



## EMPOWERING THE HOSPITALITY INDUSTRY THROUGH ROBOTICS AND ARTIFICIAL INTELLIGENCE

The Vision of Future Hoteliers have Arrived...

- Reduce labor cost
- Robots delivering dependable, consistent services that reduce human error
- Robots do not get tired. Work 24 hours a day, 365 days a year
- Complement human labor for repetitive and mundane task
- Relieve valuable staff time to deliver great, personalized service
- Creating contactless hospitality ecosystem
- Robots are not contagious
- Improve work quality, productivity & efficiency
- Improve customer satisfaction
- Redefining the hotel guest and staff experience

### GUEST CONTROL SYSTEMS LIMITED

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## ABOUT US

GUEST CONTROL SYSTEMS LIMITED was founded on a vision to innovate artificial Intelligence & Robotic solutions for the Hospitality Industry. GUEST CONTROL SYSTEMS LIMITED brings to its position as an advance Artificial Intelligence & Robotic solutions design and development company a rich heritage of innovation and technological advancement. Today, GUEST CONTROL SYSTEMS LIMITED has moved well beyond the role of traditional solution development and has been focusing on creating total vertical industry applications that can help the vertical industry to reduce their capital expenditure, operation expenditure while improving their revenue and bottom line performance. The result is a unique market niche highlighting the company's ability to offer its portfolio of applications and solutions at lower cost, increased reliability with value added advantages. GUEST CONTROL SYSTEMS LIMITED solutions are at works in thousands of hospitality and vertical enterprises extended across the globes including those prestigious fortune 500 companies. It is this level of experience and performance that has positioned the company in a place of prominence as it continues to expand its solutions portfolio to meet the challenging hospitality and vertical industry market needs.

## Introduction

The pandemic forced hoteliers to adapt at a lightning pace, implementing changes across their properties to facilitate safer environments for teams and travelers and more sustainable business models that could survive the downturn.

Adopting new technologies while human connection forms the bedrock of the hospitality industry, artificial intelligence and automation are playing an increasingly vital role in enhancing guest experience while maintaining the human touch .

Hospitality robot is a system-based autonomous and adaptable interfaces that interact, communicate and deliver service to the hotel guests. The spread of Covid-19 has boosted implementation of service robots in the hospitality industry as hotel guests become more sensitive to risk of infectious disease from interpersonal interactions. Adoption of intelligent robots could signal low interpersonal contacts, reduce perceived risk of virus transmission, which might in turn increase visit intention and guest loyalty. As a result, hotel guests show a stronger preference for robot-staffed hotels due to safety concerns.

The use of robots has emerged as a popular trend over the last few years in the hospitality industry. With contactless service the new buzzword, robots are poised to play an even larger role in hospitality post-pandemic by speeding up the front office process; transporting and delivering amenities; and using high-tech for sanitization and disinfection.



## AMBASSADOR ROBOT

### Ambassador Robot (Escort™)

**Escort™** greets guests upon arrival and guide guests to the room or some specific destinations such as swimming pool, bar, restaurants, etc.

**Escort™** is equipped with the following features:

- Facial recognition with greeting for repeated guest
- Alert hotel security on black listed guest
- VIP/security alert
- Serve as Information point
- Provides promotional advertisement
- Interface with hotel PMS
- Swipe room card to enable robot to guide guests to their room
- Integration with elevator

## DELIVERY ROBOT

### Guestroom Service Delivery Robot (Roomie™)

**Roomie™** will be supplied with food from the hotel kitchen before delivering it to a specific room. Not only does this ensure that all meals are provided fresh, but guests are no longer required to leave their premises in order to enjoy a delectable selection of food. **Roomie™** can also deliver other items as per guest request such as hotel amenities , bathroom supplies and other small items.

**Roomie™** create a safe, efficient and memorable experience for guests by automating the delivery of food, room supplies and other guest requests. It can also announce its arrival to the guest with the guest mother tongue language base on the language on in-room QR code digital menu selected.

**Roomie™** has a self sealing body for safer aseptic delivery.



### Restaurant Waiter Robot (Servie™)



**Servie™** is capable of taking orders as well as delivering food to customers. It can move freely around the restaurant or affixed to a set of tracts. It can help the restaurant management to reduce labor costs while still ensuring high levels of customer satisfaction.

**Servie™** has the following features:

- Food ordering from robot on touch screen
- Swipe card to identify who load the food on robot
- Announcement in different languages
- Integration with POS

Equipped with intelligent delivery, high carrying capacity, **Servie™** is aiming to boost the turnaround efficiency in restaurants.

