



Int**Powers**

Partner guide · Hotels

Phygital Lobby Simulator

A day in a hotel lobby: how many guests want a tour, how many get one, and what changes with kiosks, QR and a 24/7 VCCaaS.

What it adds and how it works, in five minutes.

Interactive Powers · Madrid · Miami

Hotel Mirador

150 rooms · 80% occupancy · 120 occupied

09:26

Kiosks available 24 h



The tour sales the hotel never sees

Guests decide which tour to take at breakfast or when they come back in the evening. If nobody is there to ask at that moment, they book on their own and the hotel earns no commission.



Outside desk hours

With the desk open 9 to 14, 45% of interested guests find it closed and don't try again: they leave before it opens or come back after it closes.



Same guests, three models

Morning desk, 24-h kiosks, and kiosks with QR in the lobby and rooms, on the same arrivals, departures and patience.



Sales and commission, daily and monthly

Sales, hotel commission, service cost and operator result, recalculated whenever any input changes.

30-day average, 150-room hotel at 80%: the 9-to-14 desk serves 21% of guests who want a tour; kiosks, 73%; kiosks and QR, 80%.



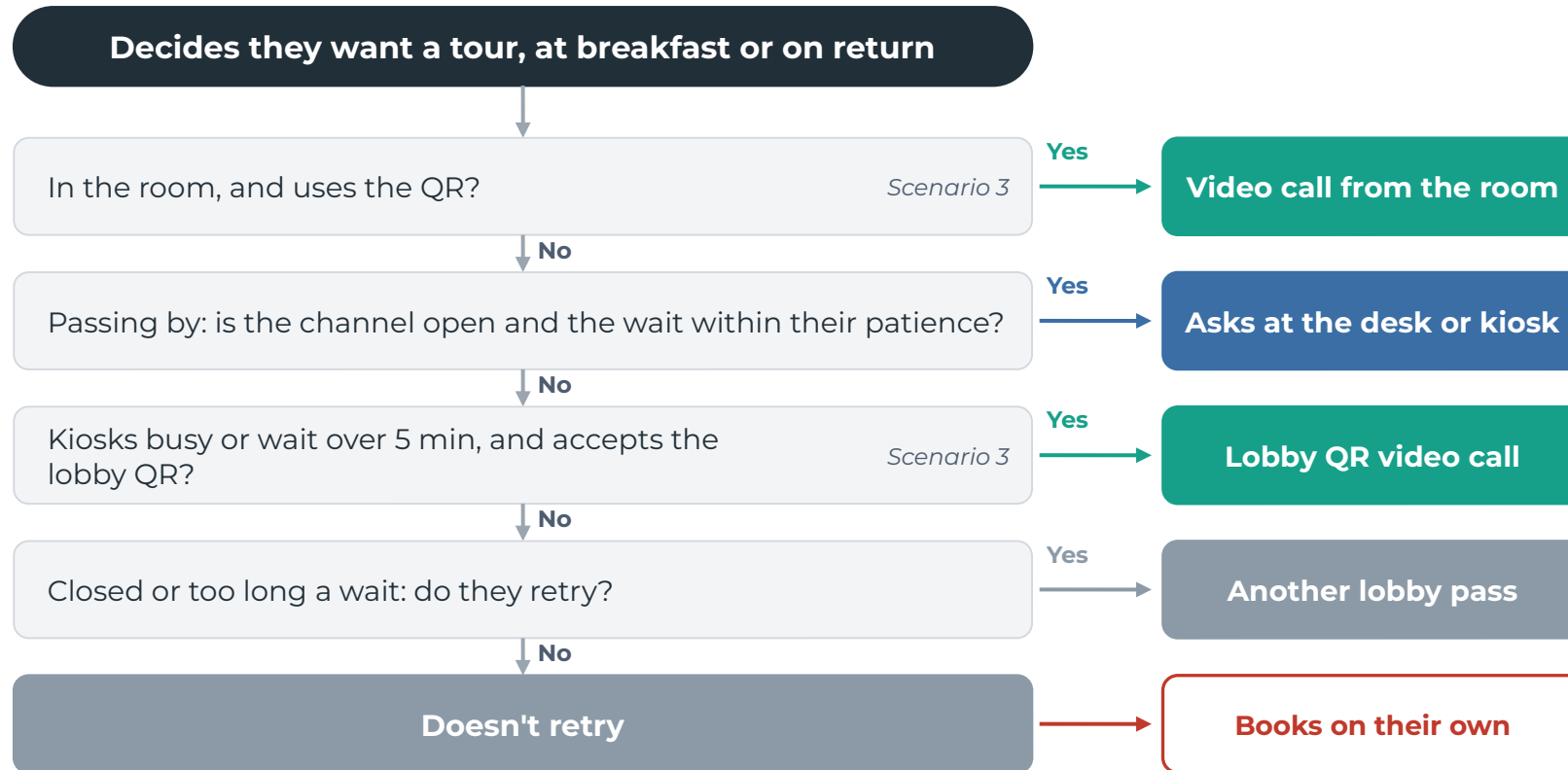
What you see on screen

A full day on fast-forward. In the image, Hotel Mirador at 09:26 in Scenario 3, with kiosks and QR.



How each guest decides

Each party has its own day. Guests who want a tour try on their next pass through the lobby.



Default values

- Want a tour: 20% of parties per day; $\times 1.5$ for today's arrivals
- Abandonment threshold: 8 min (CX Gap report); half when leaving the hotel
- Retry on another pass: 50%; 40% of what's pending returns in the morning
- In-room QR: 30%; lobby QR: 60%
