



Unlocking the 5-Star Access Experience

From Check-In to Check-Out and Every Moment in Between

Introduction

Owners of hotel properties must satisfy a demanding clientele with evolving needs and expectations. Guests want less contact, but more personalization as part of an end-to-end hospitality experience. Delivering a holistic guest experience requires the use of innovative products and technologies. This is what dormakaba is all about.

The hospitality sector is grappling with a shift in customer expectations and preferences. Some of the changes are generational, with younger travelers favoring technology over the traditional high touch approach. Others are stylistic and aesthetic. While class never goes out of style, today's sophisticated travelers now expect to enjoy a seamless, holistic experience that's partly — or largely — made possible through new technologies like mobile apps and automated access control systems.

Meeting these new expectations is one of the great challenges in today's competitive hospitality market.

This paper explores how products and technologies help to elevate the holistic guest experience. Products and solutions play a crucial role in shaping the guest experience across a hotel's entrance and lobby, front desk and elevator, guest rooms, common areas, spa, wellness and gym areas, as well as bars, restaurants, meeting spaces, and conference facilities. Each space plays a critical role in delivering a seamless experience.

With dormakaba products, the difference between average and exceptional outcomes becomes clear.



New Guest Expectations

What hospitality managers are increasingly coming to realize is that the holistic guest experience, from pre-booking through checkout, is in fact a single customer experience. Every facet of a stay, from check-in to attending a meeting in a ballroom or enjoying an afternoon in a hotel spa, must align experientially to ensure guest satisfaction.

3/4 of guests want to manage stays with mobile devices*



The opposite is also true, unfortunately. Negative impressions, even those that are quite subtle, an automatic door that is slow to open or a delayed check-in at the front desk, can detract from an otherwise positive presentation. Properties must do their utmost to ensure a seamless, luxurious atmosphere in every phase of a guest's stay.

This is not a minor challenge, but the right products and technologies can make a significant difference in achieving success.

Today's hotel guests are different from those of earlier generations. While personal attention matters, with 65% of customers wanting hospitality companies to tailor their experience to

their needs, this does not always translate into an expectation of hands-on, in-person service. Rather, a similar portion of guests, 65%, want hotels to provide technologies that minimize contact with staff and other guests.

Over half of guests surveyed by cloudbeds.com said they want contactless check-in and check-out permanently adopted by 2025. In practice, this typically entails a mobile device serving as a bridge between the guest and their personalized stay.

According to industry research, nearly 3 in 4 international guests want a mobile device to manage their hotel experience.