## Restaurant Waiter Robot (Runnie™)

**Runnie™** is another autonomous service delivery robot that rely on advanced intelligent robot R&D and manufacturing technology that created breakthrough in the fields of positioning, navigation, motion control, multi-machine scheduling, perception and obstacle avoidance.

**Runnie™** is suitable for use in hospitals, schools, office buildings, government affairs halls and other venues in addition to restaurants.



## Restaurant Waiter Robot (Rallie™)

**Rallie™** is delivery robot equipped with GuestControl™ leading autonomous scheduling system, multi-machine collaboration, stable operation, high-precision navigation and positioning, no code sticking, 3D intelligent obstacle avoidance, free passage in narrow lanes, automatic return charging. Its ultra-thin body and is able to navigate through narrow paths.



## DELIVERY ROBOT

### Linens Delivery Robot (Kiki™)

Kiki™ can streamline operation by transporting linens in hotel to and from laundry facility. It is a high payload transporter that can automatically engage laundry cart located on each floor and deliver to a specified location. The linen robot can be timed to carry out the task during wee hour when the human traffic is low.



Note: Image for illustration only. The final design depend on customer's request

### Dishes Delivery Robot (Busser™)

Busser™ is a dish collection robot designed to collect used dishes and cutlery and send to the dish washing area in an effective and fast manner.

The standby helpers can empty the robot at the washing area and set the robot free for the next batch of pick up of used dishes and cutlery.

This process would reduce huge burden on the manual workforce, improve efficiency and the restaurant is able to accommodate and serve more customers during the busy and peak hours.

Busser™ result in greater customer satisfaction, lesser restaurant staff fatigue, reduced dependency of manual staff, reduce overall cost, increase revenue and profitability of the Restaurant.



Note: Image for illustration only. The final design depend on customer's request



## Concierge Luggage Delivery Robot (Porter™)

Porter™ or concierge robot function is to assist guests to deliver luggage to their rooms.

Porter™ is equipped with the following functions:

- Swipe room card to activate Porter™ to deliver luggage to the respective room
- Integrate with the luggage handling system
- Large screen to provide promotional advertisement
- Serve as information point
- Integration with the elevator
- Can support 100 kg of load



## Airport Luggage Delivery Robot (Helpme™)

Helpme™ airport luggage delivery robot function is to assist customers to deliver luggage to their desire destination, such as check-in counter or boarding gate. Helpme™ is equipped with the following functions:

- Integrate with online payment system
- Large screen to provide promotional advertisement
- Move along a pre-assign path or follow the customer to the destination
- Integration with the elevator
- Can support 100kg of load



## CLEANING ROBOT

### Floor Cleaning Robot (Mopie™ & Cleaner™)

Floor cleaning hotel robot can be automatically activated if they reside in the guest room or they can enter guest room once the guest has departed in order to ensure a clean environment for new arrivals. The floor cleaning robot can relieve the housekeeper to do more important job while they take care of the floor cleaning.

**Mopie™** is suitable for smaller area cleaning while **Cleaner™** is more for commercial application with large cleaning area.



# DISINFECTION ROBOT

## UV Disinfection Robot (Terminator™)

**Terminator™** UV disinfection robot is designed to disinfect premises killing bacterial, viruses and microbes on surfaces by breaking down the DNA structure airborne and droplet. It destroys the pathogens in minutes and disinfect 360°. It receive checkout command with room number from PMS and move into the empty room to initiate disinfect the room.



## Spray Disinfection Robot (Mist™)

**Mist™** is a fully autonomous spray disinfection robot. By diluting and atomizing the disinfectant, the disinfectant is atomized to form tiny particles, which can effectively inhibit microorganisms, bacteria, and viruses attached to the surface of the object. It is suitable for use in hotel conference halls, corridors and lobby area. Mist™ can also be used in hospitals, exhibition centers, Casinos, department stores, government buildings and many others where the surface areas are large.





## SECURITY & INSPECTION ROBOT

### Security & Inspection Robot (Bulwark™)

The emergence security robot, **Bulwark™** is a new milestone in the evolution of security systems. Bulwark™ automatically moves along the petrol route, detect strangers, unusual situation and transmit messages to the guard and control center. Deploying security robot can be more efficient and effective in ensuring the safety and security of large facility.

