

Contact-free checklist

With guests increasingly expecting a contact-free experience, there's increasing onus on hoteliers to digitalize the guest journey. So how do you actually do it? **These are the steps you need to take.**



Pre-arrival

Pre-reservation	During reservation	Post-reservation
<div>Review your website <input type="checkbox"/></div> <div>If applicable, review your parking options <input type="checkbox"/></div> <div>Update space types with new features or practices <input type="checkbox"/></div>	<div>Add new services in booking engine, for example an airport taxi service <input type="checkbox"/></div> <div>Amend existing services in booking engine, for example F&B <input type="checkbox"/></div> <div>Switch on payment automation for bookings <input type="checkbox"/></div>	<div>Let guests perform a 100% digital online check-in <input type="checkbox"/></div> <div>Customize confirmation email <input type="checkbox"/></div> <div>Ensure that 'Chat with us' button is in all emails <input type="checkbox"/></div> <div>Customize the 'Before start' email <input type="checkbox"/></div>
Arrival	Stay	Departure
<div>Set up a Mews Kiosk <input type="checkbox"/></div> <div>Connect an integrated door lock solution <input type="checkbox"/></div> <div>Set up a Mews Terminal <input type="checkbox"/></div>	<div>Download our free housekeeping app <input type="checkbox"/></div> <div>Set allocation strategy to 'Random' <input type="checkbox"/></div> <div>Provide clear messaging for your guests <input type="checkbox"/></div> <div>Encourage direct guest messaging <input type="checkbox"/></div>	<div>Set up online check-out <input type="checkbox"/></div> <div>Enable automatic check-out <input type="checkbox"/></div> <div>Update 'post-stay' email <input type="checkbox"/></div> <div>Collect guests' reviews and feedback <input type="checkbox"/></div>