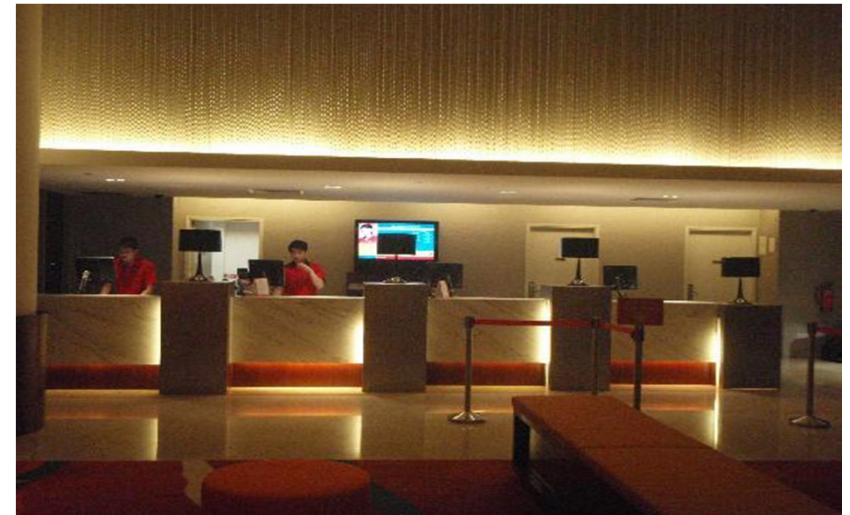


The Traditional Front Desk?



Front desks – look the same the world over



Are there better check-in solutions?



Qantas now gets passengers to also weigh and check-in their own luggage



The Front Desk of the Future?

Its already here!

Time for a re-think?



Andaz check-in welcome table



citizenM – self check-in



Other check-in solutions



This is Singapore's iconic hotel, with over 2,500 rooms. The size presented the hotel with numerous front desk issues.....and very long queues. What to do?



New service aboard free coaches will ease long queues at lobby

BY FELICIA CHOO
& SARAH GIAM

MARINA Bay Sands (MBS) has started checking guests into its hotel as they ride on free coach services it provides from the airport to the resort.

The move will alleviate long queues at its hotel check-in counters, which has emerged as a key bugbear for guests.

The resort has become one of Singapore's key tourist attractions, given its iconic architecture and breathtaking sky pool on its roof.

But it has attracted criticism as well, notably for the slow check-in process at its hotel, which has more than 2,500 rooms and suites.

Source: Straits Times, Wed March 14, 2012, p. B7



One solution was to offer iPad check-in on the bus prior to arrival at the hotel

