



★ ★ ★ ★  
**HOTEL LUGANO DANTE**  
*Center*

Carlo Fontana, GM

## Tourismus Forum Schweiz

November 13th, 2014

# Managing the Guest Experience High Tech or High Touch?



**HGRM**  
Happy Guest Relationship Management

# Agenda

- ❑ Who am I
- ❑ A look into the past
- ❑ The future trends
- ❑ The HGRM-enabled guest & staff experience

## Hotel Lugano Dante

87 rooms, 40 Staff members

### Awards

- ✓ Swiss Quality Hotels      Excellent Guest Satisfaction 2012
- ✓ IFITT 2012                      Outstanding industry contribution Award
- ✓ Tripadvisor 2013              Best Service 2013
- ✓ Switzerland Tourism          Most welcoming City Hotels 2013
- ✓ HTNG 2013                      EMEA «Hotel Technology Innovators» Award 2013
- ✓ Tripadvisor 2014              Top Service 2014
- ✓ HSMAI Europe 2014          Best in class Technology: Revenue Management  
*Honourable mention*

Lets' have a look into the past...



1984



1984 - 1990





Late 80s



102 F	VARNELLI	1	5/31	20	202 F	VOLPE	1	2/4	40	302 F	FRATUCCI	*	1	1/3	50	102 M	OLSEN	1	1/4	52
104 X	AUTISTA / G	1	1w	φ	204 F	FERSERUCCI / ●	1	1w	66	304 F	CHITARRINI / *	1	1/3	35	404 X	DI ZORRINO	1	1/4	39	
106 F	IESARI	1	6/11	40	206 F	FERSERUCCI / ●	1	1w	66	306 F	LANDI / *	1	1/3	35	406 M	COLIGNATI	1	1w	160	
108 XX	TRISOLEO SCARPA / G	2	w	66	208 M	DINOSHI CECEPE / G	2	w	66	308 XX	GIANNINI COCCHI / *	2	1/3	50	408 M	ZAGO	1	1w	160	
110 XX	DI GIOIA RACANO / G	2	w	66	210 M	FERRULLI / G	2	w	66	310 M	TACALUSO DEL COLLE / *	2	1/3	50	410 MX	VEZIA VEZIA SARTORI / *	3	1/3	75	
112 M	ALFONSO RUBINO / G	2	w	66	212 M	- RUTORE -				312 M	PANUNZI PITROCH / *	2	1/3	50	412 MX	REZZOLI ROSANO / *	2	1/3	50	
114 X					214 M	TANCINI SALADINO / G	2	w	66	314 M	ADORNATO CARROTTIERE / *	2	1/3	50						
116 M					216 M	TASELLI PIETROFORTE / G	2	w	66	316 M	VIOLANO ILLARI / *	2	1/3	50						
118 M	IURILLI CRISTIANO / Δ	2	w	60	218 M	TILANO SPINELLI / G	2	w	66	318 M	CAMPANA CAMPANA / *	2	1/3	50						
120 M	COOPERPUL SCPA	2	w	50	220 M	PIAZZI SPERELLI / G	2	w	66	320 M	CARLOTTI LOTEARDI / *	2	1/3	50						
122 XX	COOPERPUL SCPA	2	w	50	222 XX	CIRIELLO SALADINO / G	2	w	66	322 XX	CAPITANI / *	2	1/3	35						
124 X	PROF TOSCHETTI / G	2	w	43	224 F	PROF. COLUCCI / G	2	w	43	324 F	INFULATI / *	2	1/3	35						
126 F	PROF DE NITIS / G	1	w	43	226 F	PROF. BARBIERI / G	1	w	43	326 F	DUCA / *	1	1/3	35						
128 XX	BIRARDI / G	2	w	66	228 XX	DA PONTE SHADINO / G	2	w	66	328 M	BACCASCINO + LUETINO	2	w	60						

1984

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THE GEEK'S GEEK



1995



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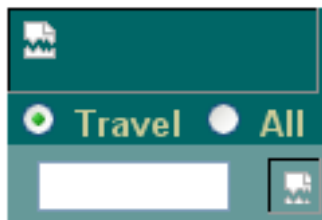
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**San Antonio:** A 360° tour of the scenic Paseo del Rio (River Walk)

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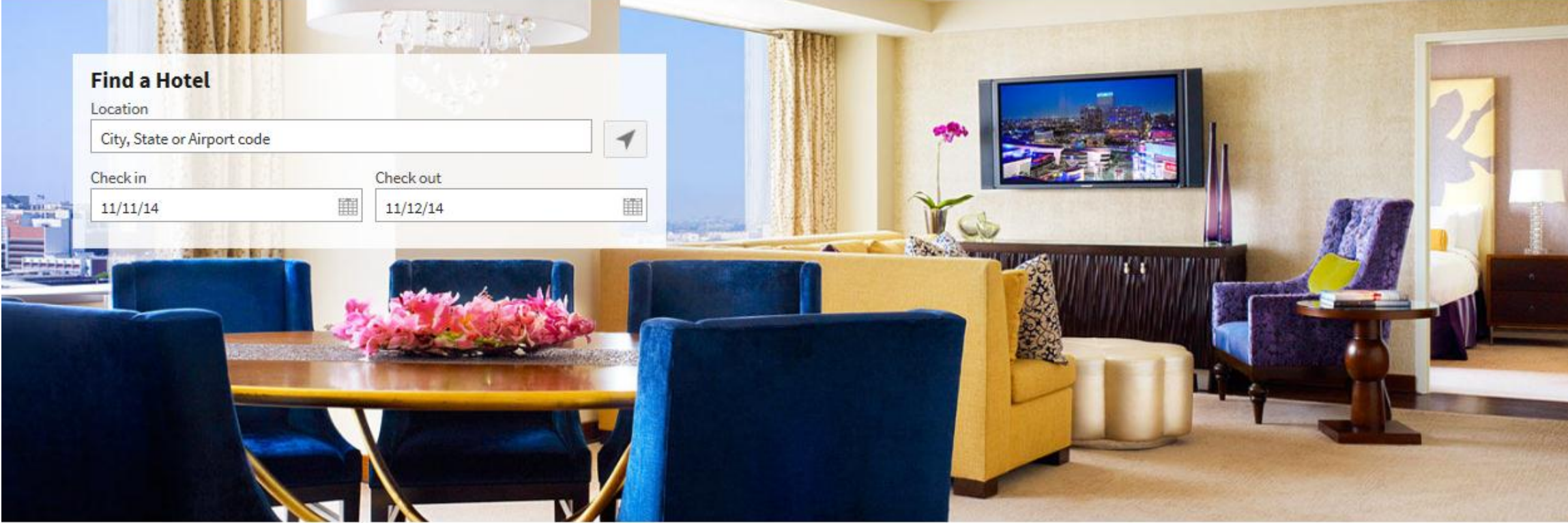
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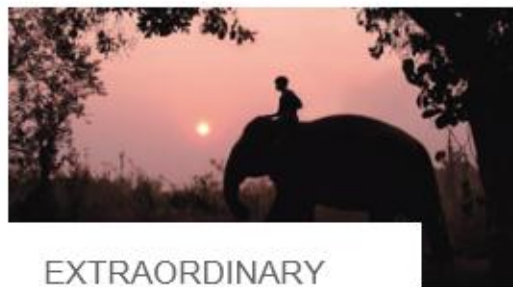
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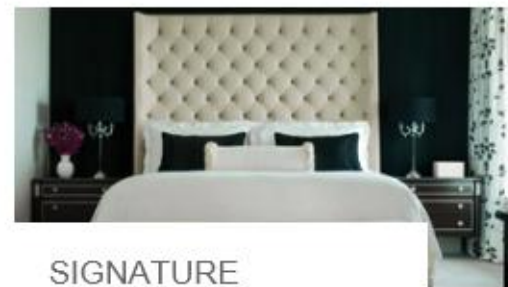
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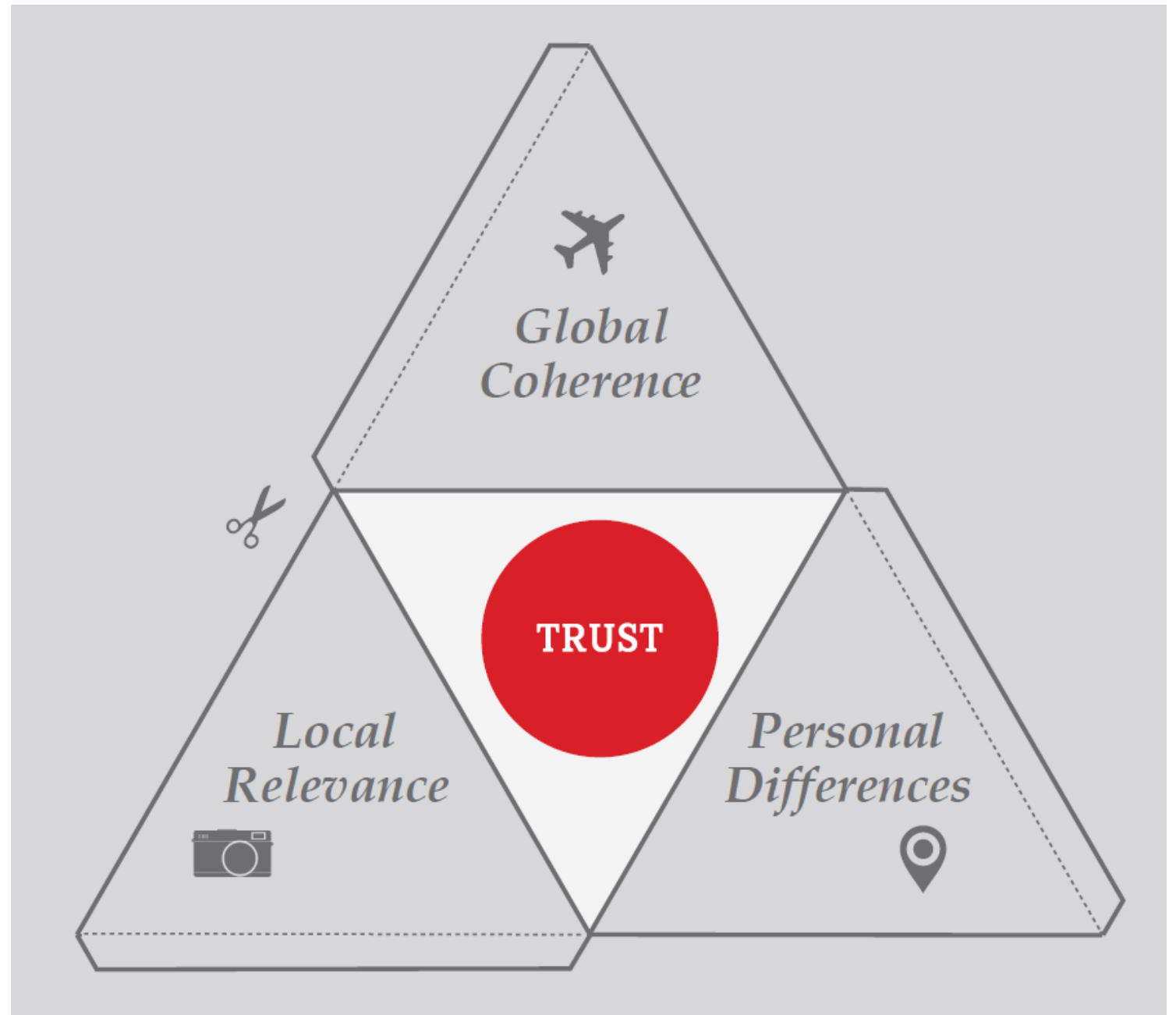