65% of customers want hotels to provide seamless technologies*

*Hospitality in 2025 Report, Oracle



The 5-Star Access Experience

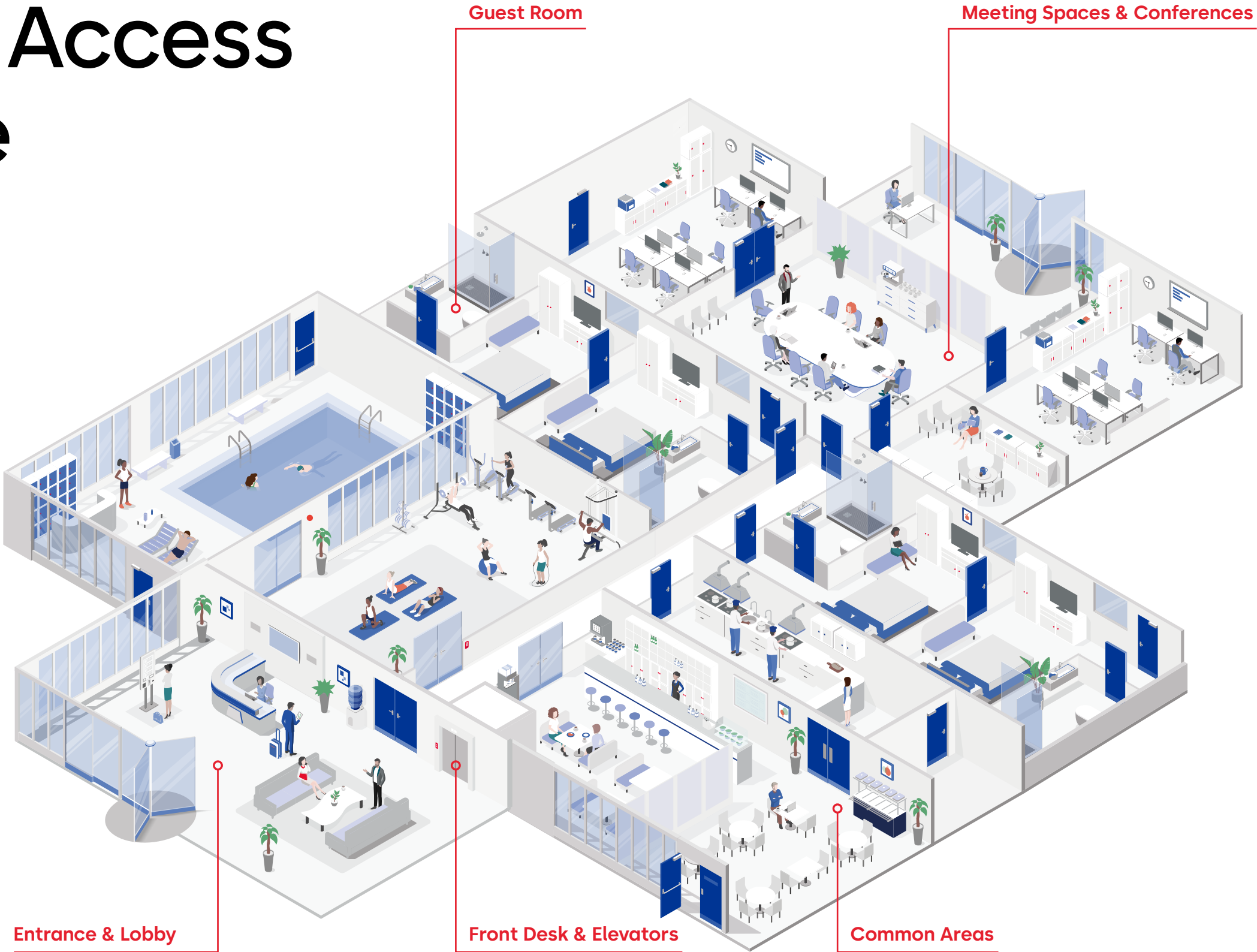
A truly exceptional guest experience is built step by step, with each key touchpoint unlocking a new aspect of the ultimate guest journey. From the moment a guest enters the hotel to their time in the lobby, interactions at the front desk, their stay in the guest room, and use of common or meeting spaces, every moment plays a role.

Innovative access solutions seamlessly integrate luxury, security, and comfort across these touchpoints, unlocking the full potential of each guest interaction. This unified approach ensures a complete and elevated guest journey, redefining hospitality excellence and guaranteeing a truly unforgettable stay.



dormakaba is one of the world's most trusted suppliers of electronic hotel locks and access management systems.

Each year, over 500 million guests across hotels, vacation properties, and multi-housing sites interact with dormakaba products and solutions. The company offers a comprehensive range of solutions, including access management systems, mobile access solutions, electronic door locks, entrance solutions, and perimeter security. These products leverage mobile key and near field communication (NFC technologies), enabling seamless access to guest rooms, hotel amenities, and other key areas, ensuring a smooth and secure experience for every guest.



