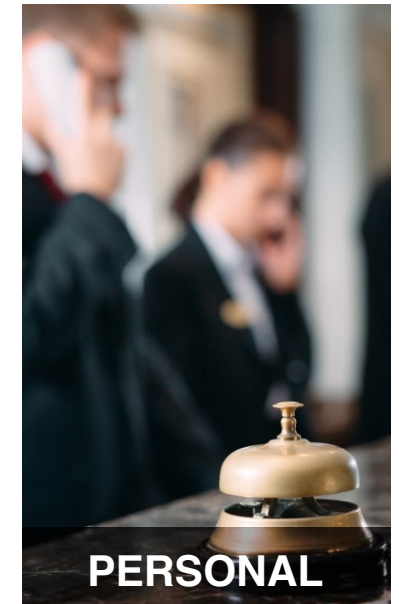




GUEST ENGAGEMENT

All-in-One Personalised Engagement Platform throughout the entire Guest journey





KEY MODULES

Personalised Guest Engagement from Pre Arrival, Check Out to Post Stay



TOUCHLESS | Give Your Guests a Peace of Mind



EARN | Generate New Sources of Revenue



SAVE | Reduce Manpower and Optimise Efficiency



ENGAGE | Engage Your Guests quickly on any Platform



PERSONAL | One Touch Access to a Personal Concierge

PRE STAY
SUITE

MOBILE
CHECK-IN

KEYLESS
ENTRY

MOBILE
CONCIERGE

MOBILE
REQUESTS

DIGITAL
MENUS

DIGITAL
ORDERING

SMART
TV/ROOM

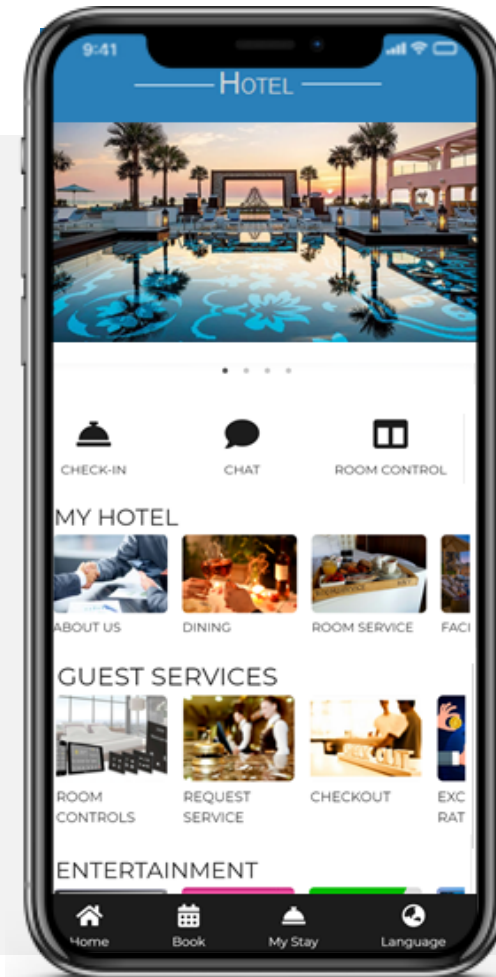
UNIFIED
COMMS

RETURN TO READINESS IN THE NEW NORMAL

Our suite of solutions allow you improve Guest confidence, streamline Operations and eliminate unnecessary contact points throughout the entire guest journey while retaining a highly personalised guest experience

Remove Touch Points

- Checking In
- Identity verification
- Scanning Passport
- Using credit card
- Signing at the Front Desk
- Unlocking the door
- Turning on the lights
- Adjusting temperature
- Turning on the TV
- Setting an alarm
- Handling the restaurant menu
- Paying for food
- Viewing hotel directory
- Ordering room service
- Viewing Bills
- Checking Out
- ... and more!



