Case Study

Resort Solutions Co., Ltd. Hotel Resol Ikebukuro

First in the Hotel Industry!

Creation of a paper-free environment cuts waste in the check-in process and delivers an intuitive system

Introduction of pen tablets ushers in paperless registration cards

Operated by Resort Solutions Co., Ltd,. Hotel Resol Ikebukuro opened on April 30, 2009 as a hotel targeting women who are particular about interior design and amenities, with the hotel design themed on downtime relaxation. The hotel tried various new things that overturned the conventional thinking for business hotels. It adopted the traditional Japanese custom of asking guests to take off their shoes before they entered the room and digitized the automatic check-in system. As well as introducing automatic check-in machines, it also took steps towards the digitization of registration cards. However, the legal requirements for a hand-written signature in the hotel register impeded complete paperlessness. Using Wacom's pen tablet made it easy to record handwriting as digital data.

Guests arriving at the hotel first use the Wacom LCD pen tablet to sign their name in the hotel register. After paying at the automatic check-in machine, they then obtain their card key and head straight for their room. As the first check-in system of its kind in the hotel industry, it was very well received, attracting a lot of media coverage and curious visits from fellow hoteliers.

Comfortable check-in system that conserves resources, saves space and cuts costs

The main characteristic of using an LCD pen tablet to enter hand-written details into the hotel register is that it is more intuitive than using a keyboard. It is also popular with older guests because the text size can be adjusted. The whole process of writing your details in the hotel register is simplified for return guests who only need to enter their names. Even though the system was introduced just before the hotel opened, it was easy for the staff to understand because no difficult operations were required. Moreover, no guests were confused by it. The introduction of a paperless registration card has delivered an intuitive and comfortable check-in at Hotel Resol Ikebukuro, as well as saving paper resources, reducing storage space for the hotel register, and cutting labor costs at the reception desk. Resort Solutions intends to focus on strengthening the interactivity of the system in order to introduce it into directly managed facilities as well.

Hotel Resol Ikebukuro
http://www.resol-ikebukuro.com/

Opened in April 2009 in the Ikebukuro area of Tokyo. Designed to make downtime a pleasure, it is a new type of business hotel that provides guests with the top class amenities and relaxation. Ideally located and equipped for tourists, business travelers and private support youth groups.