

# HOTEL SMART LOCKER EFFICIENCY & ROI GUIDE

Smarter Storage. Happier Guests.  
Lower Costs. Higher Returns.



## INCREASE EFFICIENCY

Automate luggage storage and reduce manual handling.



## ENHANCE GUEST EXPERIENCE

24/7 self-service access for a seamless and modern stay.



## IMPROVE SECURITY

Secure storage with 100% transaction logging and audit trails.



## MAXIMIZE ROI

Lower operating costs and unlock new revenue opportunities.



## REDUCE WORKLOAD

Minimize front desk congestion and free up staff for value-added tasks.



## 24/7 SELF-SERVICE

Give guests the flexibility to store and collect luggage anytime, day or night.



## SECURE & RELIABLE

Protect guest belongings with secure access and real-time monitoring.



## DRIVE BETTER RESULTS

Lower costs, improve efficiency and create new revenue streams.



**SMART LOCKERS.  
BETTER STAYS.  
STRONGER RESULTS.**



# THE BOTTOM LINE

For hotels, smart lockers do much more than store luggage.

## THEY:



✓ **REDUCE RECEPTION CONGESTION**  
Fewer queues. Less waiting.  
Smoother operations.



✓ **ACCELERATE GUEST JOURNEYS**  
Faster arrivals, storage and  
collections. Happier guests.



✓ **LOWER STAFFING COSTS**  
Reduce reliance on porters and  
concierge teams.



✓ **IMPROVE SECURITY AND ACCOUNTABILITY**  
Controlled access, real-time tracking  
and full audit trails.



✓ **CREATE SELF-SERVICE GUEST EXPERIENCES**  
Available 24/7. Guests in control,  
anytime, anywhere.



✓ **UNLOCK NEW REVENUE OPPORTUNITIES**  
Monetise storage for early arrivals,  
late departures and premium services.



## THE BIGGEST GAINS ARE TYPICALLY SEEN IN HOTELS EXPERIENCING:



High guest turnover



Early arrivals and late departures



Airport and transport hub locations



Conference and event venues



Large city-centre hotels



Luxury properties seeking  
premium guest experiences

50-80%



MANY HOTELS ACHIEVE A  
**50-80% REDUCTION**  
IN LUGGAGE HANDLING LABOUR



WHILE SIMULTANEOUSLY  
IMPROVING GUEST  
SATISFACTION AND  
OPERATIONAL EFFICIENCY.



### HAPPIER GUESTS

Better experiences  
and stronger reviews.



### LOWER COSTS

Reduce labour,  
errors and losses.



### GREATER CONTROL

Data-driven insights  
and full visibility.



### ALWAYS AVAILABLE

Self-service storage  
whenever guests  
need it.



### NEW REVENUE

Turn storage into a  
profitable service.

# HOTEL SMART LOCKER ROI NUMBERS

These benchmarks represent the operational and financial improvements hotels typically achieve when replacing manual luggage rooms and reception-managed storage with smart lockers.



## OPERATIONAL ROI

METRIC	MANUAL PROCESS	SMART LOCKERS	TYPICAL IMPROVEMENT
LUGGAGE COLLECTION TIME	3–5 mins	✓ <30 secs	80–95% Faster
LUGGAGE DROP-OFF TIME	2–4 mins	✓ <20 secs	70–90% Faster
RECEPTION INVOLVEMENT	High	✓ Minimal	50–80% Reduction
QUEUE LENGTHS	High	✓ Low	40–70% Reduction
STORAGE THROUGHPUT	50–150 Bags/Hour	✓ 200–600 Bags/Hour	200–500% Increase
LOST LUGGAGE INCIDENTS	Occasional	✓ Rare	70–95% Reduction
AUDIT TRAIL	Manual	✓ Automated	100% Visibility
AVAILABILITY	Staff Hours	✓ 24/7	Continuous Service

**LABOUR REDUCTION**  
**50–80%**  
 less luggage handling administration

**COLLECTION SPEED**  
**80–95%**  
 faster guest collections

**QUEUE REDUCTION**  
**40–70%**  
 shorter lines and less reception congestion

**THROUGHPUT INCREASE**  
**200–500%**  
 handle more bags without adding staff

**LOST LUGGAGE REDUCTION**  
**70–95%**  
 fewer incidents and claims

**GUEST SATISFACTION IMPROVEMENT**  
**20–40%**  
 higher satisfaction scores

# HOTEL SMART LOCKER ROI EXAMPLE

See the measurable difference smart lockers make to hotel operations and profitability.

