

wi-q

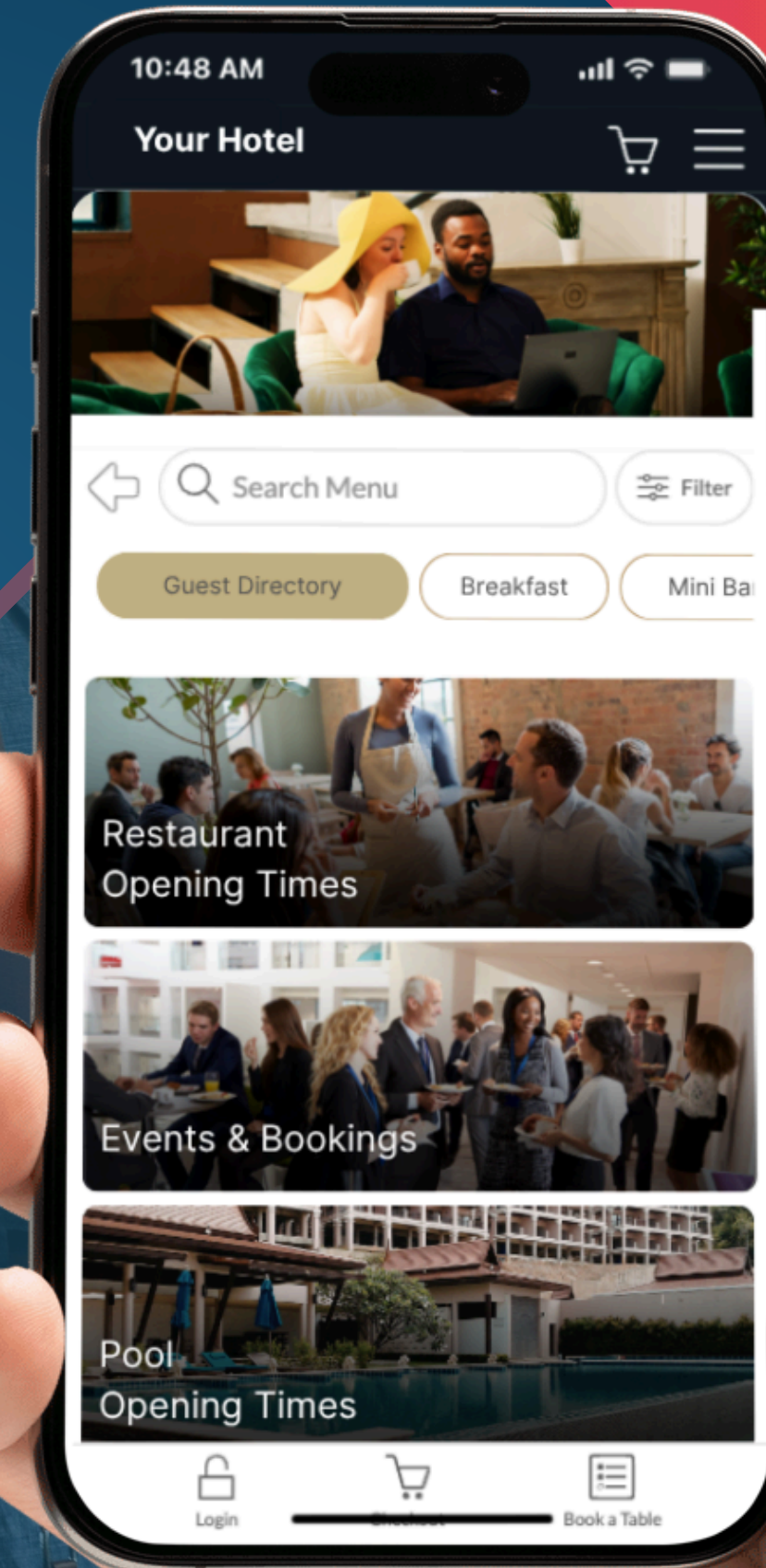


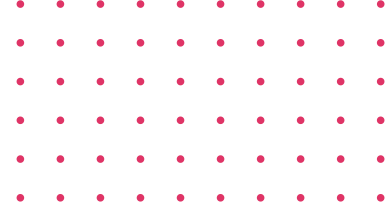
# Guest Directory

Essential venue information at the touch of a button.

