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CADD
EMIRATES

Tray Away

Tray Retrieval

Negative First Impressions



Impact Your Service Scores

- External (*TripAdvisor*)
- Internal (*Medallia*)
- Industry Ratings (*Forbes*)

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Root Causes



Outdated Procedures

- Paper tent cards prompting calls
- Manual pen and paper tracking
- Tedious Excel spreadsheets & white boards
- Miscommunication between shifts

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The Solution



TrayAway Tray Retrieval

- A TrayAway device is included with each delivery
- Guest clicks the device when ready for retrieval
- The staff is notified and a retrieval timer starts

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Custom Branded Tracking Devices



- Custom hotel branding
- Unique messaging
- Multiple languages (if applicable)
- Very small to easily fit on trays (2.5 x 2.5 in)

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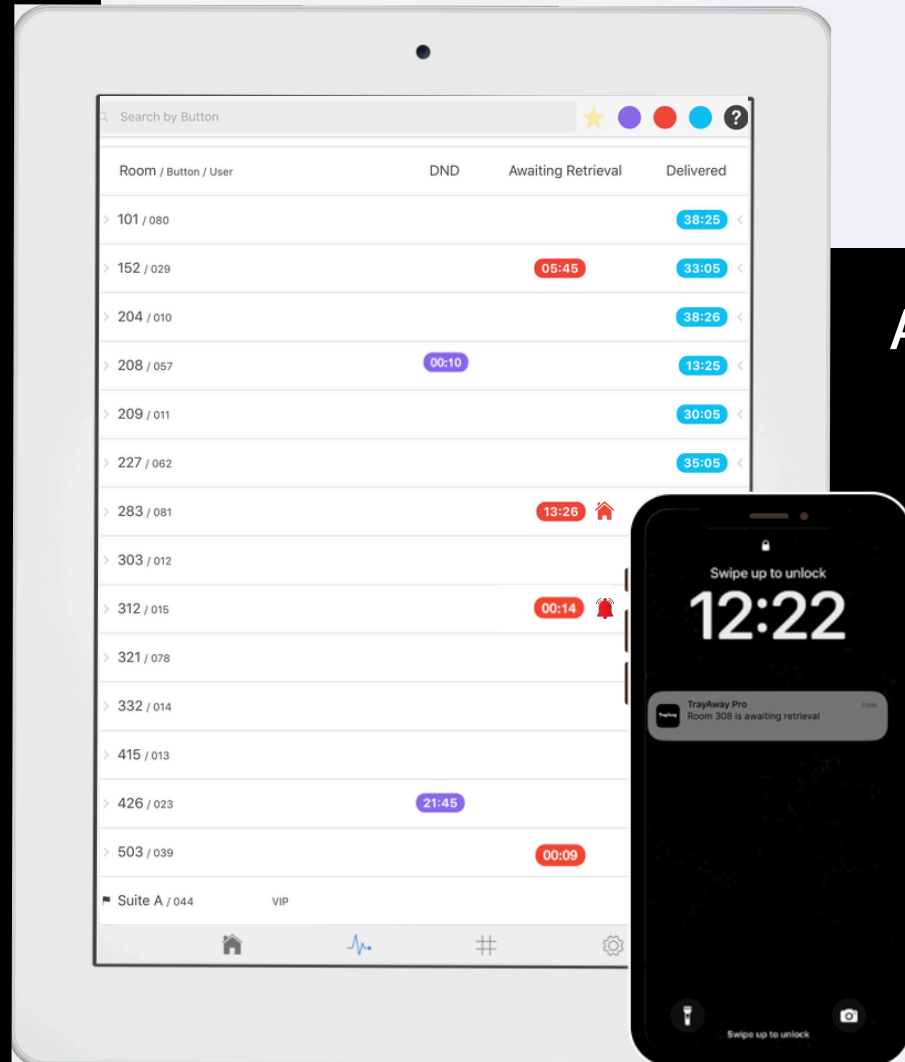
Wi-Fi & Cloud-Based Platform



- 83% of guests click for retrieval
- Internal staff may also click for retrieval
- Effective remote implementation & training
- Daily operational & tech support

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The Staff Experience



Always Know the Location of Every Tray

- User-friendly real-time software tracking
- Instant notifications for timely retrieval
- Enhanced operational visibility
- Increased staff efficiency

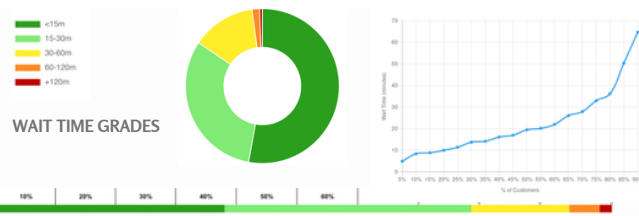
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Analytics & Accountability