PRE ARRIVAL GUEST JOURNEY

GUEST ENGAGEMENT BEFORE ARRIVAL

PRE STAY EMAIL

Reservations Info
Links to Guidelines



APP DOWNLOAD

Guests create account, find Property
& familiarise with Points of Interest



PRE CHECK-IN

Guests complete Registration
Upload Travel documents



PRE ARRIVAL BOOKING

Guests book Public Venues
affected by Safe Distancing
measures



PRE ARRIVAL BREAKFAST

Guests book table in advance and
order from the *ala carte* Breakfast
Menu



PRE STAY OFFERS

Upsell Offers including Room
Upgrade, Early Check-In and more

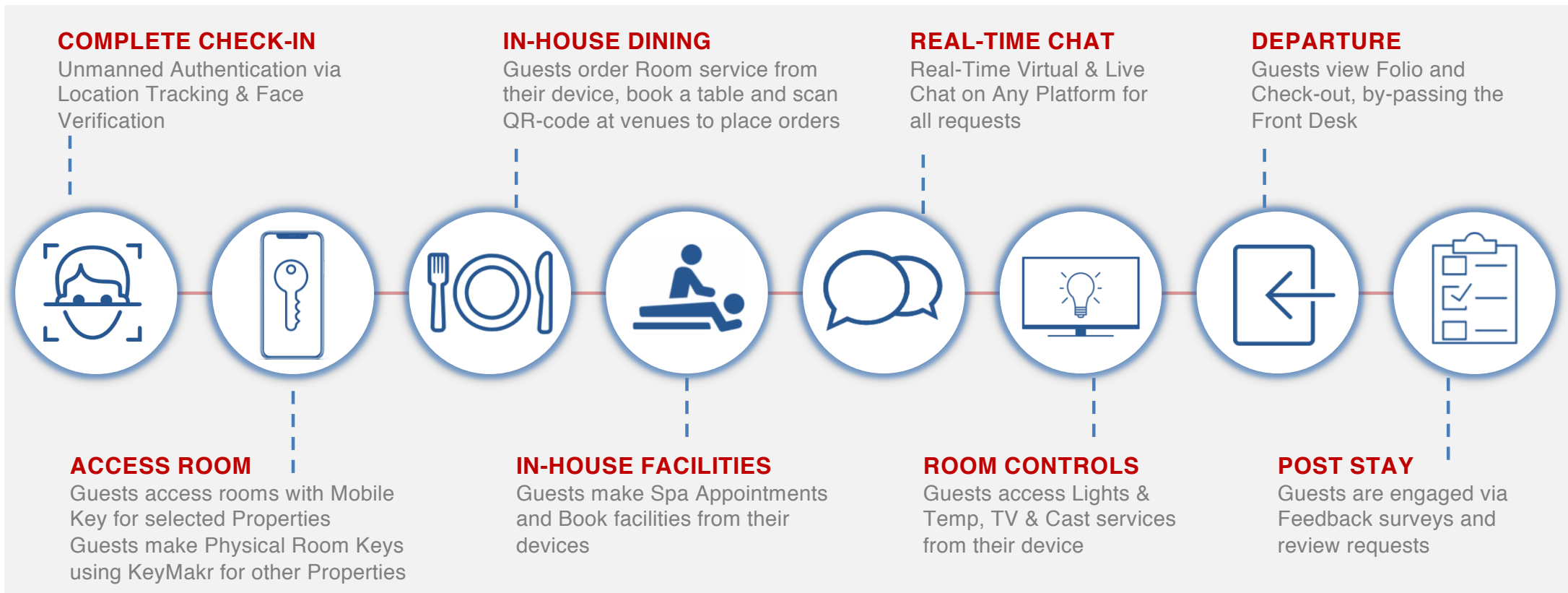


PRE ARRIVAL REQUESTS

Guests make requests prior to
arrival

POST ARRIVAL GUEST JOURNEY

GUEST ENGAGEMENT DURING STAY

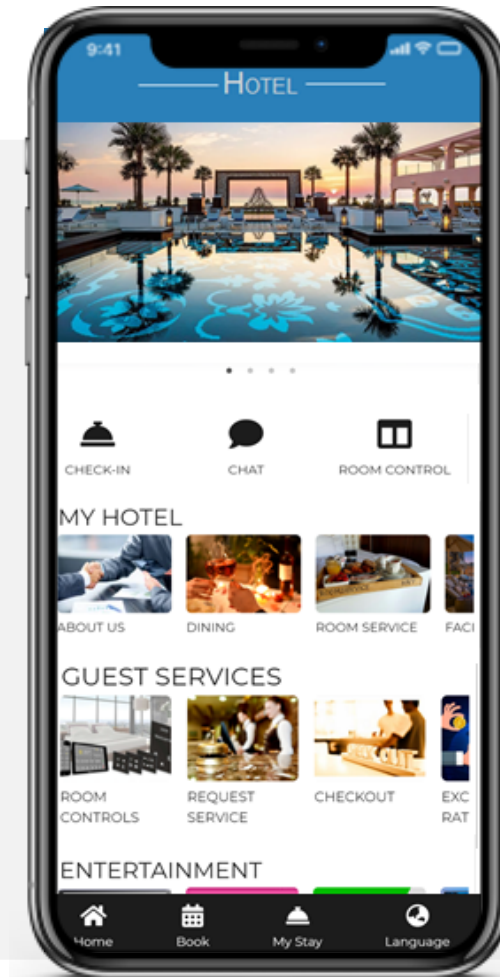


MOBILE CONCIERGE

MOBILE NATIVE & “NO DOWNLOAD” APP FOR GUEST
ENGAGEMENT & OPERATIONAL EFFICIENCY

Multi-Tenant Mobile & “No Download” BYOD apps that