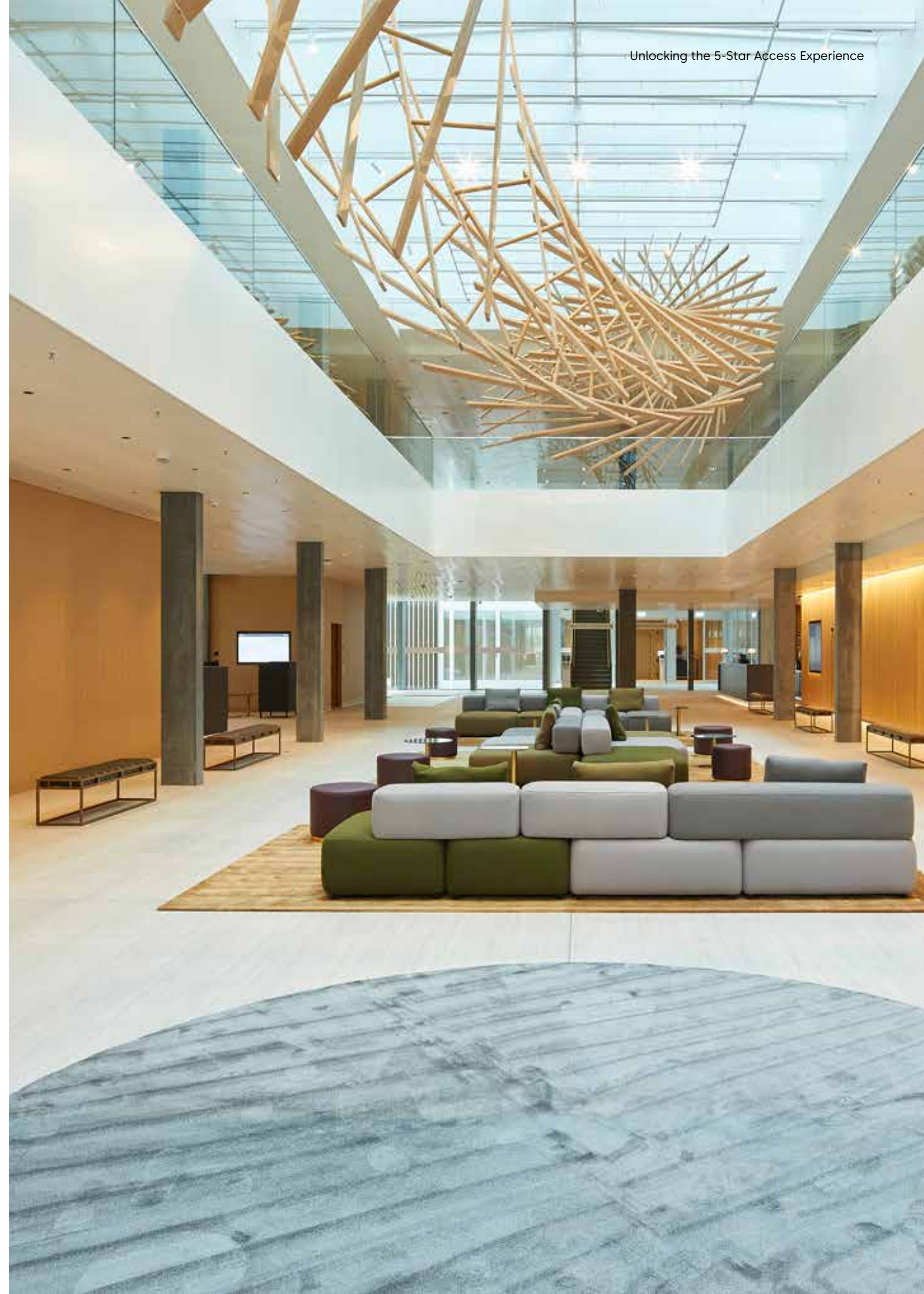
Entrance & Hotel Lobby

The Power of a Grand First Impression

When a guest walks into a hospitality property, that moment represents a unique, irreversible chance to make a great first impression — unlocking the full potential of the 5-star access experience right from the start.

For this reason, the design and functioning of a property's entrance and lobby are of critical importance.

The entrance and lobby are where a seamless experience begins. It is the guest's first point of contact with a property. Guests expect a smooth entry. This is an aesthetic as well as functional proposition. The lobby has to look right, but it also has to work right. Done well, a lobby will drive instant recognition for the property's brand while facilitating an effortless entry.





dormakaba solutions

- Automatic sliding doors
- Revolving doors
- Frameless glass swing doors
- Escape route systems

A Smooth, Secure Entry Sets the Tone for the Entire Stay

Making this happen means employing solutions for automated sliding doors, revolving doors, and secure entrance systems:

01

Automated Sliding Door Systems

Outdated or unreliable doors can disrupt the guest's first impression and create operational inefficiencies. Automated sliding doors enhance the guest experience with smooth, touch-free operation, exceptional durability, and sophisticated design, ensuring a seamless and welcoming entry.

02

Revolving Door Solutions

Guests expect entryways to combine functionality and style. Revolving doors deliver an elegant and efficient entry solution, minimizing energy loss and drafts while offering customizable automation options to suit the unique needs of any property.

03

Frameless Glass Swing Doors

Frameless glass swing doors combine elegance and functionality, enhancing hotel entrances with a sleek, modern design. They maximize natural light, ensure smooth operation, and create an inviting first impression for guests.

04

Emergency Access Solutions

Safety is a critical concern for hospitality properties, but it should never compromise the guest experience. Emergency access systems provide seamless, compliant solutions for quick evacuations while maintaining the aesthetic and operational flow of the property.

