

LMS Guest Express Handheld Check-In Technology Enhances Guest Service

Gaylord Opryland Eliminates Check-In/Check-Out Hassles

The Gaylord Opryland Resort & Convention Center, a 3,000-room property located in Nashville, TN, is the world's largest combined hotel and convention center under one roof with nine acres of indoor gardens, a quarter-mile indoor river, numerous retail shops and restaurants and more than 600,000 square feet of meeting space. The resort plays host to thousands of tourists each month, many of whom flock to the area to visit nearby attractions such as the Grand Old Opry and the Ryman Theater. The hotel also caters to business clientele and conference attendees who make up approximately 80 percent of its business.

With more than 4 million people staying at Gaylord Opryland each year, the hotel wanted to raise the standard for processing arriving and departing guests. The layout of the sprawling property made a traditional lobby check-in system slow and inefficient. What's more, the sheer number of convention attendees who arrived and departed all at once—sometimes more than 2,000 people within just a few hours—often created logjams at the front desk. Something had to be done to streamline the entire check-in and check-out process.

Checking In from Anywhere

What the property needed was a decentralized system that would allow guests to check in and check out without having to wait in line. Key members of the hotel's operations staff reviewed several products and selected LMS Guest Express Handheld Check-In by Agilysys, a handheld wireless system that allows hotel staff to process arriving and departing guests at curbside or anywhere else on the property using hand-held browser-enabled computers.

According to John Eslick, management information systems director at Gaylord Opryland, the hotel chose the system based on several factors. First was the appeal of a total solution. LMS Guest Express Handheld Check-In integrates seamlessly with the LMS property management system, which the hotel was also using. "It pulled everything together," said Eslick.

The second factor was the system's ability to enhance overall guest service. "It provides guests with total flexibility."

Third was a desire to provide cutting edge technology to the hotel's business clientele. "Most of our business comes from conventions and meetings, so the majority of our guests are familiar with the Palm Pilot concept. Their reaction to wireless check-in has been very positive."

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LMS Guest Express Handheld Check-In streamlines the check-in/check-out process for both guests and hotel personnel.



Success Story

With LMS Guest Express Handheld Check-In, hotel staff can offer guests immediate check-in or check-out services from anywhere on the property using pocket-sized computers.

The devices communicate over a wireless large-area network, or LAN, to various access points located throughout the hotel. Portable encoding printers strapped around employees' shoulders or belts allow them to read credit cards, program room keys and produce receipts on the spot. In fact, the technology enables staff to perform remotely all the duties that once required a stationary computer at the main registration desk.

When staff swipes a guest's credit card, it initiates a search for that person's name and card number in the LMS system. Once the reservation is located, the software follows routine check-in procedures including finding the appropriate room and verifying its readiness and obtaining credit card authorization. Within seconds, the process is completed.

Next, staff swipes the key-card for encoding, which sends the message to LMS that the room has been accepted and a key-card assigned. The portable printer spits out a receipt, and the guest has completed the check-in process without standing in a line or even seeing the registration desk.

No-Hassle Experience



LMS Guest Express Handheld Check-In provides Opryland Resort guests with total flexibility.



Gaylord Opryland Resort & Convention Center in Nashville has 3,000 guest rooms and 600,000 square feet of meeting and exhibit space. It is the world's largest combined hotel and convention center under one roof.

A wireless solution is particularly helpful in a high-traffic environment like the Gaylord Opryland, said Eslick. "LMS Guest Express Handheld Check-In has virtually eliminated the headaches associated with check-in and check-out. Now we can meet guests curbside, help them with their luggage and complete the entire check-in process—all at the same time." Guests can check out from one of the hotel's lobbies, shops or restaurants or from their own rooms.

Front desk staff is equally pleased with the new system, Eslick said. "Now, they aren't bogged down with long lines and frustrated guests."

What's more, wireless check-in has streamlined the process of registering large groups. Conference attendees can check in during a welcome reception or kick-off meeting, and tour groups can check in before they even get off the bus.

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Although the hotel still offers traditional check-in and check-out services at its main lobby registration desk, most guests take advantage of the new system. "Today's traveler is more savvy and technology-oriented than ever," said Eslick. "We still have a few guests who prefer to check in the old-fashioned way, but the wireless system provides a great alternative."



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– John Eslick, Management Information Systems Director

Agilysys Hospitality Solutions is a developer of more than 30 software products with a focus on hospitality. Major product lines include LMS property management, MMS materials management and DataMagine™ document management systems. For more information, call 1-800-241-8768 or visit www.agilysys.com.

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