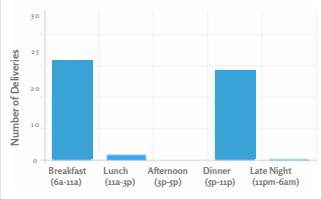
NIGHTLY EMAIL

45 Total Deliveries

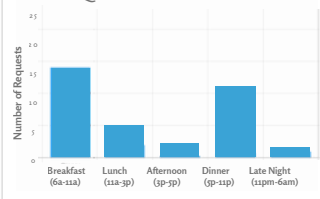
Average Wait Time: 10 minutes



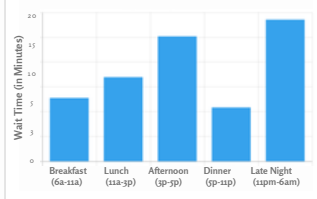
TOTAL DELIVERIES BY MEAL PERIOD



TOTAL REQUESTS BY MEAL PERIOD



AVERAGE WAIT TIMES BY MEAL PERIOD

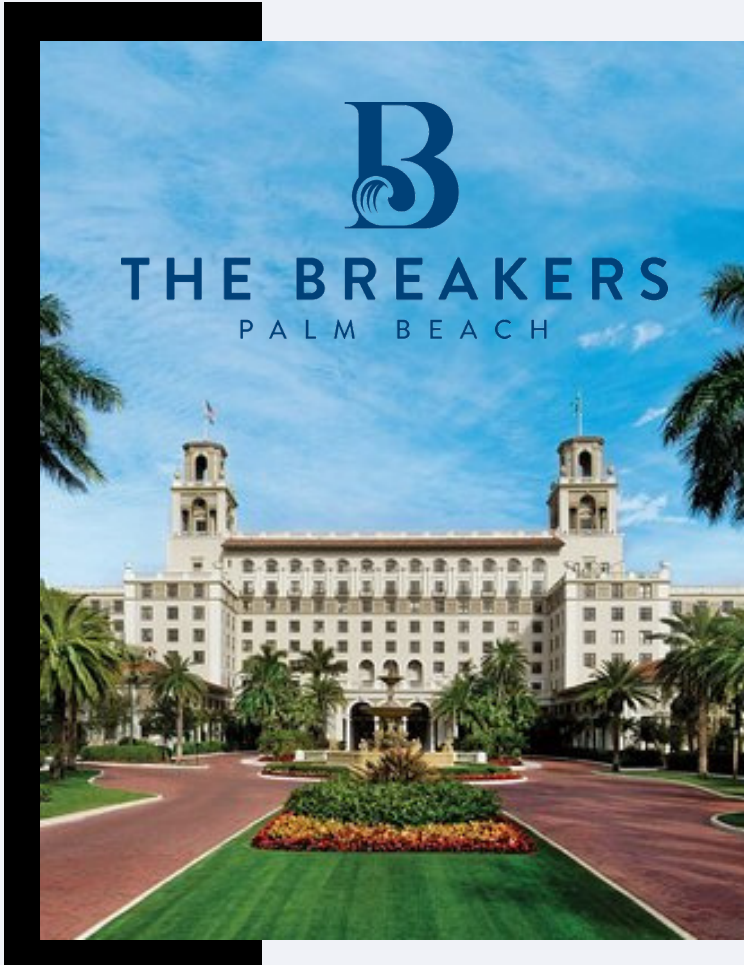


DAILY ACTIVITY HISTORY

Room	Notes	Delivery	Pickup Request	Retrieved	Wait Time	Username
3745	VIP	7:45am	9:13am	9:22am	9 minutes	Taylor@hotel.com
1679	Trolley	7:57am	10:30am	10:42am	12 minutes	Jim@hotel.com
4233		8:22am	9:54am	10:10am	16 minutes	Taylor@hotel.com
Spa	Mrs. Smith	9:02am	10:20am	10:25am	5 minutes	Valentino@hotel.com

- Receive a nightly analytics email
- Summary of daily shift performance
- Breakdown of each room delivery

Case Study



- Annual labor savings: 1,825 hours (5 hours/day)
- Industry hourly rates (\$7.25 - \$15.00)
- Potential savings of \$13,000 - \$27,000 / year