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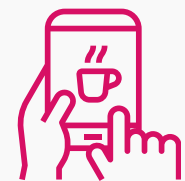


# Explore Our Mobile Ordering Solutions

In 2014, wi-Q became one of the first web-based mobile ordering solutions to give customers instant access to hospitality venues' menu of services; with ordering and payment capability, via their own internet-enabled device.

In the past 10 years, our global clients have benefited from the expertise of our award-winning development team, who have continued to challenge the boundaries of what can be achieved through the mobile ordering platform - alongside world-leading industry partners.

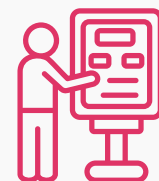
## Our solutions:



INTEGRATED MOBILE ORDERING

### Mobile Ordering

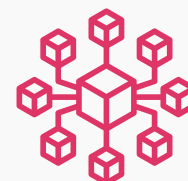
Multi-award winning, fully customisable mobile ordering designed to integrate with your existing tech stack.



SELF-SERVICE KIOSKS

### Kiosk

Our efficient self-service kiosks designed to support high order frequencies and reduce staffing costs.



ORDER MANAGEMENT

### Connect

Manage and process orders from one intuitive interface, integrated with leading platforms across the globe.



INTEGRATED CRM

### Loyalty

We integrate with leading loyalty platforms such as Como and Aura to improve customer retention.



INTEGRATED DELIVERY

### Last Mile

Last Mile integrates with all your delivery services, allowing your customers to have their food orders delivered directly to their door.

# What is Guest Directory?

Guest Directory offers customers the ability to outline essential venue information in a customisable space for guests.



## Reduced front-desk load

Guests can self-serve information about facilities, local attractions, policies, Wi-Fi, and more directly from their phone. This cuts down on repetitive enquiries to reception, freeing up staff to focus on higher-value guest interactions.