These products represent the kind of nuance that guests may not notice outright, but which bolster an overall impression of luxury and quality. A smooth secure entry sets the tone for the entire stay. Sophisticated door products and associated fittings can be key to realizing that goal. Automated doors also contribute to energy savings, which are part of sustainable operations.

Front Desk & Elevators

Effortless Check-in, Secure Journeys, and Seamless Experiences

Continuing with the process of entering the property, the front desk and elevators represent a crucial transition from merely walking in to becoming an actual guest. This is where the property showcases its commitment to excellence, unlocking a new level in the 5-star access experience.

Guests expect seamless transitions from check-in to navigating the property. Keeping with the new trend of guests expecting more self service and less human contact, modern access solutions enable quick, efficient check-in and seamless and secure movement between floors. They let guests bypass the front desk with mobile access. From there, controlled elevator access adds a layer of security and privacy to the guest's experience.



Personalization and Security Go Hand-in-Hand

Operationalizing these objectives requires a deep, integrated set of technologies that work in a careful choreography behind the scenes, including:

01

Access Management Software

Guests often face delays or inefficiencies during check-in and access to key areas. Advanced access management software streamlines the process, providing seamless, contactless access and enhancing security across the property. It integrates with property management systems (PMS's), with web-based administration and configurable user permissions. It is a core element of a seamless registration process, tracking guests and users as they move across the property.

02

Mobile Access Solutions

Traditional key systems can slow down the guest experience and increase contact points. Mobile access transforms smartphones into universal keys, enabling the seamless, contactless experiences that today's luxury guests expect. From hassle-free check-in to effortless access to rooms, floors, common areas, and amenities like the spa or gym.

03

Elevator Control Units

Managing secure and efficient movement between floors is essential for guest satisfaction and privacy. Elevator access systems integrate seamlessly with mobile access solutions, ensuring smooth and secure vertical travel for guests while maintaining operational oversight.



dormakaba solutions

- Access management software
- Mobile access
- Elevator control unit

Personalization, contactless functionality, and security are essential elements of the stay. Getting there involves deploying a suite of technologies that inter-operate for maximum luxury effect. Paradoxically, the better they work together, the less they're seen, and perhaps that's the point. Some of the most appealing aspects of a stay are invisible.



Guest Room

The Essence of Privacy and Comfort

The guest room is the heart of every stay, where comfort, privacy, and security are paramount.

Every detail, no matter how small, plays a crucial role. Modern guests value effortless and secure access to their private spaces. Mobile-enabled room entry and touch-free controls for in-room settings create a seamless, personalized environment where comfort and privacy take center stage. While guests may not recognize the effort behind these subtle touches, they will undoubtedly remember the experience —making it a key factor in their overall satisfaction.





dormakaba solutions

- Electronic hotel lock
- Door hinges
- Door closer
- Door seals
- Door hardware for interconnecting doors (if any)
- Access management software integration with GRMS/EMS

Delivering Security and Luxury, Quietly

A 5-star access experience is achieved with solutions like electronic hotel locks, door closers, premium hardware, and accessories such as seals and hinges, delivering seamless functionality and unmatched comfort.

01

Electronic Lock Solutions

Guests demand secure and hassle-free room access. Advanced electronic hotel locks, integrated with property management systems, enable secure, contact-less entry through mobile access, aligning with modern expectations for convenience, privacy, and seamless technology integration.

02

Door Hinges

Noisy or poorly functioning hinges can disrupt a guest's sense of peace. High-quality hinges ensure smooth, silent operation, enhancing both room aesthetics and guest comfort — one of those subtle details in creating an exceptional stay.

03

Door Closers

A secure and quiet room begins with reliable door

closers. Engineered for smooth and silent operation, these solutions ensure an uninterrupted, restful stay while enhancing room design.

04

Door Seals

Privacy and quiet are essential for guest satisfaction. High-performance door seals minimize noise and enhance security, ensuring a restful environment tailored to guest needs.

