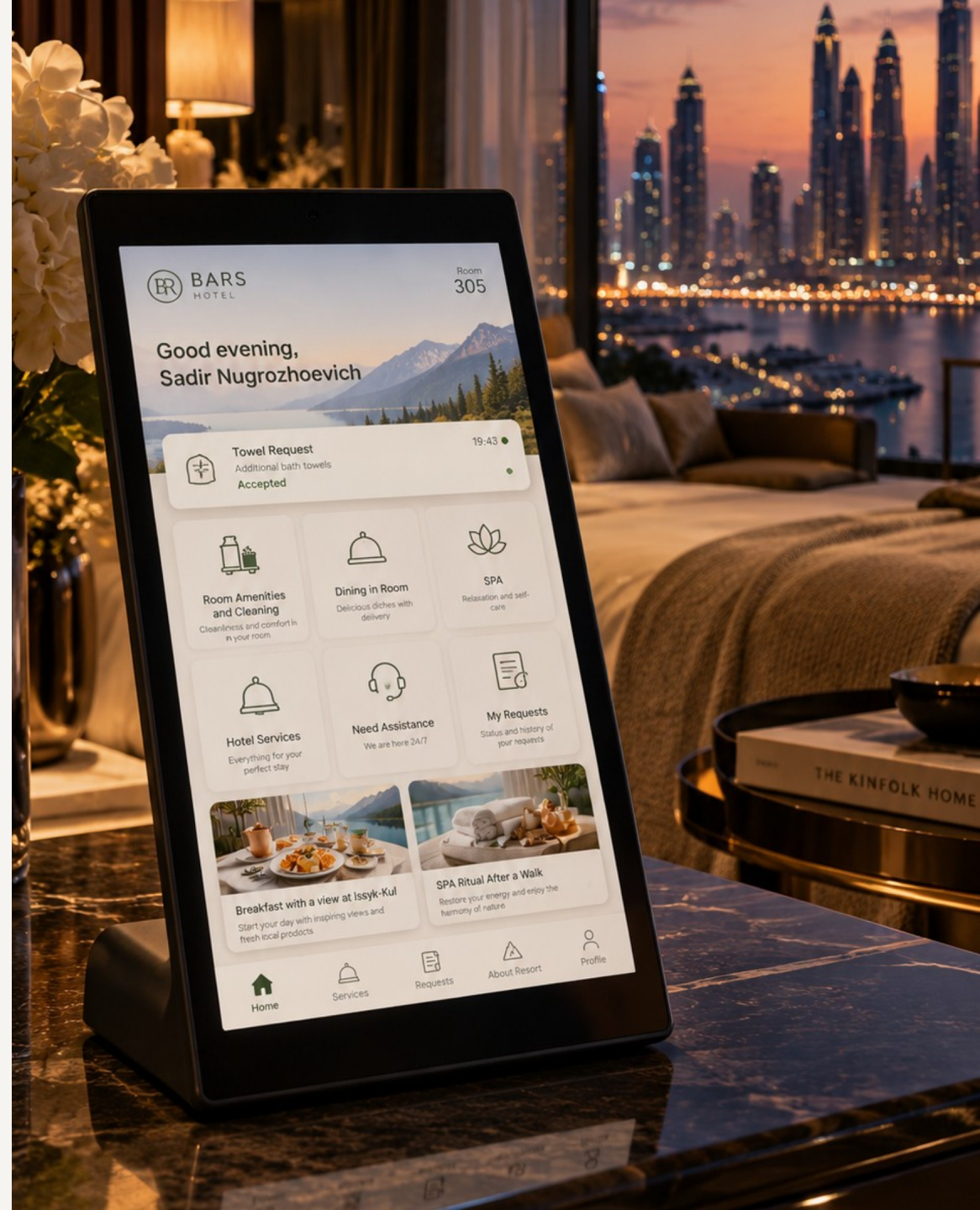




Screon In-Room

Hotel services at a touch

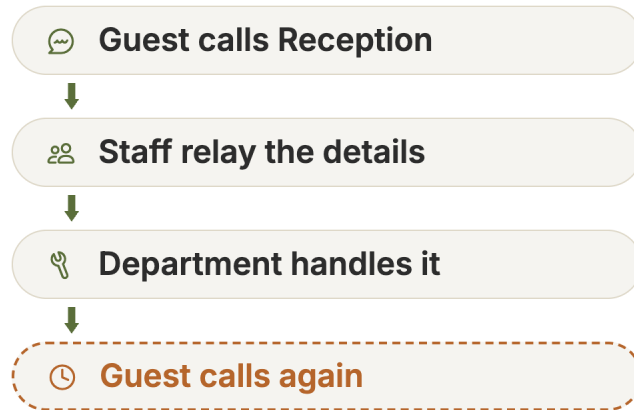
Screon connects guests with hotel teams through an in-room tablet. Guests request services and receive updates, staff manage requests and send proactive messages, and the hotel manages information and offers centrally.



