



Post Covid19

Actions and Opportunities

Covid-19 impact

Covid-19 impact on travel industry

Tourism is currently one of the hardesthit industries by the outbreak of Covid-19, with impacts on both travel supply and demand.

Considering the unparalleled and fastevolving nature of crisis, it is extremely challenging to estimate the impact of Covid-19 on international tourism.

Based on the latest provisions, i.e. quarantine, travel bans, border closures in most of Europe (which represents 50% of international tourism) and in many countries of the Americas, Africa and the Middle East, the evolutions in Asia and the Pacific and the patterns of previous crises (2003 SARS and 2009 global economic crisis), UNWTO estimates international tourist arrivals could **decline by 20% to 30% in 2020**.

2020 forecast - international tourist arrivals, world (millions)



Tourism growth and resilience

Yet this crisis is like no other and requires strong and coordinated actions.

But international tourism has seen continued expansion, despite occasional shocks, demonstrating the sector's strength and resilience and benefiting all world regions.

We don't know when we will see the end of this crisis.

Anyway, we know what to do in order to support all travel players and help them to accelerate the recovery.

International tourist arrivals, world (1995-2019)





Post Covid-19: actions and opportunities

The necessity to change our ways of travelling, living and interacting is a resulting consequence of the pandemic.

Manet is working on new features to face the future guests needs, considering the likely fears of contagion, the new hygiene specifications and the effects of social distancing. Our goal is to put the guest in the best conditions adapting them to the modified interactions.

New features to face the virus

- Breakfast hotel area management
- In-room services improvement
- Mobile chat for Staff
- Direct concierge & one-to-one videocall
- Automated check-in & express check-out
- Smart key
- Voice Assistant

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Breakfast hotel area management

The Breakfast hotel area is a gathering place with close and inevitable human interactions.

There will certainly be management problems during the coexistence with the virus.

How will Manet help in this matter?

- Managing working time and availability
- Creating time slots (e.g., 30' or 45') reservations
- Collecting pre-orders and guests requests
- Uploading an interactive restaurant map



In-room services improvement

A greater number of guests will prefer enjoying room service avoiding the common areas to limit interactions.

How to manage an increase in bookings?

Guests will have in-room dining menu available at their fingertips and will be able to place an order wherever they are:

- digital menu
- order confirmation
- multilingual menu



Mobile chat for Staff



Chat for Staff

- Allow staff to manage all the requests on a mobile dedicated chat
- Allow Staff to communicate with each other

Chat for guests

 Allow guest to reach hotel at any time of the day wherever they are, without human interaction

Direct concierge & one-to-one videocall

Guests would like to be always in touch with the hotel departments, during their stay.

Human interaction is not recommended. Is a text message always enough?

Manet allows guests to make **one-to-one real time videochat** with the reception who will be able to manage all their requests.

A system of **queue management** will help decrease customer wait and service times, improving service and staff efficiency.



Automated check-in & express check-out

Guests communication management will change, especially in the period of coexistence with the virus.

Services that make hoteliers life easier:

- collecting guest ID and signature
- guest ID verification
- signing T&C and Privacy Policy
- collecting tourist tax, bill and extras payment from the smartphone without human interaction



Smart mobile key & Voice assistant

Guest mobile phone will be changed into a smart room key, enjoying in-room control (lights, doors and windows, shutters, air-conditioning) by using the smart voice control technology.





It will be a pleasure for us to work alongside you to make a new start together and be ready for the challenges of the future.

CONTACT US NOW!

Thank you.

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