05

In-Room Management Integration

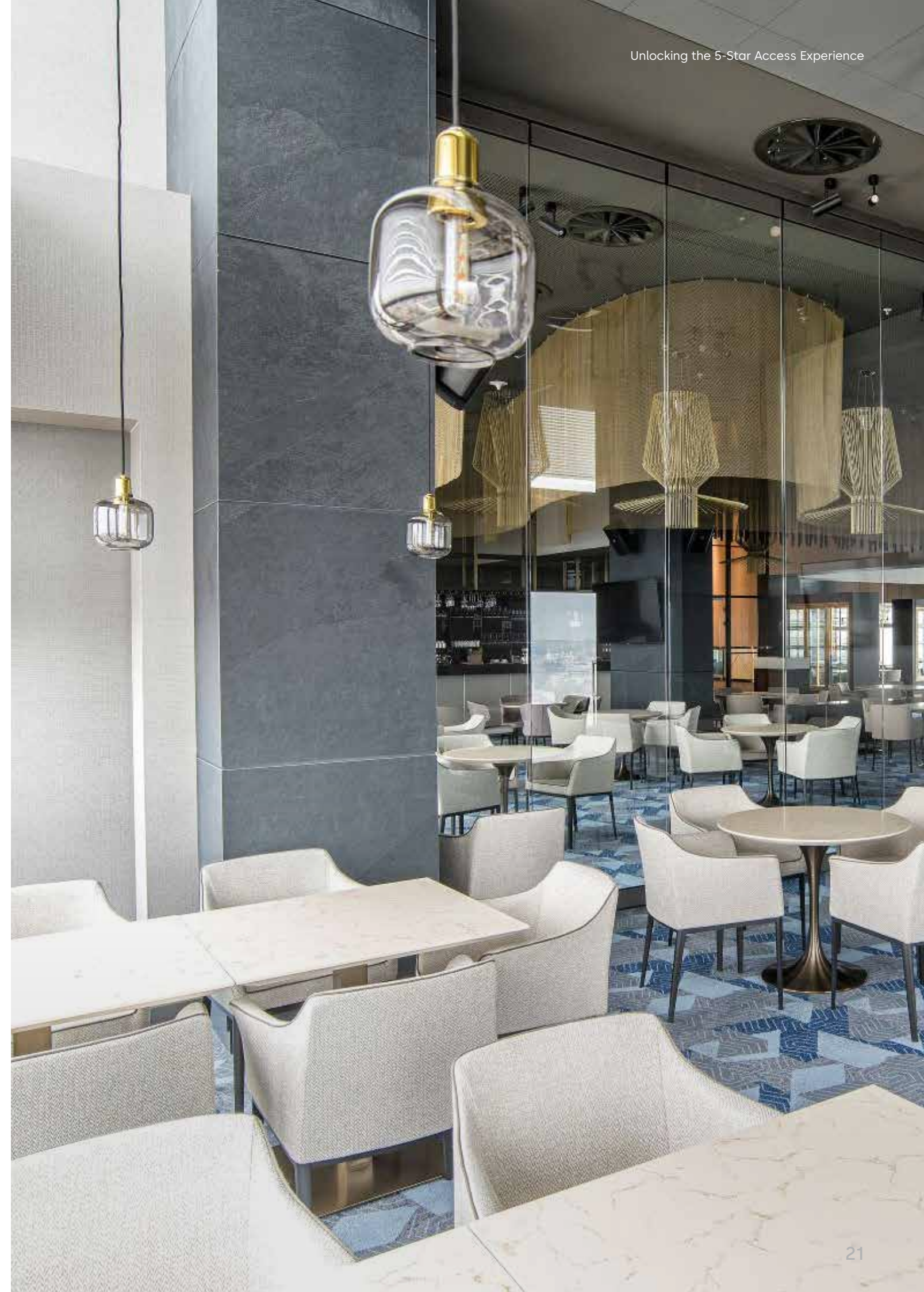
In-room management systems enable guests to personalize their environment effortlessly, offering seamless control over lighting, temperature, and privacy settings. These systems also enhance security with advanced features such as remote key cancellation and real-time alerts, ensuring both comfort and peace of mind.

When door closers, hinges and other accessories pair with electronic hotel locks, they ensure seamless access, secure stays, and enhanced guest comfort.

Common Areas

Access to Exclusive Spaces with Confidence

A property's common areas can present a challenge when it comes to delivering an exceptional stay. For one thing, they're often open to the public and highly trafficked, so it can be difficult to achieve the desired aura of quality and singularity. There are also many different kinds of common areas, so access management tools, hardware, and related technologies need to do their work in creating a feeling of exclusivity wherever possible.



Ensuring Privacy, Security, and Premium Access

In private common areas, such as the spa, gym, wellness center, and restaurants, access management tools ensure guest-only access to premium facilities. This elevates their sense of exclusivity, enabling relaxation and fun, but with a strong sense of privacy and security.

