



New Directions in Foodservice Automation

August, 2020



Foodservice Leaders Face New Challenges

“Guest want food delivery because they’re not comfortable coming to the dining area”

“I must reduce human-to-human contact”

“Maintaining service consistency is evermore difficult with high Staff turnover”

“I have increased pressure to reduce costs”



Automated “Contact-Free” Food Delivery Meets Today’s Operating Needs



Touch-free, safe delivery

On Demand delivery

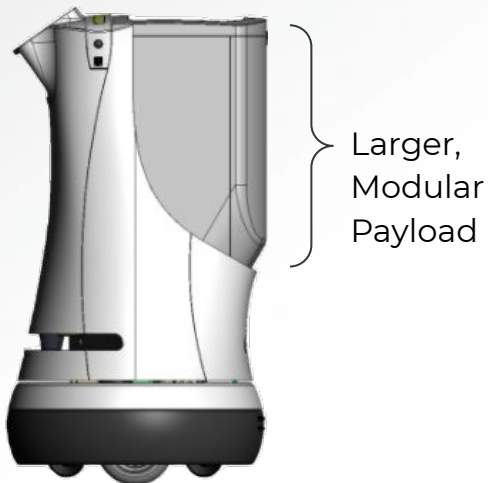
Reliable, consistent service

Reduced service costs

Opportunity to monetize

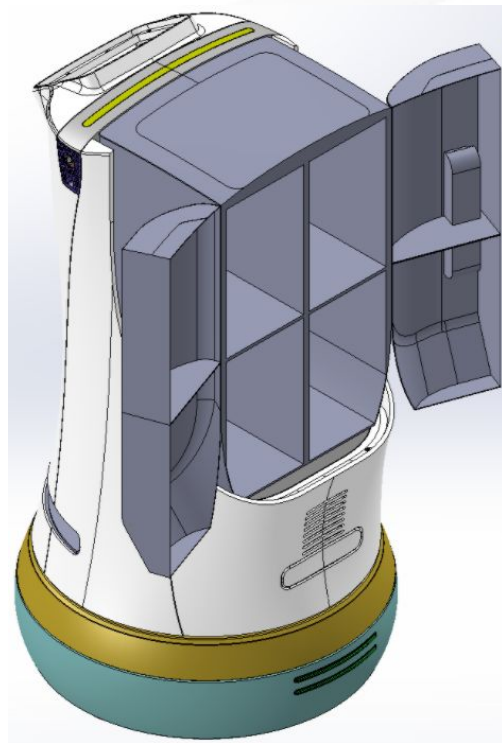
*Fully management visibility
to operations*

L-Ray: A Solution for Commercial Foodservice



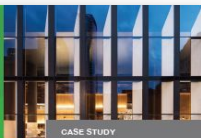
- Fully autonomous self-driving
- Safe in crowded, public environments
- Operates across the building footprint, including elevators.
- Safe and secure chain of custody
- Modular, flexible payload
- Unattended pickup and drop off (coming soon)

Payload Configurable for Secure Delivery & Multiple Dropoffs



Relay "Contact-Free" Delivery Solution

Hôtel Monville Pioneers Canadian Contact-Free Guest Food Delivery



CASE STUDY

OVERVIEW

Hôtel Monville, a Lifestyle member of Preferred Hotels & Resorts, is a modern, 368-room, 20-floor four-star venue located in the heart of the International District. With unprecedented technology, it is designed to welcome those who wish to fully immerse themselves in the Montreal experience. It offers an intelligent design, from its unmatched service, fine dining, panoramic views, rooftop terrace, and state-of-the-art technology.



HÔTEL MONVILLE MONTRÉAL

RELAY DELIVERS MEASURABLE RESULTS

- The robot has become an amazing selling feature for the Sales Team.
- A surge in occupancy, new guests, and social media followers.
- More than 10,000 room service deliveries in the first 27 months; an average of 400 per month.
- A high volume of social media videos, posts, blogs, and media stories.

CHALLENGE

Opened in 2018, Hôtel Monville established its notoriety early by being named 2019 Hotelier of the Year.

"Reinventing the hotel of the 21st century, the Monville is 100% connected. We already had the contact-free aspect of the experience in place as Canada's first hotel with web-enabled check-in 24 hours prior to arrival and check-in kiosks," says Jean-Cédric Callies, Director of Sales and Marketing.

"We started discussions with Savioke in 2016," he added, "two years prior to opening to be the first Canadian hotel with robot-operated room service. Our robot is now a beloved staff member."