- **GREET** Guests with Pre-Arrival Push Notifications and Welcome messages when they check in to your property
- **ENABLE** Guests to create profiles, View Reservation info and Account History from Multiple devices
- **ENGAGE** Guests with survey requests and in-app chat functionality
- **INFORM** Guests with Paperless directories and Digital Menus
- **ENCOURAGE** Guests with Pre Arrival Offers, Menu ordering and Venue Booking services
- **EMPOWER** Guests to request for services and amenities directly in-app
- **STREAMLINE** the Guest journey with Mobile Check-In, Mobile Passport Capture, Identity Verification
- **REMOVE** touch points and enables Guests to access Rooms, control the lights, temperature, TV and other in-room controls

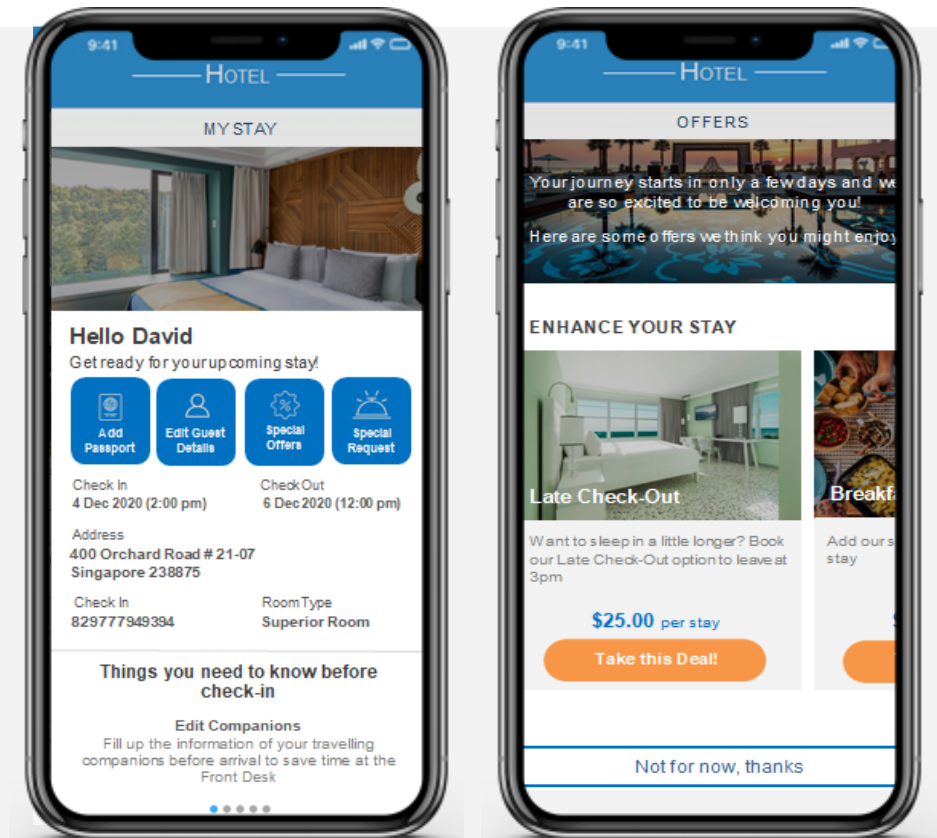


PRE STAY SUITE

PRE-STAY ENGAGEMENT

Pre-Stay modules provide Guests with up-to-date info on their upcoming stay and enables Pre-registration, Venue booking and Upselling of Offers