# The future trends...


## Trends 2014 - 2020

- ❑ globalisation
- ❑ localisation
- ❑ personalisation



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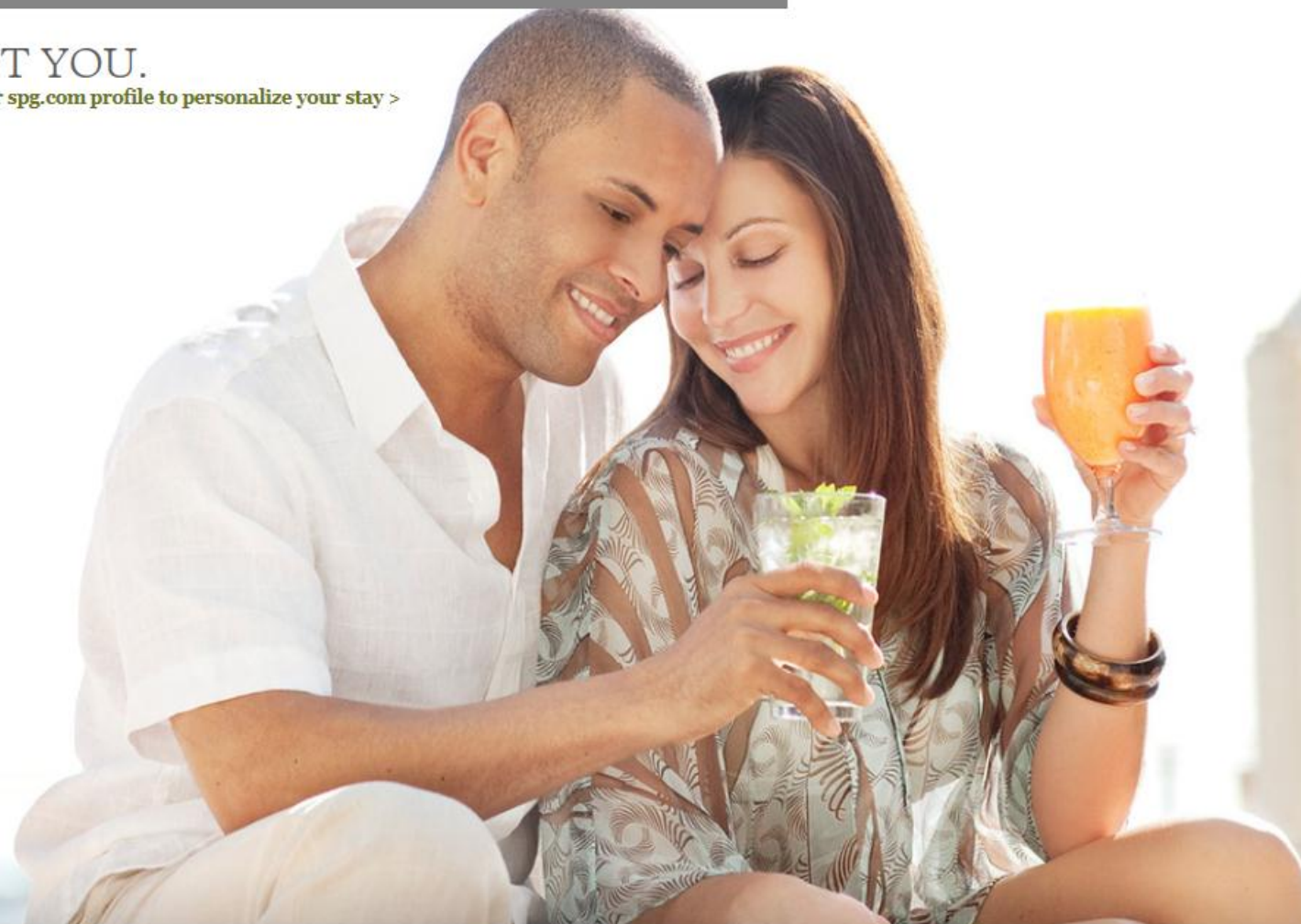
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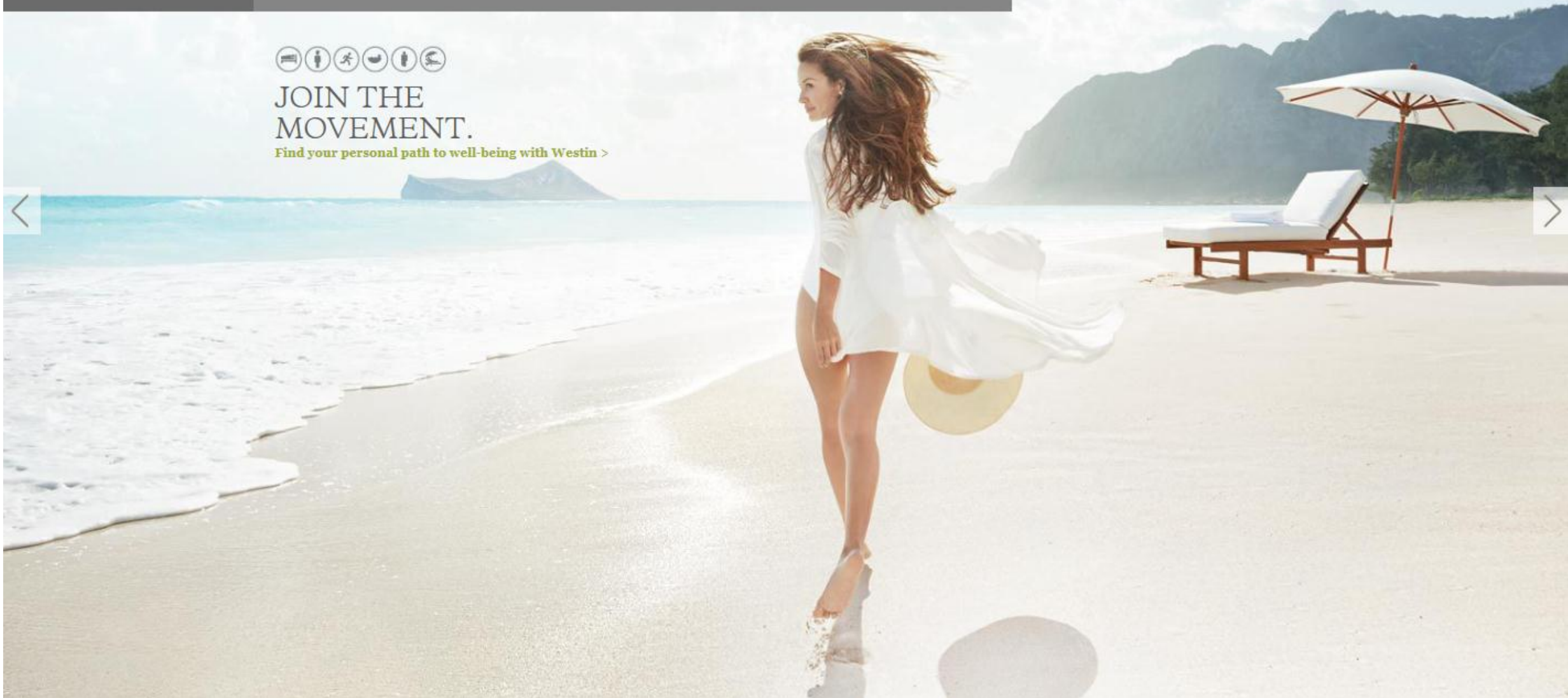
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**CHECK AVAILABILITY**



ONE ROOM / ONE GUEST ▶

SPECIAL RATES (AAA, GOVT, ...) ▶



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DEPART A LOCAL

**MAKE A RESERVATION** ▾

City, attraction, address, or airport

ARRIVE

DEPART

**CHECK AVAILABILITY**



ONE ROOM / ONE GUEST ▶

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# Hospitality: where are we now?

# The risk:



If hotels look all alike,  
guests will mainly take their  
decision solely on price



Sortieren nach: **Booking.com empfiehlt** Preis ▼ Sterne ▼ Lage ▼ Bewertungsergebnis ▼



**Hotel Kreuz Bern** ★★★ 326  
Bern

**Gut 7,7**

Ergebnis von 1315 Bewertungen

Es sieht sich gerade 1 Person dieses Hotel an.

Letzte Buchung: vor 3 Stunden

Economy Einzelzimmer Frühstück inbegriffen

**Wir haben noch 2 Zimmer!**

CHF 198

2 weitere Zimmerkategorien >

Jetzt buchen



**Belle Epoque Boutique Hotel** ★★★★★ 128  
Bern

Es sehen sich gerade 3 Personen dieses Hotel an.

Letzte Buchung: vor 5 Stunden

Doppelzimmer mit Dusche **KOSTENLOS stornieren - SPÄTER ZAHLEN**

5 weitere Zimmerkategorien >



**Hotel Waldhorn** ★★★ 292  
Bern

**Sehr gut 8,2**

Ergebnis von 1122 Bewertungen

Letzte Buchung: vor 43 Minuten

Standard Zweibettzimmer  
**KOSTENLOS stornieren - SPÄTER ZAHLEN, Frühstück inbegriffen**

**Wir haben noch 2 Zimmer!**

CHF 173,70

1 weitere Zimmerkategorie >

Jetzt buchen



**Sorell Hotel Ador** ★★★ 172  
Bern

Es sieht sich gerade 1 Person dieses Hotel an.

