



LUGGAGE STORAGE

# Reinvent What Hospitality Looks Like

MAKE LUGGAGE CHECK A MEMORABLE EXPERIENCE, NOT JUST A TRANSACTION

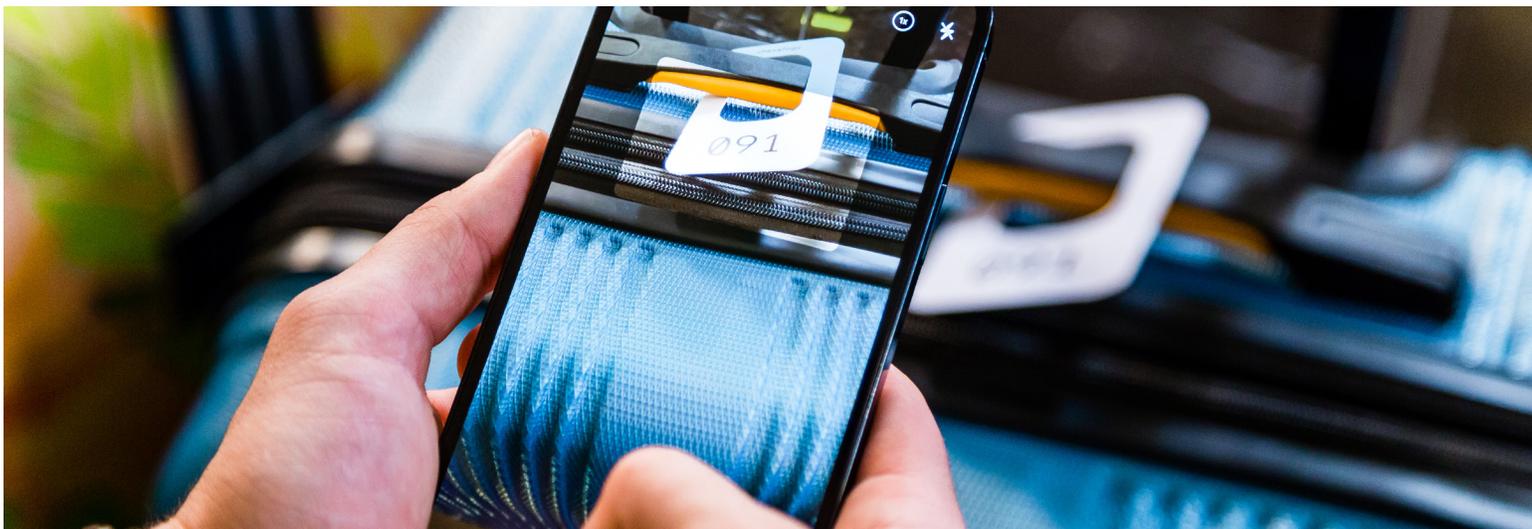
## Overview

### A PAPERLESS LUGGAGE EXPERIENCE

The luggage check process is most often the first and last touchpoint with a guest. While your hotel may promise an elevated experience you're still relying on an outdated process and expecting the guest to keep track of a piece of paper.

When it comes to new technologies, many hotels and resorts feel like they're behind the curve. Delivering an exceptional customer experience is crucial and it's often the small touchpoints that make the difference.

Chexology empowers you to elevate these crucial touchpoints with an easy, digital process so you give your guests a visit to remember.



# Ditch the paper ticket and step into the future

## Features

### Integration with reservations

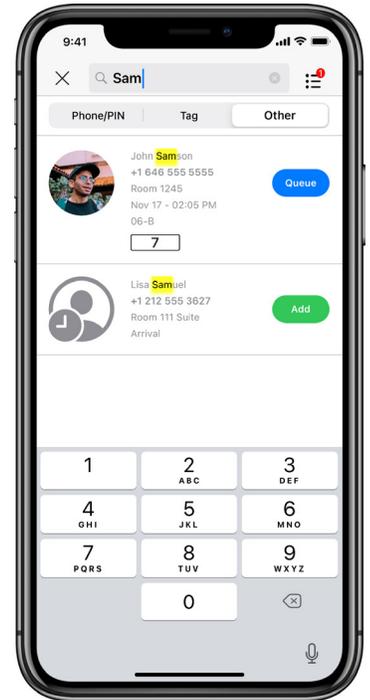
Integrating Chexology with your hotel operations software saves your team time and creates a more seamless experience for your guests. Bellhops quickly search for guest reservations and associate their belongings to their profiles, eliminating the need to write information on single-use paper tickets.

### Text message communications

Guests receive personalized text confirmations with their claim numbers so there's no need to hang onto paper tickets. These texts can come from the same number as your hotel's messaging system, creating less confusion for guests. Along with claim numbers, text campaigns can include promotions, discounts, and communications to other hotel services, restaurants, and products.

### Eco-friendly tags

Never purchase expensive, single-use paper tickets again. Save up to 40% in costs with Chexology's durable and reusable luggage tags.



*Search for Reservation*



## OCR technology

OCR quickly pulls tag numbers and storage location labels into the guest profile so customers no longer wait for each item to be tagged.