Secure. Efficient. Profitable.

METRIC	MANUAL LUGGAGE ROOM	SMART LOCKERS
STAFF REQUIRED	3-5	0-1
AVERAGE COLLECTION TIME	3-5 mins	<30 secs
LOST PROPERTY CLAIMS	High	Very Low
AUDIT TRAIL	No	Yes
AVAILABILITY	Staff Hours	24/7
REVENUE OPPORTUNITY	Limited	High
QUEUE FORMATION	High	Low



MANUAL LUGGAGE ROOM

SMART LOCKERS



**LOWER COSTS**  
Reduce staffing and manual handling costs significantly.



**SAVE TIME**  
Faster guest experiences and quicker collections.



**REDUCE RISK**  
Fewer lost items, disputes and liability claims.



**INCREASE REVENUE**  
Monetise storage services and improve profitability.



**DELIGHT GUESTS**  
Convenient, secure and available anytime.

# HOTEL SMART LOCKER EFFICIENCY BENEFITS

Smart lockers streamline operations, reduce costs and deliver an exceptional guest experience.



AREA		TYPICAL IMPROVEMENT	
	RECEPTION CONGESTION	↓ 30–60%	Fewer guests waiting at the front desk and less peak-time pressure.
	LUGGAGE HANDLING TIME	↓ 70–90%	Eliminate manual handling, sorting and movement of luggage.
	CHECK-IN QUEUE LENGTH	↓ 20–50%	Shorter queues and faster check-in for a smoother guest journey.
	MANUAL LUGGAGE STAFFING	↓ 50–80%	Reduce reliance on porters and concierge staff.
	LOST LUGGAGE INCIDENTS	↓ 80–95%	Secure, controlled access and audit trail dramatically reduce incidents.
	GUEST COLLECTION WAIT TIMES	↓ 70–90%	Guests collect luggage in seconds, anytime, 24/7.
	AUDIT & TRACKING VISIBILITY	↑ 100%	Full visibility of every transaction, user and locker activity.
	GUEST SATISFACTION SCORES	↑ SIGNIFICANT	Faster service, less waiting and more convenience delight your guests.
	STORAGE CAPACITY UTILISATION	↑ 30–50%	Maximise available space with efficient, high-density storage.
	REVENUE FROM STORAGE SERVICES	★ NEW REVENUE STREAM	Monetise early arrivals, late check-outs and premium storage options.

## SMART LOCKERS. SMARTER HOTELS.



**Reduce Costs**  
Lower staffing and operational expenses.



**Increase Efficiency**  
Automate storage processes and free up staff.



**Enhance Security**  
Secure storage with full audit and accountability.



**Delight Guests**  
Deliver a modern, self-service experience.



**Drive Revenue**  
Create new revenue streams with smart storage.



**A BETTER STAY STARTS WITH SMARTER OPERATIONS**

Smart lockers improve every step of the guest journey.



# HOTEL OPERATIONS DIRECTOR



## HOTEL RECEPTION CONGESTION

Crowded receptions.  
Pressure on staff.



## CHECK-IN QUEUES

Long waits.  
Lower guest satisfaction.



**SMART LUGGAGE STORAGE**  
**REDUCE CONGESTION.**  
**IMPROVE GUEST EXPERIENCE.**



### SPEED UP CHECK-IN

Shorter queues and  
faster arrivals.



### REDUCE RECEPTION CONGESTION

More space.  
Better guest flow.



### ELIMINATE MANUAL LUGGAGE HANDLING

Lower risk.  
Lower cost.



### IMPROVE SECURITY

Secure, tracked  
guest luggage.



### HAPPIER GUESTS

Better experience.  
Stronger reviews.

