Phygital Hotel

When the front desk is short-staffed, the lobby keeps serving guests.

Remote video concierge agents, in the lobby or on the guest's phone. They open with demand and are staffed by your chain or a specialist team.

PROPOSAL FOR HOTEL MANAGEMENT
Interactive Powers · October 2026



No desk left unstaffed

If someone calls in sick, the first free remote concierge fills the gap, with no emergency cover or overtime.

One network, all your hotels

Chain staff, specialists or an external team, serving the entire network from wherever they are.

Kiosk, tablet or phone

The guest picks the touchpoint: lobby, front desk or their own phone via a QR code. No app to download.

Languages and hours

Guests talk to someone who speaks their language, at night too, with a team shared across hotels.

Absences and staff shortages

Each absence means an empty desk or a costly fill-in. In tourist areas there isn't always anyone to hire, much less multilingual.

Front desk rush hours

Arrivals and departures cluster into a few hours. Staffing for the peak drives up costs for the rest of the day.

Sales that never happen

Excursions, spa or room upgrades sell when someone has time to offer them. At a swamped front desk, no one does.

The idea Remote human capacity that activates only when needed, at the hotel that needs it: no empty desks, no staffing sized for the peak.

WHAT CHANGES AT THE HOTEL

A team that grows and shrinks with the day

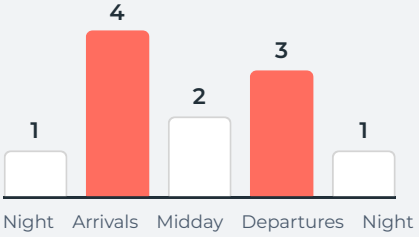
SITUATION	TODAY	WITH REMOTE AGENTS
Front desk absence	An empty desk, or a replacement at extra cost.	The first available remote concierge fills the gap. No overtime.
Arrival rush	Everyone waits at the same desk.	More agents open on kiosks and phones, just for that window.
Another language	Depends on who is on shift.	Routed to a concierge who speaks their language, at any hotel in the network.
Selling services	Lost in the line.	A specialist advises and closes excursions, spa, transfers and upgrades.
After hours	A costly shift for a single hotel.	A team shared across hotels covers those hours.
Check-in / check-out	Front desk only.	Also by video on the kiosk or phone, with no staff on site.

HOW IT WORKS

The guest taps; a person answers

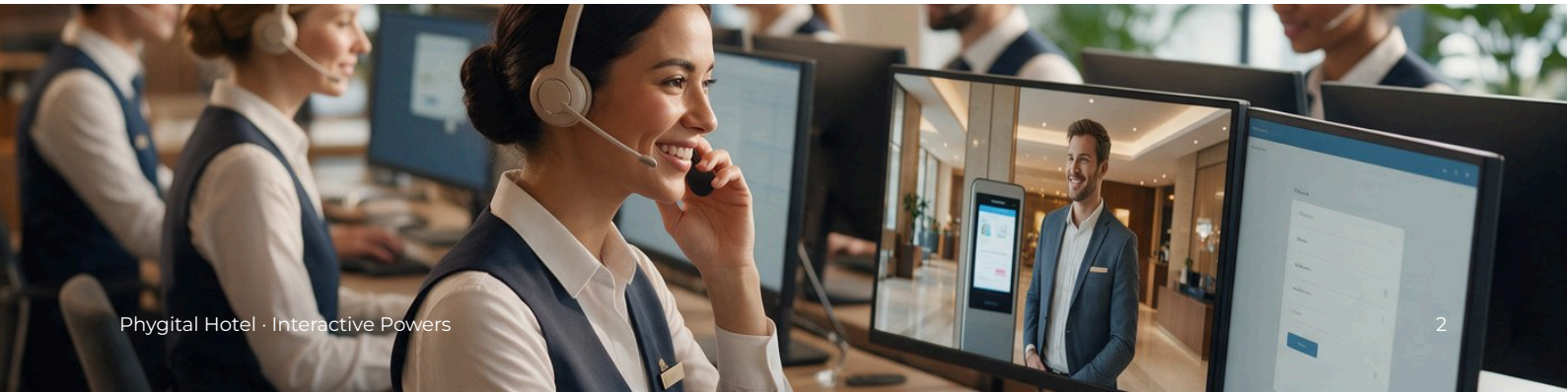
1. **The guest taps** the Video Kiosk or tablet, or scans a QR code with their phone. No app to download.
2. **A remote concierge appears on video:** staff from another hotel in the group, a specialist or an external video contact center.
3. **Speaks their language and can sell:** the platform picks the first available concierge with the right language or specialty.
4. **Hotel staff stay at their desks** with their own line. What waits today gets served; what goes unsold today gets sold.