## Secure, trustworthy storage

High-quality, full-color photographs of guest belongings are captured to ensure personal items are returned correctly. Items are safely stored until guests are ready for room delivery or pick-up. For property claims, staff can confidently match items and quickly return valuables to their rightful owner.

## Multi-item tagging

Assign the same tag number to multiple items on a single profile. Eliminate the need for tagging individual items and the use of stickers that easily fall off.

## Assign storage locations

Use the storage feature to assign items to different rooms, shelves, and spaces making them easier to find and speeding up the pick-up process. No more searching for items by description. Always know the tag number and storage location to confidently and efficiently service guests.

## Action list

Your team shares an action list making it easier to assign tasks and streamline coordination.

## Search to return

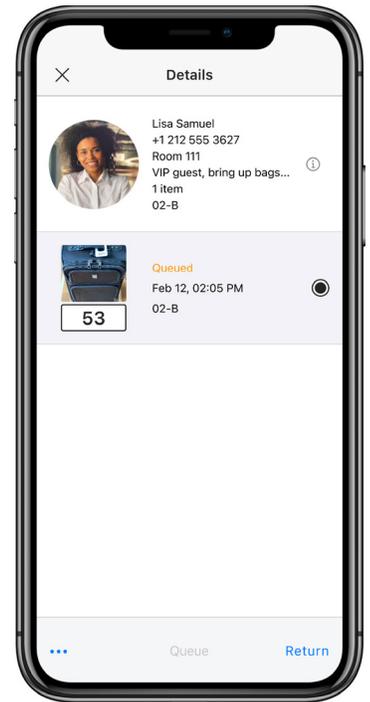
Easily search for a guest profile, see the associated tag numbers and storage location to quickly return belongings.

## One-touch return

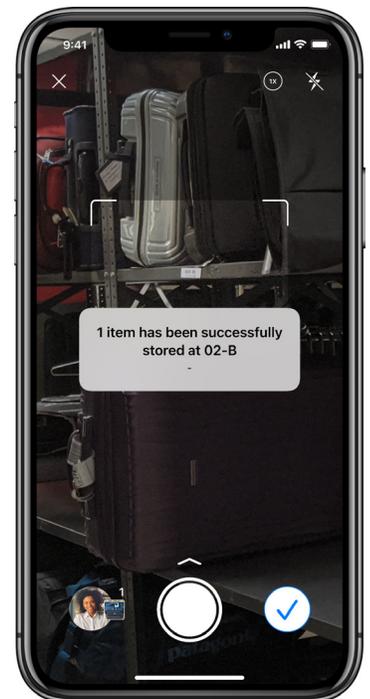
Swipe right to return and remove the items from stored inventory.

## Reports and analytics

Collect data on key trends in guest habits and staff performance to make intelligent business decisions. Shift sessions make it easy to view and analyze staff performance, monitor luggage volume, and identify bottlenecks.



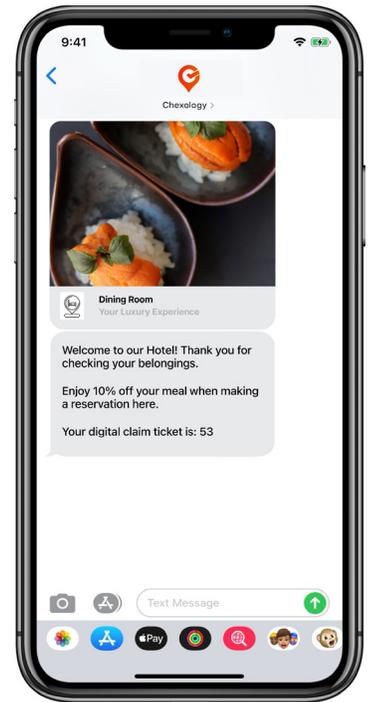
*Secure, trustworthy storage*



*Assign storage locations*

## Benefits

- No more lost claim tickets or misplaced items
- Reduce guest wait time
- Increase guest satisfaction and tips for bell desk staff
- Always find and return the correct item
- Handle claims with confidence because every item is tracked and photographed
- Communicate directly with guests through text messaging
- Deliver promotions and call-to-actions that drive more revenue
- Real-time insights and itemized reporting for data-driven management decisions
- Reduce paper waste and commit to a green, eco-friendly solution for your hotel



Text message with promo

## Tech Specs

- iOS 14 or higher
- iPhone SE, 6S, or newer
- iPod touch 7th generation
- iPad Air 2 or newer
- iPad mini 4 or newer
- iPad 5th generation or newer



Download in the App Store



Getting rid of paper makes the process better for both our team and guests. As a data-driven decision maker, having insights into team performance and demand

**helps us staff smarter and save on our bottom-line.**

**William Baez**  
Hotel Manager, Circa

We love how easy it is to use. It beats our paper costs and

**provides a better experience for our guests.**

**Jeffrey Ney**  
Front Office Manager, XV Beacon

Staying on top of technology trends that help us exceed our guests' expectations is more vital than ever. Chexology provides

**a cost effective, innovative solution**

that allows us to ensure luggage security for our guests.

**Vaughn Davis**  
General Manager, Dream Hotels



**See it in action**  
[chexology.com/how-it-works](https://chexology.com/how-it-works)

**chexology**