Letzte Buchung: vor 2 Stunden

**Unser letztes verfügbares Zimmer in dieser Unterkunft ist bereit**



**Hotel Allegro Bern** ★★★★★ 248 **Smart Deal**  
Bern

**Sehr gut 8,4**

Ergebnis von 591 Bewertungen

Es sehen sich gerade 3 Personen dieses Hotel an.

Letzte Buchung: vor 1 Stunde

Economy Doppelzimmer

**-25%** ~~CHF 313~~ CHF 237

3 weitere Zimmerkategorien >

Jetzt buchen



**Hotel National Bern** ★★ 410  
Bern

Es sehen sich gerade 3 Personen dieses Hotel an.

Letzte Buchung: vor 4 Stunden

Zweibettzimmer mit eigenem Bad auf dem Gang  
**KOSTENLOS stornieren - SPÄTER ZAHLEN, Frühstück inbegriffen**

**Let Wir haben**

4 weitere Zimmerkategorien >



**Hotel Sternen Muri** ★★★★★ 144  
Bern

**Sehr gut 8,1**

Ergebnis von 274 Bewertungen

Letzte Buchung: 24. Oktober

Einzelzimmer

~~CHF 235~~ CHF 210

1 weitere Zimmerkategorie >

Jetzt buchen



**Best Western Hotel Bern** ★★★★★ 211  
Bern

**Gut 7,8**

Ergebnis von 455 Bewertungen

Es sieht sich gerade 1 Person dieses Hotel an.

Letzte Buchung: vor 3 Stunden

Economy Einzelzimmer

**Wir haben noch 2 Zimmer!**

~~CHF 255~~ CHF 225

5 weitere Zimmerkategorien >

Jetzt buchen



In the era of commoditization, there's a dramatic need to improve Guest Satisfaction and grow Customer Loyalty

# The answer

*Guest Experience* constitutes today a very important factor when choosing a hotel, often before location and price.

## Why do guests select a hotel?



**focus on Guest Experience**



**What is customer Service?**



Customer service is a voluntary act that demonstrates a genuine desire to satisfy, if not delight, a customer.

# Guest Experience

is made by hundreds of thousands of interactions

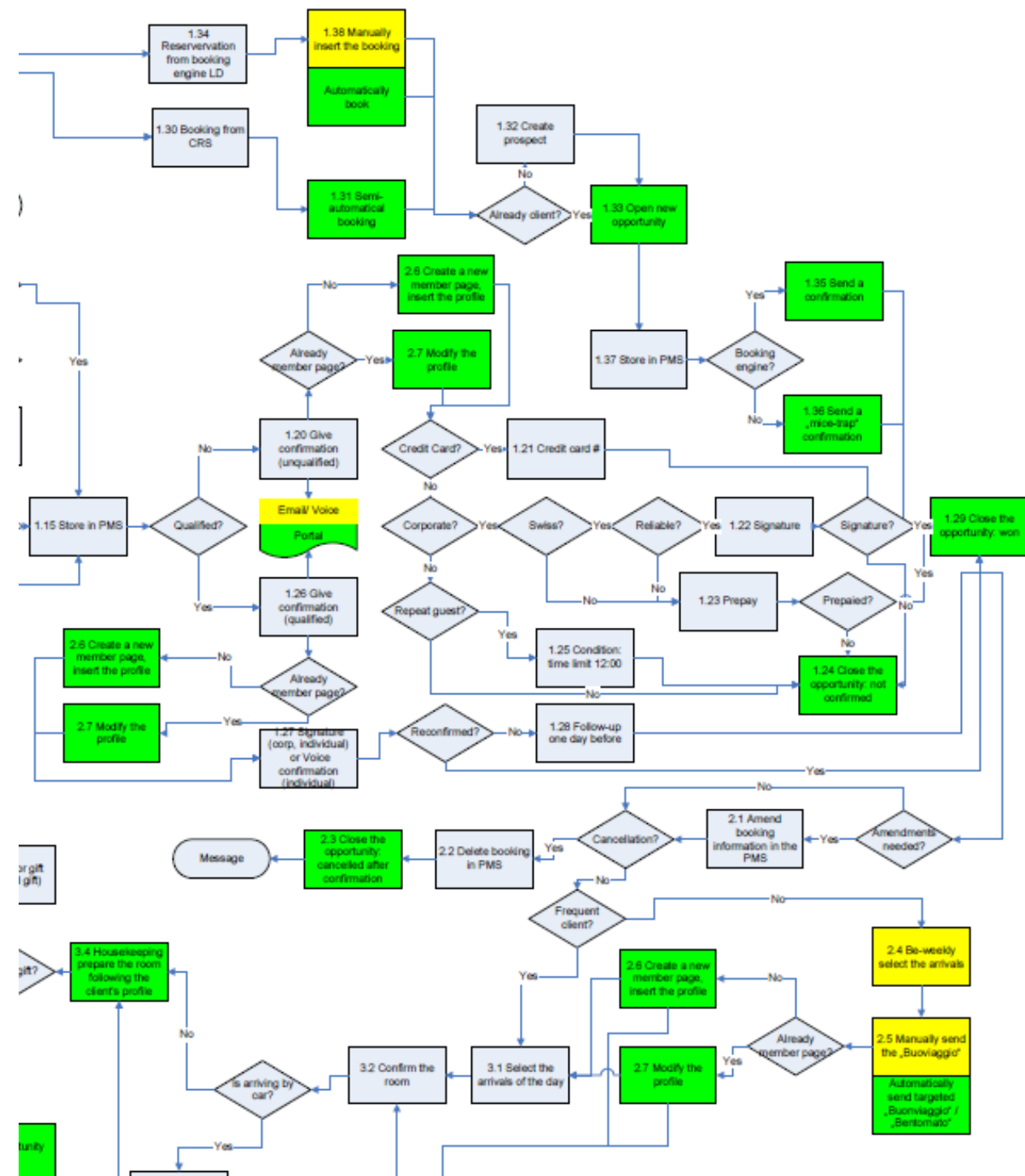


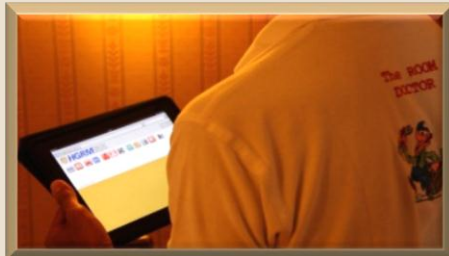
# Guest Experience happens:

- ✓ anytime
- ✓ anywhere
- ✓ anyway

with no precise rules

and even one single service failure can...





**Maintenance**



**Reservations**



**Reception**



**Housekeeping**



**Welcome**



**Breakfast**



**Sales & Revenue**



**Bar**



**Marketing**



# Experience

co-creation



A work system that brings staff  
and guest together so that they can  
engage in value co-creation

# Hotel operations: where are we now?

# Does it look familiar?

DAANTE - Room Plan for 2014

Date: 11/11/14

Room Type: [Dropdown] Floor: [Dropdown] Assigned Rooms:  Unassigned Rooms:  Vertical Zoom:  Horizontal Zoom:

Room Class: [Dropdown] Features: [Dropdown] Rooms: [Dropdown] Smoking: [Dropdown]

Room	Status	Rm. Type	Tue 11/11/14	Wed 12/11/14	Thu 13/11/14	Fri 14/11/14	Sat 15/11/14	Sun 16/11/14	Mon 17/11/14	Tue 18/11/14	Wed 19/11/14	Thu 20/11/14
101	Clean	DBL	!Pisano, Sergio		>>							
102	Clean	DBL	Scherler, Jos	Sabey, Norman Roy	>>	Ehrensberge	>>	Raffaelli, Gio	Kouvaras, Jo	>>		
103	Clean	DBL	Ivolpe, Arcan	Sabey, Norman Roy	>>	Simone, Cat	>>	Raffaelli, Gio	>>			Böhler, Lore
104	Clean	SGL	Moll, Corinna	OS SHO	Bantli, Andre	>>			Pace, Rober	Carnelli, Lui	Debray, Eric	Vitale, Giuse
105	Clean	DBL	Pajasmaa, A	Greiling, Regina	>>	Develey, Adr	>>					
106	Clean	DBL	Brand, Christian		>>	Mageras, MU	>>					
107	Clean	DBL	EMery, Rob	Mimun Diaz,	Hao, Shanshan (2)	>>						
109	Clean	DBL	Ulrich, Thom	Pffner, Elisabeth		>>						
130	Dirty	SUI	!Sullivan, Mark Stephen		>>							
131	Clean	SUP	Apperley, Stu	Petrachi, Davide	>>				Imhof, Benno		>>	
132	Clean	SUP	Randall, Mar	Imhof, Benno	>>				Garcia, Antonio			
133	Clean	DBL	Rollier, Brice	Sandmeyer, Guy	Rubiolo, Ang	>>						
134	Clean	SUQ	Butler, Ross(DNM) (2)		>>							
201	Dirty	DBL	Thali, André	Hotz, Isabell	Croset, Yann	>>			Rentzsch, D	Franzkowiak	Brunschwig,	Premier, Alb
202	Clean	TW	!Cassigneul, Thomas		>>				Brentini, Nicola		>>	
203	Dirty	DBL	Demunter, L	Blau, Peter	Wagner Bartak, Nadine	>>			Culha, Ufuk	Eggenberge	Vallone, Lori	
204	Clean	SGL	!T Hart, Mickael	Bastian	Di Pierro, Fra	Rigby, Rayn	>>		Xafi, Afroditi		Schmitt, Arm	
205	Dirty	SUT	Whitbeck, Ca	Agenzia Ken	Kuprianczyk,	>>						
206	Clean	SUT	INiggeler, D	Roveda, Michele	>>							
207	Clean	DBL	!Amadori, Gi	Kniess, Mar	Desimio, Da	>>			Trifilò, Francesco			
208	Clean	SUP	Audoine, Ch	Zebdi, Reda		>>			Pult, Jon	Herzog Schl	Fiessinger, >	>>
209	Clean	SUQ	INiggeler, D	Marziale, Ro	Rasetti, Simona (3)		>>					
210	Clean	TW	!Salimi, Farida		>>				Pace, Rober	Muheim, Rol	>>	
211	Clean	DBL	!Bose, Subh	Hasler, Ursu	Sueslue Temel, Dilek		>>			David, Len (	Daum, Thom	>>
212	Clean	TW	!Bonhote, Jan		>>				Fiessinger, >	Hungerbueh	>>	