01

Automated Door Solutions

Common areas often experience high foot traffic, requiring efficient and accessible entry systems. Automated sliding doors provide touch-free access, ensuring smooth operations while blending seamlessly into the property's design.

02

Flexible Partitioning Solutions

Hotels face challenges in balancing openness and privacy in common areas. Sliding wall systems offer customizable transitions between spaces, delivering transparency, noise insulation, and enhanced security for adaptable layouts.



For public common areas, such as restaurants, bars, and restrooms, inclusive restroom solutions ensure touch-free access and ADA compliance, fostering an environment that's welcoming and accessible to all. Touchfree access doors enhance hygiene and infection control. With restrooms, in particular, it is extremely important to do the utmost to mitigate potentially negative guest perceptions of cleanliness.



dormakaba solutions

- Automatic sliding door operators
- Automatic swing door operators
- Horizontal sliding wall solutions
- Mechanical key systems
- Differently abled restroom Solutions

03

Mechanical Key Systems

Managing access to shared spaces is critical to maintaining exclusivity and security. Mechanical key systems provide secure and flexible locking solutions for hotel common areas like gyms, spas, restaurants, and utility rooms. With options for individual keying, keyed-alike systems, or complex master key systems, they are easily expandable and ensure security with convenient access control.



Meeting Spaces & Conferences

Professionalism, Security, and Flexibility

Conferences and meetings are another potentially challenging arena for delivering a high-class stay. Meetings and business events tend to be commercial in nature, outside the zone of luxury branding. However, conference and meeting spaces should align with the aesthetics and technology employed throughout a property.





dormakaba solutions

- Operable acoustic walls
- Revolving door
- Automatic sliding door operator
- Panic hardware and emergency exit devices
- SafeRoute escape route system

Transformative Space Solutions

Meeting spaces demand seamless transitions and efficient access for attendees. Space management solutions facilitate smooth movement between event areas, while preserving the privacy and professionalism expected in top-tier conference facilities. Securing dedicated entrances for these spaces is also essential to uphold the standard of quality.

01

Flexible Wall Solutions

Meeting spaces often need to accommodate diverse events, from small meetings to large banquets. Movable wall systems allow quick reconfiguration of rooms, optimizing space usage while providing excellent acoustics, privacy, and a professional aesthetic.

02

Dedicated Entrances for Conferences & Banquets

Large events require separate, secure access points to manage attendee flow efficiently. Automated doors and revolving entrance solutions provide stylish and functional entry points, ensuring privacy and a seamless guest experience.

03

Emergency Access Solutions

High-traffic event areas demand reliable safety systems. Emergency exit solutions integrate door closers, panic devices, and swing door operators to ensure smooth evacuations and compliance with safety standards, all while maintaining a secure and professional environment.



Conclusion

A memorable stay comes from paying attention to every detail and thoughtful touch that enhances the guest journey, ensuring a seamless and holistic experience. These cut across five areas of operation, from the entrance and lobby to the front desk, elevators, guest rooms, common areas and meeting spaces and conferences. In each place, dormakaba products and technologies enable the realization of this goal.

Unlock the full potential of your guest's experience with dormakaba. Our products enable the kind of

personalized holistic guest experience that today's travelers demand. Capable of seamless integration amongst themselves and with third party systems, they harmonize multiple aspects of a great guest experience, spanning comfort, convenience, technology, service, and sustainability across every touchpoint of the stay.

Individually and collectively, dormakaba products deliver the 5-star access experience.

Our Sustainability Commitment

We are committed to foster a sustainable development along our entire value chain in line with our economic, environmental and social responsibilities toward current and future generations. Sustainability at product level is an important, future-oriented approach in the field of construction. In order to give quantified disclosures of a product's environmental impact through its entire life cycle, dormakaba provides Environmental Product Declarations (EPD), based on holistic life cycle assessments.

www.dormakaba.com/sustainability



Our offering

Access Automation Solutions

Entrance Automation
Entrance Security



Access Control Solutions

Electronic Access & Data
Escape and Rescue Systems
Lodging Systems



Access Hardware Solutions

Door Closers
Architectural Hardware
Mechanical Key Systems



Services

Technical Support
Installation and commissioning
Maintenance and Repair



Key & Wall Solutions

Key Systems
Movable / Sliding Walls



Safe Locks

Electronic Safe Locks
Mechanical Safe Locks
Boltworks and Accessories



Glass systems

Manual door systems
Glass fittings
Horizontal Sliding Walls



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Subject to technical modifications.



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