



GLORY

## Staff Shortages

How cash automation  
**will help hotels** manage  
**staff shortages**

## Running your hotel business with minimal staff is sustainable if the right resources are in place to assist them.

**With staff shortages continuing to plague hospitality businesses across the UK, the current reality for many is having to operate with fewer employees while needing them to be more productive.**

It must be difficult for hotels to ensure the same excellent level of guest services with less hands to help. Customer expectations are high when it comes to the experience you deliver. Unhappy employees do not usually provide a great guest experience which negatively affects both your business perception and your profitability.

It makes sense to reduce the complex, repetitive and time-consuming tasks employees face by using automation as a tool to support them. While these tasks are essential, they do not have to be placed solely on the employee.

**As hoteliers continue to experience the challenges of day-to-day operations with staff shortages, the benefits delivered by automation are invaluable. Stay with us as we explain why...**



# HOW CAN **AUTOMATION** TRULY **HELP** WITH STAFF SHORTAGES?

When used strategically, automation technology will transform your staffing and operations model for good.

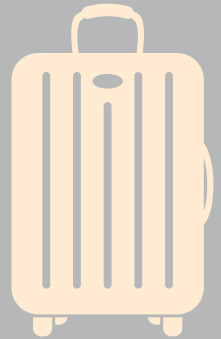
Frees up staff from simple time-consuming tasks so they can be more productive



Creates more efficient processes that streamline operations



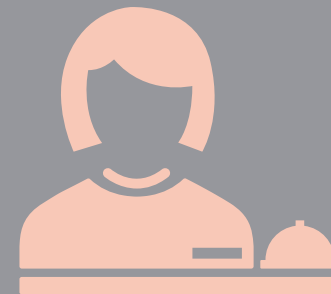
Enables a better guest journey, even when short-staffed



Improves retention by minimising higher-stress tasks such as cash reconciliation



Attracts new talent with favourable work environment







# HOW CAN GLORY **HELP?**

**We understand that more than in other businesses, hotel cash management processes are impacted by a 24/7 operating model with multiple shift changes. Hotels also manage shared till processes and/or multiple cash float which create multiple balance and reconciliation steps.**

It is therefore essential to reduce complex and time-consuming tasks such as cash handling as much as possible. By leveraging cash automation technology for payment processing, hotels can give their full attention to their guests and focus on the customer experience.

Glory's CASHINFINITY™ solution automates many of the key activities linked to cash handling, improving employee productivity, speeding the transit of cash, reducing shrinkage and releasing time for guest focus. CASHINFINITY transforms the efficiency, security and speed of the cash chain through automation at key points along the path from point of sale to bank.

# UNLOCK THE POWER OF **CASH AUTOMATION**

Glory's CASHINFINITY cash recycling solutions automate the cash processes across your entire business in the back office and front office, whether that be in the cashier room, at your check-in desk or your bar and restaurant.

## **Front Office**

Glory's CASHINFINITY point of sale cash recycling solutions remove the need for your staff to touch cash at the point of payment. Easily integrated with your existing POS, Glory's recycling solutions are designed to automate cash payments directly from the customer – including counting and authentication. They also accurately dispense change. Your staff never need to touch banknotes or coins again, which also reduces the risk of loss due to cash shrinkage.



## **Back Office**

Glory's CASHINFINITY back-office recycling solutions automate processing of cash to accelerate start and end-of-day processes, as well as shift changes; reduces the risk of cash shrinkage, enhances the productivity of your staff and enables provisional credit (where available).



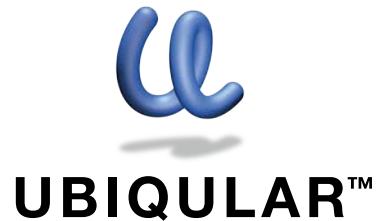
## **Closed Loop**

A highly configurable, modular system, CASHINFINITY brings benefits at the point of sale, in the back office or, as a complete “closed loop” solution, which can ultimately eliminate manual cash handling in the hotel premise altogether. The result? Fewer staff members in the back office, less time required for shift change. More focus on the all-important guest experience.



# FAST **FINANCIAL** REPORTING

Utilising Glory's back-office solutions in conjunction with point-of-sale automation, secures your in-store cash and results in end-to-end traceability of your cash.



Our solution opens the door to use of software which alleviates your staff of the additional work hours required for float management, shift changes, reconciliation and reporting, thanks to the continuous outlook of Glory's UBIQULAR™.

You can gain a clear view of cash activity and inventory and remote device management across your hotel with UBIQULAR's reporting and analytics.



When Evention reconciliation software is combined with Glory Cash Recyclers, it gives hotels a completely automated cash accounting solution. Evention reimagines cash management by automatically reconciling the cash recycler to the POS and PMS while also integrating to the General Ledger. The traditional reconciliation process, which relies heavily on spreadsheets and manual process, is replaced with robust and immediate automation. Together, the combined solutions save you money and time while delivering control, compliance, and complete cash accountability.

# TRUST THE EXPERTS



Whatever the volume of cash flowing through your hotel, Glory has a solution to help address the challenges of staff shortages, staff engagement and retention.

Understanding each hotel's specific challenges allows us to design custom solutions that deliver real improvements in business performance.


Contact us to learn more.

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