A High-end Hotel's Smart Kiosk Integration with SandStar

SANDSTAR

INDUSTRY:
Hotel

LOCATION:
Charlotte, NC

BENEFITS:
- Generates substantial incre mental revenue
- 24/7 access to food, snacks, beverages, and sundry items
- Improves front desk labor efficiency
- Reduces capital costs
- Enhances overall guest experience

CONTACT US:
info@sandstar.com
704- 503-9046
en.sandstar.com/

Background:

A flagship hotel committed to providing unparalleled guest experiences, recently partnered with SandStar to introduce cutting-edge Smart Kiosks in its welcoming lobby. This innovative move aimed to enhance guest convenience and underscored Hilton's dedication to staying at the forefront of hospitality technology.

Challenges:

Traditional retail experiences within hotels often lacked the flexibility and accessibility modern travelers demand.
Providing a seamless and intuitive shopping experience that aligns with the evolving needs of guests.

Solution:

Integration of SandStar's Smart Kiosks, powered by advanced AI technology, offering a diverse range of products accessible 24/7.
Implementation of a frictionless payment method through Stripe QR codes, ensuring security and convenience for guests.
Clear payment instructions provided with step-by-step stickers attached to the inside of the kiosk doors for user guidance.
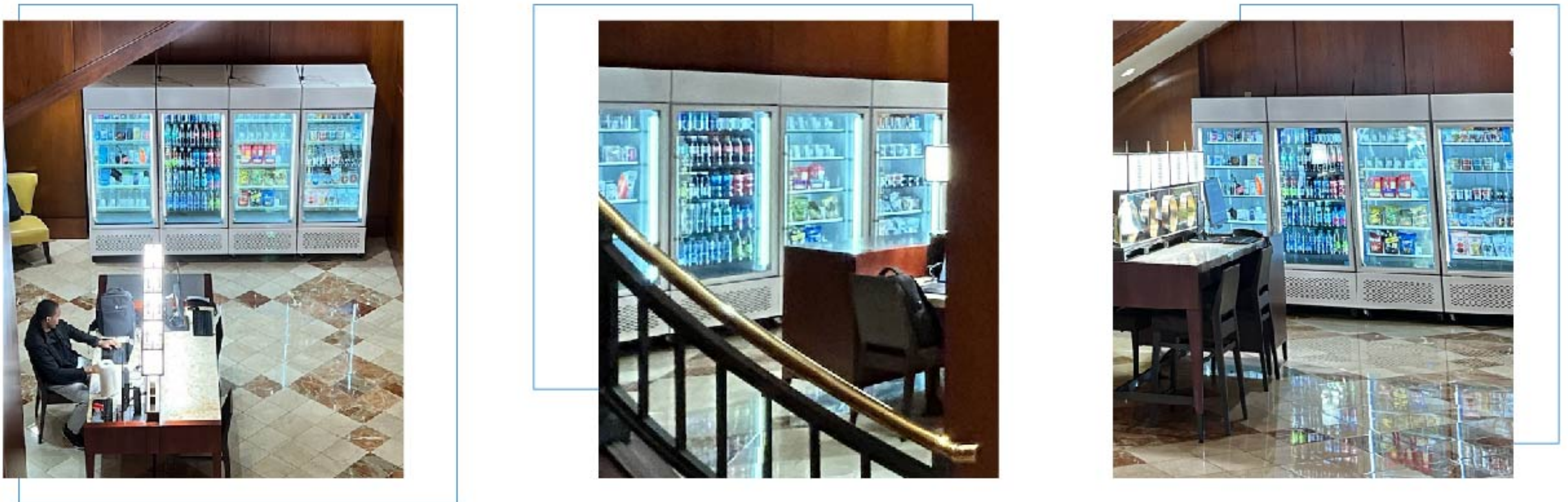
Number of Machines: 4

Location: Hotel Lobby

Typical Consumers: Business men/women, travelers, flight Crew (pilots, flight attendants)

Payment Method: Stripe QR code

Payment Instructions: Step-by-step sticker attached to the inside of the cooler door's glass

Annual Sales: ⩾ **$125,000**

Smart Kiosk can fit into a 10 square feet space, which require lower rent and labor costs.

Seamless purchasing experience: SandStar Smart Kiosks utilize dynamic computer vision technology. Customers simply swipe their credit card to unlock the door and select their items. Once the door closes, the bill is automatically tallied.

Diverse product selection: SandStar Smart Kiosks offer more than traditional vending machine fare, such as drinks and snacks; they also provide fresh salads and sandwiches for those in need of a quick meal.

Open-access shopping encourages additional purchases: SandStar Smart Kiosks allow customers to open the door by swiping a card or scanning a QR code, enabling them to closely examine and compare products. This direct interaction often leads to additional purchases; for instance, after selecting a salad, a customer might also grab a drink.

Efficient and cost-effective restocking: SandStar Smart Kiosks use dynamic computer vision to monitor inventory in real-time. Restocking is efficient, requiring only the necessary items, allowing for light packing and flexible restocking schedules.

Data-driven operational optimization: Retailers can leverage data analytics to better understand customer demographics and interactions. This data enables retailers to refine product assortments and pricing strategies for optimal performance.