!Pisano, Sergio

Preferences Daily Details

# Does it look familiar?



Hotel Lugano Dante, Lugano

13/12/12

**STAMPA CESTINI**

10:40

Room No.	Last Visit	Guest Full Name	Rate Amount	Occupata	Pagata	Rate Code	Departure Date	Adults	Children
102		Walpoth, Marc	155.25	DBL	Q1	BR NET	14/12/12	1	0
103		Pont, Nicolas	188.00	DBL	Q1	SHOP	15/12/12	1	0
104		Heymann, Frederic	150.30	SGL	Q1	SQH	14/12/12	1	0
105	17/04/12	Frischknecht, Andreas	198.00	DBL	Q1	BEST RESTRICTE D	14/12/12	1	0
106		Schreen, Claudia	198.00	DBL	Q1	BEST RESTRICTE D	14/12/12	1	0
132		De Freitas, Amelie	265.50	SUP	SUP	LVUITTON	14/12/12	1	0
133	30/12/10	Piccolo, Andrea	331.50	SUQ	SUT	3X10	16/12/12	2	0
201	05/02/08	Buchmann, Hans Urs	255.00	DBL	DBL	CS	14/12/12	1	0
202	21/11/12	Dierna, Assunta	351.00	SUT	SUT	A.DIERNA	14/12/12	2	0
205		Taranov, Alexadr	273.00	SUT	DBL	BARVOICE	16/12/12	1	0
206		Mazzi, Federica	274.50	SUT	TW	BAR-10	15/12/12	1	0
207	05/04/12	Schnyder, Wilhelm	370.00	DBL	DBL	BARVOICE	15/12/12	2	0
208		Schwägerl, Mariejeanne	269.00	SUP	SUP	SQH BR	14/12/12	1	0
212		Santana, Noelia	274.50	TW	DBL	LVUITTON	14/12/12	1	0
214	08/05/10	Dotti, Fabian	247.50	SUQ	SUP	GROUP	15/12/12	1	0
230		Schorf, Martin	352.00	SUQ	SUQ	FUGA NELLA	14/12/12	2	0
231	05/12/12	Centola, Loris	215.00	SUP	SUP	UBS	14/12/12	1	0
232		Roth, Andreas	215.00	SUP	SUP	CS	14/12/12	1	0
303		Fontana, Aldo	300.00	DBL	DBL	BARVOICE	14/12/12	1	0
304		Conigliaro, Franco	190.00	SGL	SGL	UBS	14/12/12	1	0
308	28/10/12	Mueller, Alexander	215.00	SUP	SUP	FIRSTICARU S	16/12/12	1	0
309		Woods, David	315.00	SUT	DBL	BARVOICE	14/12/12	1	0
310		Chevalier, Alexandre	155.25	SGL	Q1	BR NET	14/12/12	1	0
311		Smirnov, Alexander	273.00	SUT	TW	BARVOICE	16/12/12	1	0
312	14/08/12	Larbi, Myriam	229.50	SGL	SGL	CORNERB	15/12/12	1	0
314	23/09/12	Bordiga, Stefano	355.00	SUT	DBL	BARVOICE	15/12/12	2	0
335	28/09/12	Spengler, Karsten	315.00	SUQ	DBL	BARVOICE	14/12/12	1	0
336	19/10/12	Manfredi, Giovanni	410.00	SUQ	SUQ	BARVOICE	14/12/12	2	0
404		Occhetti, Marco	285.50	SGL	SGL	BAR	14/12/12	1	0
405	20/11/12	Di Fante, Marco	265.50	DBL	DBL	BAR	14/12/12	1	0

Filter Arrival Date=13/12/12

Page 1 of 2

stampacestini



Hotel Lugano Dante, Lugano

13/12/12

**Pulizia Camere**

10:49

Camera	Cliente	Partenza	Adults	Children	Arrivo
101	Venier, Glauco	16/12/12	1	0	12/12/12
102	Iosib, Daniel	13/12/12	1	0	11/12/12
104	Botezan, Aurel	13/12/12	1	0	10/12/12
107	Reboh, Michel	14/12/12	1	0	11/12/12
109	Valle, Pietro Luigi	14/12/12	1	0	12/12/12
130	Emirsoy, Muhsin	15/12/12	2	0	11/12/12
131	Amerio, Stefano	16/12/12	1	0	12/12/12
134	Maccio, Davide	14/12/12	1	0	10/12/12
203	Höglund, Andreas	14/12/12	1	0	02/12/12
204	Battistella, Primarosa	14/12/12	1	0	11/12/12
208	Schwägerl, Mariejeanne	14/12/12	1	0	13/12/12
209	Kwon, Seong Hee	14/12/12	2	0	06/12/12
210	Mcleod, Alejandra	14/12/12	2	0	12/12/12
211	Mcleod, Alejandra	14/12/12	2	0	12/12/12
230	Varoris, Gualtiero	13/12/12	2	0	12/12/12
231	Lucignano, Francesco	13/12/12	1	0	11/12/12
233	Batkin, Marc V	14/12/12	1	0	05/12/12
301	Sartori, Laura	24/12/12	1	0	10/12/12
302	Berg, Joans	14/12/12	1	0	02/12/12
305	Bardocci, Giovanni	14/12/12	2	0	12/12/12
307	Sette, Andrea	14/12/12	1	0	12/12/12
312	Popa, Aurel	13/12/12	1	0	10/12/12
330	Arata, Gianmario	14/12/12	1	0	10/12/12
331	Pesce, Maurizio	14/12/12	1	0	12/12/12
332	Pesce, Stefania	14/12/12	1	0	12/12/12
333	Sullivan, Mark S	14/12/12	1	0	08/12/12
334	Dellepiane, Alberto	13/12/12	2	0	11/12/12
336	Bianchi, Nicola Antonio	13/12/12	1	0	10/12/12
401	Eriksson-Hynynen, Kerstin	14/12/12	1	0	02/12/12
402	Lind, Fredric	14/12/12	1	0	02/12/12
403	Munoz, David	14/12/12	1	0	10/12/12
404	Crihalmeanu, Dan Sebastian	13/12/12	1	0	11/12/12
407	Monti, Massimo	14/12/12	1	0	12/12/12
410	Gesing, Klaus	16/12/12	1	0	12/12/12
411	Giambrone, David Paul	14/12/12	1	0	05/12/12
414	Patrizio, Anthony	14/12/12	1	0	05/12/12
431	Stein, Rita	14/12/12	1	0	09/12/12
433	Cassagne, Renee Jean	14/12/12	1	0	09/12/12
435	Holliger, Heinz	15/12/12	1	0	10/12/12
436	Shymko, Yevgen	13/12/12	2	0	12/12/12
502	Holm, Kristin	14/12/12	1	0	02/12/12
503	Eicher, Manfred	14/12/12	1	0	12/12/12
505	Monti, Massimo	14/12/12	1	0	12/12/12
512	Winstone, Norma	16/12/12	1	0	12/12/12
530	Luvison Costa, Rosangela	13/12/12	2	0	12/12/12
531	Bavastrelli, Brigida	14/12/12	2	0	11/12/12

Page 1 of 2

puliziacamere

From the  
Reservation...

... to the Guest  
Relationship

DANTE - Reservation 400439 RESERVED

Name	Milestone	Phone	+393405200952	Agent	
First Name	James	Email	james.milestone	Company	TEST COMPANY
Language	D	Country	US	Group	
Title	Herrn	VIP	CRM	Source	
				Contact	Testcontact, -

More Fields

Arrival	11/12/11	Sunday	Channel	WEB	Online resen.	Guest Balance	0.00
Nights	1		Market	LEI	Leisure BAR	Preferences	QU
Departure	12/12/11	Monday	Source	ONL	Vertical Book	Features	
Adults	2	Child 0	Res. Type	CONF	Confirmed	Item Inv.	
No. of Rms.	1	Ad No Tax	Payment	CO		No Brkfst	
Room Type	SUI	RTC. SUI	Credit Card No.			Comments	
Room		DNM	Exp. Date			Res. Check	
Rate Code	BAR	Disc %	CRS No.				
Rate	0.00	Reason	Custom Ref.				
Packages	PRK	Fixed Rate	Approval Code				
Block Code		Total	val Amt.				
		42.40	ation				



# The HGRM experience



# What is service & product innovation?

# Is this the future of Hospitality?





# Is this customer service?

## Robotic hotel staff

### A byte to eat

Aug 20th 2014, 10:44 by J.J.C.

 Timekeeper  Like 133  Tweet 16

STARWOOD HOTELS is rolling out a robot to help fulfil room-service requests for its guests. The butler known as a "botlr" is being tested in its Cupertino hotel in Silicon Valley (naturally) with a view to expanding its presence worldwide. Botlrs come complete with bow ties and resemble a cutesy cross between Disney's Wall-E and R2-D2 from Star Wars. As well as having novelty value, they are capable of delivering room-service orders by navigating lifts and corridors before dialling the occupant's room number to announce their arrival.

Unions, fearing for members' jobs, have taken a dim view. One denounced Botlrs as gimmicky and unable to offer the human touch or level of service that a real person can provide. On the other hand Botlrs could singlehandedly dispense with the often awkward and always costly practice of tipping room-service staff. It is true they lack the human touch. But then again they won't hover around your room showing you how the television, curtains, shower and telephone work until you peel off a five dollar bill to regain your privacy. All that a Botlr asks for a tip is a tweeted thank you, and it is unlikely that it will bemoan your miserliness if you don't comply.



Maybe a combination of the following areas:

- People
- Organizations
- Data (Big data)
- Technology

# The Guest

**Mypage**  
The guest's  
personal page



BEST RATES GUARANTEE Verisign secured

Dear Mr. Bernasconi

I wish to give you some useful hints before your arrival in Lugano.

If you need more, all the Staff is eager to give as much information as you might need.

See you soon!



