

Case Study: Contactless Check-in in Front Office

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Abstract: *This paper presents a comprehensive literature review and analysis of contactless check-in systems in the front office of hotels. It explores the benefits, challenges, and implications of implementing contactless technologies to enhance guest experiences and streamline operations. The research methodology includes an extensive review of academic articles, industry reports, and case studies. The results and analysis provide valuable insights into the effectiveness of contactless check-in systems and their impact on guest satisfaction, operational efficiency, and safety. The conclusion summarizes key findings and suggests future research directions.*

In recent years, the hospitality industry has witnessed a growing trend towards implementing contactless solutions to enhance guest experiences. This case study explores the implementation of a contactless check-in system in a hotel's front office, highlighting its benefits and potential challenges.

Keywords: contactless check-in, front office, hospitality industry, guest experience, operational efficiency, safety, operational efficiency, technology, digital solutions