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**FOR IMMEDIATE RELEASE**

**NEW IPAD CHECK-IN SYSTEM IN EFFECT AT HYATT REGENCY TRINIDAD**

*This addition results in three notable ways the Caribbean's premier business hotel is using technology to improve the guest experience*

**PORT OF SPAIN, Trinidad - August 21, 2015** – Guests visiting Hyatt Regency Trinidad in downtown Port of Spain now can check-in with Hyatt iPad Solution. Thanks to this tech-friendly system, business and leisure travelers can spend less time waiting in line and more time where it matters - in a meeting or lounging along the hotel's infinity rooftop pool.

The Rule of Three states that things coming in threes are intrinsically more effective than other numbers. With this principle in mind, the hotel also utilizes systems such as HotSOS and REX to streamline the guest experience.

Here are three ways the hotel is using technology to improve their visitors' stay:

- **Hyatt iPad Solution:** The check-in process is quicker and easier than ever. With iPad equipped agents, services are brought directly to the guest to eliminate front desk lines and speed check-in. The system allows the staff to search reservations with ease, send "room ready" notifications through email or text message, make room keys, and provide digital receipts.
- **HotSOS:** The hotel team can swiftly execute, anticipate and track special requests using a Hotel Service Optimization System (HotSOS). Guest information is at the fingertips of the housekeeping, engineering, and front office departments. Operations can access guest specific requests right on the spot. This allows Hyatt Regency Trinidad to maintain an up-to-date dialogue with their visitors regarding their needs.
- **REX:** REX is a room expeditor that optimizes the order in which rooms are assigned to attendants. The hotel team is alerted of special requests for the next most important room to clean. The room expeditor gives visitors access to their accommodations more efficiently.

"We are able to meet our guests' needs as quickly and directly as possible using this mix of front and back of house technologies. We understand the value of time. When these three systems interact together, we are able to offer seamless service for every guest," said General Manager Russell George.

For more information or booking at Hyatt Regency Trinidad, please visit [www.trinidad.hyatt.com](http://www.trinidad.hyatt.com) or call 868-821-6550.

### **About Hyatt Regency Trinidad**

Designed as a premier meeting, convention, business, event and leisure travel property, the 428-room Hyatt Regency Trinidad is situated in the Port of Spain International Waterfront Development. The Hyatt's versatile event space showcases a 16,000 square-foot grand ballroom, and a 10,000 square-foot ballroom with translation facilities. Other guest facilities include one full-service restaurant; a lobby bar and lounge; a fitness center, and the 9,000 square-foot Spa Esencia. For more information and reservation, please visit [trinidad.hyatt.com](http://trinidad.hyatt.com) or call 1-800-233-1234. High-resolution images may be downloaded from [newsroom.hyatt.com](http://newsroom.hyatt.com).

### **About Hyatt Regency**

Hyatt Regency encompasses the full spectrum of hotel types, which are conveniently located in urban, suburban, airport, convention and resort destinations around the world. Properties range in size from 200 to more than 2,000 rooms, feature intimate and large meeting spaces, and offer a full range of services and dining options tailored to serve the needs of conventions, business travelers or resort vacationers. Hyatt Regency enables all guests - whether they are traveling to work, unwind or gather in celebration - to feel productive and revitalized. For more information and reservations, visit [www.hyatt.com](http://www.hyatt.com).

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