[HOW TO REACH US >](#)



[VISIT LUGANO >](#)



**Carlo Fontana**  
General Manager

*We are looking forward to welcome you!*

**Some useful information:**

- Check-in & Check-out**  
 your room will be at your disposal as of 3 pm on the day of arrival. Check-out time is 11 am on the day of departure. We would gladly handle your luggage before and after the times specified
- Internet WiFi**  
 the Hotel has excellent WIFI coverage, offered free of charge for you to use. The connection is secure (free from viruses and SPAM), and your computer will not need to be configured (Zero configuration level)
- 100% Smoke Free**  
 we became the first 100% SMOKE FREE hotel in Lugano. We are very proud to welcome you to a sweet smelling environment full of fresh air

**Upon your arrival we'll welcome you with a smile:**

Cristina Assistant Front Office Manager	Pietro Guest relations	Roberta Guest relations

**Weather forecast**

Th 10.10  14°	Fr 11.10  7° 14°	Sa 12.10  8° 11°	Su 13.10  9° 13°	Mo 14.10  9° 15°	Tu 15.10  9° 16°
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Source: MeteoSwiss

- [My bookings](#)
- [Customize my stay](#)
- [Speed up the check-in](#)
- [Contact the Team](#)

**IL CLIMA E IL LETTO IDEALI**













Le principali scelte per dormire al meglio: la temperatura della camera che troverà al suo arrivo e le diverse tipologie di cuscino e coperta per il suo letto.

Temperatura	Letto Nordico	Letto Mediterraneo	Cuscini
 <p>Offerto</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> 21°C/70°F</li> <li><input type="checkbox"/> 22°C/72°F</li> <li><input type="checkbox"/> 23°C/74°F</li> <li><input type="checkbox"/> 24°C/75°F</li> <li><input type="checkbox"/> 25°C/77°F</li> </ul>	 <p><input checked="" type="checkbox"/> Offerto Con un morbido e soffice piumino anallergico in stile nordico per un soggiorno di assoluto comfort.</p>	 <p><input type="checkbox"/> Offerto Con una calda coperta della migliore lana.</p>	 <p>Offerto</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Naturale in lana</li> <li><input checked="" type="checkbox"/> Naturale in piuma</li> <li><input type="checkbox"/> Anallergico in fibra elastica</li> <li><input type="checkbox"/> Anallergico 100% lattice</li> <li><input type="checkbox"/> Anallergico in poliestere</li> </ul>

Anallergico in memory foam	Flora by JJB Benson	Ortopedico by Elisa	Extra Soft Topper
 <p><input type="checkbox"/> Offerto Realizzato in memory foam, al contatto si ammorbidisce adattandosi perfettamente alla singola conformazione.</p>	 <p><input type="checkbox"/> Offerto Cuscino a rotolo, adattabile individualmente per la nuca, la ragione sacrale e le gambe. Adatto per le persone che danno particolare attenzione all'igiene o che soffrono di asma.</p>	 <p><input type="checkbox"/> Offerto Cuscino in materiale espanso poliuretano per il sostegno delle spalle e della zona cervicale.</p>	 <p><input type="checkbox"/> 9.- CHF Topper anallergico dall'eccellente comfort dello spessore di 4,5cm aggiunge benessere al letto mantenendo inalterato il livello di rigidità - Previa disponibilità</p>

Customite  
your stay

**FOR PLEASING OUR SMALLER GUESTS**  
To make our rooms pleasant and perfect even for all our little guests we offer you a selection of accessories made especially for children to choose from according to their tastes and preferences.  
Price per room/night

Anti-suffocation Pillow	Ergonomic Automodellante	Changing table	Baby bath
 <p><input type="checkbox"/> Offered The inner structure perforated allows air to freely circulate inside and keep the baby safe in case he accidentally covers his mouth and nose whilst sleeping.</p>	 <p><input type="checkbox"/> Offered The Ergonomic Pillow helps to prevent the risk of head deformation syndromes caused by the prolonged time babies spend in the cot whilst sleeping supine.</p>	 <p><input type="checkbox"/> Offered Practical, versatile changing table in water repellent fabric – Subject to availability.</p>	 <p><input type="checkbox"/> Offered Bath-time is one of the most important times of the day, especially for babies – Subject to availability.</p>
Fish Bath Temperature Indicator	Hand Held Shower	Toilet seat reducer ring	Multiuse stool
 <p><input type="checkbox"/> Offered Chicco Cute Blow Fish has a heat sensitive strip which indicates how hot/cold the water is. It changes color while indicating the temperature of water.</p>	 <p>Offered</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> DOG Hand Held Shower</li> <li><input type="checkbox"/> CAT Hand Held Shower</li> </ul>	 <p><input type="checkbox"/> Offered The rear hooks keep the reducer ring stable on the toilet seat, providing a comfy seat for toddlers – Subject to availability - subject to availability.</p>	 <p><input type="checkbox"/> Offered A helpful, fun aid for toddlers, helping them to reach the sink and the toilet – Subject to availability.</p>
Humi Vap Humidifier	Magic Lantern	Plug-in nightlights	Socket covers
 <p><input type="checkbox"/> 12.- CHF Allows you to maintain the right humidity level in your room.</p>	 <p><input type="checkbox"/> 9.- CHF It comes with 5 light display effects.</p>	 <p><input type="checkbox"/> 6.- CHF Thanks to its light sensor the nightlight turns on when the room is dark.</p>	 <p><input type="checkbox"/> Offered They cover and isolate power outlets.</p>

... to every detail

**ENJOY LUGANO!**

Discover the relaxation of a walk in the city town, or the pleasure of a bike ride along the lake ...discover Lugano has never been easier!  
Price per person



<p>6.- CHF Museo d'Arte Moderna, Lugano: A visual dialogue between the sculptor Jean Arp and the Italian painter Osvaldo Licini =&gt;More Info</p>	<p>7.5.- CHF Entrance to 3 Bellinzona Castels + 3 exhibitions and to Villa dei Cedri. =&gt;More Info</p>	<p>5.- CHF A tailor-made offer for who to calmly enjoy the picture alleys in the centre of Lugano the magnificent lakeside landscape by bicycle. =&gt;More Info</p>	<p>15.- CHF Minimum stay: 1 night</p>
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**THAT SOMETHING EXTRA...**

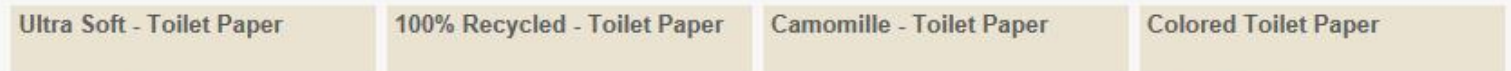
Some elements to render the air of your room special and a greater quantity of accessories for a top quality stay.

Offered: throughout your stay. If you are willing to buy it, please contact directly the Reception.

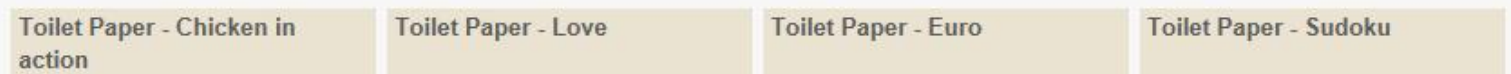
Paying: Price per room/night



<p>87.- CHF The Passepartout to visit, Museums, Parks, Pools, touristic transportations included. =&gt;Discover More</p>	<p>58.- CHF Course dinner menu at the panoramic restaurant "La Perla" valid for 1 person - tokens to the value of CHF 10. - Welcome drink at the bar of the Casino.=&gt;More Info</p>	<p>Offered 10% discount 4 hour tic (without SPA): 10'000 sc of every shape, 700 mete water revolutionary slides =&gt;More Info</p>
--	---	--



<p>Offered Soft and durable, with its quilted processing, ideal for all sensitive skin.</p>	<p>Offered it's softer and more luxurious than you might expect, proving that recycled loo roll doesn't have to be a compromise in quality, and quality doesn't have to cost the earth.</p>	<p>Offered The note of perfume inspired by flowers of chamomile makes each roll more special. The delicate scent is applied on the inside of the tube of cardboard in order to respect the skin.</p>	<p>Offered yellow blue</p>
---	---	--	------------------------------------



<p>3.- CHF Clucking with a friendly chicken...</p>	<p>3.- CHF Boundless love...</p>	<p>3.- CHF Crisis, what crisis?</p>	<p>3.- CHF Do not disturb. I'm thinking...</p>
--	--------------------------------------	---	--

**GOURMET-PAUSE**

Eine Auswahl an kleinen Gaumenfreuden die Sie in aller Ruhe in Ihrem Zimmer kosten können, vom Salzigen bis zum Süssen, vom Rotwein bis zum Champagner, von den Kräutertees bis zum Kaffee direkt ab der Kaffeemaschine im Zimmer.

... to every detail



<p><b>Erdbeeren &amp; Champagner</b></p> <p><input type="checkbox"/> 125.- CHF Eine Flasche Champagner(75cl) und Erdbeeren auf dem Zimmer, um gemeinsam anzustossen</p>	<p><b>Saisonfrüchten</b></p> <p><input type="checkbox"/> 25.- CHF Eine feine Saisonfrucht für einen gesunden und frischen Snack.</p>	<p><b>Tessiner Degustation</b></p> <p><input type="checkbox"/> 30.- CHF Geniessen Sie eine De der bekanntesten Tess Spezialitäten: ein feine Merlot, Brot, Salami un Tessiner Käse.</p>	<p><b>Prosecco</b></p> <p><input type="checkbox"/> 35.- CHF</p>
---	--	---	---



<p><b>Tessiner Merlot</b></p> <p><input type="checkbox"/> 50.- CHF Nutzen Sie die Gelegenheit und gönnen Sie sich eine feine Tessiner Merlot (75 cl)und geniesst alle Düfte einer geschichtsträchtigen und traditionsreichen Region.</p>	<p><b>Schweizer Schokolade</b></p> <p><input type="checkbox"/> 30.- CHF Nutzen Sie die Gelegenheit, um eine Auswahl an Produkten der besten Schweizer Maitres Chocolatiers zu kosten.</p>	<p><b>Nespresso</b></p> <p><input type="checkbox"/> 25.- CHF Nespresso bietet Ihrer Stunde den besten Kal und elegant - <b>Nur bei Verfügbarkeit, Preis ; Übernachtung.</b></p>
--	---	---



<p><b>Mineralwasser</b></p> <p><input checked="" type="checkbox"/> Kostenlos Mit Kohlensäure</p>	<p><b>Fanta</b></p> <p><input type="checkbox"/> Kostenlos Fanta</p>	<p><b>Coca Cola</b></p> <p><input type="checkbox"/> Kostenlos Coca Cola</p>	<p><b>Coca Cola Light</b></p> <p><input type="checkbox"/> Kostenlos Coca Cola Light</p>
--	---	---	---



<p><b>Coca Cola Zero</b></p> <p><input checked="" type="checkbox"/> Kostenlos Coca Cola Zero</p>	<p><b>Fruchtsäfte</b></p> <p><input checked="" type="checkbox"/> Kostenlos Fruchtsäfte</p>	<p><b>Choco Drink</b></p> <p><input type="checkbox"/> Kostenlos Die perfekte Kombination aus Milch und Schokolade</p>	<p><b>Schweppes Tonica</b></p> <p><input type="checkbox"/> 4.- CHF Schweppes Tonica</p>
--	--	---	---

**TO OUR FOUR-LEGGED FRIENDS**

To help lightening the travel load, you can personalize the stay of your furry friend!