- Sale: 45% of inquiries, 150 USD on average

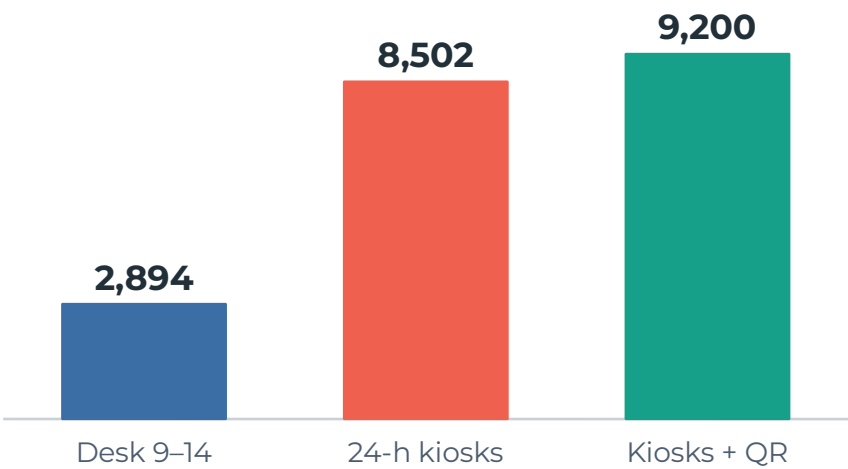
Everything can be changed in the "Guest behavior" panel.



The hotel earns more without taking on costs

Monthly figures, 30-day average. The operator buys the tour from the supplier and pays for the desk, kiosks and VCCaaS; the hotel earns 20% of each sale.

Hotel commission per month, USD



Per month	Desk 9-14	24-h kiosks	Kiosks + QR
Interested guests who get to ask	21%	73%	80%
Tours sold	88	280	302
Sales, USD	14,469	42,509	46,000
Hotel commission, USD	2,894	8,502	9,200
Operator service cost, USD	3,173	5,485	5,800
Operator break-even margin	42%	33%	33%

Break-even margin: what the operator needs on each sale to pay the commission and service. Shared VCCaaS: 3 agents for 5 hotels, busy 41% of the day.

With kiosks and QR, the hotel goes from about 2,900 to 9,200 USD in monthly commission. The operator breaks even at a 33% margin, versus the 42% it needs with the desk.



Use it with the hotelier

Five steps, a single HTML file.

1

Pick the season

Low, mid or high, and set rooms and average stay to match the hotel.

2

Show the evening

Scenario 1 from 18:00: the desk is closed and red marks appear.

3

Switch scenarios

No restart: same time and same guests, now with kiosks and QR.

4

Adjust with their data

Average sale, commission, desk hours, kiosks and agents.

5

Close with the economics

Daily and monthly sales, hotel commission and operator result.

What you need



A single HTML file



Opens in any browser, nothing to install



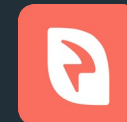
Rooms, occupancy, average stay and average tour price



Settings are saved in your browser; no data is sent anywhere

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