Followings are features of the security robot:

- An automatic movement control system, based on high resolution vision systems and satellite navigation;
- Intelligent video surveillance system with the function of detecting people, recognizing people by face, tracking moving people through a 360° PTZ camera. The video surveillance system of the security robot works with a bi-spectral thermal PTZ camera in complete darkness.
- Sound system of alarm notification, for interaction when detecting unusual situation
- 24 x 7 x 360 round-the-clock monitoring and petrol along pre-assign route
- Automatic return for charging , providing round-the-clock surveillance operation without human intervention.

Application areas includes but not limited to:

- Hotel premises
- Casinos
- Airport
- Industrial complexes
- Commercial complexes
- Construction sites

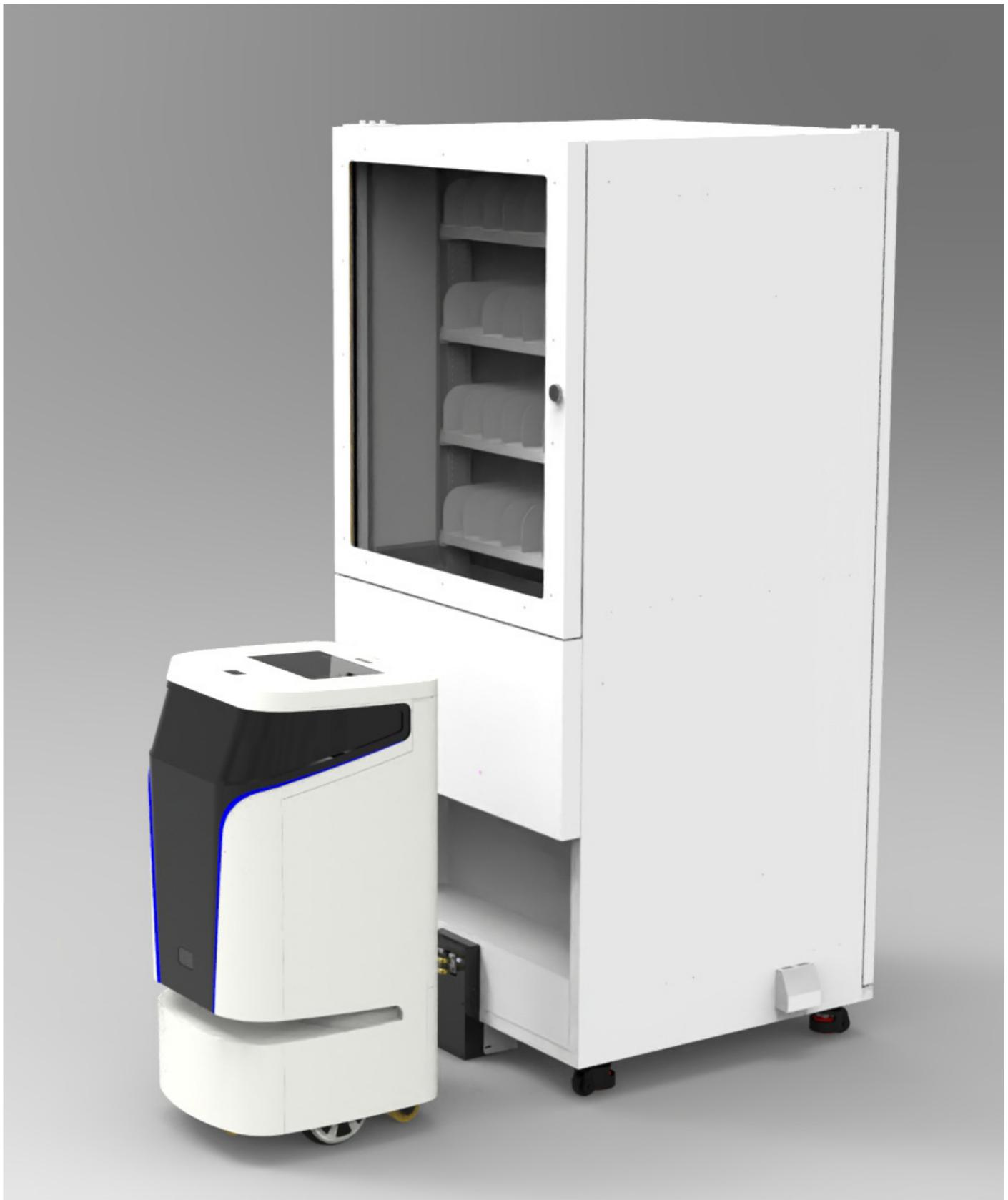
# ROBOT APPLICATIONS

## QR Code Contactless Guestroom Service Delivery System (Speed™)

The hospitality industry uses a QR code digital room service menu to offer a pleasant in-room ordering experience. Guests can order straight from their mobile phones without calling downstairs. Click a QR code on the room service menu and be able to order snacks, drinks, food, request more hygiene products, ask for more towels, and others. With QR code digital menu in guestrooms, The hotel can provide convenient and fast service to hotel guests seeking comfort within their hotel rooms and also save on printed materials in the rooms.