**Bautique & Spa Lugano:** tutti i nostri ospiti possono beneficiare di un 10% di sconto su tutti gli acquisti(vedi sito ufficiale).Per maggiori informazioni rivolgetevi direttamente alla Reception.

**BAUTIQUE & SPA  
Spa & Relax Treatment**



50.- CHF  
Jacuzzi and drying (only small dogs), with dead sea salts and natural relaxing essences.

**BAUTIQUE & SPA  
Paw Caring**



25.- CHF  
Nail cutting and filing, hydration of the paw's pads and varnish. A true cure-all/elixir for the tired paws.

**BAUTIQUE & SPA  
Perceptible Snouts**



35.- CHF  
Peeling and rehydration specially dedicated to Pugs and Bulldogs and all the breeds with wrinkles on the face, which are vulnerable to dry skin and dermatitis.

**Bautique & Spa:  
10% discount on every**



Offered  
10% discount on every purchase: SPA treatments & hairdresser for dogs - Bakery & organic-bio food - Home Design - Accessories, collections and gift shop.

... to every detail

**ALLERGIES & FOOD INTOLERANCE**

In addition to the gluten-free biscuits always present in our buffet breakfast, the Hotel Lugano Dante is happy to take into consideration special requirements for the preparation of breakfast and snacks for who has allergies or food intolerances.

**Offered:** throughout your stay.

**Paying:** Price per room/night.

**GLUTEN-FREE Breakfast  
Special Care**



Offered

- French croissant
- Plumcake with yoghurt
- Crunchy/fruit Müesli
- Mixed jams
- Corn Flakes - Cereals

**NO LACTOSE Breakfast  
Special Care**



Offered

- Rice milk
- Soy milk
- Sliced cheese
- Natural yoghurt
- Birchermüesli

**IQ Air Cleaner & Purifier**



20.- CHF  
The IQ Air suits to allergy and asthma sufferers, thanks to its airborne particle, molecular and smell filtration system - Daily Rates and upon availability.

**Ionizer**



15.- CHF  
The ioniser generates purifying ions to cut down atmospheric pollution caused by pollen, bacteria, viruses, allergens and mites - Daily fee, subject to availability.



From paper  
to...

**Da:** [redacted] Fabiana [mailto:[redacted]@[redacted]]  
**A:** Hotel Lugano Dante Center: "Feel at home away From home..."  
**Oggetto:** oK [redacted] 478531 RE: reservation for one room

Dear Mr. Dettori  
 For Payment please take following number.  
 Mastercard [redacted] 7634  
 Valid 0812

Thank you for your confirmation and best regards,  
 Fabiana [redacted]

**From:** Hotel Lugano Dante Center: "Feel at home away From home..." [mailto:Info@hotel-luganodante.com]  
**To:** [redacted] Fabiana  
**Subject:** R: reservation for one room

Dear Mrs. [redacted]

Thank you for your booking.  
 Regarding the reservation for Mr. Wild, to have a complete confirmation we need a credit card number with its expire date as guarantee.

Best wishes,  
 Dettori Antonio / Guest Relations

**Da:** [redacted] Fabiana [mailto:Fabiana.[redacted]]  
**A:** Hotel Lugano Dante Center: "Feel at home away From home..."  
**Oggetto:** RE: reservation for one room

Dear Mr. Dettori  
 Thank you very much for the clarification on this. We would very like to take one comfort room for Peter [redacted].  
 Please send me a confirmation. Thank you in advance and a good evening.

Best regards,  
 Fabiana [redacted]

**From:** Hotel Lugano Dante Center: "Feel at home away From home..." [mailto:Info@hotel-luganodante.com]  
**To:** [redacted] Fabiana  
**Subject:** R: reservation for one room

Dear Mrs. [redacted]  
 Thank you very much for your request. Regarding your request, the price for one single room from January, 10<sup>th</sup> for one night is CHF 215.00 including Breakfast, Minibar and 100% connection of our WiFi. Excluded Local taxes CHF 4.70 per person and day.

Best regards,  
 Antonio Dettori / Guest Relations

**Da:** [redacted] Fabiana [mailto:Fabiana.[redacted]]  
**A:** Hotel Lugano Dante Center: "Feel at home away From home..."  
**Oggetto:** reservation for one room

Dear Sir or Madame  
 Request you to kindly book one room comfort for one night:  
 Guest: Peter [redacted]  
 Arvl: 10<sup>th</sup> January Return: 11<sup>th</sup> January Room: 1 room  
 Please inform me about your tariff for this room before you confirm the reservation.  
 Thank you in advance and have a nice evening.

Best regards,  
 Fabiana [redacted]

... conversations  
threading

→ REPLY TO THIS MESSAGE

10-06-2013 14:42 test\$ ▶ Details

→ REPLY TO THIS MESSAGE

27-04-2013 18:26 test\$ ▼ Details

Dear Mr. Gasparini  
 following your request to receive an official confirmation in order to obtain your VISA, please follow the following instruction:

1. enter your Mybookings section on the right side
2. select PDF and print the reservation

Please know that we are not allowed to send any other document except this official confirmation.

Thanks a lot for your understanding and best regards.



