ORACLE

Oracle Hospitality Nor1 CheckIn Merchandising

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Oracle Hospitality Nor1 CheckInMerchandising is a cloud-based application that helps hotels engage their guests, increase efficiency, drive revenue, and improve guest satisfaction by offering relevant, appealing upgrade opportunities upon arrival. Based on applied artificial intelligence, CheckIn Merchandising empowers front desk agents to present personalized upgrade offers to make your guest's stay unforgettable.

IMPROVE OPERATIONS

Automation drives efficiency and improves overall hotel operations. Using machine learning, optimization and business rules, Oracle Hospitality Nor1 CheckIn Merchandising automates upsell offer pricing, selection and presentation to your

EMPOWERS FRONT DESK AGENTS TO MAXIMIZE REVENUE AND INCREASE GUEST SATISFACTION

KEY FEATURES

- Merchandises hotel outlets (restaurant, spa, bar) as well as room inventory
- Drives agent adoption through education, gamification and incentivization
- Goal, incentive, commission and audit management built in
- Enables corporate transparency and oversight
- Easy integrations to OPERA PMS
- Works seamlessly with eStandby Upgrade and eXpress Upgrade

staff to present to guests at check-in, removing manual processes and ensuring staff and management can continue to stay focused on interacting with guests.

A no-cost integration with Oracle Hospitality's OPERA Property Management System means that your room inventory and room assignments will always be current. Your staff can quickly and easily get access to the information they need, while continuing to engage guests as they are checking in.

A solution is only as valuable as its adoption, so the Oracle Hospitality Nor1 team is committed to setting your front desk agents up for success. We offer agent training and provide analysis and data to help make sure your employees are using the solution to deliver the most revenue to your business. We even help make it fun! Agents can see their own upselling progress as well as their colleagues, providing transparency and possibly some friendly competition.

DRIVE NEW REVENUE OPPORTUNITIES

Leveraging applied artificial intelligence means each upgrade offer is priced based on highest probability of conversion – which means more revenue for your business. The intelligence also helps identify opportunities for incremental revenue that would not be available otherwise. With this data, you are able to capture demand for your premium inventory, products, and services to proactively adjust room rates as you'd like.

ENHANCE GUEST ENGAGEMENT

The ability to present guests with relevant and personalized offers as they arrive gives you a real advantage – it helps create relationships. It says to a guest, this hotel knows what I like.

Exceeding guest expectations and creating unforgettable experiences will not only generate guest satisfaction, but also establish loyalty that will keep your guests coming back.

KEY BENEFITS

- Optimizes revenue through intelligent offers and pricing
- Increases guest engagement, satisfaction and loyalty
- Creates operational efficiency and reduces overhead
- Instantly presents the recommended offers for each guest
- Facilitates intelligent and effective guest communication

CONNECT WITH US

For more information about Oracle Hospitality Nor1 CheckIn Merchandising and its related products, visit oracle.com/hospitality or call +1.800.ORACLE1 to speak to an Oracle representative.

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