

**GLORY**

## A GLORY CASHINFINITY™ CASE STUDY

### Challenge

Automate banknote and coin payments and processing to deliver secure cash management in the hotel front of house.

### Solution

GLORY'S CASHINFINITY solution enhances efficiency, security and cash flow through automation at key points within the hotel.

### Benefits

- Less than 10 minutes to cash up
- 100% accuracy in cash transactions between employees and customers
- Increased staff productivity by 20%
- Improved level of security



# Three hours less per day in float preparation and reconciliation

Hotel Olympus Palace, Salou

HOTEL ★ ★ ★ ★ SALOU

OLYMPUS PALACE

# THE CUSTOMER

The Olympus Palace Hotel is located in the heart of the Costa Dorada (or Golden Coast), in the center of Salou, only 400 metres away from the beach. The hotel prides itself on offering excellent customer service, and has recently been fully refurbished with a more functional and modern design. Among other facilities, it has a large outdoor swimming pool, water beds, glass pool, hot tub, pool jets, solarium, and bar with chill out areas on the Summit terrace.

**“With GLORY’S state-of-the-art technology, we can now manage cash much faster and without incidents, which has enabled us to reduce our costs and increase the productivity of our personnel.”**

Joel Segura, Director,  
Hotel Olympus Palace



# THE CHALLENGE

Cash management at the Olympus Palace Hotel used to be a manual, time-consuming task that often resulted in discrepancies. To improve this, the hotel looked for a solution that would automate the handling of notes and coins in the hotel, with the aim of expediting the cash collection process, eliminating manual cash counting at the point of sale, and completing cash reconciliation swiftly and without errors.

Ultimately, they required a tried-and-tested system that would help them handle cash safely, quickly and in a reliable way, especially during peak times.



# THE SOLUTIONS

To meet their cash management needs, Olympus Palace Hotel selected Glory's CASHINFINITY cash recyclers, specifically the CI-5 and CI-10 devices. They had tried other systems in the past, but none of these managed to accomplish the level of efficiency and functionality provided by Glory's solutions.

Currently the hotel has four units in place, three CI-5s in the restaurant and one CI-10 in the Summit Terrace. These help streamline the cash handling process and improve customer service. The excellent performance and proven reliability of Glory's systems were key factors in the Olympus Palace Hotel's decision to implement Glory solutions.

Additionally, Glory's advanced technology provides greater convenience for employees and projects a modern and functional image within the hotel.

Integrating Glory's equipment has been the ideal solution for managing customer payments at the point of sale.



# THE BENEFITS

CASHINFINITY solutions had an immediate and measurable impact on the efficiency of the Olympus Palace Hotel, freeing up employees' time to focus on higher-value tasks, such as improving the customer experience.

- Reduction of 3 hours per day in reconciliation and cash handling time
- Increased staff productivity by 20%
- Significant savings by eliminating discrepancies and detecting counterfeit bills and coins
- Faster transactions, as employees no longer have to count cash manually, thereby contributing to a less stressful working environment
- Increased customer satisfaction, as customers are served more quickly and receive a more personal service

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