THE CHALLENGE

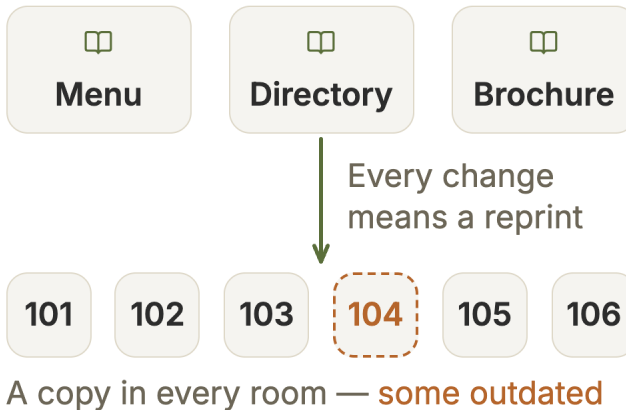
Everyday friction in guest service

1 Service requests



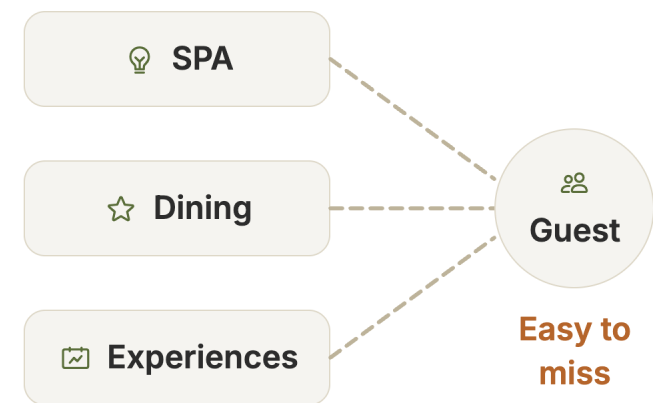
⌚ Extra calls and waiting for guests

2 Hotel information



👤 Extra work to keep information current

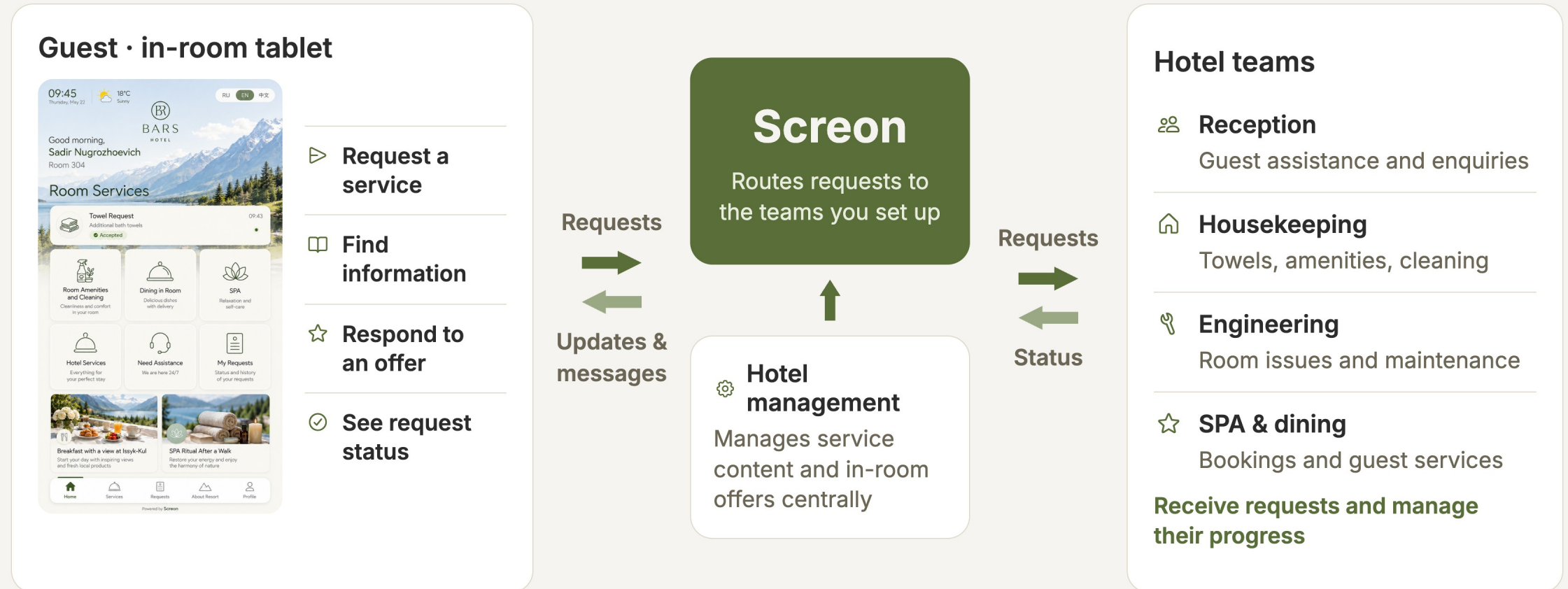
3 Hotel offers



⚠ Missed opportunities for the hotel

THE SOLUTION

One system for guest service and hotel offers