"Robot room service was a unique opportunity to differentiate ourselves in a Contact-Free Economy."

Jean-Cédric Callies,
Sales & Marketing
Director, Hôtel
Monville, Montréal



SOLUTION: A CONTACT-FREE ROBOT

The brainchild of the Hôtel Gaunt, Hôtel Monville has completely reimagined the customer service experience, making it even more technologically savvy and allowing our team to devote more time to guest service.

"There is no contact for the guest with the robot," continues Mr. Callies. "The robot stays outside of the room, the container opens when the door opens. The guest grabs the food and beverage (pre-packaged for sanitary/ safety reasons and placed there by staff wearing gloves and masks). Also, the robot is cleaned before and after each delivery by the Front Desk staff."

A FACEBOOK NAMING CONTEST

A few months after the opening, they organized a party for their best guests and hosted a contest on Facebook for naming the robot. They received a ton of propositions and chose "H2M2", a reference to Star Wars' R2D2 and "HM" for Hotel Monville.

VERY POPULAR WITH GUESTS

At a height of three feet, (one meter) and only weighing 90 pounds (40.8 kg), H2M2 was readily accepted by both guests and the staff.

"A local politician once used our robot to bring him the microphone and start his speech. During events, the robot delivers gifts and special amenities to rooms. During Easter, we fill up the robot with chocolate eggs and used the "mingle" mode to deliver eggs to families in the lobby. During December, we created the "Robot Advent Calendar, with H2M2 delivering one gift per day to a guest that we had selected in advance."



"The response has been tremendous. Safe, secure, contact-free room service volume has doubled in one year."

Jean-Cédric Callies, Sales & Marketing Director

SAFE, SECURE & RELIABLE

H2M2 is a safe, secure, and dependable service robot to ensure that every guest with a great experience. It has been expressly programmed to:

- Work tirelessly to deliver exactly what guests need, when they need it.

- Call your room or smartphone when it arrives at your door for contact-free service.
- Operate seamlessly with the restaurants to bring guests a meal or beverage.
- Deliver towels or toiletries to rooms within 6 minutes.
- Are sanitized by our Front Desk staff after each delivery.

RESULTS

- Since March 2018, Hôtel Monville has accomplished:
 - Approximately 10,000 robot deliveries.
 - A higher level of guest care.
 - Improved staff efficiency and satisfaction.
 - Increased cost effectiveness.
 - Leased for \$3 - \$5/yr. US vs. staff costs.

"Our hotel had the cutest room service robot!" - 2019 Facebook Review

Use our simple ROI Calculator to determine the potential labor savings by employing a Relay robot in your operations.



Savioke, Inc.
180 W. Santa Clara St., Ste 800
San Jose, CA 95113

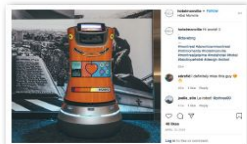
info@savioke.com
www.savioke.com
408.809.5600

© 2020 Savioke. All rights reserved.

A SOCIAL MEDIA SENSATION

"I love robots and technology, and so does social media," continues Jean-Cédric. "People will call me to ask, 'Is this the hotel with a robot?' We love seeing our guests post photos and videos about H2M2."

Nearly 8,000 Facebook and Instagram followers, lots of YouTube videos, and dozens of positive reviews such as, "We loved the robot who delivers food to your room!" prove that this robot is very popular on social media.



WATCH A VIDEO OF HÔTEL MONVILLE.

Use our simple ROI Calculator to determine the potential labor savings by employing a Relay robot in your operations.



Savioke, Inc.
180 W. Santa Clara St., Ste 800
San Jose, CA 95113

info@savioke.com
www.savioke.com
408.809.5600

© 2020 Savioke. All rights reserved.



Operational Benefits in the “Touch-Free” Economy

- Less touch, higher guest comfort
- Flexible/nimble/adaptable service
- Consistent/Resilient service levels
- Integrated guest experience
- Advantaged cost models
- New promotion opportunities
- Management visibility



Simple Criteria to Choose an Automation Solution

1

Full Footprint Operations in Crowded Public Environments

Operate autonomously, and safely, across the entire footprint of the building - floorplan, elevators, automatic doors - in concert with people

2

Multi-mission, Multi-payload Capability

Ability to execute single delivery/single destination to multiple delivery/ multi-destination.

3

"Robot on Demand"

Ability to summon, direct, and execute on-demand locations. Optimizes people time, not robot time. Not a "bus-route".