Carlo Fontana  
General Manager

→ REPLY TO THIS MESSAGE

16-04-2013 13:13 test nuova funzioanlità - RISPONDI ▼ Details

Dear Mr. Gasparini  
 hallo



Antonia  
Guest relations

→ REPLY TO THIS MESSAGE

16-04-2013 13:11 test nuova funzioanlità - RISPONDI ▶ Details

16-04-2013 12:59 test ▶ Details

16-04-2013 12:58 test ▶ Details

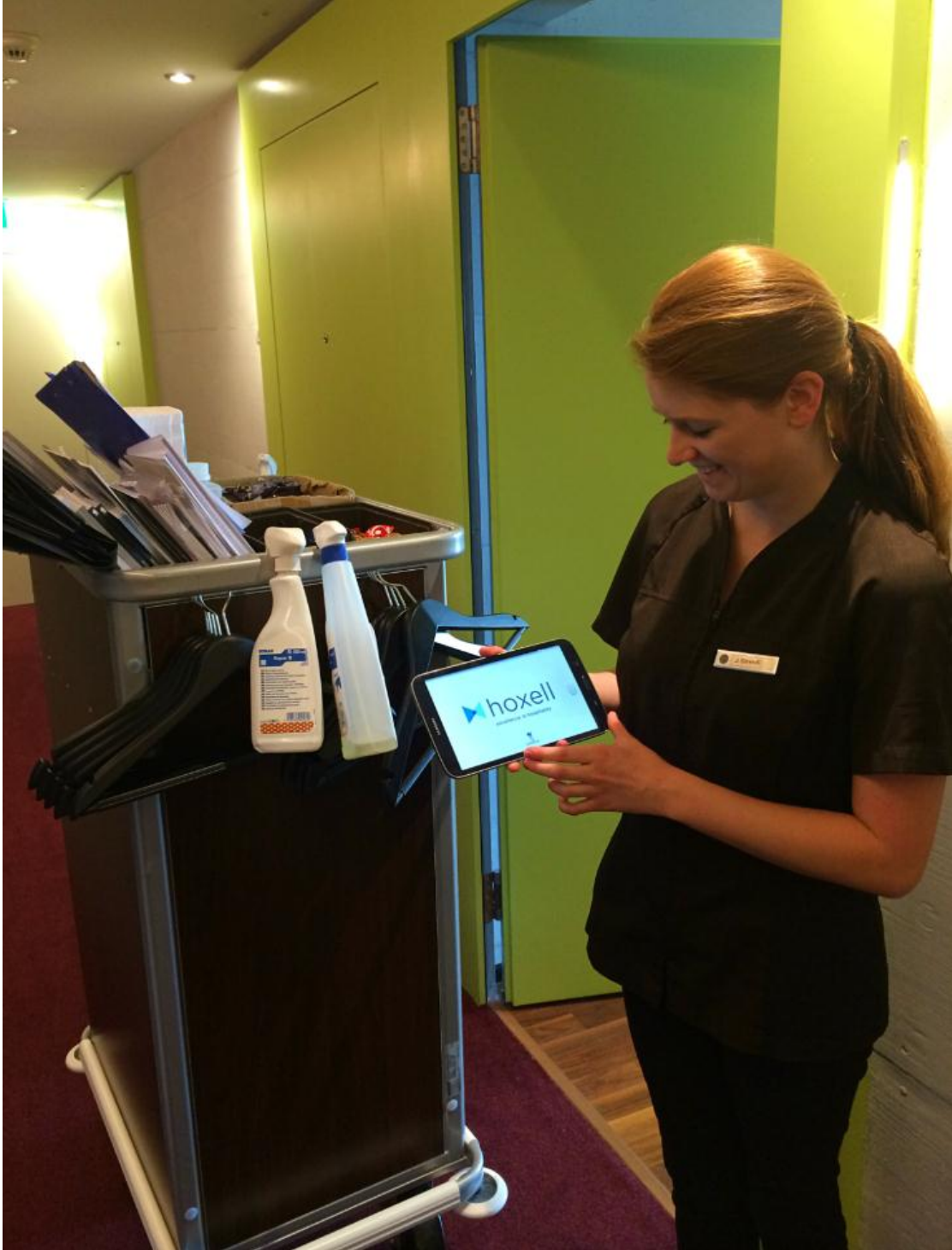
27-03-2013 15:16 test ▶ Details

15-03-2013 15:59 test ▶ Details

# Housekeeping

From paper to mobile

Hotel Lugano Dante, Lugano						11/11/13
Pulizia Camere						14:44
Camera	Cliente	Partenza	Adults	Children	Arrivo	
101	Kwon, Seong Hee	15/11/13	1	0	11/11/13	
102	Bouhmida, Fairouz	12/11/13	1	0	11/11/13	
103	Arnone, David	13/11/13	1	0	11/11/13	
104	Camerlingo, Francesco	12/11/13	1	0	11/11/13	
107	Mendoza Beggiato, Juan Manuel	12/11/13	1	0	11/11/13	
130	Tracy, Timothy Matthew	13/11/13	1	0	10/11/13	
133	Meier, Michael	15/11/13	1	0	10/11/13	
134	Dana, Victor	13/11/13	1	0	11/11/13	
202	Goo, Ee May	14/11/13	2	0	10/11/13	
203	Dierna, Assunta	12/11/13	1	0	10/11/13	
204	Weber, Roger	12/11/13	1	0	11/11/13	
205	Tan, Poh Lee	13/11/13	1	0	10/11/13	
207	Winzenried, Patrick	14/11/13	1	0	11/11/13	
208	Amstutz, Gianluca	12/11/13	1	0	11/11/13	
209	Tressoldi Simao, Patricia	14/11/13	2	0	10/11/13	
211	Cipolletti, Roberto	12/11/13	2	0	10/11/13	
212	Attias, Sarah Deborah	15/11/13	1	0	11/11/13	
214	Schnider, Stephan	15/11/13	1	0	11/11/13	
230	De Dottori Degli Alberoni, Andrea	12/11/13	2	0	10/11/13	
232	Valeri, Pier Giorgio	12/11/13	1	0	10/11/13	
303	Chen, Yi Han	14/11/13	1	0	10/11/13	
307	Mccann, Timothy	12/11/13	1	0	10/11/13	
309	Heng, Selena	14/11/13	2	0	10/11/13	
310	Papavasileiou, Apostolos	12/11/13	1	0	11/11/13	
311	Di Benedetto, David	12/11/13	1	0	10/11/13	
312	Furestier, Romain	15/11/13	1	0	11/11/13	
330	Schreiber, Benjamin	13/11/13	1	0	10/11/13	
331	Schreiber, Benjamin	13/11/13	1	0	10/11/13	
333	Djunaedi, Femin	13/11/13	2	0	10/11/13	
334	Iaffaldano, Laura	14/11/13	1	0	10/11/13	
335	Brugger, Steffen	15/11/13	1	0	11/11/13	
336	Robins, Garry	14/11/13	2	0	11/11/13	
402	Yeo, Shi Jing Gavin	14/11/13	1	0	10/11/13	
403	Probst, Manuel	13/11/13	1	0	10/11/13	
404	Azzi, Carlo	12/11/13	1	0	10/11/13	
406	Ferro, Michelangelo	12/11/13	2	0	09/11/13	
407	Garbani, Ivo	12/11/13	1	0	11/11/13	
409	Gasperoni, Sergio	12/11/13	2	0	10/11/13	
410	Cassigneul, Thomas	15/11/13	1	0	11/11/13	
411	Braemer, Lars	12/11/13	1	0	10/11/13	
412	Mathys, David Yves	15/11/13	1	0	11/11/13	
414	Waling, Thomas	13/11/13	1	0	11/11/13	
430	Tramonti, Dario Severin	15/11/13	1	0	11/11/13	
431	Meletta, Pierre	12/11/13	1	0	11/11/13	



Room plan:  
seamless

TOTAL : arrivals: 40 | departures: 38 | remaining: 45

Cleaned : 15 (DI 15) | Marija: 15 (DI 15) | Olivera: 15 (DI 15) | Riffadije: 15 (DI 15) | Roza : 16 (DI 16) | Suzana: 11 (DI 11) |

	1	2	3	4	5	COMUNI	all		
<b>101</b>	Sehr geehrte Frau <b>Los*** Ste***</b> (A:1 C:0) <b>OUT</b>	06/10 07/10					Servizio Pulizia Change bedding Guest in the room		
	Dear Mr. <b>Ban*** Dan***</b> (A:1 C:0) <b>IN</b>	07/10 08/10							
<b>102</b>	Egregio Signor <b>Spi*** Dan***</b> (A:1 C:0) <b>OUT</b>	06/10 07/10					Servizio Pulizia Change bedding		
	Madame <b>Ger*** Lis***</b> (A:1 C:0) <b>IN</b>	07/10 08/10							
<b>103</b>	Egregio Signor <b>Nuc*** And***</b> (A:1 C:0) <b>OUT</b>	06/10 07/10					Suzana Savic Change bedding		
	Dear Mr. <b>Kra*** Yur***</b> (A:1 C:0)	07/10 08/10							
<b>104</b>	Dear Mr. <b>Alh*** Fat***</b> (A:1 C:0) <b>OUT</b>	06/10 07/10					Suzana Savic Change bedding		
<b>105</b>	Dear Mrs <b>Gro*** Eli***</b> (A:2 C:0) <b>IN</b>	06/10 08/10					Suzana Savic Guest in the room		


All room information in one place








**room 103**



LEFT

 **Nuc\*\*\* And\*\*\***


    

room: 103 **QUALITY SINGOLA** - VC  
 arrival: 06 October 2014  
 departure: 07 October 2014  
 adults: 1 children: 0  
 TOTAL: 189.85


language: IT  
 birthday: 22 February  
 previous presences and next: (7)  
 03/11/2013 room: 407 (Quality singola)  
 29/10/2013 room: 432 (Superior singola)  
 28/10/2013 room: 432 (Comfort singola)  
 18/08/2013 room: 302 (Comfort singola)






**PREFERENCES**  
*the guest has not selected any preferences*  
 previous preferences  
 21°C/70°F - Letto Nordico - Letto Mediterraneo - Naturale in piuma - Flora by JJB  
 Benson -

*We have noticed nothing*

ADD A NOTE 

Coming soon

 **Kra\*\*\* Yur\*\*\***


    

room: 103 **COMFORT DOPPIA** - VC  
 arrival: 07 October 2014  
 departure: 08 October 2014  
 adults: 1 children: 0  
 TOTAL: 307.0

language: E  
 birthday: 02 April  
 first stay

**PREFERENCES**  
*the guest has not selected any preferences*  
*The guest has not got any previous preferences*

*We have noticed nothing*

ADD A NOTE 



**MINIBAR ROOM 102**  
back to room

Minibar  
consumption  
monitoring

CHARGE				
CONTENT	USAGE			DAILY
<b>Bevande</b>				
2 acqua	-	0	+	0
2 Coca Cola	-	0	+	0
2 Coca Cola Light	-	0	+	0
2 Succhi di frutta	-	0	+	0
1 Birra Heineken	-	0	+	0
2 the freddo	-	0	+	0
<b>TOTAL</b>				<b>0</b>


Maintenance list


FAULTS						
ROOM	FAULT	DATE	PESO	STATUS	AREA	
102	CONDIZIONAMENTO RUMOROSO To change <input type="text"/> update	2014.10.07: 17.42 Carlo Fontana		remaining	rooms	<a href="#">ASSIGN</a>
105	CASSAFORTE <input type="text"/> update	2014.10.07: 17.52 Lina Padrevita		remaining Guest in the room	rooms	<a href="#">ASSIGN</a>
106	TENDE SGANCIATE <input type="text"/> update	2014.10.07: 17.53 Lina Padrevita		remaining Guest in the room	rooms	<a href="#">ASSIGN</a>

TO DO			
ROOM	FAULT	DATE	
201	Tastiera letto spostata GUASTO generico: GUASTO DA TERMINARE.	2014.10.02: 15.57	<a href="#">ASSIGN</a>
214	Testata letto staccata GUASTO generico: GUASTO DA TERMINARE.	2014.09.07: 17.30	<a href="#">ASSIGN</a>


Traces & Preferences

▶ **TRACES:**


room: 209  
Bom\*\*\* Chr\*\*\* (E) - adults: 2 - children: 2 arrival: 08 October 2014 - departure: 10 October 2014 - Nights: 2 (HOU) preparare culla e Pelusch 2 mesi + 3° letto 


room: 314  
Alg\*\*\* sae\*\*\* (E) - adults: 2 - children: 1 arrival: 08 October 2014 - departure: 11 October 2014 - Nights: 3 (HOU) preparare 3° Letto 7 anni 


room: 134  
Bar\*\*\* Vic\*\*\* (E) - adults: 2 - children: 1 arrival: 08 October 2014 - departure: 10 October 2014 - Nights: 2 (HOU) Culla (e Peluche) 

room: 209  
Bom\*\*\* Chr\*\*\* (E) - adults: 2 - children: 2 arrival: 08 October 2014 - departure: 10 October 2014 - Nights: 2 (HOU) preparare culla e Peluches 2 mesi + 3° letto 

▶ **PREFERENCES:**

room: 102  
She\*\*\* Nad\*\*\* (E) - adults: 2 - children: 0 arrival: 08 October 2014 - departure: 11 October 2014 - Nights: 3  
Naturale in lana - Succhi di frutta - Acqua - Fanta - Letto Nordico - Coca Cola Zero - Flora by JJB Benson - 22°C/72°F - Anallergico in memory foam - Carta Igienica Ultra Morbida - Choco Drink - 

room: 105  
Hae\*\*\* Jes\*\*\* (E) - adults: 2 - children: 0 arrival: 08 October 2014 - departure: 10 October 2014 - Nights: 2  
21°C/70°F - Letto Nordico - Naturale in piuma - Carta Igienica Ultra Morbida - Asciugamani aggiuntivi - Acqua - Coca Cola - Coca Cola Light - 

room: 109  
Wyd\*\*\* Ale\*\*\* (D) - adults: 0 - children: 0 arrival: 08 October 2014 - departure: 10 October 2014 - Nights: 2  
Succhi di frutta - Letto Nordico - Naturale in piuma - Choco Drink - 



One to one messages

Open conversations and today's conversations

Select Language | ▼



make up room 232 as a priority

Carlo Fontana  
07 October 17:30

READ DONE REPLY

Bring an additional pillow (n. 5) to room 133

Carlo Fontana  
07 October 17:29

READ DONE REPLY

Room 132 arrived after a long trip and with a great jet lag. They want to sleep: please be careful.

Carlo Fontana  
07 October 17:28

READ DONE REPLY

Daily room cleaning check-list

Results: daily, weekly, monthly, etc.