- Pre-Arrival Registration
- Mobile Passport capture
- Pre Check-In
- eHealth Declaration
- Venue Booking
- Breakfast Ordering
- Pre Arrival Requests
- Pre Stay Offers



MOBILE CHECK-IN

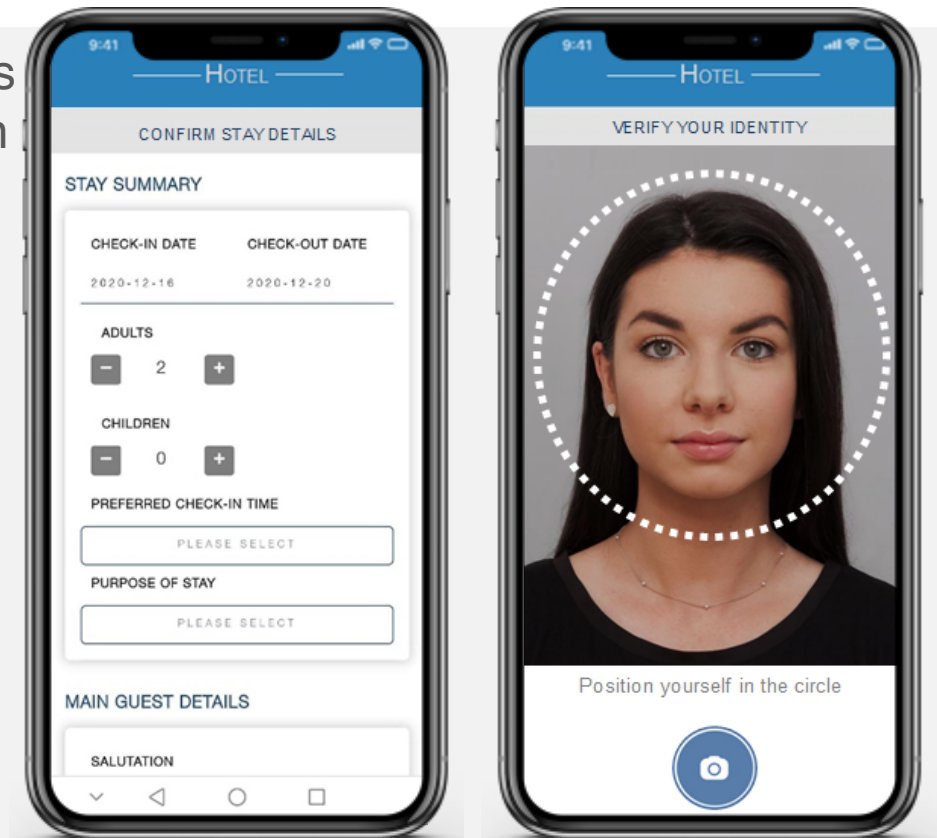
THE WORLD'S ONLY TRUE UNMANNED MOBILE CHECK-IN SERVICE

Mobile App & App-less Check In that enables Guests to bypass the Front Desk with autonomous Check-In paired with real-time Face Verification

- Guest and Companion Registration
- Mobile Passport Capture
- Face Verification
- Upsell Offers
- Pre-Authorisation payment
- Registration Card and eSignature
- Mobile Key or Key Generation

Don't have Bluetooth door lock or ePayment gateway?

No problem. Pair the App with our on-premise Keymakr that automatically handles payments, encodes physical keys and more!

