

A New Guest Experience

Mr. Simon Chung is an executive with an international firm in Taipei and travels extensively. His secretary has made arrangements for his first visit to Las Vegas. Simon speaks English. His native language is Mandarin.

Simon arrives at Las Vegas Airport and is met by a hotel limo. Upon check-in he is handed two keycards, is advised of his room number, and is now checked in.

On a signal from the front desk that Simon has checked-in, the INNCOM system automatically instructs the door lock to accept the entry code on his keycards. It also instructs the room fan coil unit to race toward 70°F from its energy saving setback mode.

Simon proceeds directly to his room. Upon entering, he finds the temperature at a comfortable level, the entry light and floor lamp turned on, and the drapes open to a view of Red Rock Canyon. A nice first impression.

As Simon inserted his keycard, INNCOM automatically turned on the entry light and floor lamp, opened the drapes and advised housekeeping and the PMS that the room is both rented and occupied.

He quickly explores his room and notices a touchscreen console with his name and a welcome message in Mandarin. (An elevated impression of his room at this world-class hotel!) He touches the bell desk icon on the touchscreen and the speakerphone instantly rings the bell desk. He confirms that his luggage is coming.

INNCOM has automatically taken the check-in data on Simon from the PMS, created a personalized welcome message on the Guestroom Digital Assistant GDA-700™ tabletop control console – and

presented all touchscreen telephone and room control functions in an easy-to-use Chinese character format.

Simon discovers the ecoMODE™ option on his GDA-700. The description beside the Green Button explains that by activating ecoMODE, the e⁴™ Smart Digital Thermostat in his room will instantly trigger deeper energy-savings setbacks and activate his participation in the property's sustainability programs, including reduced linen changes and bath amenity replacements. Simon presses the Green Button, and, feeling good about his contribution to the environment, goes on to discover the Local Attractions screen on his GDA-700. Here he finds show times for that evening and scopes out a restaurant located right near the theatre.

When Simon pressed the Green Button and activated ecoMODE, a green LED signaled activation and a notification was sent to the central server, alerting staff to his participation and registering involvement for use by CRM.

Simon sits down and picks up the TV remote. He discovers that, in addition to the TV, this remote can also control the lights and temperature and even remotely control the drapes.

INNCOM's seamless integration with both third-party audio-visual devices and media providers means that all communicating devices in the room can be controlled directly from a programmed TV remote or by selecting commands via the menu on the TV screen.

The doorbell chimes, and his bags are delivered. He turns on CNN using the preprogrammed key on the remote. Simon then, closes the drapes, switches on the bedside reading lamp and adjusts the temperature to 68°F.

He is able to perform each of the functions manually or by using the TV remote, the GDA-700 touchscreen console, or one of the convenient INNCOM wall switches.

Early evening, Simon leaves for a few hours for dinner and a show.

Right after his departure, the INNCOM system confirms that the room is unoccupied. It automatically relaxes the temperature range to an energy-saving mode around Simon's set temperature of 68°F, turns off the TV and lights, and informs housekeeping that the room is now in a sold/unoccupied status.

He returns three hours later to make an international call to Bangkok. He discovers that his touchscreen console can instantly provide him with the correct time in Bangkok and make his international dialing far more convenient than he has ever experienced in a hotel.

The GDA-700 provides precise, daily updated times in more than 100 cities around the globe and permits room-to-room, local, long distance and international calling in an extraordinarily easy-to-use format.

Simon decides to take a one-hour nap. Upon awakening, Simon goes to the casino for a few hours and arrives back in his room in the wee hours to retire. In bed, watching TV, he begins to doze but realizes that the entry light and floor lamp are on. He uses the bedside GDA-700 to turn all lights off and sleeps throughout the night without the oft experienced mid-sleep awakening caused by an out-of-control HVAC system.

INNCOM's room controller and illuminated digital thermostat are maintaining room temperature with 1°F of his setting with control algorithms designed to reduce or eliminate unnecessary fan speed changes.

The guest awakens the following morning to a GDA-700 alarm chime, gently increasing in volume. Simultaneously, the entry light has been turned on.

Each and every INNCOM system component and feature has been researched, tested and designed to accommodate the most discriminating guest.

Before leaving the room for his mid-morning meeting, Simon activates a "Make-Up-Room" request, either at the GDA-700 console or at a convenient switch inside the door. He marvels that he does not have to wrestle with a hanger card for the doorknob.

INNCOM has instantly transmitted Simon's "Make-Up-Room" instruction to housekeeping and to the PMS where it is prioritized for subsequent housekeeping staff use.

After more impressive experiences with "designed for the guest" technology, Simon checks out.

Instantly upon checkout, INNCOM invalidates Simon's entry code for room access and for POS purposes. It also informs housekeeping that the room is now unsold and ready for cleaning, automatically places the thermostat in an energy-saving setback mode, clears the alarm clock and shuts the lights off.

Simon has experienced hotel technology at its best. He returns home to relate his experience to his friends and business associates.

The INNCOM system has not only made Simon happy, it has dramatically increased the ability of the hotel and its staff to make Simon happy.