4

Instant Install

Ability to quickly deploy, and modify, robot operations across large buildings. Integrated with business systems.

5

Ability to Learn, Optimize, and Adapt

Ability to learn from operations to optimize delivery operations. Continuous improvement.

Savioké & Relay Overview

Savioké is the Leader in Front-of-House Logistics Robots



Meet Relay[®]

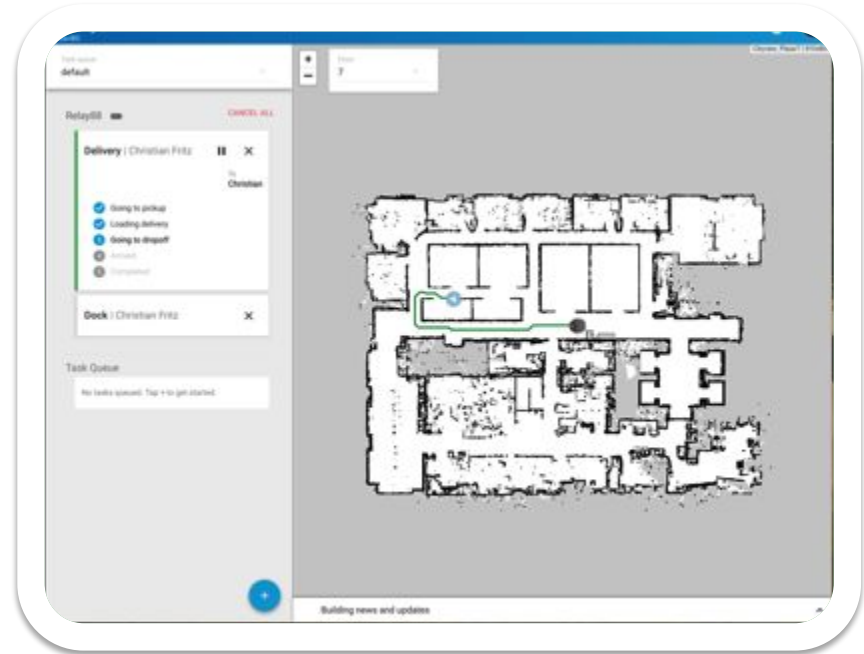
AUTONOMOUS DELIVERY FOR THE PLACES PEOPLE WORK, LIVE & PLAY

- Fully Self-Driving, Autonomous Navigation
 - Safe Around Obstacles and People
 - Independent Elevator Operation
- Fast and Reliable
- Secure. Trackable.
- Customizable to Your Brand, and/or Promotions
- Cute, Helpful Personality



Simple to Learn & Use

- Live, real-time “Uber-like” tracking
- Web/mobile interface
- Real time metrics
- Usage reports
- 24/7 remote support



Wide Range of Applications



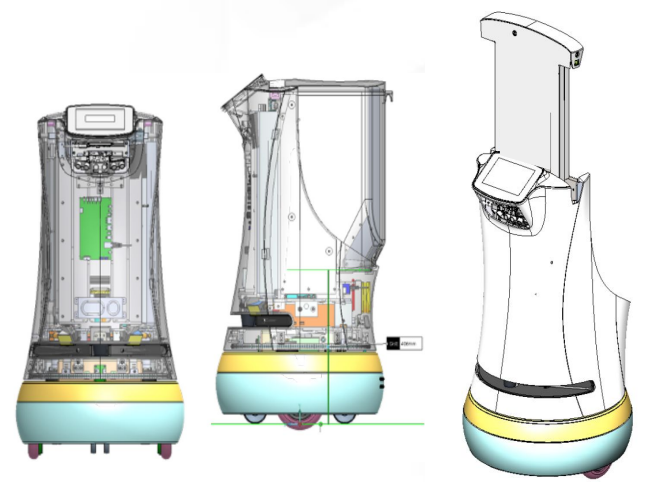
Marquee Customers



An Exciting Product Roadmap

New Hardware and Software Capabilities

- Flexible, Extensible Platform
- Larger Capacity Model with Modular Payloads
- Button pushing: Rides unmodified elevators - quick & low cost deployment
- Support for powered “smart” payloads
 - Refrigeration; locking compartments; payment gateway; security & janitorial capabilities
 - “Mobile locker”



Next Steps

1. “Contact Free” Service Automation Vision Match
2. Pilot Project Scope & Proposal
3. Pilot Project Execution, Gather Metrics
4. Management Review & Deployment Discussion