The automated QR code contactless guestroom service delivery system (**Speed™**) replaces printed menu in guest room with electronic menu and deliver ordered item using robot creating an unmanned hospitality retail solution:

- Scan QR code with guest personal smart mobile
- The electronic menu will appear on the guest mobile device
- Select the menu language
- Select the item/items to be ordered
- Place room service order on-line
- Guest also has the option to use voice command for ordering with charges automatically post to room bill
- Effect on-line payment option (online payment or post charges to room bill)
- Ordered information send to robot server to enable the robot to collect the ordered items from the automatic vending machine
- Item/items deliver to guestroom by robot
- Robot call room telephone with guest native language





## Companion Robot With Integrated Control (Nanny™)

While almost all robots used in hotels today are standalone robots, At GuestControl™, we are able to integrate the robot with smart room control system, cleaning robot and other hospitality applications into a connected system.

Integrated robot is also call companion robot (**Nanny™**) that generally stationed in the guestroom. The guest can issue simple voice command to the robot to carry out some specific task such as turn on the light, adjust the room temperature, open the curtain, turn on the TV, select music and request for services. **Nanny™** has the following features:

- Large display screen
- Serve as information point
- Scan guest body temperature
- Provide promotional advertisement during idle mode
- Integration with guest service optimization system for room service ordering
- Integration with PMS with checkout, bill payment capability
- Display room service menu on robot screen
- Video/music on demand display on robot screen
- Command floor cleaning robot to sweep the floor
- Activate various room scenes/modes  
(Welcome/reading/sleep/bright/relax /romantic, etc.)
- Satisfaction survey recording
- Mobility (movement on request)
- Ability to initiate telephone call on voice commands



## Customization Services

We live in a world where everyone wants it “their way,” and people expect businesses to deliver custom options. Today’s customers expect the ability to customize anything and everything to fit their individual preferences.

At Guest Control Systems Limited, our uniqueness and market differentiation is we provide services to enable customer to customize their robot and its applications according to their needs and preferences. Robot and its application personalization is an essential element in delivering tailored customer experiences to different segments of users. It is the key to driving customer loyalty and increasing customer satisfaction.

**Guest Control Systems Limited provides robot customization in the form of cosmetic design, color, add-on, exclusive functionalities and any other options to make a more unique product or solution rather than the standard mass produce version.**

**We also provide integration services to integrate the robot with other technology sub-system to form a unique solution to meet the individual customer specialize application.**

# Robotic Highlights

Robotic Intuitive intelligence has the capability to process holistic and contextual thinking and provide personalized services. Empathetic intelligence able to recognize and appropriately respond to people's emotions. This "highest" level of intelligence enables hospitality service robots to deliver socially and emotionally interactive services, which is the ultimate goal of robotic deployed in hotels. These two levels of intelligence focus on emotional and social capabilities of technology to enhance guests' service experience.

The use of robots is gaining popularity in the hospitality industry. It's a critical period in the journey of the hospitality robots. This innovation in the guest experience demonstrates just one of the exciting technology developments happening in the hospitality industry, both in terms of the robot technology and the way guest satisfaction performance is measured.

This is not a concept of the future, but rather it already exists. Many hotels have already deployed robot in their premises to complement labor shortage, enhance guest experience and improve guest satisfaction.

At GuestControl™, other than we provide standalone services robot, we are able to integrate our robot with various hotel technology systems such as PMS, smart room control system, guest service optimization systems, room service ordering system and many others to form an integrated solution.

# Other Application Environments

Other than applications in hospitality environment, Guest Control Systems Limited full portfolio of robots are also suitable for applications in other vertical enterprises:



Hospitality



Healthcare



Assisted Living



Food & Beverages



Casinos



Airports



Banks



Retail

# Our Commitment

Guest Control Systems Limited is committed to deliver innovative state-of-the-art hospitality robotic technology to the hoteliers all over the world.

With the company team expertise and accumulated global experience in AI, we are able to set standard for hospitality robotic products and solutions.

We create lead in innovation to ensure the hoteliers are at the forefront of technology. We ensure your hotel are at world-class status while we care for your service optimization, process efficiency, deliver outstanding guest experience, guest loyalty and profitability.