GUEST JOURNEY

A guest request, step by step

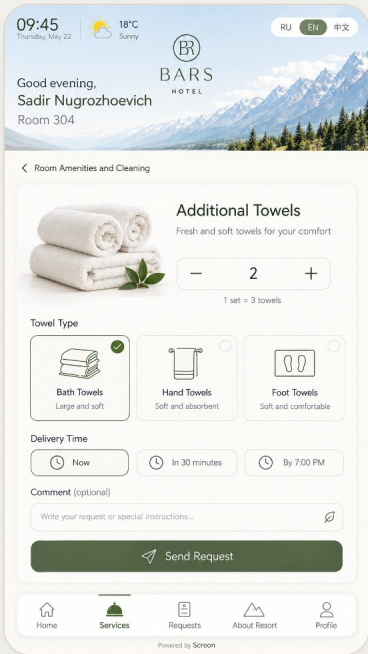
Example: extra towels. The same steps apply to room cleaning, room issues and other service requests.



1

Choose the service

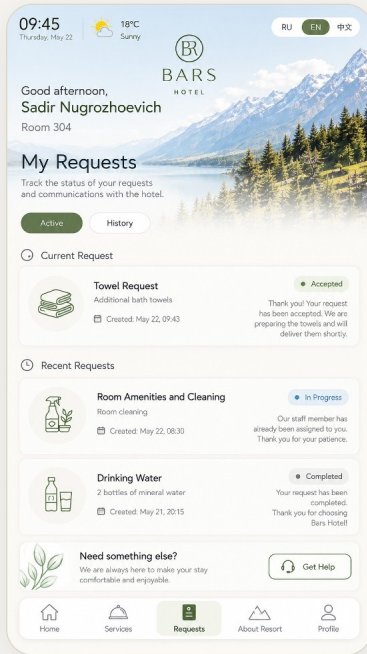
Room Amenities and Cleaning: towels, linen, cleaning and more.



2

Add details and send

Towel type, quantity and delivery time, then Send Request.