	YES	NO
<b>Bagno</b>		
<b>Pavimento</b> Pulito e senza capelli/peli	<input checked="" type="radio"/>	<input type="radio"/>
<b>Piastrelle pareti e porta</b> Pulite	<input checked="" type="radio"/>	<input type="radio"/>
<b>Asciugamani e tappetino</b> In ordine con logo in evidenza dove possibile	<input type="radio"/>	<input checked="" type="radio"/>
<b>Accappatoio</b> In ordine su sgabello	<input checked="" type="radio"/>	<input type="radio"/>
<b>Cabina doccia/vasca</b> Piatto doccia, stipiti e soffione puliti e senza capelli	<input checked="" type="radio"/>	<input type="radio"/>
<b>Specchio e mensolina</b> Puliti e senza impronte	<input checked="" type="radio"/>	<input type="radio"/>
<b>Lavabo</b> Pulito dentro e fuori, saltarello che tiene e senza capelli	<input type="radio"/>	<input checked="" type="radio"/>
<b>Scopettino WC</b> Pulito, integro e senza acqua restante	<input checked="" type="radio"/>	<input type="radio"/>
<b>Water e Bidet</b> Senza calcare, puliti dentro e fuori, asse wc non traballante e con tappini	<input checked="" type="radio"/>	<input type="radio"/>
<b>Cassetta WC</b> Senza perdita di acqua	<input checked="" type="radio"/>	<input type="radio"/>
<b>Rubinetteria</b> Pulita e lucida	<input checked="" type="radio"/>	<input type="radio"/>
<b>Aspiratore</b> Pulito	<input checked="" type="radio"/>	<input type="radio"/>
<b>Luci</b> Funzionanti, interruttori puliti	<input checked="" type="radio"/>	<input type="radio"/>

from 01/09/2014 to 01/10/2014


 Gabiella Calore <b>99.83</b> <a href="#">la statistica personale</a>	 Ivka Gavranovic <b>99.64</b> <a href="#">la statistica personale</a>	 Marija Radev <b>99.55</b> <a href="#">la statistica personale</a>	 Suzana Savic <b>100.00</b> <a href="#">la statistica personale</a>	 Riffadije Sylejmani <b>98.77</b> <a href="#">la statistica personale</a>
 Olivera Nandrea <b>98.79</b> <a href="#">la statistica personale</a>	 Elizabeth Diaz Agramonte <b>99.30</b> <a href="#">la statistica personale</a>	 Servizio Pulizia <b>99.52</b> <a href="#">la statistica personale</a>	 Roza Stojkova Bassetti <b>99.31</b> <a href="#">la statistica personale</a>	

Staff on duty


**ORARI INGRESSO-USCITA**




**Antonio Dettori**




**Christian Oddo**



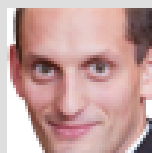
**Cristina Vignone**



**Federica Camplani**



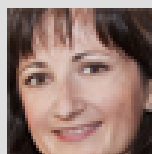
**Giovanni Bernacchi**




**Pietro Pompeo**




**Roberta Fagetti**



**Sara Ballista**

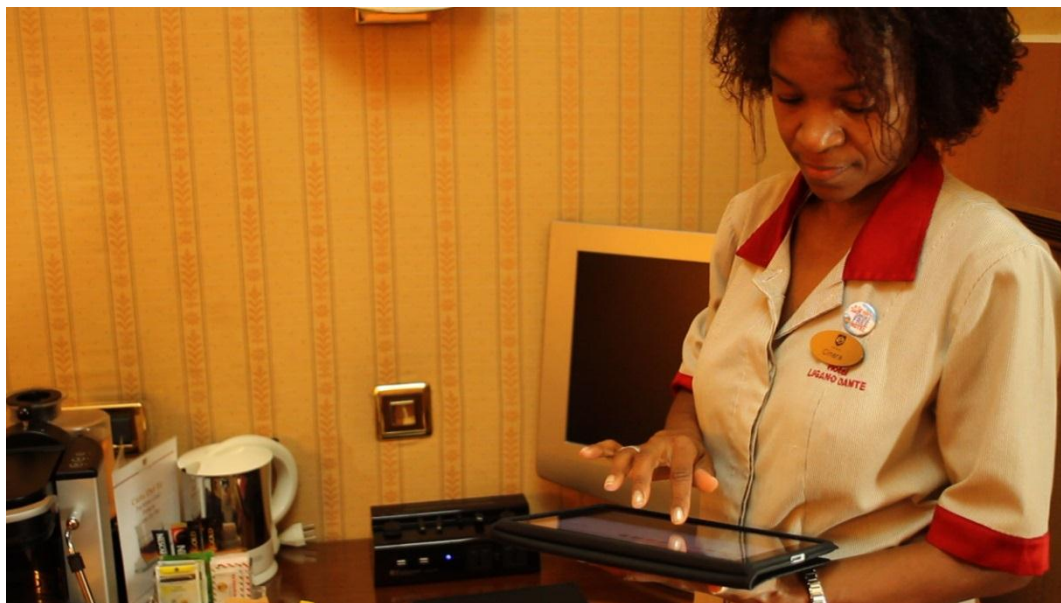
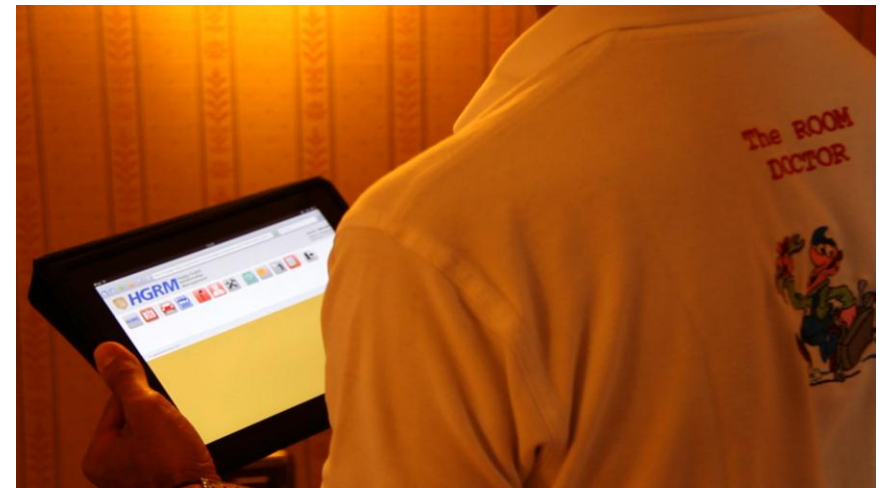
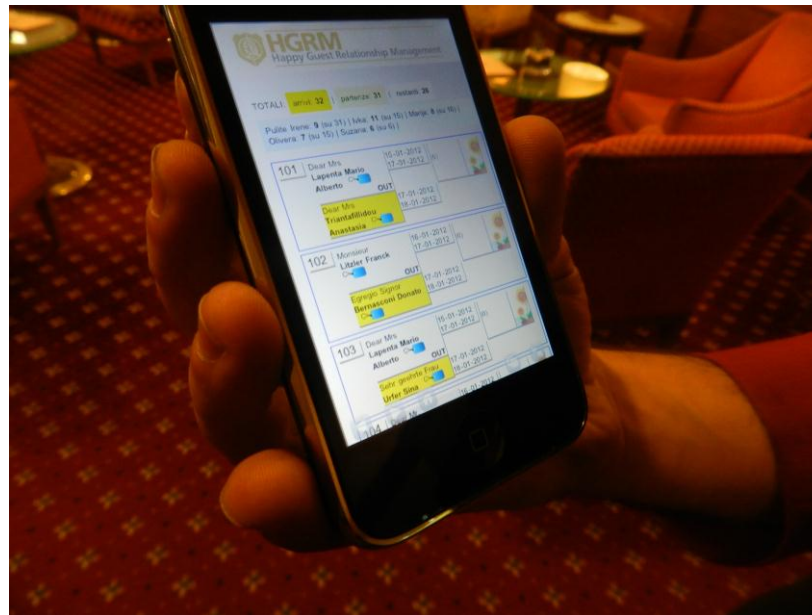
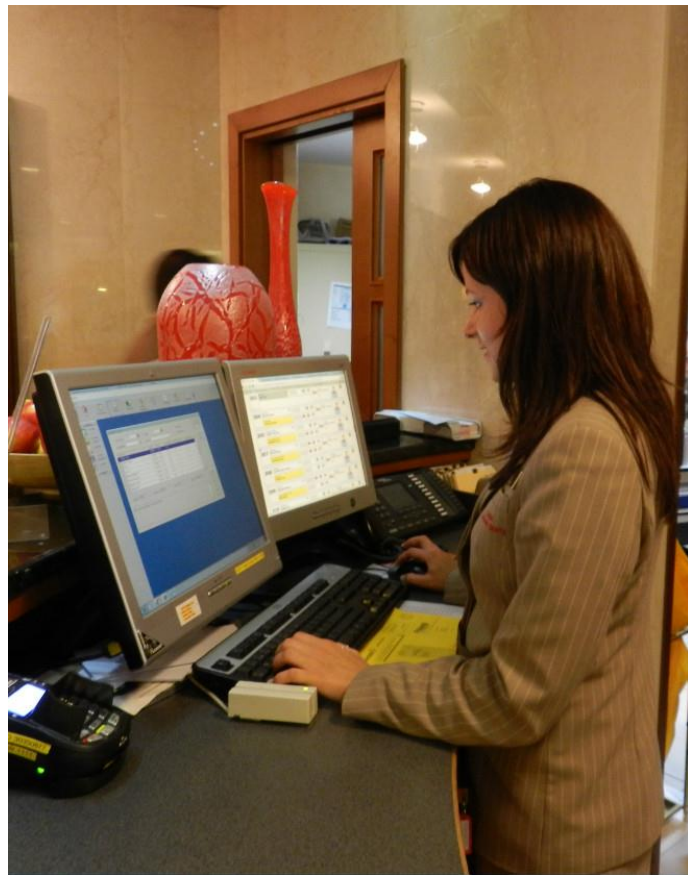


**Simona della Marianna**



**Valentina Panarisi**

# Flawless communication...



# The HGRM experience



# What is service innovation

Maybe a combination of the following areas?

- People
- Organizations
- Data (Big data)
- Technology

# Thank you!



High Tech *for* High Touch