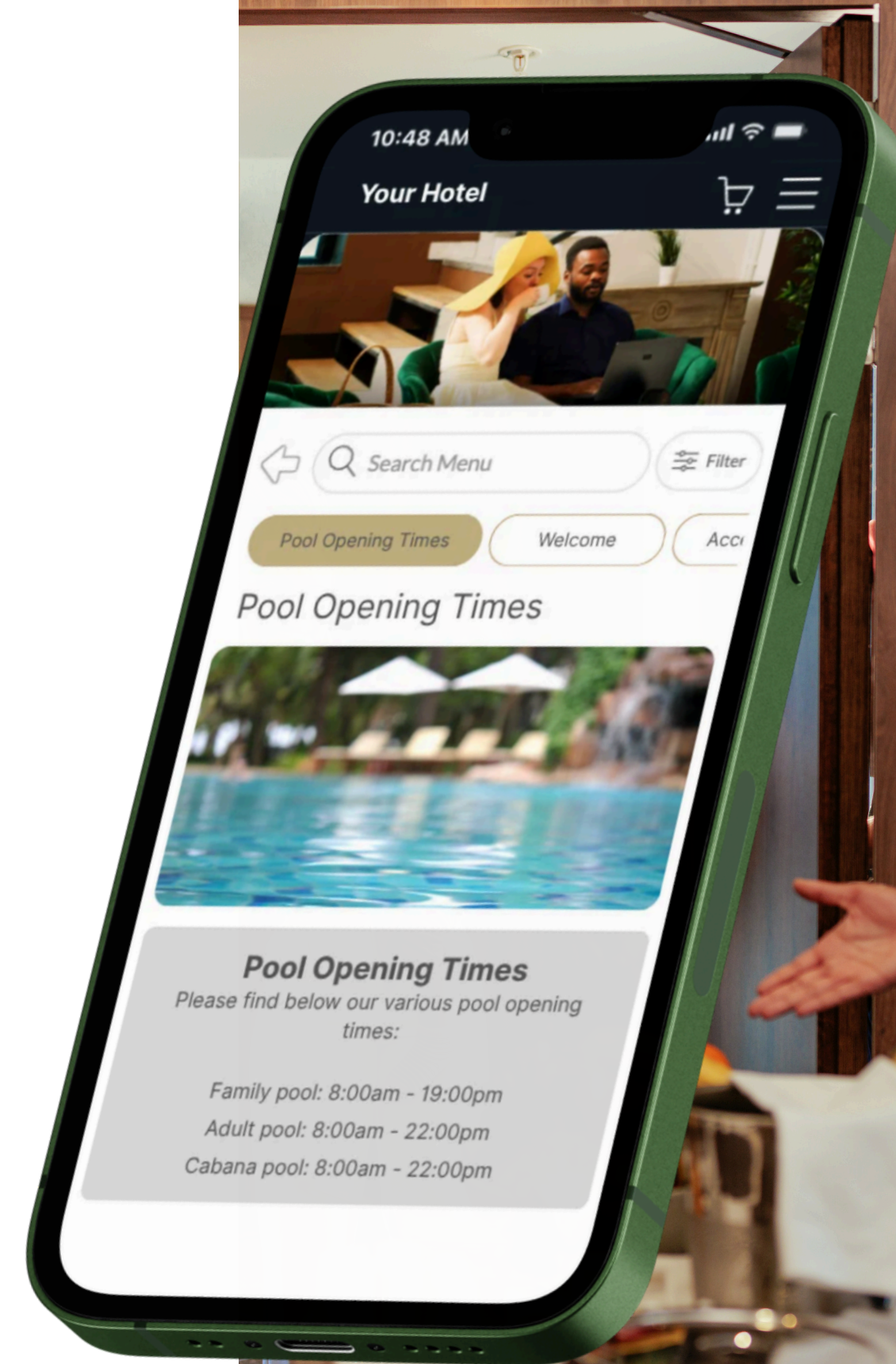
## real-time content management

Operators can update content instantly through the wi-Q Backoffice without needing technical support. Sections can be toggled on/off, images and links added, and changes go live immediately — eliminating the cost and delay of reprinting physical directories or PDFs.



## Flexible customisation

Role-based permissions let brand/regional managers lock certain sections for consistency across properties, while venue managers retain the ability to edit locally relevant content. Combined with automatic brand skin styling, this ensures a consistent guest experience without constant oversight.



WHERE CAN IT BE USED

# Key Uses



## Facilities and bookable services

Gym, spa, events, with direct booking links embedded to drive more on-property revenue.



## Room service requests

Guests can order extra towels or toiletries without picking up the phone.



## Local attractions and activities

Including opening hours and useful information for exploring the area.



## Venue policies and information

Check-out times, service hours, Wi-Fi details, and house rules.

# Why use Guest Directory?

By delivering a fully branded guest information hub through the same QR journey as ordering, operators can improve the guest experience, be confident that their content and tone are brand consistent, and drastically reduce front-desk load.

- Save on paper and printing costs
- Boost eco credentials through displaying information digitally

## 1.7 Million

Of guest conversations were handled through hotel AI guest messaging platforms.

(Source: Hijiffy, 2023)

## 1kg

Average waste per night, with paper and printed materials contributing.

(Source: Asian Hospitality, 2025)

## 80%

Of routine guest questions could be answered through digital channels.

(Source: RoomMaster, 2026)



# Our Integration Partners

Integrating digital ordering with your systems is essential in today's fast-paced hospitality landscape, ensuring efficiency and accuracy across every operational area, from POS to Payment to PMS and beyond...

ORACLE

micros®

stripe

3C  
PAYMENT

PayPal

Braintree

worldpay

Apple Pay

adyen

Opayo  
by Elavon

Elavon.

G Pay

barclaycard

planet

VISA

deliveroo

And many more...

wi-q

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# Here to drive your revenue

Ready to see wi-Q in action?

Experience first-class mobile  
ordering with **our team**

[Book a demo today.](#)

 [wi-q.com](https://wi-q.com)

 [sales@wi-q.com](mailto:sales@wi-q.com)