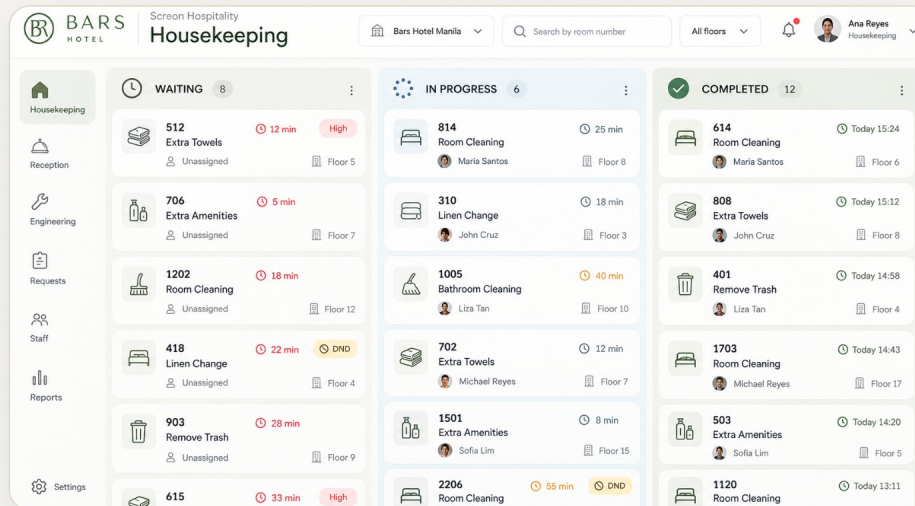
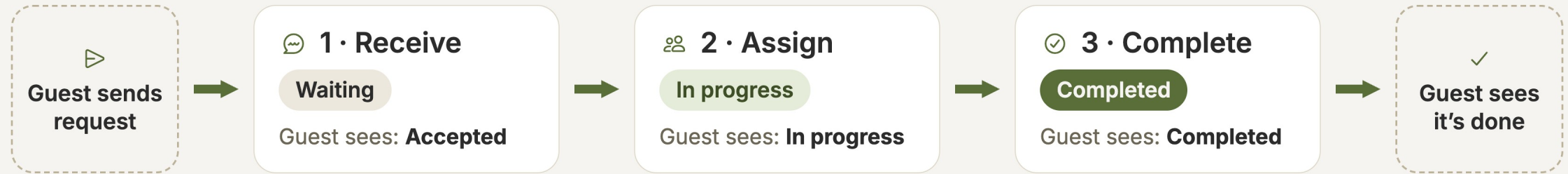
3

Follow the status

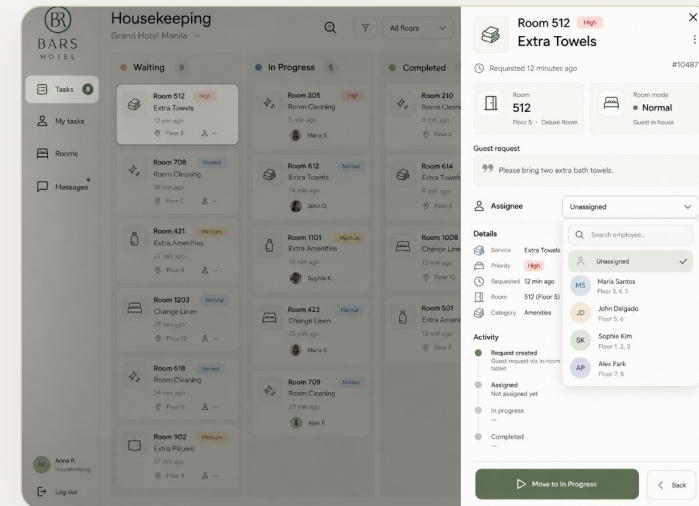
My Requests shows the current status: Accepted, In progress, Completed.

STAFF JOURNEY

Every request continues with the hotel team



Board: Waiting → In progress → Completed



Details: assign a team member, start

STAFF INITIATIVE

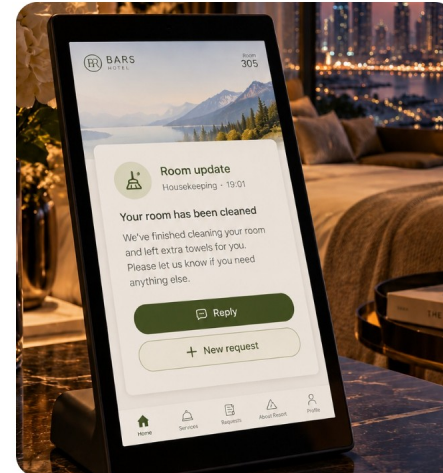
Proactive updates, personal attention

Staff can send guests a standard message after cleaning or another service action, even when the guest has not made a request.



