Check-in procedure

traditional way

Front Desk	time	Back Office	time	TOTAL time	ADVANTAGES DISADVANTAGES
☐ **Type A**	80"		5"	**85"**	Few work for the back-office
Ask for guest's identity document	5"	Store the Registration Card manually	5"		Possible transcription errors
Insert data into the PMS *(1)*	60"				Check in at the front-desk very slow
Print registration card	10"				Waste of paper, waste of printer toner
Guest signs the Registration Card	5"				Storage costs
☐ **Type B**	30"		70"	**100"**	Few work at the front-desk, fast check-in
Ask for guest's identity document	5"	Inserting data into the PMS	60"		Possible transcription errors
Photocopy the identity document	15"	Print Registration Card	5"		Waste of paper, waste of printer toner
Guest signs *a blank* Registration Card	5"	(Signed)	5"		Unplesant request for guest to sign on a blank sheet
Merge photocopy with Registration Card	5"	Store the Registration Card manually			Storage costs
☐ **Type C**	85"		65"	**150"**	It can be considered fast in the case of groups / families as every guest fills out his registration card
Ask for guest's identity document	5"	Inserting data into the PMS	60"		Possible transcription errors
Photocopy the identity document	15"	Store the Registration Card manually	5"		Check in at the front-desk very slow
Guest fills out his data manually on the Registration Card	60"				Waste of paper, waste of printer toner
Guest signs the Registration Card	5"				Storage costs

with PassportScan

Front Desk	time	Back Office	time	TOTAL time	ADVANTAGES DISADVANTAGES
☐ **Without TABLET**	40"		10"	**50"**	Very fast check-in for the front-desk: work minimized for the back-office
Ask for guest's identity document	5"	Forwarding data to PMS with DFF *(2)*	5"		Waste of paper, waste of printer toner
Scan the identity document	15"	Store the Registration Card manually	5"		Storage costs
Check all the data profile	10"				
Print the registration card through PS	5"				
Guest signs the Registration Card	5"				
☐ **With TABLET**	30"		15"	**45"**	
Ask for guest's identity document	5"	Check all the data profile	10"		Very fast check-in for the front-desk: work minimized for the back-office, paper and storage cost totally eliminated, security highly increased
Scan the identity document	15"	Forwarding data to PMS with DFF	5"		
Check only First/Last name	5"				No disadvantage
Guest signs the Registration Card on Tablet	5"				

(1) PMS (Property Management System)   *(2) DFF (Dinamic Form Fill)*

NAME / SURNAME OF THE PERSON TO BE TRAINED	NAME / SURNAME and E-MAIL OF THE IT MANAGER	NAME AND SIGNATURE OF THE PROJECT MANAGER
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