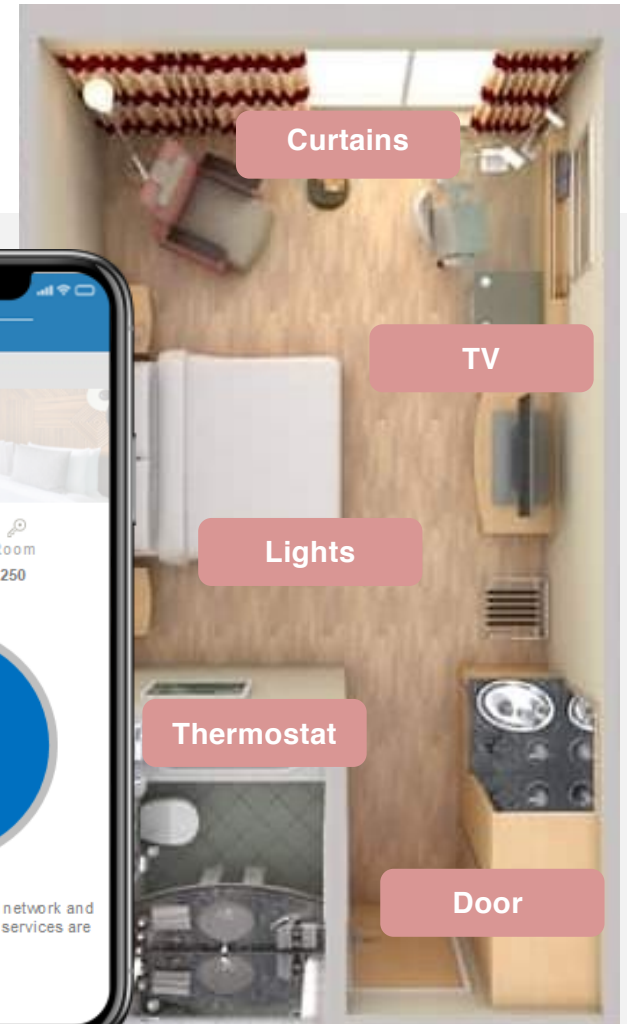
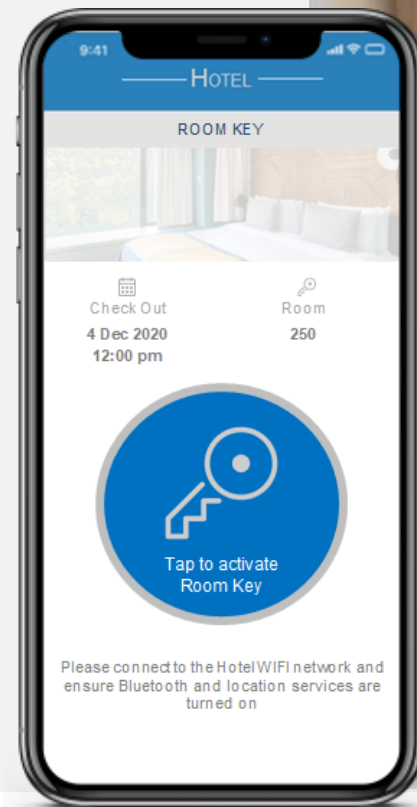


VIRTUAL ROOM CONTROLS

TOUCH-LESS ACCESS TO ALL IN-ROOM CONTROLS

Reduce In-Room touch points and Personalise the In-Room experience

- Mobile Door Access
- Lights, Temperature, Curtains control
- Scenes / Mood control
- Virtual Remote Control for Interactive TV and Cast
- Save Personalised settings to Guests Profile