1 Staff send an update

After completing the service, the employee selects a standard message and sends it to the guest.



GUESTS SEE THE UPDATE AND CAN RESPOND

2 Guests see the latest room update

The guest screen shows what has been done and when.

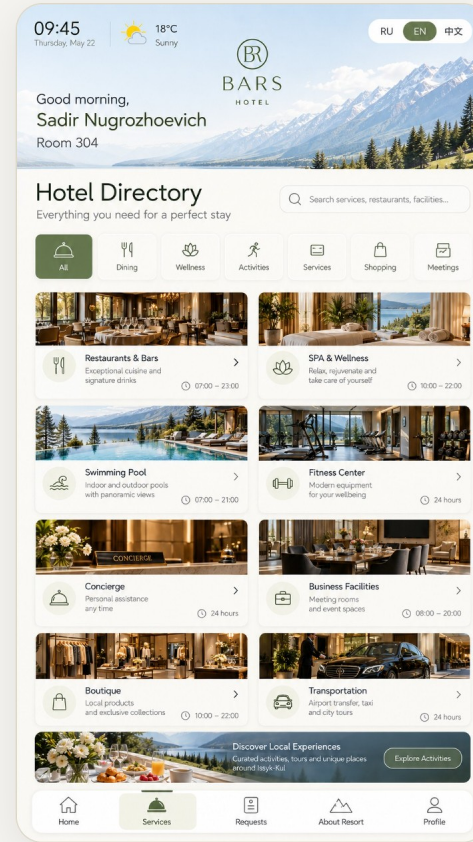
3 Guests can respond immediately

Reply to the message or create a new service request.

Guests know their room has received attention and have a direct way to ask for anything else.

WHY A TABLET IN THE ROOM

Hotel services, ready when guests arrive



Ready to use

Guests can access services without downloading an app.

Hotel information in one place

Replace printed menus and directories with centrally managed content.

Visible between interactions

Standby screens display hotel information and offers.

SALES & PROMOTIONS

Hotel offers with a clear next step



SPA OFFER



PERSONAL INVITATION

Discover

Show SPA treatments, dining offers and hotel experiences.

Respond

Guests request a booking or confirm an invitation. The team receives it as a request.

Keep content current

Update promotions centrally as your offer changes.

MOBILE & EXISTING APP

Guest access across the hotel

In the room

Screen In-Room provides a dedicated tablet.

On the guest's phone

Guests scan the QR code on the in-room tablet to continue on their phone.

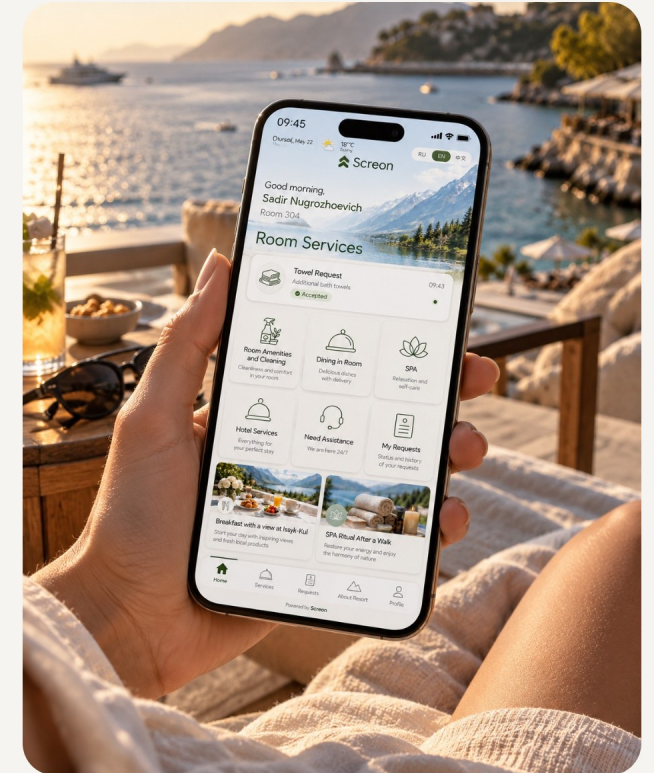
Within your existing app

Optional integration project: Screen services inside your hotel app, after an integration review.