Remote Agents online over the course of a day



Illustrative example for a resort hotel. The actual number is set using data from the assessment.

Result You pay for service capacity, not seats or shifts: agents float across the hotels in the network and open and close with demand.



FOUR SERVICE FORMATS

More ways to stay close to your guests



Video Kiosk in idle mode

A display for the hotel

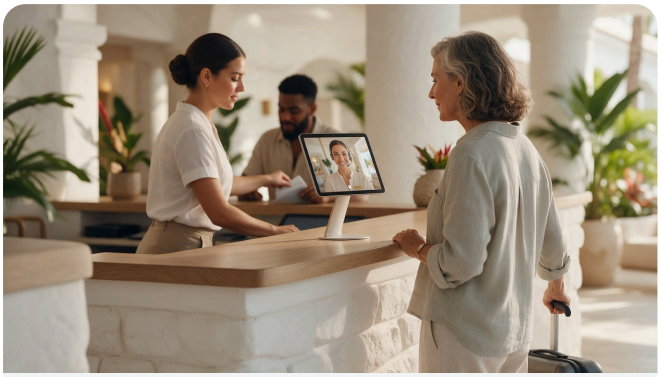
When not in use, it promotes what the hotel wants to sell: spa, restaurants, excursions, transfers. The guest scans the QR code or enters the PIN on their phone and the concierge appears.



Video Kiosk in service

A person on the other side

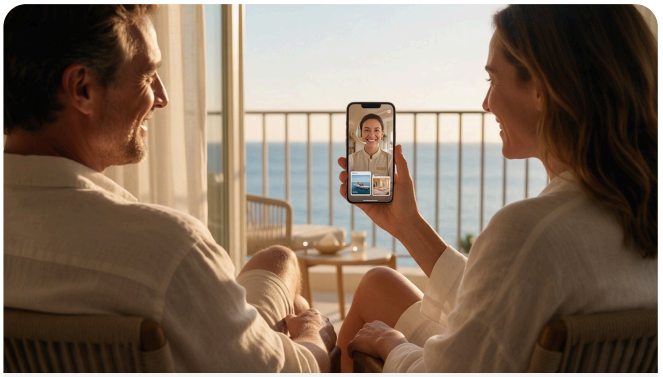
Large format next to the front desk, for check-in, longer inquiries and assisted selling during peaks or when someone is out. There is always a person on the other side of the screen.



Countertop tablet

The easiest way to start

A second station at the front desk itself, staffed remotely while the receptionist keeps serving their line. No construction or installation.



The guest's phone

Your hotel, in their pocket

From the room, the pool or the line, by scanning a QR code. Video or voice, with no app to download and no reliance on hotel hardware.

What the hotel gains

Absences covered

No last-minute replacements or overtime.

Capacity on demand

As many agents as each hour requires.

More revenue per stay

Every conversation is an assisted sales opportunity.

Languages and hours

One team shared across hotels.

How to start · 1. Assessment → 2. First hotel with measurable goals → 3. Shared Remote Agent network

Technology already in production in banking, insurance and transportation, brought to hotels. It scales with data, not promises.
Let's walk through it in 45 minutes on one of your hotels.

IntPowers