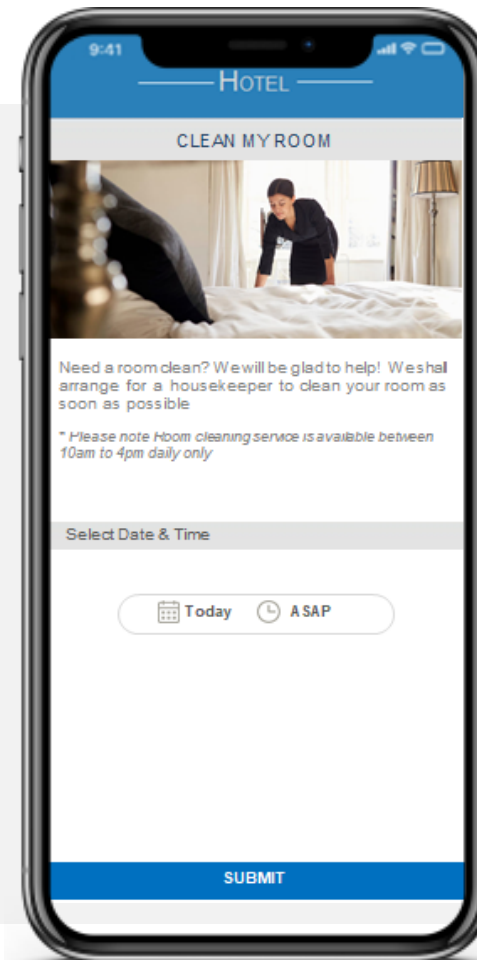


GUEST REQUESTS

HANDLE SERVICE REQUESTS ON ALL PLATFORMS

Handle Guest Requests on all platforms including Social Media apps

- Late Check-out
- Room Clean and Turndown Service
- Wake Up Call
- Extra Amenities
- Tray, Laundry and Luggage Pick-up
- Airport Transfer and Taxi Requests
- Maintenance issues

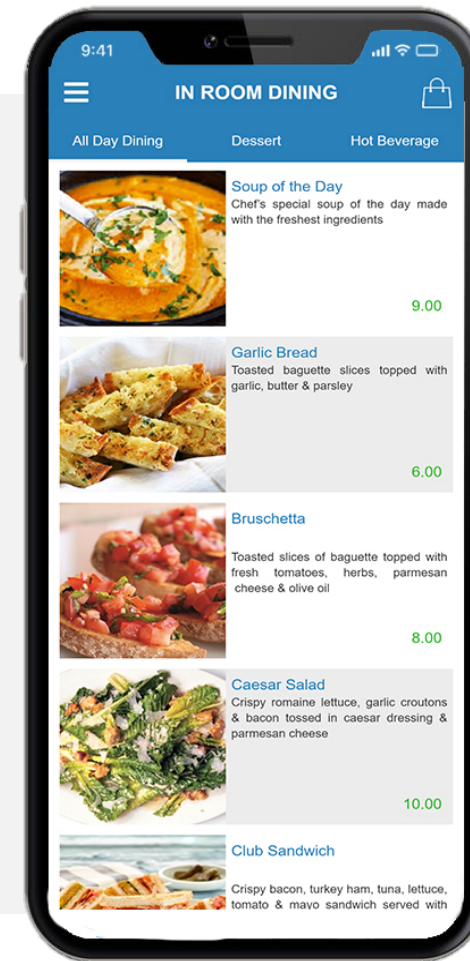


DIGITAL MENUS & ORDERING

DIGITAL MENUS AND ORDERING SERVICES ON ALL PLATFORMS

Generate additional Revenue on all platforms including Social Media apps with automated billing

- Curated Pre and Post Arrival Offers
- Room Upgrades upsell
- Breakfast Package upsell
- Early Check-In, Late Check-Out upsell
- Room Service Ordering
- Restaurant Ordering
- Venue and Activity booking