Mobile access and app integration depend on the agreed scope and your existing systems.



CONNECT FROM THE ROOM



CONTINUE ON THE PHONE

OWNERSHIP & COORDINATION

Every request has an owner and a visible history

- Right team

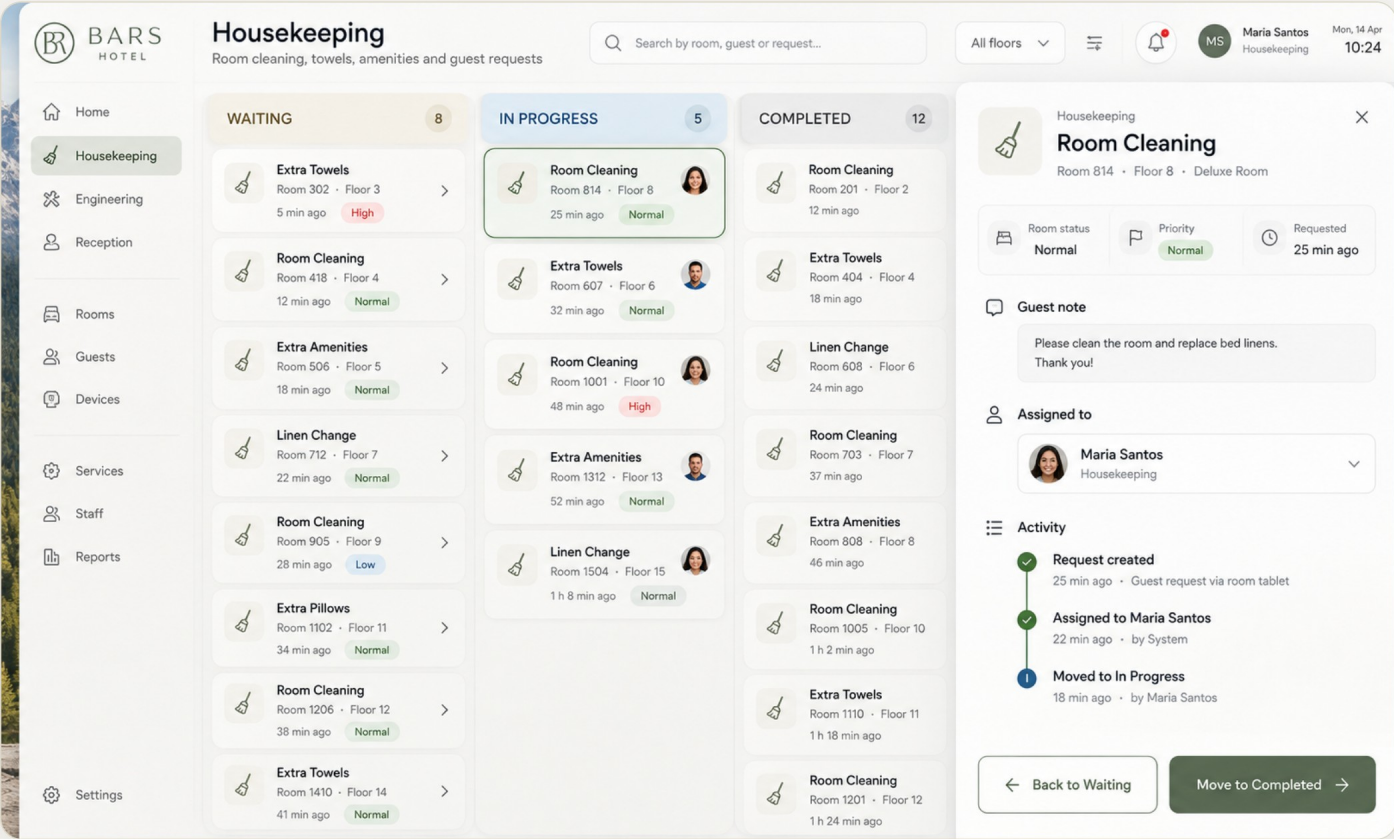
Requests reach the department set up for each service.
- Clear owner

Each request is assigned to a named team member.
- Visible progress

Waiting, In progress and Completed on one board.
- Full history

Each step is logged with its time and who made it.
- Priorities

Priority and waiting time show what comes first.