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Featured Hotels and Resorts

Andaz Tokyo	JAPAN	Jumeirah Burj Al Arab	UAE	Sandals Montego Bay	JAMAICA
Archer Hotel Napa Valley	CALIFORNIA	Jumeirah Emirates Towers	UAE	Shangri-la Boracay	PHILIPPINES
Atlantis The Palm Dubai	UAE	JW Marriott Bonnet Creek	FLORIDA	Sheraton Fiji Golf & Beach Resort	FIJI
Atlantis Paradise Island	BAHAMAS	JW Marriott Marco Island	FLORIDA	Six Senses Ibiza	SPAIN
Beverly Hilton	CALIFORNIA	Le Bristol Paris	FRANCE	St. Julien Hotel & Spa	COLORADO
Boston Harbor Hotel	MASSACHUSETTS	Loews Miami Beach Hotel	FLORIDA	St. Regis Aspen Resort	COLORADO
Cadillac Hotel & Beach Club	FLORIDA	London West Hollywood	CALIFORNIA	St. Regis Bal Harbour	FLORIDA
Conrad Nashville	TENNESEE	Langham, Boston	MASSACHUSETTS	St. Regis Washington, D.C.	WASHINGTON, D.C
Conrad Los Angeles	CALIFORNIA	Mandarin Oriental Paris	FRANCE	The Breakers Palm Beach	FLORIDA
Eden Roc Miami Beach	FLORIDA	Mandarin Oriental New York	NEW YORK	The Broadmoor	COLORADO
Enchantment Resort	ARIZONA	Marina Bay Sands	SINGAPORE	The Little Nell	COLORADO
Fairmont Chateau Whistler	CANADA	Montage Deer Valley	UTAH	The West Hollywood EDITION	CALIFORNIA
Fairmont Orchid	HAWAII	Montage Palmetto Bluff	SOUTH CAROLINA	Venetian Macao	MACAO
Fairmont Mayakoba	MEXICO	Mountain Shadows Resort	ARIZONA	Viceroy Los Cabos	MEXICO
Four Seasons Hotel	MACAO	One&Only Palmilla	MEXICO	W Philadelphia	PENNSYLVANIA
Grand Suites at Four Seasons	MACAO	Pendry Chicago	ILLINOIS	W South Beach	FLORIDA
Grand Hyatt Seoul	SOUTH KOREA	Raffles The Palm Dubai	UAE	Wailea Beach Resort Marriott	HAWAII
Hard Rock London Ontario	CANADA	Ritz-Carlton, Bachelor Gulch	COLORADO	Waldorf Astoria Las Vegas	NEVADA
Hard Rock San Diego	CALIFORNIA	Ritz-Carlton, Melbourne	AUSTRALIA	Waldorf Astoria Park City	UTAH
Hyatt Ziva Los Cabos	MEXICO	Ritz-Carlton, Berlin	GERMANY	Waldorf Astoria The Roosevelt	LOUISIANA
Hyatt Zilara Rose Hall	JAMAICA	Ritz-Carlton, Almaty	KAZAKHSTAN	Waldorf Astoria Monarch Beach	CALIFORNIA
InterContinental Fiji Golf Resort	FIJI	Rosewood Miramar Beach	CALIFORNIA	Windsor Court Hotel	LOUISIANA
InterContinental Hayman Island	AUSTRALIA	Rosewood Sand Hill	CALIFORNIA	1 Hotel South Beach	FLORIDA

Client Testimonial



Wailea Beach Resort Marriott

ERIC S. DUFF | DIRECTOR OF FOOD & BEVERAGE

"We are spread out over 23 acres of beautiful coastline with 7 different buildings. TrayAway allows our attendants to monitor and track trays that are ready for pick-up, thus saving valuable time. Resort cleanliness is an important metric for us. TrayAway is a great way for me to spot-check the team to ensure that we are keeping the hallways clear of dirty dishes and used trays."

The St. Regis Aspen Resort

CHRISTOPHER BECKER | DIRECTOR OF FOOD & BEVERAGE

"TrayAway has streamlined and in some ways revolutionized our room service experience. It puts agency into the hands of our guests, and lets our staff attend to their needs better than ever before. I would recommend the system to anyone looking to improve their room service tray collection (which is everyone!)."



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Client Testimonial



Waldorf Astoria Las Vegas

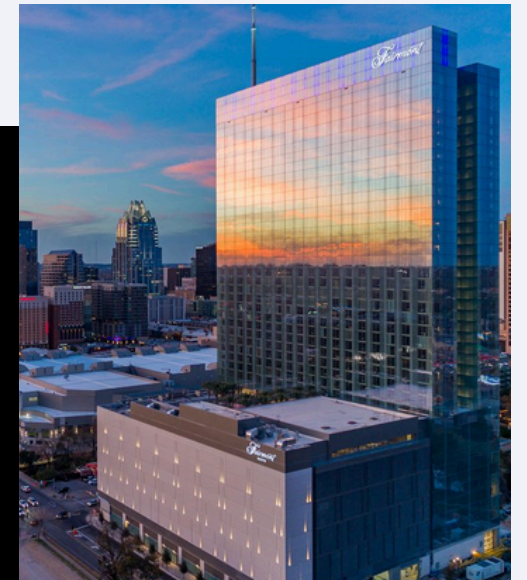
CHRISTOPHER PAGEAUD | DIRECTOR OF FOOD & BEVERAGE

"TrayAway has become a great companion to our In-Room Dining operation. The system not only allows us to swiftly retrieve our tables but our guests love the convenience of not having to call an operator. It also helps our team members stay on track with their pick-ups. A great solution overall!"

Fairmont Austin

MICHAEL A. RODRIGUEZ | ASST. DIRECTOR OF FOOD & BEVERAGE

"TrayAway has become a valuable tool that has allowed our teams to not only better serve the guest but provide a clear system of tracking and accountability. We are very pleased with both the system and service we have received from TrayAway."



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Contact Us

hostechsales@caddemirates.co.ae

www.trayaway.com