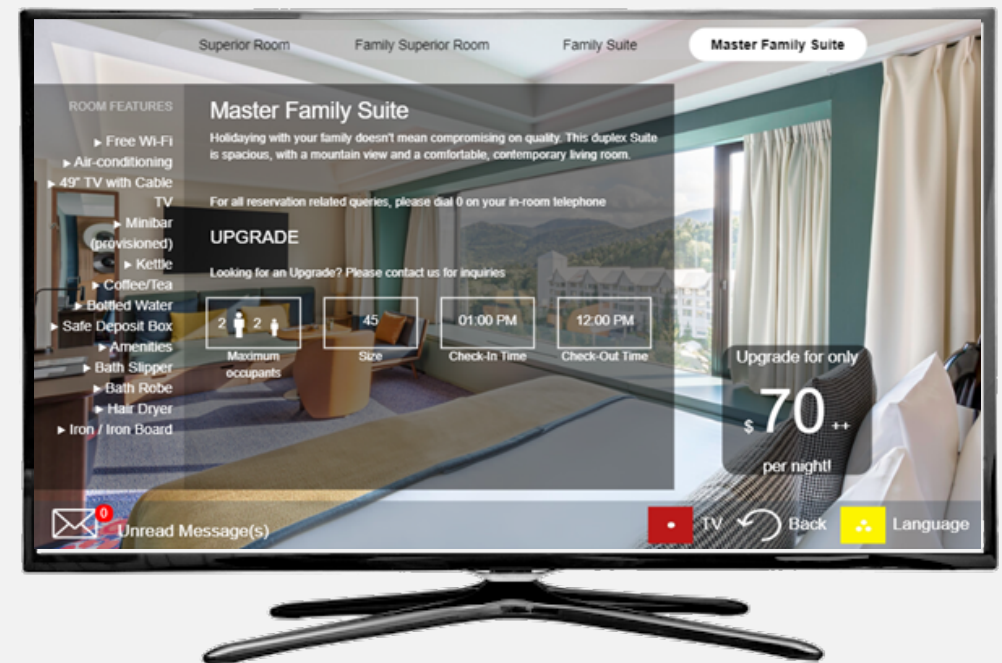


SMART TV

PERSONALISED GUEST ENGAGEMENT ON THE BIG SCREEN

Leverage the In-Room TV for highly visual Guest engagement on the big screen

- Personal and Group Welcome Messages and Videos
- Personal Advertising
- Upsell Offers, Activities, Room Upgrades, Late Check-out
- Room service ordering
- Paperless Menus
- Venue Booking
- View Folio and Fast Check-Out
- Guest BYOC and BYOD for entertainment
- Touch-less Remote Control and Smart Room controls

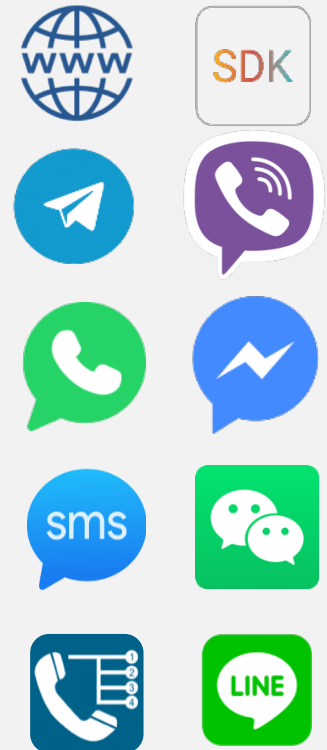
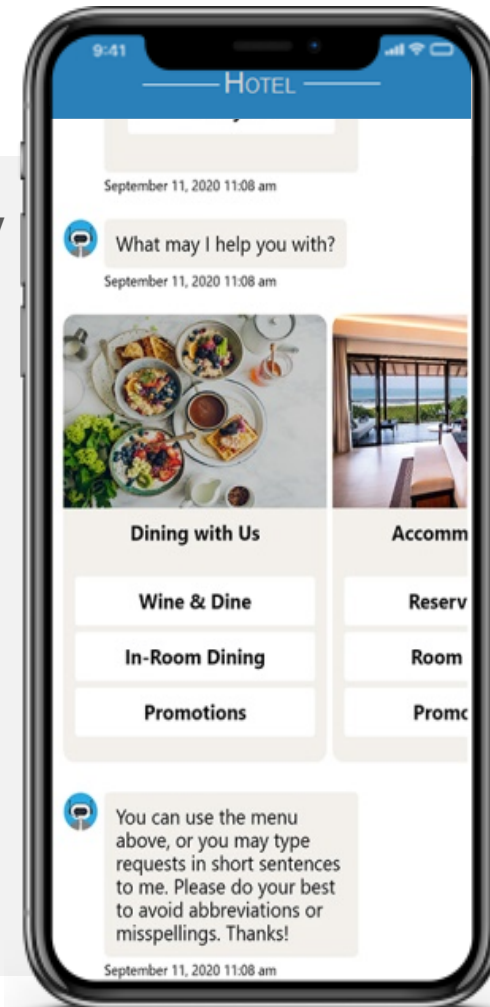


UNIFIED COMMUNICATIONS

OMNICHANNEL COMMUNICATIONS BEFORE, DURING AND POST STAY

Automate conversations over the entire Guest journey from a single platform that integrates messaging and voice across all channels with virtual and live agents

- Built atop leading services from Amazon and Google
- Unified Contact Centre
- (AI + HI) chat
- Web-to-Phone calls, IVR
- In-App, Web and Website Chat widget
- Social Media Channels (*Whatsapp, Messenger, Wechat, etc*)
- Auto translation in 100s of languages
- AI Conversational Assistance
- Knowledge Base, Assignment rules and more





GET IN TOUCH

- RISTV
- WWW.RISTV.COM
- INFO@RISTV.COM