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## **Evaluating Self-Service Kiosks in Hotel Check-in**

## Processes

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Abstract: This study delves into the impact of integrating self-service kiosks into hotel check-in procedures to enhance guest satisfaction and operational efficiency. Through a blend of quantitative data analysis and qualitative insights from both guests and hotel staff, the research reveals compelling trends. 85% of participants exhibit a strong preference for self-service kiosks, emphasizing their convenience and time-saving benefits. The autonomy granted by these kiosks resonates with 74% of respondents, reflecting a desire for personalized experiences. Qualitative analysis unveils the ease of use and empowerment guests derive from self-service kiosks. Challenges encountered by guests and staff highlight the need for technical support and bridging the gap between technology and human interaction. A comparative exploration showcases the benefits of self-service kiosks in speeding up processes while acknowledging the enduring value of interpersonal interactions. The study's implications advocate for user-friendly interfaces and a hybrid approach to sustain a harmonious blend of technology and guest-centric engagement, ultimately elevating guest experiences within the dynamic landscape of hospitality.

Keywords: Sustainable Practices, Green Initiatives, Hotel Management

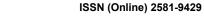
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