# CORE HOTEL EFFICIENCY IMPROVEMENTS

Smart lockers streamline operations, reduce workload and elevate the guest experience.



OPERATIONAL AREA	TYPICAL IMPROVEMENT	WHAT IT MEANS
 LUGGAGE HANDLING TIME	↓ 70–90%	Much less time spent manually storing and retrieving luggage.
 GUEST COLLECTION TIME	<30 Seconds	Guests collect their luggage in under 30 seconds.
 RECEPTION CONGESTION	↓ 30–60%	Fewer bottlenecks at reception during peak periods.
 STAFF INTERVENTION	↓ 50–80%	Fewer staff requests for storing or retrieving luggage.
 QUEUE FORMATION	↓ 40–70%	Shorter lines and smoother guest flow.
 LOST LUGGAGE INCIDENTS	↓ 70–95%	Secure, tracked transactions greatly reduce lost items.
 STORAGE THROUGHPUT	↑ 200–500%	Handle far more luggage without increasing staff.
 CHECK-IN EFFICIENCY	↑ 20–50%	Faster arrivals and smoother check-in process.
 CHECK-OUT EFFICIENCY	↑ 20–50%	Quicker departures and less reception pressure.
 GUEST WAITING TIME	↓ 40–80%	Less waiting, more convenience for guests.
 MANUAL ADMINISTRATION	↓ 50–80%	Reduced paperwork, logging and manual tracking.
 OPERATIONAL PRODUCTIVITY	↑ 30–80%	Teams focus on guest service instead of luggage management.
 STORAGE AVAILABILITY	24/7 SELF-SERVICE	Guests can store and collect luggage anytime, day or night.
 AUDIT TRAIL VISIBILITY	100% TRANSACTION TRACKING	Every transaction is recorded and traceable.
 SECURITY & ACCOUNTABILITY	 SIGNIFICANT IMPROVEMENT	Stronger security, better accountability and full peace of mind.

## SMART LOCKERS. SMARTER OPERATIONS. HAPPIER GUESTS.



### SAVE TIME

Automate luggage processes and reduce handling time.



### REDUCE WORKLOAD

Free up staff to focus on delivering great guest experiences.



### INCREASE EFFICIENCY

Improve throughput and streamline daily operations.



### IMPROVE SECURITY

Secure storage with full visibility and accountability at every step.



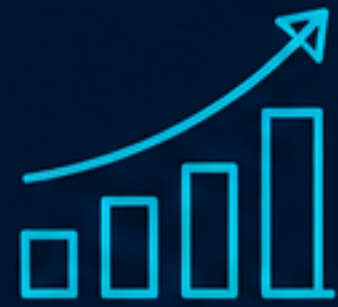
### DELIGHT GUESTS

Faster service, less waiting and greater convenience.

# EXECUTIVE ROI SUMMARY

Smart Lockers. Smarter Operations. Stronger Returns.

Real ROI. Measurable Impact. Better Guest Experiences.



**MAXIMISE EFFICIENCY. INCREASE REVENUE. DELIGHT GUESTS.**

Smart lockers transform luggage storage from a manual cost centre into an automated, revenue-generating guest service.

ROI DRIVER		TYPICAL BENEFIT	
	LABOUR REDUCTION	↓ 50-80%	
	LUGGAGE HANDLING SPEED	↑ 70-90% FASTER	
	COLLECTION SPEED	↑ 80-95% FASTER	
	QUEUE REDUCTION	↓ 40-70%	
	THROUGHPUT INCREASE	↑ 200-500%	
	REVENUE GENERATION	↑ £25k-£500k+ ANNUALLY	
	LOST LUGGAGE REDUCTION	↓ 70-95%	
	GUEST SATISFACTION IMPROVEMENT	↑ 20-40%	



SMART LOCKERS DELIVER MEASURABLE ROI ACROSS OPERATIONS, REVENUE AND GUEST EXPERIENCE.



LOWER COSTS

Reduce labour and administration time.



HIGHER REVENUE

Monetise storage and increase profit.



BETTER EXPERIENCES

Faster, easier, 24/7 self-service.



STRONGER BUSINESS

Improve efficiency, reputation and loyalty.