DEPLOYMENT & INTEGRATIONS

What it takes to launch

Screen provides

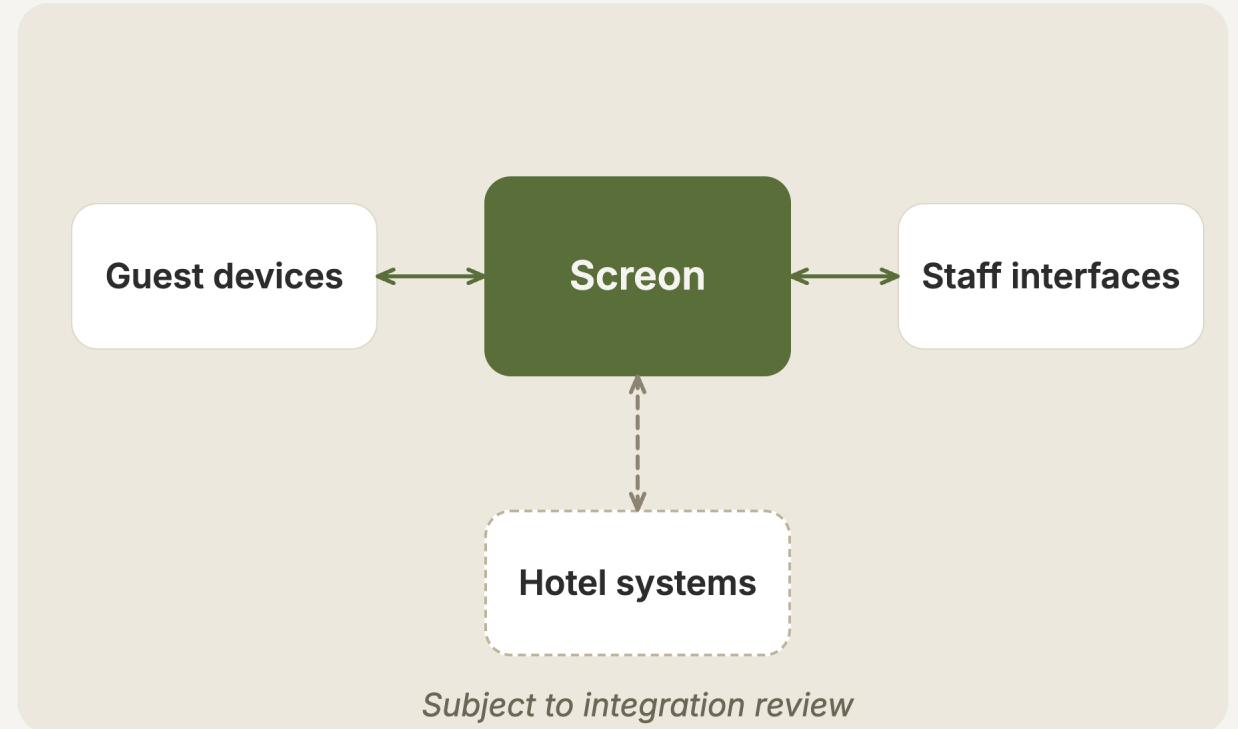
Tablets and stands, Screen software, setup and staff training.

Hotel provides

Power and Wi-Fi in each room, staff access and an owner for each service.

Optional integrations

Hotel app, PMS and other systems, after an integration review. Launch does not require a PMS integration.



Technical scope and compatibility are confirmed before deployment.

PILOT & SUCCESS CRITERIA

A focused pilot in your hotel

PROPOSED PILOT SCOPE

10–20 **30**
rooms days

- 1 Set up**
Agree the first services, hotel branding and staff training.
- 2 Measure**
Guest usage, time to accept and complete requests, staff feedback and responses to proactive messages.
- 3 Plan the next stage**
Use the results to decide the rollout scope.

Target values, responsibilities and commercial terms agreed before the start.

NEXT STEP

See Screon In-Room in action

A product demo built around your hotel.

During the session

- Follow one guest request through to completion.
- See a proactive staff message and the guest's reply.
- Outline the pilot and success criteria with your Operations and IT teams.



Sergei Blinov

sergei@screon.com · +7 915 010

12 70

screon.com

